

Dear Volunteers,

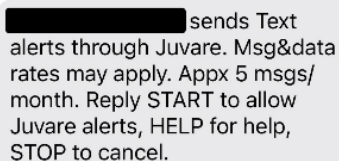
State Emergency Registry of Volunteers and Healthcare Personnel for Delaware (SERVDE) 6.0 is here! Our responder management platform had undergone an overhaul with a new look and improved user-friendly workflows. This email and attachments provide important information for accessing your account in the new SERVDE.

Important to know:

- SERVDE 6.0 go live date is **October 16, 2025**.
- **On October 16th, you will receive an account activation email from no-reply@login.juware.com. *** THIS IS A LEGITIMATE EMAIL. PLEASE DO NOT MARK IT AS SPAM. *****
- Your new login ID will be your primary contact email in your current SERVDE user profile.
- The website URL will remain the same: <https://www.servde.org/>.

Actions to take:

1. Reset your password to access your account. Either:
 - Follow the steps in the activation email from no-reply@login.juware.com you receive on Go Live! day to set a new password.
 - If you already have an active account in another Juvare product (EMResource, CORES HAN, etc), you will not need to create a new password. The same login email and credentials are used for all products authenticated through Juvare Login Services.
 - Alternatively, after **October 16th**, go directly to <https://www.servde.org/> and click “Forgot password?” and follow the steps to receive a password reset email.
2. If text/SMS is among your contact methods, respond **START** to the text consent message you will receive on Go Live day. Your consent is required to receive announcements and volunteer opportunities via text from SERVDE. The text consent message and future text notifications will come from a short code: **85079**

A screenshot of a text message from Juvare. The message is in a light gray bubble and contains the following text: "sends Text alerts through Juvare. Msg&data rates may apply. Appx 5 msgs/month. Reply START to allow Juvare alerts, HELP for help, STOP to cancel." The sender's name is redacted with a black box.

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3. Update your SERVDE Contact to be the following:
 - Text: **85079**
 - Voice notifications: **877-649-8901**
 - Note: If your state also uses CORES Health Alert Network, it will be the same short code for text notifications and phone number for voice notifications.
4. Please contact the Juvare Support Center at support@juware.com or 877-771-0911 if you encounter any difficulties.

The attached documents provide additional information on accessing your account and receiving notifications from the new SERVDE.

Best regards,