



Clemson Greek Experience: TigerQuest Instructions

Create an Event

1. Log into tigerquest.clemson.edu
2. Go into your chapter page. Only those with permission to manage the page can create an event.
3. Click the three lines beside your page name on the top left to open Organization Tools.
4. Click Events
5. Click the CREATE EVENT button on the top right.
6. Enter the event title and description of the event in the appropriate boxes.
7. Select the theme that best matches the type of event.
8. IMPORTANT: Add Fraternity and Sorority Life as a co-host so we have a record of the event.
9. Enter the event date, time, and location.
10. Event Details
 - a. Show To
 - Students & Staff in TigerQuest: Select if the event is open to anyone at Clemson.
 - Organization Members: Anyone not listed as a member of your chapter page will not be able to search for the event.
 - Invited Members Only: You will have to upload a list of invited members.
 - b. Event Categories: Select the category that matches the proper domain in the Clemson Greek Experience program.
 - c. RSVP: Select if you want anyone to RSVP to the event.
11. Add an Event Cover Photo (optional)
12. Review Event Submission
 - a. Double check that the event details are correct
 - b. IMPORTANT: Check "Allow attendance at this event to be shown on the Co-Curricular Transcript"
 - c. Hit Submit
13. Once submitted, your event will show up in your Events section of the Organization Tools.

Manage Attendance

1. Scan CUID
 - a. Hook up the card swipe to a laptop
 - b. Click your event link in the Events section of the Organization Tools.
 - c. Copy the Access Code
 - d. Click on Event Swipe URL: <https://clemsontech.com/engage/swipe>
 - e. At the bottom of the page, paste or type In Access Code Below and Hit Submit
 - f. A blue banner with "Ready to swipe" will appear
 - g. Left click in the white box to make sure the cursor is flashing before swiping IDs. Make sure the cursor is in the CUID box. If not, the IDs will not register.
 - h. The student will need to hold their ID (i.e. TigerOne card) to the scanner.
 - i. The scanner will beep whether the read is successful or unsuccessful, so be sure to watch the screen for "Success".
 - j. If another person scans before the previous student's information is processed, the two students' information will combine and neither students' information will process.
 - k. The scanners may freeze and hold on "procession" for a prolonged period. Be patient and do not let anyone else scan, as it should resolve itself.
 - l. If a card does not read, have them try a different scanner. If the card doesn't work on multiple scanners, have them write down their name and CU ID number.
2. Attendee Does Not Have CUID Present
 - a. Click your event link in the Events section of the Organization Tools.
 - b. Click Track Attendance
 - c. Click Add Attendance
 - d. Text Entry Option
 - i. Select Email Address button
 - ii. Type only one full Clemson email on each line. Use **@clemsontech.edu** as the email address instead of @g.clemson.edu.
 - iii. You can only input up to 500 attendees using this option.
 - iv. Do not use the Card ID option since the CUID is not the same as the Card ID.
 - e. File Upload Option
 - i. Select Email Address button
 - ii. Type only one full Clemson email each line.
 - iii. Save the file as .CSV in Excel or .TXT in Word., then Upload.

Adding Service Hours

1. Find Service Hours in the right-hand pop-out menu on the right under your initial or photo.
2. Click the + Add Service Hours button in the upper right-hand corner of the screen.
3. Select your fraternity/sorority page. You can include hands-on service done with another campus organization or service event. This is the only way that the hours will count towards the chapter's overall service hours and your Clemson Green Experience progress.
4. Be sure to complete all required fields, and provide a contact to verify the hours.
5. Once you have submitted your service hours, the number of hours you submitted will appear under "Pending Hours" until the administrator of your organization approves them.

Approving Service Hours

1. Click the on the grid and navigate to the Manage view. You will see a list of the organizations for which you are in a leadership role leader.
2. Click on your chapter's TigerQuest page.
3. Click the three lines beside your page name on the top left to open Organization Tools.
4. Go to the Roster section to double check the TigerQuest roster matches your FSL roster to ensure that current chapter members are listed so they can add their hours to your chapter page.
5. On the Manage Service Hours page, you will be able to see the total number of pending, approved, and denied service hours.
6. To approve hours, review the information provided; you will be able to view the entire description and verification information after clicking either Approve or Deny. A new window will open containing the submission details. Here you can provide comment and either approve or deny. It is your responsibility to only approve actual hands on community service (ex. Food bank, tutoring, park clean-up).
7. The total number of pending, approved or denied hours will update following each submission review.