

Key Features

Supporting Your Conference

ServWare is a web-based application that is designed to support the St. Vincent de Paul (SVDP) conferences by providing a secure, easily accessible location for conference members to document SVDP conference activities.

Clients—Who do you help?

Build a database of clients for whom your conference has provided assistance. ServWare allows you to enter client details such as:

- Address and contact information
- Family members
- Income and expense information
- Employment
- Utility account information

Assistance Requests—How do you help?

Track your client requests, the assistance provided by your conference, or referrals to community organizations. View each client's request history.

Home Visits

Schedule and manage home visits associated with assistance requests. Assign a home visit to a conference member, track visit status, and capture notes about the visit.

Mileage and Hours In-Service Tracking

Record and report on mileage and hours in-service for your conference.

Calendar, Messaging, and Files

Your conference calendar and messages appear on your conference home page. Post important dates and scheduled visits on your calendar. Post conference messages for members to view on your

home page. Upload files that your members can access for reference when assisting clients.

Reports

Generate conference reports such as the following:

- **Request Activity.** Detailed and summary reports of monthly and fiscal year statistics showing assistance provided by your conference.
- **Assistance Request Detail.** This report displays the details of a specific assistance request, includes request history, and is useful for home visits.
- **Conference Member.** Summary report of conference member contact information.

Conference Administration

ServWare allows you to customize the system to support your conference needs. For example, you can:

- Create user accounts for your conference members and assign permissions to each account based upon the conference member's role in your organization.
- Customize ServWare with your local utilities, referral agencies, and income and expense types.

Getting Started

All you need to run ServWare is a computer or tablet that is connected to the Internet. Simply open a browser window, such as Microsoft® Internet Explorer®, Google Chrome™, or Mozilla® Firefox® and enter www.ServWare.org in your browser's address bar.

Secure and Reliable

ServWare stores your conference information in a highly available, secure and backed up environment that only allows authorized access by registered users in your conference.