

## MobileServe App directions

### *Important Notes:*

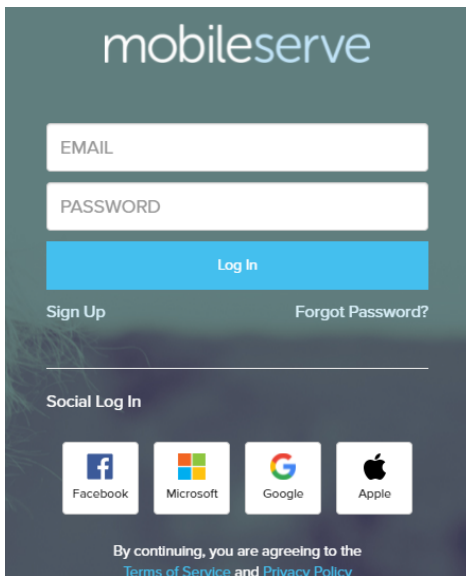
- Beginning September 20, 2021: All hours must be submitted through the app.
- All service hours completed between May 1, 2021 – September 19, 2021 must be submitted on paper logs ASAP.
- Hours should **NOT** be submitted on both logs and the app!

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Download MobileServe from Google Play or App store:

The image shows the MobileServe logo, which consists of the word "mobileserve" in a lowercase, sans-serif font. The "mobile" part is in a light blue color, and the "serve" part is in a slightly darker blue. The logo is centered within a white rectangular area that has a thin grey border.

Once downloaded, you can click the Google shortcut button & connect with your SCHOOL ACCOUNT. If for some reason, the Google shortcut is not working for you, please type in your school Google account and the password you use for your school Google account.

The image shows the MobileServe login screen. At the top, the "mobileserve" logo is displayed in white on a dark teal background. Below the logo are two white input fields: "EMAIL" and "PASSWORD". A blue "Log In" button is positioned below the password field. Underneath the button are two links: "Sign Up" and "Forgot Password?". A horizontal line separates the login section from the "Social Log In" section. This section features four icons for social media logins: Facebook, Microsoft, Google, and Apple. At the bottom of the screen, there is a small text line that reads "By continuing, you are agreeing to the Terms of Service and Privacy Policy".

Once logged in for the first time, it will ask you to provide your birthday as well as your first & last name. Please provide the formal name which matches other TCHS records.

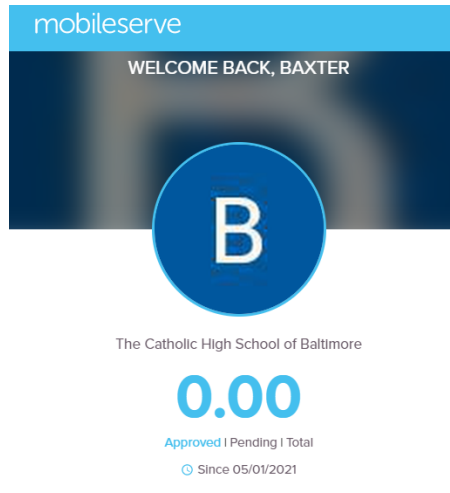
Additionally, MobileServe will provide you with a list of groups, asking you to select one. Please check the box of the group that matches your year of graduation.

Ex: c02022

**To record hours:**

*Please note that you will need a few minutes to complete a few steps before needing a supervisor so begin the process and then approach your supervisor.*

Your home screen view:

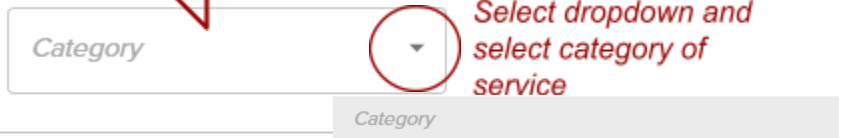



Next:



## Log Your Hours

### Activity Details



 Please explain IN DETAIL what your responsibilities were during these hours of service and who will benefit from this service.



- Churches/ Faith-Based Programs
- Community Outreach & Assistance
- Educational
- Environmental
- Food Assistance Programs/Soup Kitchens
- Healthcare Facilities
- Housing, Clothing, Other Needs Assistance Programs
- Internal - TCHS
- Schools

Once these steps are complete, approach your supervisor for verification:

Supervisor Name\*

Supervisor Email\*

Supervisor Signature

Add Signature

Photos

Add Photos  
(0/3)

< Previous **Submit Hours**

Supervisor name and email are required

If you are concerned about your supervisor's ability to verify your hours via email, please have them also sign digitally and Mrs. Baxter will review these specific verifications

Photos are not required but encouraged, if permitted by organization

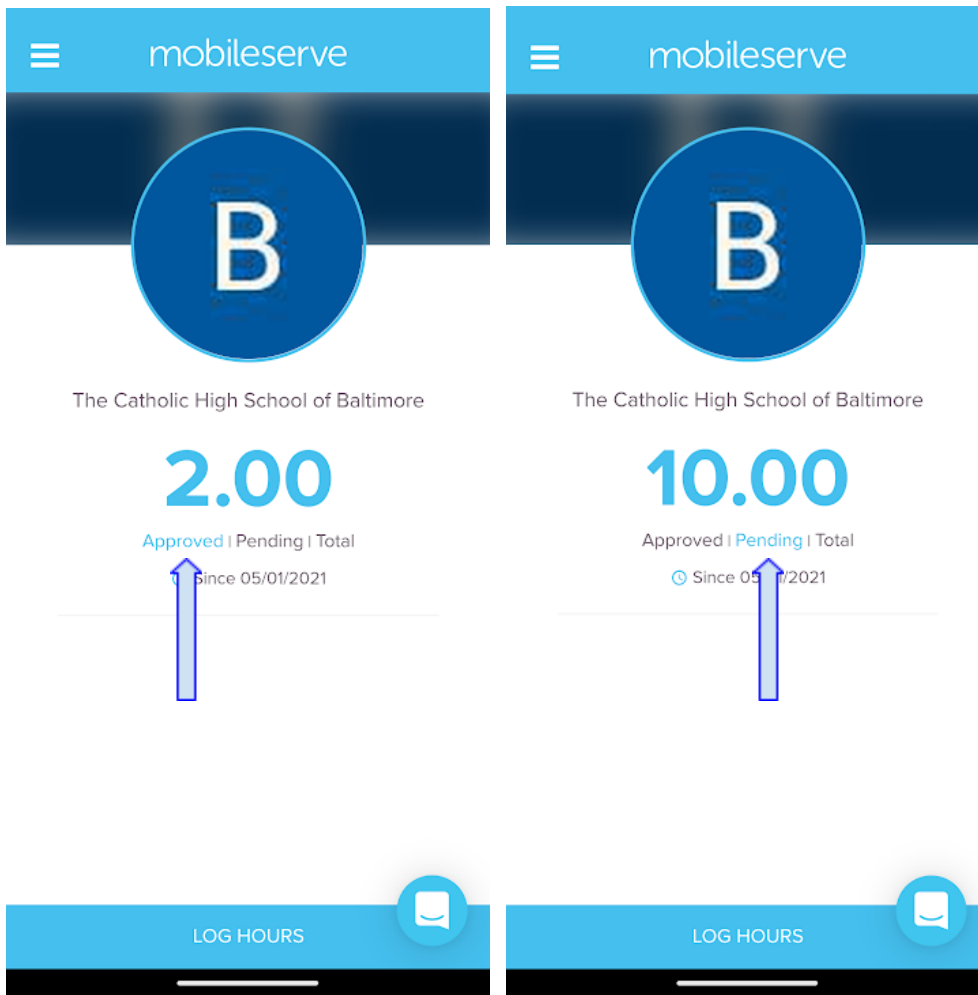
Mrs. Baxter, Campus Minister, will then review these submissions digitally. If there are concerns with your submission, Mrs. Baxter may “reject” the hours and provide a comment, for which you will receive a notification via email.

She is available on Mondays, Wednesdays, and Fridays to meet with students.

Please be sure to check your app occasionally to see if you need to follow up with your service supervisor about verifications. If they do not “verify” right away, the app will automatically email them reminders to “verify.”

## Tracking hours within MobileServe

When looking at the homescreen, students can toggle between “Approved,” “Pending,” or “Total” hours. The category in blue text marks which you are currently viewing.



## Monitoring Goals within MobileServe

