ORGSYNC FAQs
As individual users become familiar with Orgsync the list included below can be a vital resource. The members of the Office of Student Involvement and Leadership Development are always available to field any organization related questions. Additionally http://help.orgsync.com/ has a wealth of information and resources to help.

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How to join OrgSync:
1. Access getinvolved.siu.edu
2. Select login
3. As a first time user the system does not have a record of your information, so click Not a Member? Register Now
4. Select Southern Illinois University for a dropdown list of universities.
5. Fill out some basic profile information, click Submit.
6. If you are a visual learner, check out the How to Join Orgsync video.

How to join an organization, once a member of OrgSync?
1. There are three menu options at the top of your home portal. They are Community, Organizations, and MyTools.
2. Roll over the **Organizations** tap and you will see you are already in the Saluki All Access community (SAA) which allows access to all of the community wide forms and documents, without being a member of an organization.

3. Organizations are listed alphabetically and by Category.

4. From Community Home, click **Find an Organization** OR click **Organizations > Add**

5. Utilize the Search bar to narrow organization list

6. **View Profile** will show information about the specific organization.

7. Click **Join Now** once you have found your desired organization.

8. **Request to Join** with a reason*

* If you Request to Join an Organization, you must be approved by the organization administrator.

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**How to request to create a new organization:**

To be able to access the New Organization request form, you must be logged in to OrgSync to access the form

1. From the default SAA Community select **Forms** along the left side of the page
2. Select **New Organization Request Form**
3. Fill out the appropriate information
4. Questions can be directed to Student Involvement and Leadership Development

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**Which members of an organization need to be signed up in OrgSync?**

Every member of an organization should join OrgSync and be a part of that organization’s portal, to utilize to their fullest all the features provided. At minimum every listed officer needs to be a part of the organization’s portal (per registration requirements), and each organization should have identified two Organization Administrators for the portal.

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**How to update/renew organization profile:**

Updating an organization’s profile and renewing an organization’s registration can be considered the same thing.

1. **Settings > Profile**
   Organization Administrators will always have access to an organization’s profile and have the ability to update information whenever change occurs. Organizations are only required to renew their information annually (when this time comes there will be a notification at the top of the organization’s home page with a renewal reminder), but updating organization info as it happens is strongly encouraged.

2. If you are a visual learner, check out the [How to Join Orgsync video](#).

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**How to become an Organization Administrator:**

If you created your organization, you will automatically become an administrator for that group. However, if you are the organization leader and do not have administrative privileges, you may choose any of the following options to become an administrator.

1. Contact a current Administrator and have them promote you.
   a. Only current portal administrators have the ability to promote members in their organization to administrator status, or change members to different account groups.
2. If there is currently no Organization Administrator in your group, you will need to contact the campus administrator in charge of your portal. Each campus has the ability to promote administrators to the specific student organization.

**How to add someone as an administrator:**
Once a user has joined an organization, go to People. Click next to the desired member’s name. Select **Administrator** from the **Account Group** dropdown.

**How to view an organization’s profile without logging into Orgsync:**
A comprehensive list of all recognized organizations is made available off of the getinvolved website. To search and RSO go to:
1. RSO Information; Search RSOs
2. View public profile of every recognized RSO on campus.
3. Within the profile lists the primary contact, advisor, meeting date and time (if one is available), the certified scheduling officer*, and certified financial officer.

*If you are confirming the status of a scheduling officer, it is encouraged to verify their certification card with the listed scheduling officer on the organization profile.

**How to reactivate an inactive Organization Portal:**
If an organization is listed as inactive, check with Student Involvement and Leadership Development to determine why the organization’s portal is inactive
Organization is in the Dawg House:
1. Work with Student Involvement and Leadership Development and Student Life to make any necessary fixes and get off of the Dawg House list. Once out of the Dawg House, the portal will be reactivated.

Organization has not renewed registration
1. Submit a formal request-via email to either Ellen Auld (ellen@siu.edu) or Bethany Wendler (wendlerba@siu.edu) to have your portal reactivated. The organization will then have two weeks to update and renew the organization profile information before the portal will be considered inactive again.

**How long will a group be considered “inactive” before they are removed from the list of searchable organizations?**
Organizations that are inactive for more than two academic years will be removed from a searchable list of RSOs.

**How to archive organization information:**
Archiving organization information allows a group the ability to keep record of membership from year to year, and can provide valuable historical information regarding the organization existence on campus. Organization Administrators only have access to archiving information, but once saved the archive can be made available to all members.

1. Go to People > Download Roster
2. Save that roster as a PDF
3. Upload PDF to the organizations Files
4. Once the archive has taken place, it is encouraged to switch your former Officers to the Member or Alumni Account Group, and remove old members who no longer need access to OrgSync

**When should an organization archive information:**
At least once a year and best after leadership transitions

**How to invite members to join**
1. Go to Invitations
2. Select the Account Group you would like to invite your members to.
3. Enter a personalized Message (recommended).
4. Enter the Email Addresses of the members you want to invite, separated by commas or one per line. (remember whoever you invite will be automatically added to the chosen account group above)
5. Click to create a Pending Invitation and send each person an email notification.
6. If you are a visual learner, check out the How to Join Orgsync video.

**How to view and accept invitations:**
1. Go to Inbox > Invitations
2. Click Accept next to the pending invitation you want to accept.
3. The organization you accepted the invitation for will now automatically be listed under Organizations.

**How to add information to the Event Calendar?**
1. Go to Events
2. Click Create an Event
3. Enter all of the information for the event
4. Enter an Address and your members will be able to click Get Directions for a Google Map from their home address (in their user profile) to the event address.
5. Enter the RSVP Limit able to Join an Event (optional).
6. Select the Account Groups and Committees that you want to make this event available to.
7. Click Submit and the organization event will show up on the organization calendar.
8. Click Public and the organization event will show up on the community wide calendar that is searchable of the getinvolved site
9. Use the check box at the bottom to signal if your event repeats and choose from a variety of repeating options.
10. If you are a visual learner, check out the How to Join Orgsync video.

**How to take attendance at events & meetings:**
1. On the main Events page, click the underlined prospective Event and click on the Attendance List tab.
2. Either individually select the status for each member, or check off multiple members and scroll down to the drop down status menu to select the status of multiple members at a time.

3. To set everyone’s attendance to Attended click Mark all as attended.

Export Event Turnout:
1. Click Export All Events from the main Events page.
2. In Excel, the first tab will list an overview of all events by category, with a running total of hours for each member.
3. The following tabs are separated by category and show the total hours for each member at each event in that category.

Past Events:
Click on Past Events at the top of the events main page. Look back on the event and apply timesheet hours or attendance that did not occur during the event.

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How to approve an organization’s annual registration:
1. You will receive an email from OrgSync no-reply@orgsync.com* that looks like the following example:

   ![OrgSync Email Example]

   **Hello wendierba@siu.edu,**

   **Your review has been requested for the registration of Social Justice Leadership Institute submitted by Bethany Wendler.**

   Click [here](https://orgsync.com/reviewers/outside_review_request?reviewer_id=12978&seed=5be45583912809b92c44e50bc7b333920b36619) to view or paste the url below in your browser.

   **Sincerely,**
   **The OrgSync Team**

2. Follow the link or copy and paste the URL into your browser.
3. You will be able to review all the organization information including but not limited to; officer list, submitted constitutions, and meeting schedules.
4. Select either at the top and/or bottom of each page of organization information until a full review of information have been made.
5. The final page of the review requires basic advisor information you will need to fill out.
6. Select the tab, and Student Involvement and Leadership Development will be notified that you have reviewed and approved your organization renewal information.
7. The next steps in the process include a review of officer grades and judicial reports, before an organization will be considered fully renewed, which is administered by a Student Involvement and Leadership Development staff member.

*Please make sure to mark no-reply@orgsync.com as not spam for every Advisor request will come from that address.