



WDMCS SILVER CORD

Student Manual
<https://silvercord.wdmcs.org>
Updated April 2021

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Quick tip:

Click the name of the section you need to visit the page directly!

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<https://www.wdmcs.org/silvercord>

#wdmcsilvercord

What is the Silver Cord program?

Program Overview

The Silver Cord program began at Valley High School in the fall of 2001 as a graduation incentive program to promote a lifetime of community service. A silver cord is given at graduation to West Des Moines Community Schools (WDMCS) seniors who complete program requirements.

WDMCS Community Education coordinates the Silver Cord program districtwide. Over 800 students from Valley, Valley Southwoods, and Walnut Creek Campus have earned this award by volunteering. All WDMCS high school students are encouraged to participate!

Why should a student participate?

The purpose of the Silver Cord program is to promote volunteerism and encourage students to experience the joy of giving back to the community. Volunteering is a valuable use of time, fosters the exploration of career interests, supports students seeking employment and college admission, and gives new graduates confidence to serve in leadership roles after high school.

When can a student start volunteering to earn the award?

All WDMCS students are eligible to participate in the Silver Cord Program beginning the summer following eighth grade. To earn the Silver Cord Award, high school students must volunteer a minimum of 50 hours for three or more non-profits during every year of high school.

The Silver Cord year runs from June 1-May 31, with the exception of senior year, which ends May 1.

How does a student sign-up?

Starting May 1, incoming freshmen can complete the online application to set up their Silver Cord account. The application can be found on the WDMCS Community Education website (https://www.wdmcs.org/starting_sc) and is located under "Service" and then "Silver Cord."

Once the application has been submitted, students will receive an email with information on how to log in to their online account.

Students can start volunteering and submitting hours online for credit for the next school year beginning **June 1**. Hours submitted before June 1 for the next school year will be denied.

Students who would like to participate in the Silver Cord program who are not incoming freshmen will need to contact the Silver Cord coordinator.

How does a student find out about volunteer opportunities?

The best place to find out about volunteer opportunities is on the WDMCS Community Education website, where new service opportunities are posted several times each month and are well-suited for high school students. See pages 8-9 for more information.

Guidelines

- The official Silver Cord calendar year runs from June 1 to May 31, with the exception of senior year, which ends on May 1.
- Each student needs to volunteer a minimum of 50 hours per year.
- Each student must volunteer at three different non-profit organizations per year. Examples include but are not limited to: schools, local or state government, church, and community events.
- Volunteering at home—for family, extended family, or neighbors, with the permission of a parent—qualifies as one of the three required organizations. Students may volunteer at home for no more than 10 hours each year.
- Hours are credited by 15 minute intervals, with a limit of eight hours per day. Submitted hours may not include time for travel, breaks, meals, recreation, or sleeping.
- Submitting hours:
 - Students have 30 days from the last date of service to submit hours.
 - Submit hours for ongoing service opportunities monthly, within 30 days of the last date of service that month. Please report these hours in the “description of service” field on the online submission form; see page 11 for details.
 - Hours submitted after 30 days are awarded at half credit.
 - No credit will be given for hours that are submitted six months or more after the last day of service.
- It is each student’s responsibility to check their online account to view their status and messages from the Silver Cord coordinator. Messages will appear as blue links on the student’s dashboard.
- Students must document all service hours via the Silver Cord online system.
- Seniors must submit all requests for credit no later than May 1. Failure to do so will result in not receiving the Silver Cord award at Senior Honors Night.
- All of the service opportunities posted on the Silver Cord webpage have already been approved and will be listed (along with all prior preapproved activities) in the drop-down menu for the student to choose from when submitting their hours for credit online.
- If a service opportunity is NOT on the list, the activity must be preapproved before a request for credit can be submitted. This can be done by filling out a preapproval request through the student’s online account.

Acceptable and Unacceptable Hours

Acceptable Hours

- Acceptable hours must provide a service or meet a clear need for a non-profit agency, church, school, park, senior living community, charity program, day care center, or community event.
- Up to 10 hours each year may be earned volunteering for family at home.
- Accepted religious activities include, but are not limited to: participating with Sunday/Wednesday school, Vacation Bible School, confirmation class, baby-sitting during religious services, working on a sound crew, recording/videotaping a service, or mission trips.

Unacceptable Hours

- Unacceptable hours include:
 - Valley High School and Valley Southwoods Freshman High School sport team managing or training
 - Service work for a group as part of your membership obligation
 - Hours earned to satisfy a class requirement
 - Rehearsing
 - Working from home
 - Walking/running/dancing/sleeping in a marathon or fundraiser (Valley High School Dance Marathon is exempt from this rule and may be counted)
 - Hours used for confirmation or other church membership requirements
 - Boy Scout Advancement
 - Participating in a march, rally, or walkout
- Silver Cord hours may not be directly involved with rituals, services, or ceremonies of any specific religion. Examples of invalid activities include, but are not limited to: singing in the choir, candle lighting, reading from religious texts, altar service, ushering, or passing out programs.
- Silver Cord hours cannot be earned while working for a for-profit business, country club, or while working for pay or compensation of any kind.
- Outside of at-home service hours, Silver Cord supervisors should not be immediate family members.

Process Overview

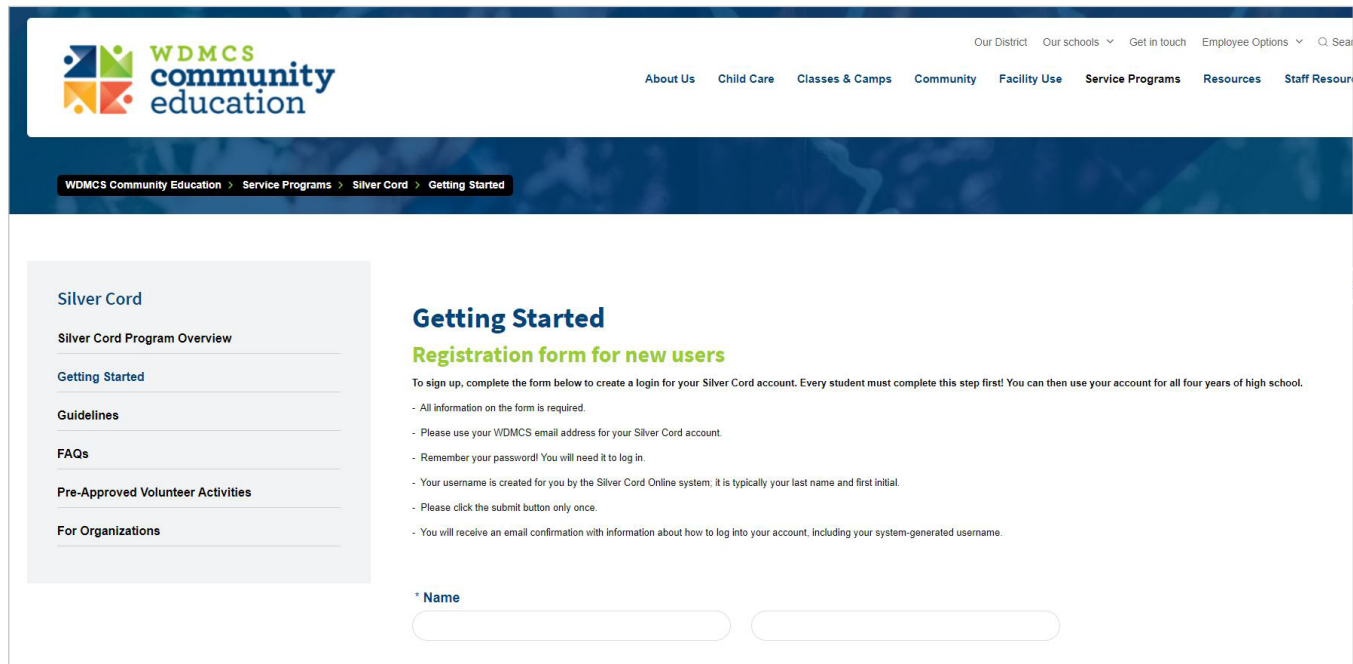
1. Student signs up and establishes an online account by filling out the online application. Once the account is created, the student is able to log in and review their Silver Cord dashboard. The account is good for all four years of the program.
2. Student logs into Silver Cord Online and can view their dashboard, update their profile, enter preapprovals, submit hours for credit, and read important messages.
3. Student views the volunteer opportunities webpage or the “Organization-Activity” drop-down menu located on the “Submit Activity for Credit” form within their Silver Cord online account to select a service opportunity. If student is interested in a service opportunity that is not listed, the student requests a preapproval **BEFORE** they participate in the service opportunity. This step is required for every service opportunity that is **NOT** already in the “Organization-Activity” drop-down menu. **Students will not be able to submit their hours for credit if the service opportunity is not preapproved.**
4. Student participates in the service opportunity. At the end of their service, student should obtain the site supervisor’s name, email address, and phone number. It is imperative to the process that the correct contact information is obtained. Submitting incorrect information will slow down the approval process and may prevent receiving credit for the hours completed.
5. Student submits hours for credit using the online system within 30 days from the last date of service. Once the form is submitted, an automatically generated email is sent to the site supervisor. The status of the student’s service opportunity is marked pending on the student’s dashboard and will stay as pending until it is approved by **both** the site supervisor and the Silver Cord coordinator. This process is not immediate and may take several weeks.
6. Site supervisor approves or denies the student’s request via the online form included in the email they receive. They have the option to leave comments. If an incorrect email address is submitted, the supervisor will be unable to receive the submission for credit and will be unable to approve the student’s hours.
7. Silver Cord coordinator reviews the submission for credit and approves or denies the request and has the option to leave comments. If submission is denied, there will be a message with an explanation for the denial. The student has the option to resubmit with corrected or updated information. It is each student’s responsibility to check their online account to view important account information, including messages from the Silver Cord coordinator.
8. The system automatically updates student’s hours.
9. Once a volunteer activity has been submitted and is visible on the student dashboard, no additional action is needed. If an activity is still pending after four months, please contact the Silver Cord coordinator.

Signing Up for Silver Cord and Acquiring an Online Account

Every Silver Cord student needs to begin by filling out the Silver Cord registration form. Find this form on the WDMCS Community Education's website at:

https://www.wdmcs.org/starting_sc

Filling out the Silver Cord registration form will officially sign you up for the Silver Cord program and **create your account in the Silver Cord Online system.**

The screenshot shows the WDMCS Community Education website. The header includes the logo and navigation links like 'Our District', 'Our schools', 'Get in touch', 'Employee Options', and a search bar. A secondary navigation bar lists 'About Us', 'Child Care', 'Classes & Camps', 'Community', 'Facility Use', 'Service Programs', 'Resources', and 'Staff Resources'. A breadcrumb trail indicates the path: 'WDMCS Community Education > Service Programs > Silver Cord > Getting Started'. The main content area is titled 'Getting Started' and 'Registration form for new users'. It contains instructions for signing up, a list of requirements (all information required, use WDMCS email, remember password, system-generated username, click submit once, email confirmation), and a form with a 'Name' label and two input fields.

Page view of the Silver Cord registration form on the WDMCS Community Education website

1. All the information on the form is required.
2. Choose an email address that you check regularly. This email address will be associated with your student account and used to communicate with you throughout the duration of your participation in Silver Cord.
3. Password—Remember this, as you will need it to log in to the online system. Your user name is created for you by the system, typically your last name and first initial.
4. Freshman Starting Year
 - 2020 = graduation year 2024
 - 2021 = graduation year 2025
 - 2022 = graduation year 2026
 - 2023 = graduation year 2027
5. Click the submit button once.
6. You will receive an email confirmation with information on how to log in to your account, including your system-generated user name. Write down this information down if you need help remembering it.



Username

Password

☐ Remember Me

[← Back to Silver Cord](#)

Logging In To Your Account

Log in to the application at:

<http://silvercord.wdmcs.org/wp-login>

or access it through the WDMCS Community Education website at <https://wdmcs.org/commed>. Click on “Service Programs” and select “Silver Cord” from the options on the Service Programs main page. This will take you to the Silver Cord Program Overview page. From here, you can access Silver Cord Online from the vertical menu on the left side of the page or under the heading “Silver Cord Resources.”

- Username—Typically last name and first initial (the system generates this for you)
- Password—You determine this when you set up your account.

Navigating Silver Cord Online

Profile—the first page you will see when you login.
Here you can:

- Review and edit your basic profile and contact information
- Get creative and change the color scheme
- Change your freshman starting year if entered incorrectly
- Change your password

Dashboard

Your student dashboard is a great place to find useful information about Silver Cord and your hours and preapprovals. Check out our numbered guide (below) to navigate it!

The screenshot shows the Silver Cord Student Dashboard. On the left is a purple sidebar with navigation links: Home, Profile, Request Pre-Approval, Submit For Credit, Activity Report, and Collapse menu. The main content area is titled 'Student Dashboard' and contains several sections:

- At A Glance** (Callout 1):
 - Current Year**: You have received credit for 0 organizations, with 0 completed activities, for a total of 0.00 hours applied to the 12th grade.
 - All Time**:
 - Pre-Approvals**: 2 SUBMITTED, 2 APPROVED, 0 PENDING, 0 DENIED.
 - Activities**: 3 SUBMITTED, 3 APPROVED, 0 PENDING, 0 DENIED.
- Information for Students** (Callout 1): Updates to the WDMCS Silver Cord program during school closures for COVID-19. Includes a message to students and parents about temporary changes to guidelines and a section on 'Volunteering During School Closure'.
- Pre-Approval Requests** (Callout 3):

Organization	Date Submitted	Hours	Status
Hall of Laureates - World Food Prize - Tour Guide	5/8/2018	5	Approved
Plymouth Church	5/8/2018	3	Approved
- Hours Requests** (Callout 2):

Organization	Date Submitted	Grade	Hours (Applied for)	Hours (Approved)	Status
Western Hills - Special Event	3/31/2018	10th	2	2	Approved
Community Education - Personal Care Collection	10/1/2018	11th	4		
Tiger Cubs Preschool - Light Clerical	5/1/2019	11th	3		
- Approved Credits by Grade** (Callout 4):

Grade	Hours	Remaining to 50
10	2	48
11	7	43

Different Statuses & What They Mean

Approved:

Request is approved and there is nothing further to do.

Denied:

Request is denied. See notes as to why, and resubmit if applicable

Pending:

Submission is still being processed by either the activity site supervisor or the Silver Cord Coordinator

1. Information for Students

Current information regarding the Silver Cord program will be posted here. Check this spot every time you log into your account.

2. Hours Requests

- Listed in chronological order by date with a status of pending, approved, or denied.
- Hover your cursor over any status link in [blue and underlined](#) to see Silver Cord Coordinator comments.
- If you need to respond to the Silver Cord coordinator, you may do so through email or by stopping into the office.

3. Preapproval Requests

- Listed in chronological order by date.
- Hover your cursor over any status link in [blue and underlined](#) (i.e., approved or denied) to see coordinator comments.

4. Approved Credits by Grades

View awarded credit activity per grade. You will see information that displays the remaining credit balance.

Finding a Preapproved Service Opportunity

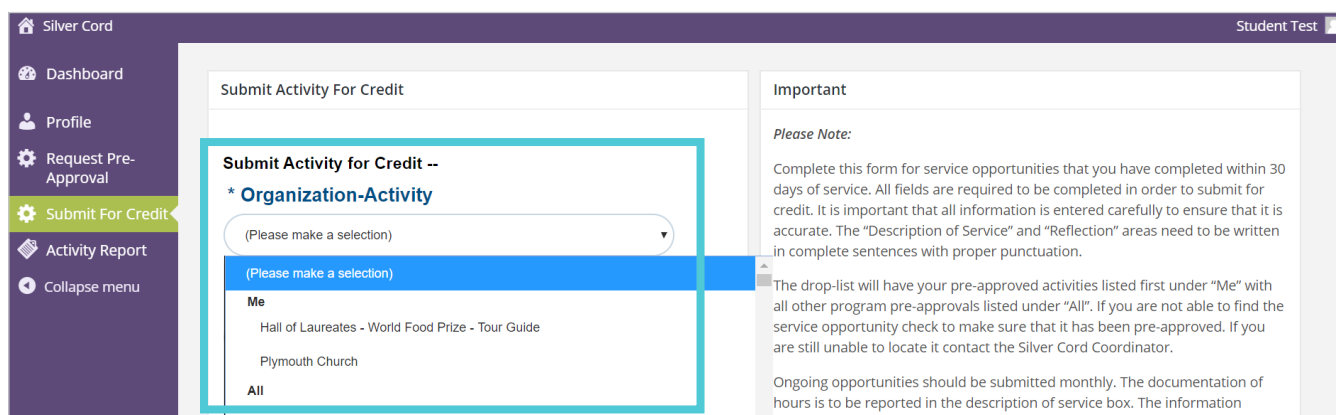
Preapproved service activities are activities that are **already approved** by the Silver Cord program. All preapproved activities can be found in one of two places: the Silver Cord online system or the WDMCS Community Education website.

The activity listed has to be the exact service opportunity in which you are to participate. Not every opportunity at every organization has been preapproved. When in doubt, contact the Silver Cord coordinator.

Finding Preapproved Service Opportunities within Silver Cord Online

Best for: finding independent (not event-based) activities, activities throughout the year

1. Login to Silver Cord Online.
2. Select the the “Submit for Credit” form on the left side of the page.
3. Click the “Organization-Activity” drop-down menu to open a complete list of preapproved activities. Activities are listed by Organization Name–Name of Activity.

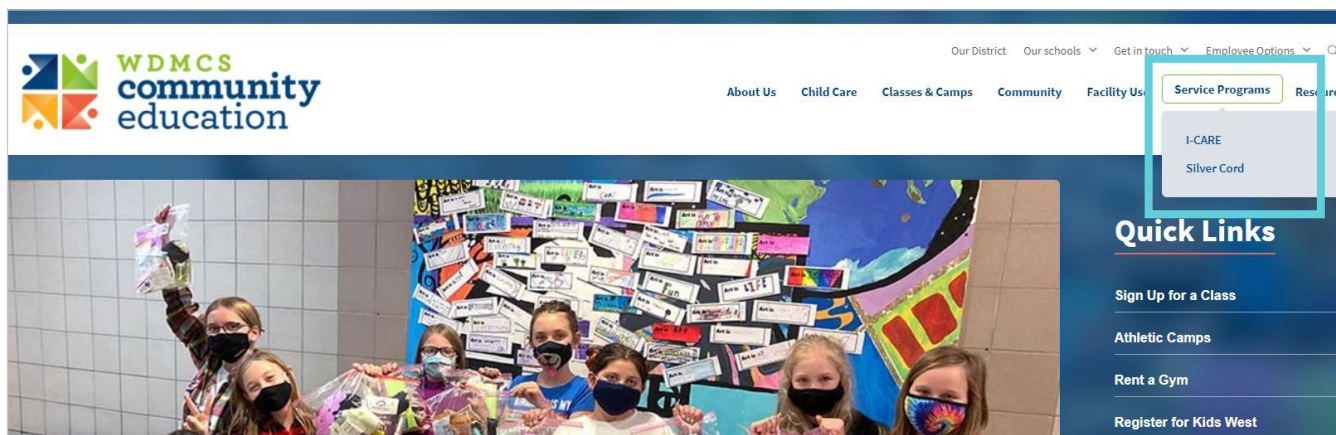


Finding Preapproved Service Opportunities on the WDMCS Community Education Website

Best for: finding upcoming or new preapproved service opportunities

1. Visit the WDMCS Community Education website at <https://www.wdmcs.org/commed>
2. Hover your cursor over the “Service” option in the menu at the top of the page. When the drop-down menu opens, select “Silver Cord.”

Continued on next page



- When you arrive on the Silver Cord home page, select “Pre-Approved Volunteer Activities” from the “Silver Cord” menu on the left side of the page.

Silver Cord Program Overview

Home > Service Programs > Silver Cord > Silver Cord Program Overview

Silver Cord

- Silver Cord Program Overview
- Getting Started
- Guidelines
- FAQs
- Silver Cord Online
- Pre-Approved Volunteer Activities**
- For Organizations

Silver Cord Program Overview

The Silver Cord Program began at Valley High School in the fall of 2001 as a graduation award which promotes volunteering and community engagement. The Silver Cord award is available to West Des Moines Community Schools (WDMCS) seniors who volunteer each year of high school starting in 9th grade. To earn a Silver Cord, students must volunteer a minimum of 50 hours a year at three or more non-profit organizations, events, or programs during all four years of high school.

WDMCS Community Education coordinates the Silver Cord program and each year over 1000 students from Valley, Valley Southwoods, and Walnut Creek Campus submit community service hours through the program. All WDMCS high school students are encouraged to participate!

Updates to Silver Cord during COVID-19 Closures

We are experiencing a challenging time, and we do not want Silver Cord requirements to add to your stress. For this reason, we are making temporary changes to Silver Cord guidelines to give you opportunities to serve your families and community while staying safe and healthy. We encourage you to practice social distancing and wear a mask, especially if you will be less than 6 feet away from others. As is always the case, if you have extenuating circumstances regarding your Silver Cord hours, you may contact Mrs. Bonus, Silver Cord coordinator, at bonuscj@wdmcs.org.

Getting Started

Students can create a Silver Cord account by completing the online form at the link below.

Completing Silver Cord Hours

For the 2020 -2021 school year, Silver Cord volunteers will need to complete **50 hours of service work for three different organizations by May 31, 2021.**

Silver Cord Resources

[Sign in to Silver Cord Online](#)

[Silver Cord Student Manual](#)

Contact Us

[Lyndi Bonus](#)
Silver Cord Coordinator
515-633-4365

[Shana Tow](#)
Administrative Assistant
515-633-5006

Silver Cord Office

Valley High School
3650 Woodland Avenue

- The “Pre-Approved Volunteer Activities” link will take you to the Pre-Approved Activities page. There, volunteer opportunities are divided into two columns:

- WDMCS District Volunteer Opportunities
- Metro Area Volunteer Opportunities

Newly-created volunteer opportunities are listed first.

If an activity that you are interested in is not listed in one of these two places, you must submit a request for a new preapproval (see next page).

Pre-Approved Volunteer Activities

Home > Service Programs > Silver Cord > Pre-Approved Volunteer Activities

Silver Cord

- Silver Cord Program Overview
- Getting Started
- Guidelines
- FAQs
- Silver Cord Online
- Pre-Approved Volunteer Activities**
- For Organizations

Pre-Approved Activities

District Volunteer Opportunities

VHS - NHS Community Service Clean Up

10-12 Grades - The National Honor Society invites you to join them in showing Valley Pride by cleaning up trash around our school! If you have free time before or after school or even an off period, please contact Mrs. Edwards at edwardsj@wdmcs.org or stop by her room 1630.

Who: 10th - 12th graders

Dates: Currently

Time: Before or after school or off periods

Location: Valley High School Grounds

How to sign up: Contact Mrs. Edwards to coordinate your time

Contact:
Jana Edwards
edwardsj@wdmcs.org
or stop by Room 1630

VHS - Boys and Girls Soccer - Scoreboard/Announcer

Operate the scoreboard for home games, minimal announcing (script provided)

Metro Volunteer Opportunities

CANCELLED!! Furry Friends Refuge - Earth Day

Come volunteer for our Earth Day Cleanup event! Volunteers are needed to help clean up around the shelter. Tasks include raking, picking up sticks and leaves, pulling weeds, trimming and getting rid of any trash in the north

Date: 4/2

Time: 9

Location: 3505 Mill

Clive

Clive Co
their car

First tim
procedu
to you.

Helpful tip:

Bookmark this page to find it easily later.

wdmcs.org/sc_preapproved

If you or anybody in your family has any COVID-like symptoms, or if you know you have

Requesting a Pre-Approval

All service opportunities posted on the WDMCS Community Education website are already approved. Service opportunities listed in the “*Organization-Activity” drop-down menu (in the “Submit for Credit” form in Silver Cord Online) are also already approved. If a service activity is NOT listed in one of these two places, you must request a new pre-approval for it.

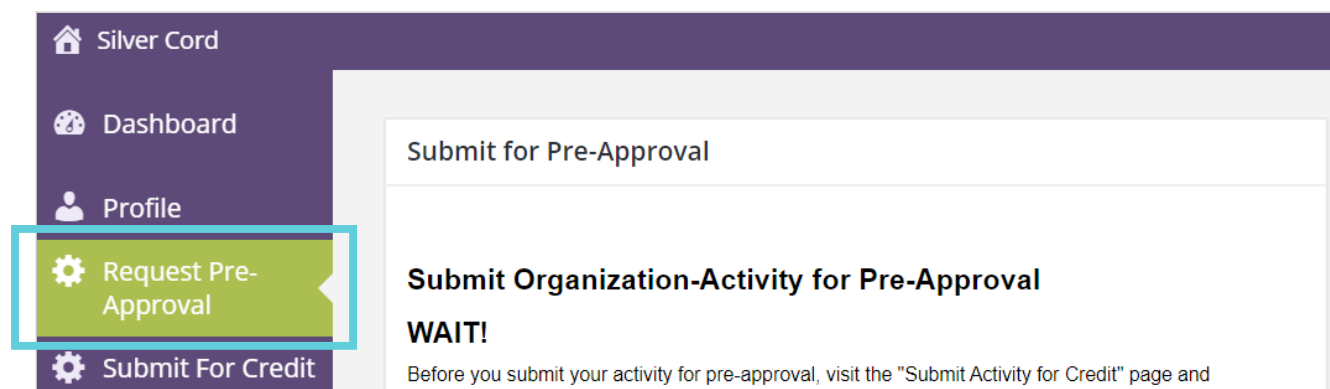
It is the student’s responsibility (not the organization’s) to secure preapproval before participating in an activity. You otherwise take the chance of having your hours denied. You will not be able to submit your hours for credit if your service opportunity has not been preapproved, because it will not be a choice in the drop-down menu.

You only have to be preapproved for a service opportunity once. However, if you volunteer at the same organization with a different activity, that activity will need to be preapproved separately (if it is not already approved).

Proceed only if an activity is NOT listed on the WDMCS Community Education website or in the “*Organization-Activity” drop-down menu of the “Submit for Activity Credit” form located in your online account.

How to Request a Pre-Approval

1. Log in to Silver Cord Online.
2. Select the “Request a Pre-Approval” form from the menu on the left side of the page.



3. Fill out the form, completing as much information as possible. The description of service opportunity should contain enough information for the Silver Cord coordinator to make an informed decision.
4. The request will default to a ‘pending’ status on your dashboard upon initial submission.
5. The Silver Cord coordinator will review your request within three business days. The status of your request will update automatically on your dashboard. You may hover the mouse over any status link in blue and underlined (i.e., approved or denied) to read any comments that were left by the coordinator.
6. Please respond to any questions from the Silver Cord coordinator about the requested preapproval via email; you cannot respond directly to a question within the online system. The Silver Cord coordinator will then approve or deny the requested preapproval.
7. If any of your preapprovals are denied, you must create a new request with the updated or new information if requested by the Silver Cord coordinator. If an issue cannot be dealt with in the system, please contact the Silver Cord coordinator by email, phone, or in person.
8. Once the activity is approved, you may participate in the service opportunity.

Silver Cord

Dashboard

Profile

Request Pre-Approval

Submit For Credit

Activity Report

Collapse menu

Submit Activity For Credit

Submit Activity for Credit --

* Organization-Activity

(Please make a selection)

* Date of Service (From)

MonthDayYear

* Date of Service (To)

MonthDayYear

* Completed Hours

Enter in decimal values in quarter-hour increments.

* Describe Service

* Reflection

Service Photo

Choose FileNo file chosenAccepted file types: jpg, jpeg, gif, png.

Site Supervisor

* Name

* Phone

* Email

SUBMIT

Important

Please Note:

Complete this form for service opportu required to be completed in order to si ensure that it is accurate. The "Descripi sentences with proper punctuation.

The drop-list will have your pre-approv listed under "All". If you are not able to approved. If you are still unable to loca

Ongoing opportunities should be subrn description of service box. The informa

Submit the form by clicking the submit

Once the form is submitted, an automa

Once the site supervisor takes action, t reviewed. The status of your request w definitive status written in blue and un were left by the coordinator.

If you are denied for any of your credit reading the Silver Cord Coordinator's c back to the original submission form w activity has already approved your cred email silvercord@wdmcs.org the resub

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Participating in the Service Opportunity

- When you volunteer, you must obtain the site coordinator's name, phone number, and email. Please note that this person might be different than the person you signed up with. If the correct email is not submitted, your supervisor will not receive the email approval request and cannot approve your hours.
- Students should tell the supervisor they will be receiving an email and will be asked to approve or deny the request. It is beneficial for the student to submit hours for credit shortly after they volunteer.

Submitting Hours for Approval

1. Log in to Silver Cord Online.
2. Select the "Submit for Credit" form from the menu on the left side of the page.

Helpful Tips for Submitting Hours

- The "Organization-Activity" drop-down menu will have your preapproved activities listed first under "Me" with all other activities listed further down under "All."
- The preapproved activity you select must be an **exact match** for the activity you completed; similar matches will not be accepted. Failure to select an exact match will result in a denial of request, and the hours submitted will not be counted. If you are not able to find the activity on the drop-down, you must submit a preapproval.
- All fields are required to be completed in order to submit for credit. **It is important that all information is entered carefully to ensure that it is accurate.**
- Smile! Take photos while you are volunteering and upload them when you submit your hours. The photos will be used on social media and/or website.
- You must submit all hours for credit within 30 days of service being completed.
- **Submit ongoing activities monthly within 30 days of the last date of service that month.** If you have volunteered for the same activity multiple times in a month, please list **each occasion of service, with the date, start and end times, and number of hours**. You can list this information in the "Describe Service" field.
- Once the hours have been submitted, an automatically generated email will be sent to the site supervisor. The system will default to a "Pending" status upon initial submission.
- Once the site supervisor approves or denies the request, the Silver Cord coordinator will be notified, and they will review your submission.
- The submission status will remain as "Pending" until **both** the site supervisor and the Silver Cord coordinator have approved or denied the hours. If the supervisor's email is incorrect, the hours will remain as "Pending" until the correct email address is provided.
- As soon as the submission has been approved or denied by the Silver Cord coordinator, the status will automatically update on your dashboard. Hover your cursor over any status linked in blue and underlined (i.e., approved or denied) to see comments left by the coordinator.
- If your credit request is denied, you may resubmit the request by hovering over the status, reading the Silver Cord coordinator's comment, and clicking on the link to resubmit this activity. This will take you back to the original submission form where you can update the needed information.
- If the issue cannot be dealt with in the system, please contact the Silver Cord coordinator by email, phone, or in person.

Activity Report

The Activity Submission Information allows you to view some of your past submissions. Click on the “Activity Report” tab and it will take you to a list of your most recent Silver Cord activity submissions. You can then click on the individual submissions and view even more information. Please note that you are not able to edit your submission, and you will need to contact the Silver Cord coordinator to make any updates.

The screenshot displays the Silver Cord Student Dashboard. On the left, a purple sidebar contains navigation links: Dashboard, Profile, Request Pre-Approval, Submit For Credit, and Activity Report (highlighted with a red box). The main content area is titled 'Student Dashboard' and features a 'My Submissions' section. Below this, a list of submissions is shown, with the first one, 'Student Test - Community Education - Light Clerical', highlighted by a red box and an arrow pointing to a detailed view. This detailed view, also titled 'Student Dashboard', shows 'Submission Details' for the selected submission, including the date of service, approval status, and supervisor information. The 'Activity Description' and 'Activity Reflection' sections are also visible, along with a summary of approved hours and the approval date.

Silver Cord

- Dashboard
- Profile
- Request Pre-Approval
- Submit For Credit
- Activity Report**
- Collapse menu

Student Dashboard

My Submissions

Below is a list of your most recent Silvercord submissions. Click a submission to view details.

[Student Test - Community Education - Light Clerical](#)
Date: September 12, 2018
Credits: 3
Status: Approved

[Student Test - Community Education - Personal Care Drive](#)
Date: September 5, 2018
Credits: 4
Status: Approved

[Student Test - Western Hills - Special Event](#)
Date: February 12, 2018
Credits: 2
Status: Approved

Submission Details

Student Test - Community Education - Light Clerical
Date of Service: September 12, 2018
Silvercord Approval Status: Approved
Supervisor Approval Status: Approved
Student Submitted - Completed Hours: 3

Activity Description
I helped Community Ed sort and stack Learn West catalogs.

Activity Reflection
I did not know Community Ed was located in the LRC building. A few days after sorting the catalogs one arrived at my house. Everyone at Community Ed is really nice. I also met the Superintendent of Schools

Supervisor Name: Rosemary Brandt
Supervisor Phone: (515) 633-5010
Supervisor Email: brandtr@wdmcs.org

Approved Hours: 3
Approval Date: May 9, 2019

Changing or Resetting Your Password

If you need to change your password, you should log in to your account and change it in the profile tab of the dashboard.

If you have forgotten your password and need it reset, please contact the Silver Cord coordinator via email. Once you receive confirmation that your password has been reset, you will need to log in to your account with the temporary password provided and change it to something you will remember. Do not keep the temporary password that was given to you.

Things to Remember

- The Silver Cord coordinator works 15 hours a week and even fewer in the summer months. Preapprovals will be reviewed within three business days, and credit for hours submitted will be reviewed and approved within two weeks.
- All service opportunities posted on the WDMCS Community Education website are already approved. Service opportunities listed in the “Organization-Activity” drop-down menu (in the “Submit for Credit” tab in Silver Cord Online) are also already approved. If a service activity is NOT listed in one of these two places, you must request a new pre-approval for it.
- You will NOT be able to submit your hours for credit until the opportunity has been preapproved. This will also prevent any misunderstanding of qualifying hours.
- Make sure to select the correct activity from the drop-down list when submitting hours. Credit will not be awarded if the description and activity do not match.