

When on USAA Serves Dashboard:

1. Hover your cursor over the Volunteer Tab.
2. Click on Track Volunteer Time (on subsequent screens, it is referred to as “Track External Volunteering”)

- Under “What did you volunteer for?”
 - If you are reporting hours for a specific nonprofit, select “A Specific Cause”.
 - If reporting hours for anything else, select “Something Else”.
- If you selected “A Specific Cause, the entry box displayed is where you to enter the cause name or keywords.

If you selected “Something Else” the entry box displayed is where you enter a short title/description/purpose/location – like Church volunteer activities, or Performing Arts theater ushering, etc.

- Enter the total hours under “Hours” and enter any minutes under “Minutes”.
- You can track hours for one day up to one year by entering the appropriate start and end dates.
- Under “What type of volunteer activity did you do”, select the appropriate option.
- Under “Your Estimated Rewards’ reenter your volunteer time.
- Under “What did you do when volunteering?” enter a broad summary.
- Click on “Confirm Volunteer Time”. Be sure that the time entered is correct and, if it is, submit the time. If it isn’t correct, back out and correct the information on “Track Volunteer Time”.