

## **GivePulse Recording Hours FAQ, rev. 4/4/2022**

**Q: How do I get a WSU GivePulse account?**

A: If you're an active WSU Extension Master Gardener in King County, a WSU GivePulse account has already been created for you, but you must claim it before you can do anything further. If you haven't yet done so, please follow the step-by-step instructions in the [Claim Your GivePulse Account Guide](#).

**Q: I already claimed my WSU GivePulse account, but I'm having trouble logging back in. How can I get help?**

A: Please review the *Get Started* section of the [GivePulse Recording Hours Guide](#) for a refresher on logging in. Remember to use the same email address you used when you claimed your account. If you've forgotten your password, click the "Forgot Password" link on the login page. If you need additional help, you may email [systemhelp@kingmg.org](mailto: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: Why doesn't my GivePulse screen have the crimson Washington State University banner across the top, like the picture of our main group page in the instructions?**

A: Please review the *Get Started* section of the [GivePulse Recording Hours Guide](#) for help with logging in correctly. It's important to always log in from the following link so all of our WSU features work: <https://wsu.givepulse.com/group/453122-WSU-King-County-Master-Gardeners>. Please bookmark or save this link to your favorites.

**Q: Why does our group's main page look completely different from the pictures in the instructions?**

A: You may have inadvertently switched to the beta view GivePulse is currently testing for a potential new future look. To switch back to the view that matches the instructions, go to the top of your screen, click "Hi, (your name)" and select **Switch to Classic View** from the dropdown menu.

**Q: What is an Impact?**

A: GivePulse uses "impact" as an umbrella term to describe all forms of community engagement. Volunteer activities and continuing education completed by WSU Extension Master Gardeners will be referred to as "impacts" in GivePulse. When we record volunteer hours in GivePulse, we will "add an impact" for the activity we completed and enter details, including location, date and time.

**Q: I followed the instructions in the GivePulse Recording Hours Guide, but I'm still having trouble. How can I get more help?**

A: If you've reviewed the instructions in the [GivePulse Recording Hours Guide](#) and need more help, you can find short videos in our [Quick Help Tools](#). These are not a substitute for the Guide, but watching may help you to better understand the Guide instructions. If you still need additional help, you may email [systemhelp@kingmg.org](mailto: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: Why do I have to enter Start Time and End Time, instead of just entering the number of hours?**

A: Start Time and End Time are required for our workers' compensation insurance, in case of a claim for injury or damages incurred while volunteering for the Master Gardener Program.

**Q: Do I need to enter Start Time and End Time to the exact minute?**

A: You may enter your exact Start Time and End Time if you know it, or you may estimate to the nearest quarter hour if you don't have exact times.

**Q: How do I know which Program Category to use when I enter an Impact?**

A: The Program Categories are defined on pgs. 25-27 of the [WSU Extension Master Gardener Program Handbook, rev. 2020](#). If you are unsure which to use, you may confirm with the Master Gardeners who led or coordinated your specific event or activity. You may also email the Program Office at [king.mg@wsu.edu](mailto:king.mg@wsu.edu) if you need help determining which Program Category to use for a specific activity.

**Q: Why can't I put comments into the Review, Reflection and Feedback section? How do I share my feedback?**

A: The Review, Reflection and Feedback section is not utilized by our program, so information you enter there will not be reviewed. You are encouraged to share feedback directly with the Master Gardeners who led or coordinated your specific event or activity. You may also email the Program Office at [king.mg@wsu.edu](mailto:king.mg@wsu.edu) if you have concerns about a volunteer experience.

**Q: I'm concerned about the Sharing and Privacy Settings in the Add Impact screen. What if I don't want to share my Impact with Washington State University?**

A: Impacts are always shared with Washington State University, because our program is part of the University. Please do not change the Sharing and Privacy settings. Your information will not be shared outside of authorized Program and University staff.

**Q: Why does my Impact have a status of "Pending" or "Verification Pending" in GivePulse? Is someone checking whether I volunteered?**

A: Master Gardener volunteers are on the honor system and we trust you to record your hours honestly. All newly entered or newly updated Impacts are automatically placed into "Pending" status in GivePulse. An Administrator in the Program Office will periodically process pending Impacts, after which they will show as "Verified" in GivePulse. There is no set schedule for processing of Impacts, but it will typically be done at least monthly.

**Q: I made a mistake entering an Impact. How do I update or delete my Impact?**

A: Please review the *Update or Delete an Impact* section of the [GivePulse Recording Hours Guide](#) for help with correctly entering an Impact.

**Q: I was notified that my Impact was entered incorrectly and I was asked to update it. How do I do that?**

A: Please review the *Update or Delete an Impact* section of the [GivePulse Recording Hours Guide](#) for help with updating an Impact.

- Q: I received a notification that my Impact has been “Disputed” in GivePulse. What does this mean?**
- A: A status of “Disputed” just means there is an error in the information entered for your Impact. The notification will contain a link you can click to see the explanation of the discrepancy and either edit the Impact or communicate with an administrator about it.
- Q: How can I see how many volunteer hours I’ve entered so far this year?**
- A: Please review the *View and Print Impact Summary* section of the [GivePulse Recording Hours Guide](#) for help with viewing a summary of your volunteer hours.
- Q: Why doesn’t my Print Summary say Washington State University at the top and have the same sections and breakouts as the pictures in the instructions?**
- A: It’s important to always log in to GivePulse from the following link so all of our WSU features work: <https://wsu.givepulse.com/group/453122-WSU-King-County-Master-Gardeners>. *Please bookmark or save this link to your favorites.*
- Q: Why doesn’t my Print Summary show all of the hours I’ve recorded?**
- A: Impacts in “Pending” status will not appear in your Print Summary until they have been processed and moved to “Verified” status. Please review the *View and Print Impact Summary* section of the [GivePulse Recording Hours Guide](#) for additional help with viewing a summary of your volunteer hours.
- Q: How often do I have to enter my hours in GivePulse?**
- A: You are encouraged to record your hours as soon as possible after you volunteer, while the information is still fresh. At a minimum, Master Gardeners are required to report hours monthly, per pg. 24 of the [WSU Extension Master Gardener Program Handbook, rev. 2020](#).
- Q: Can the Program Office enter my volunteer hours in GivePulse for me if I send an email or drop off my written records?**
- A: No, the Program Office will not be able to perform this task on your behalf. If you need assistance learning to enter hours in GivePulse, you may view the guides, videos and FAQ documents available on the [GivePulse Help Documents](#) page. For additional assistance, you may email [systemhelp@kingmg.org](mailto: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: Can I use the GivePulse mobile app?**
- A: For right now, please access GivePulse through the website, using this direct link to the [WSU King County Master Gardeners](#) page, which is also provided in the [GivePulse Recording Hours Guide](#). In the future, we’ll assess the mobile apps and determine whether to begin using them.