For Students:

Creating your account and logging in

1. Access NobleHour from my.gwu.edu OR from www.noblehour.com
2. Use the **Globe Tab** to navigate to the GW Community page. This is an important step each time you log in. If you do not complete this step, you will not be able to track hours.

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Track hours associated with a student organization, GW department, or service-learning course

1. **Joining the Group**
   a. Select the **Groups Tab**. This will show you all Groups associated with GW.
   b. If you are tracking hours for a student org or a specific department, **search** for it. If it isn’t available yet, contact your student org or department lead and request to have them create a Group.
   c. If you are tracking hours for a service-learning class, **search** for it by Course ID (ex. UW1020). If it isn’t available yet, contact your professor – they may have different tracking requirements.
   d. Once you have found your Group, click the **Join** button!
   e. If your Group is not yet available, please wait to record your hours until your Group has been established **OR** follow the steps for tracking unassociated hours.
2. **Tracking a new Opportunity**
   a. From the Community or Groups page, click on the Hour Tracking tab. You will be directed to this screen:
   ![Hour Tracking Interface]
   b. In the Options sidebar, select the blue heading: “Track a New Opportunity.”
   c. Select your Group from the drop-down box.
   e. In the pop-up, select your Opportunity. The Opportunities listed are General Opportunities that correspond to the type of service you have performed.
      i. For example, if you are tracking hours for a service-learning class, please select “GW Service-Learning Hours.”
   f. Verify that all information is correct. Press Submit. When it appears, press “Begin Tracking Hours.” Proceed to the next section.

3. **Adding hours to an existing Opportunity**
   a. From the Community page, select the Hours Tracking tab. NOTE: If it does not bring you to this screen, please create an Opportunity by selecting “Track a New Opportunity” in the Options sidebar.
   ![Hour Tracking Interface]

b. **Select date and time** the service was performed. If you took a break, indicate it using the slider.

c. **Select the Opportunity** from the dropdown box. If there is an associated **Task**, please indicate it.

d. Add a reflection, if necessary for your Opportunity. (NOTE: This may be a requirement for some service-learning courses.)

e. Press the blue **+Add** button.

f. Press **Submit** for the appropriate Opportunity on the right hand side.

**Track unassociated hours**

4. **Tracking a new Opportunity**

a. From the Community or Groups page, click on the **Hour Tracking tab**. You will be directed to this screen:

b. Under the blue heading ‘**Find my crediting group…**’ select “The George Washington University: General Hours.” Press **Select Group**.

c. Under Option 1, enter “The George Washington University” and press **Submit**. Once it appears in the Search Results, press Select.

d. In the pop-up, select “General Hours Submission” as your Opportunity.

e. Verify that all information is correct. Press **Submit**. When it appears, press “Begin Tracking Hours.” **Proceed** to the next section.
5. Adding hours to an existing Opportunity

   a. From the Community page, select the Hours Tracking tab. NOTE: If it does not bring you to this screen, please create an Opportunity by selecting “Track a New Opportunity” in the Options sidebar.

   b. Select date and time the service was performed. If you took a break, indicate it using the slider.

   c. Select the Opportunity from the dropdown box. Using the Tasks dropdown, please indicate the category of service your performed.

   d. Add a reflection, if necessary for your Opportunity. This is optional.

   e. Press the blue +Add button.

   f. Press Submit for the appropriate Opportunity on the right hand side.

   g. Once you have reviewed your hours:

      i. In the Additional Comments box, write a one- or two-sentence summary of the service you performed. This is mandatory.

      ii. Type your full name at the bottom of the page. Check the disclaimer box and press Submit one last time!

   h. Your hours have now been submitted for approval. You will receive an email and a notification on your NobleHour dashboard once your hours are approved.
For Student Organization and Department Leaders, Service-Learning Professors and other GW Faculty:

Creating a Group

a. You must have your own NobleHour account in order to create a Group. Please refer to “For Students > Creating Your Account and Logging In.”

b. Use the Globe Tab to navigate to the GW Community page. This is an important step each time you log in. If you do not complete this step, you will not be able to associate your Group with GW.

c. Select the Contribute button on the right hand of the Community page. Then, select the Groups option.
d. Create the Group with your name as the Owner and fill out the Name and Type. Don’t worry about filling in the Description yet, you can always do that later from the Group homepage. Click **next**.

e. Now, change your settings.
   i. Groups will **always** be private.
   ii. **Always** click direct verification.
   iii. Enable Tasks is up to you! Adding different Tasks will allow you to drill down your reports. Most Groups find Tasks to be useful!
   iv. Click **Save**.

f. You’re now on the main Groups page; congratulations on creating your first Group! This list will display all of the Groups that have been created from within the GW Community. Click on the name of your Group from this list.

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**Invite Members to Join the Group**

a. From your Group page, click on the **Admin** tab on the right-hand side.

b. At the bottom, select the **'Invite Others to Join Group'** option.

c. Invite your Group members:
   a. Enter their email addresses. You can copy/paste directly into the box.
   b. All general members will be Group Citizens.
   c. Executive Board members (or other important members) will be Group Administrators.
   d. Enter a custom message, if you’d like.

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**Approving and Viewing Hours**

a. When a member submits hours, you will receive an email and a notification in the top corner of your NobleHour page. Click on it.

b. In the Alerts screen, under the Actions header, click “**View Hour Submissions**.”
c. Now, you’re in the Approval page. If everything looks good (and please make sure it does!), type your name, check the box, and hit Credit!
d. If you’d like to look at data for your Group, click the Reports tab within the Admin settings.
   a. Charts & Graphs gives you a visual breakdown.
   b. Credited Users gives you a summary by user. This is useful if you have a service-hour requirement.

Support
There are plenty of ways to get help with NobleHour! Please follow the steps in this order:

1) Check out our library of support documents and presentations to find the answer to your question.
2) If you’re still having difficulties, email gwserves@gwu.edu with the subject “NobleHour Question.” You may also call 202-994-7981 and leave a message. Your call or email will be returned within 24 hours.
3) If your question is urgent, take advantage of the Live Support function and talk to a NobleHour representative.
   a. On the left side of your screen, during regular business hours, you can email or live chat with the NobleHour support team.