GivePulse Claim Account FAQ, rev. 3/21/2022

Q: What is GivePulse?

A: GivePulse is a volunteer management platform that supports tracking hours, accepting applications, managing volunteer data and producing reports.

Q: Are there instructions I can follow to claim my GivePulse account?

A: Yes, we strongly encourage following the step-by-step instructions in the [Claim Your GivePulse Account Guide](#).

Q: I followed the instructions, but I'm having trouble claiming my GivePulse account. How can I get help?

A: If you need additional help, you may email systemhelp@kingmg.org with a description of your issue or question, your preferred contact method and best times to reach you. A Master Gardener volunteer from our GivePulse Help Team will respond within 48 hours.

Q: What if I didn't receive the email invitation to claim my GivePulse account?

A: First, check both your inbox and your spam folder for an email from **Washington State University | GivePulse** titled "Welcome to WSU King County Master Gardeners – Washington State University!" If you don't find it, please email our GivePulse Help Team at systemhelp@kingmg.org to request another invitation email. This may take several days, as we'll need to work with GivePulse to generate the new invitation for you.

Q: Do I really have to claim my GivePulse account?

A: Yes. You will not be able to record hours in GivePulse if you haven't claimed your account.

Q: Why do I have to complete the Master Gardener Application in GivePulse when I'm already a Master Gardener?

A: Although you are already a Master Gardener, we are asking for your help entering the requested information as part of our transition to the GivePulse platform in 2021-2022.

Q: Why do I have to select "Yes, I DO give permission…" for the Photo/Video Release? What if I don't want to give this permission?

A: A "Yes" response is required, per the [MG Program Handbook, revised 2020](#), pg. 22. The Photo Release is part of the required paperwork for all WSU Master Gardeners.

Q: Do I have to enter Personal References?

A: No, please DO NOT enter Personal References. Please skip this item.

Q: Do I have to upload a headshot photo of myself?

A: We would love to have you upload a headshot photo if you have one. If you don't have a photo available now, you can always add one at a later time.

Q: Should I "Opt In" or "Opt Out" of automated system emails?

A: This is entirely your choice. You may click the question mark to the right of the Opt In/Out selection to see a list of these types of emails. If you change your mind at a later date, you may always log back in and change this setting.

Q: Why is GivePulse asking me for Parent/Guardian Information?
A: Please DO NOT complete the Parent/Guardian Information.

Q: I claimed my account and now I want to log back into GivePulse. How do I get back in?
A: Go to https://wsu.givepulse.com/group/453122-WSU-King-County-Master-Gardeners and click the green Login button to log in to our private group. Do **NOT** click to "Log in with WSU email," but click just below that to select "**click for more options**." Then, log in with your personal email address and the password you created when you claimed your account.

Q: What if I've forgotten my GivePulse password?
A: Go to https://wsu.givepulse.com/group/453122-WSU-King-County-Master-Gardeners and click the green Login button to log in to our private group. Do **NOT** click to "Log in with WSU email," but click just below that to select "**click for more options**."   Then, click the "Forgot Password" link and follow the instructions. If you don't receive an email with your reset link, be sure to check your spam or junk folder, as well.

Q: I'm trying to log back into GivePulse and I don't know my Washington State University username and password. What do I do?
A: Please do **NOT** attempt to "Log in with WSU email," as volunteers typically do not have a WSU username and password. Below the "Log in with WSU Email" button, select "**click for more options**" to log in with your personal email address and the password you created when you claimed your GivePulse account.

Q: I can see many other organizations in GivePulse. Does that mean my information will be visible to the public, too?
A: No, WSU has worked with GivePulse to create private groups for each of the WSU Master Gardener programs in our state. Information in our private group, WSU King County Master Gardeners, is visible to only King County Master Gardeners. Your personal information is visible to only authorized program staff and WSU staff who administer the program.

Q: Can I begin entering my hours in GivePulse right away as soon as I've claimed my account?
A: Yes, please carefully follow the steps in the GivePulse Recording Hours Guide to ensure you will receive credit for your hours.

Q: Can I use the GivePulse mobile app?
A: Please access GivePulse through the website, using the link provided in your invitation and in the documents on the GivePulse Help Documents page. At this time, the functionality of the mobile apps does not support our needs.