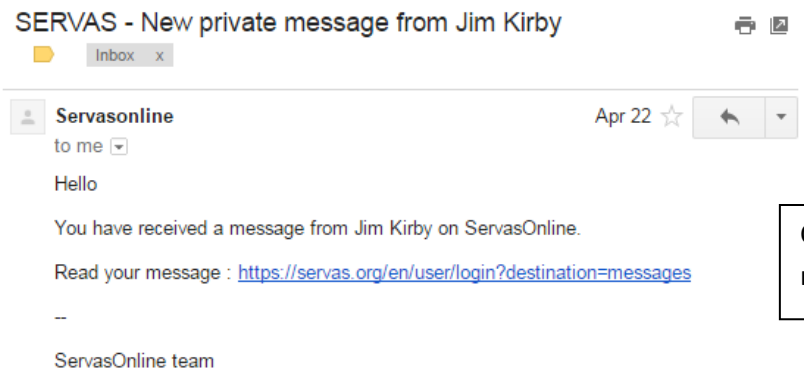
Communicating with ServasOnline: Sending and receiving messages Receiving messages:

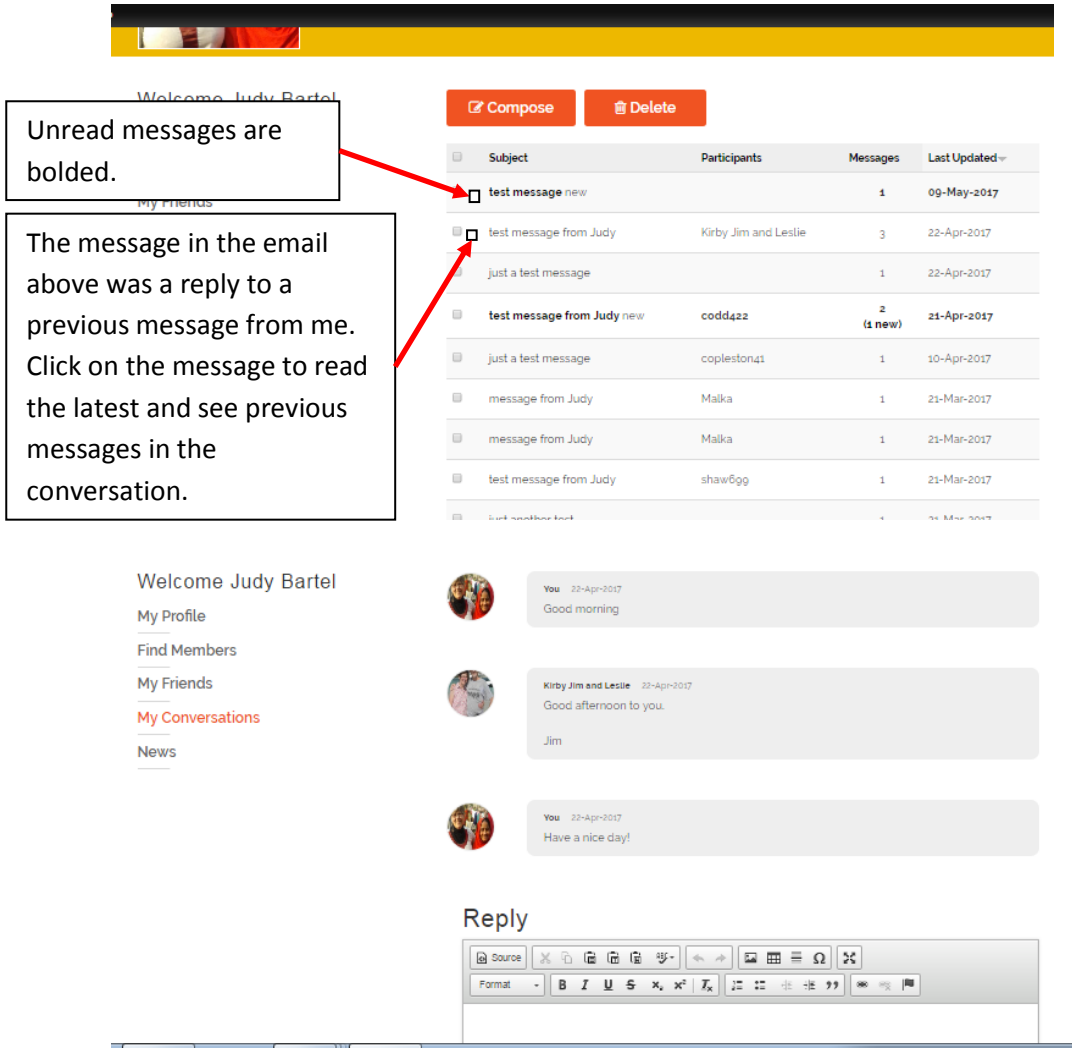
Receiving Messages

1. Email notification: If someone sends you a message through ServasOnline, it will go to the email address you entered as “email for servas notifications”.



Click on the link to read your message.

2. Login to ServasOnline and read your message: the link in the email will take you first to the login page to enter your password, and then to the “My Conversations” page.

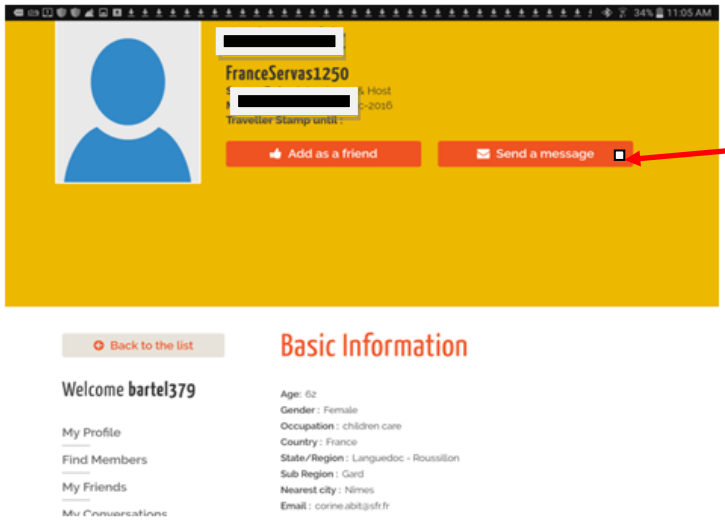


Sending Messages

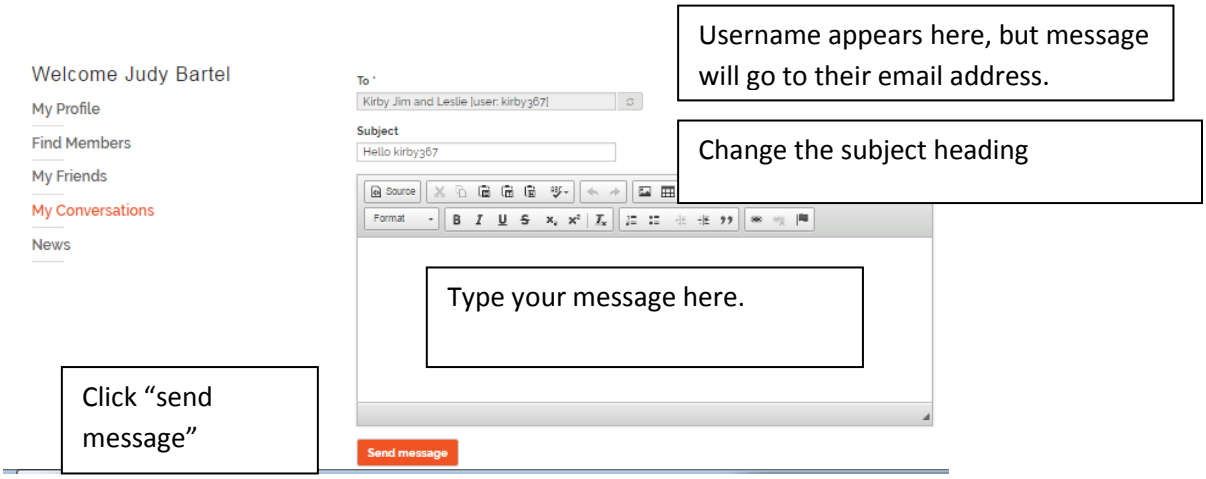
There are a number of ways to communicate with members.

1. The old-fashioned way: email or phone: **Check the Hosting section of the Members' profiles to see how they want to be contacted.** If they specify "phone", don't be surprised if they don't respond to email. They may check email infrequently. If the phone number and email aren't listed, you will need to send a message through the site.

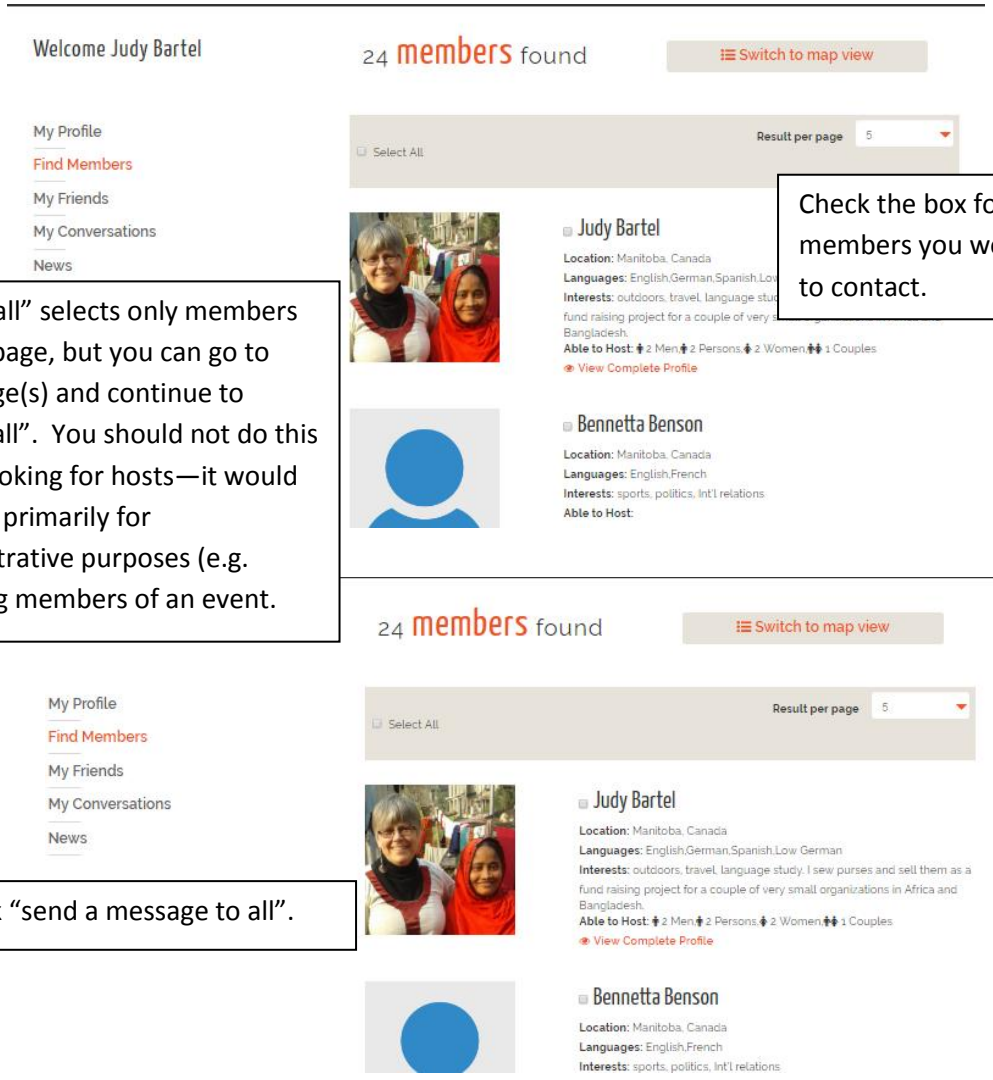
2. Send a message from the Member Profile screen:



In the box that opens, write your message:



3. Send a message to one or more members from the List View screen



Check the box for members you would like to contact.

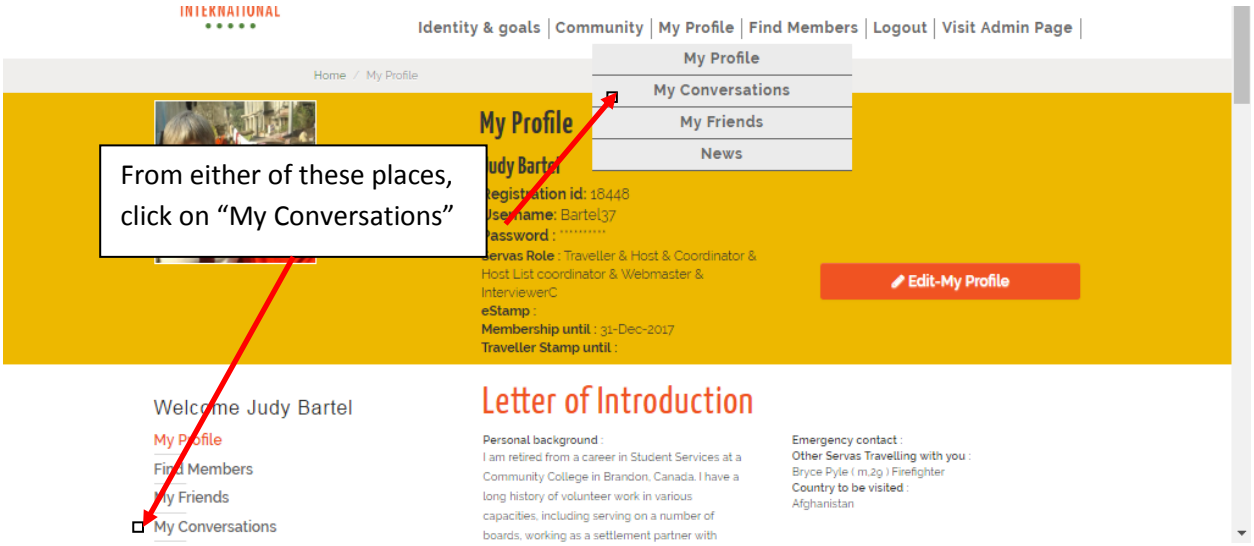
"Select all" selects only members on this page, but you can go to next page(s) and continue to "select all". You should not do this when looking for hosts—it would be used primarily for administrative purposes (e.g. notifying members of an event.

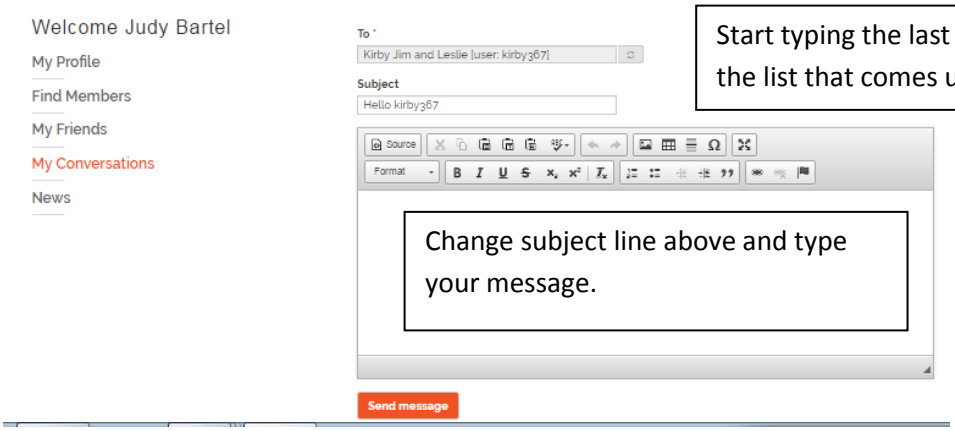
Click "send a message to all".

The conversation screen will open as in number 2 above, with all members you have selected in the "to" field.

Note: This function should be used carefully. You may send a message to several people indicating you will be in their area on a certain date, but don't send a lot of people a request for the same time period. If you do get more than one offer, be sure to immediately contact any other hosts who have invited you and let them know you won't be coming.

4. Send a message from the “Conversations” screen





*This doesn’t seem to work consistently—some names will not appear. It does seem to work well for subsequent messages if you have already communicated with someone. If it doesn’t work, send the message from the members profile (number 1 above).