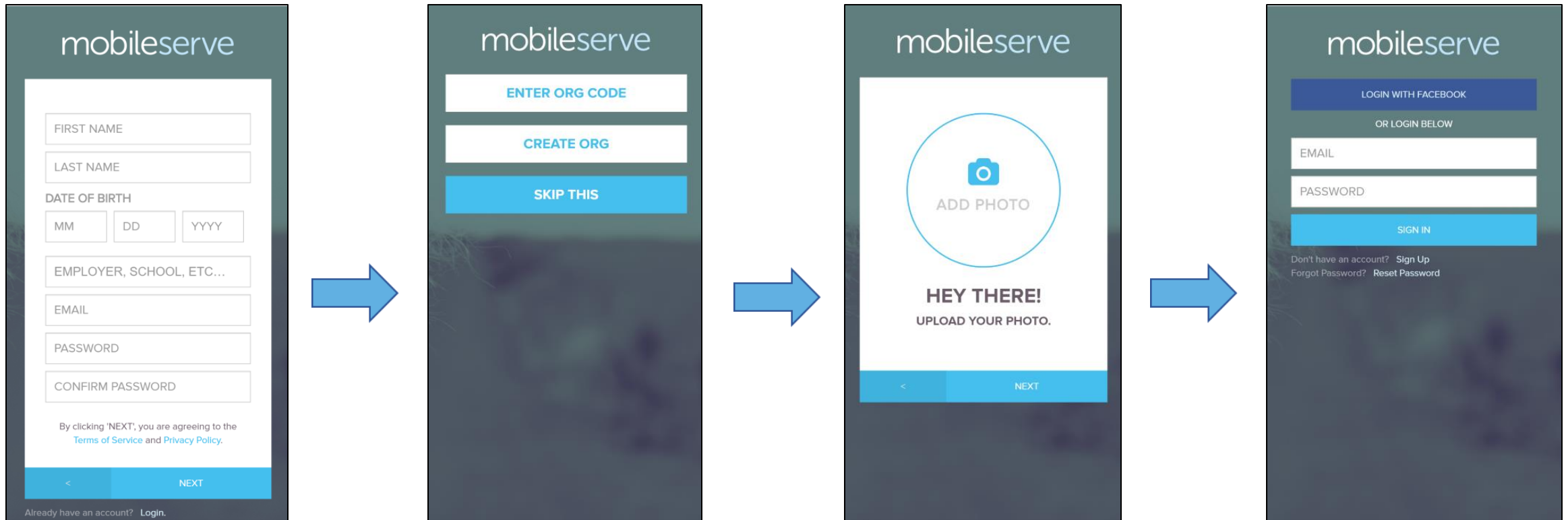


## Create an account on the MobileServe App:

You can download the app directly from the App Store or Google Play. You can also access the web app from any Internet connected device at [app.mobileserve.com](http://app.mobileserve.com). To create a new profile:

### In the mobile app:

1. Open the app and click "Sign Up" at the bottom of the page.
2. Enter your name, email address, date of birth, and create a password.
3. Enter the 6-digit code provided to you by your organization administrator.
4. Add a Profile Photo or click "Skip This" and you're ready to start logging hours.

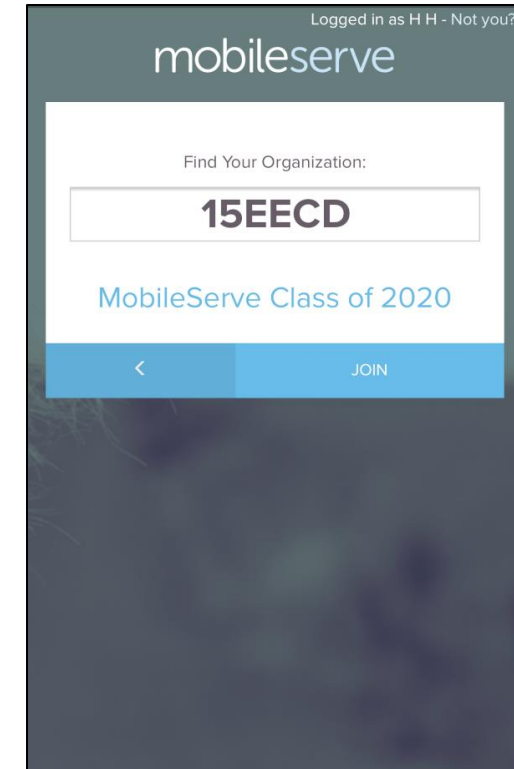
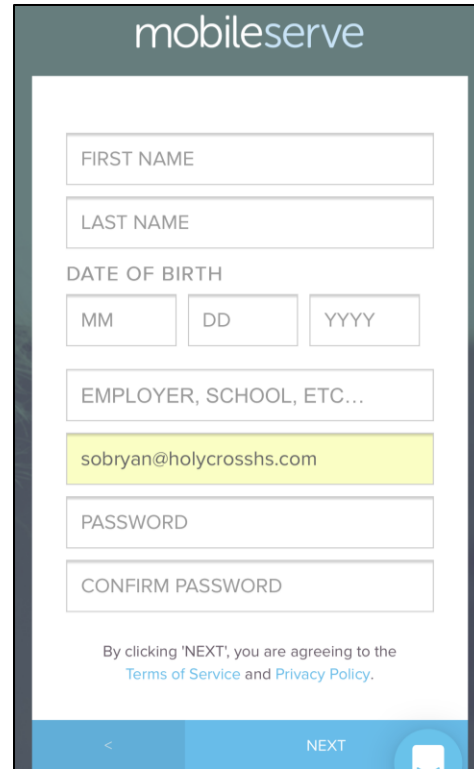
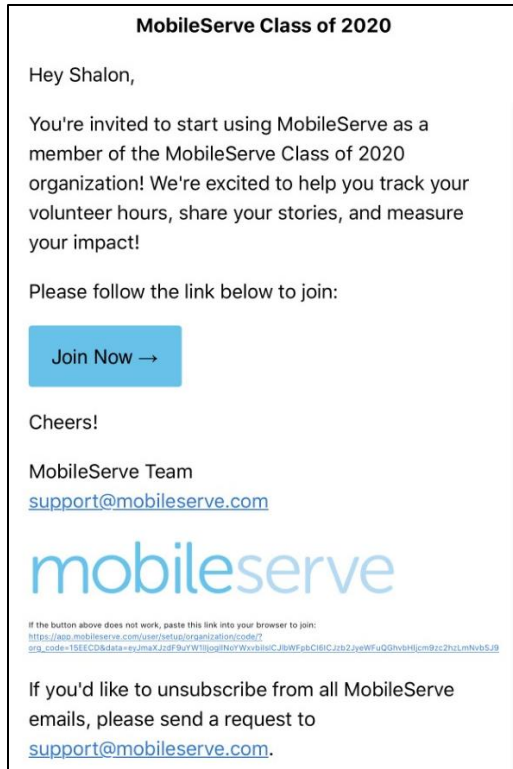


## Create a MobileServe account via web browser:

You can access the web app from any Internet connected device at [app.mobileserve.com](http://app.mobileserve.com). To create a new profile:

### In a web browser ([app.mobileserve.com](http://app.mobileserve.com)):

1. Click the "Sign Up" button on the "Login" Screen.
2. Enter your name, email address, and create a password.
3. Add a Profile Photo or click "Skip This"
4. Click "Enter Org Code" and input the 6-digit code provided to you by your organization administrator.

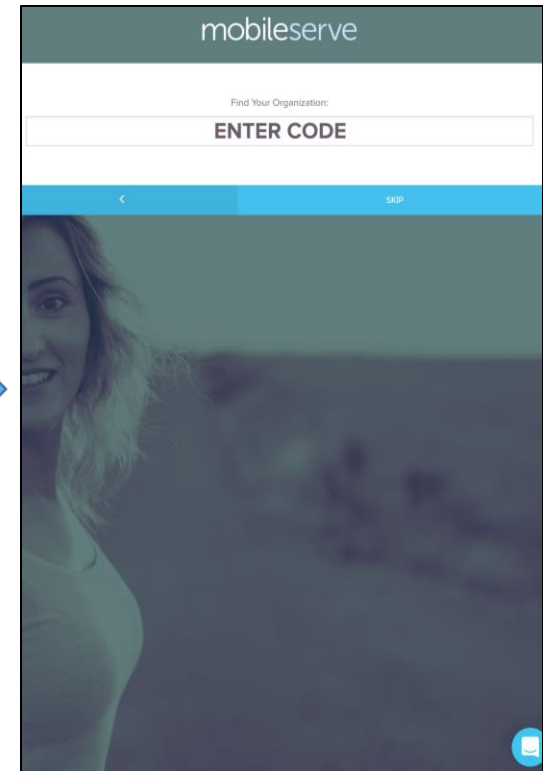
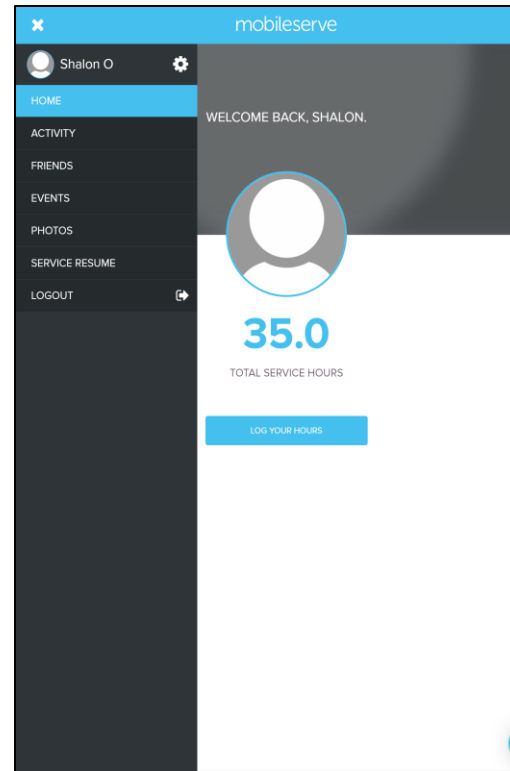
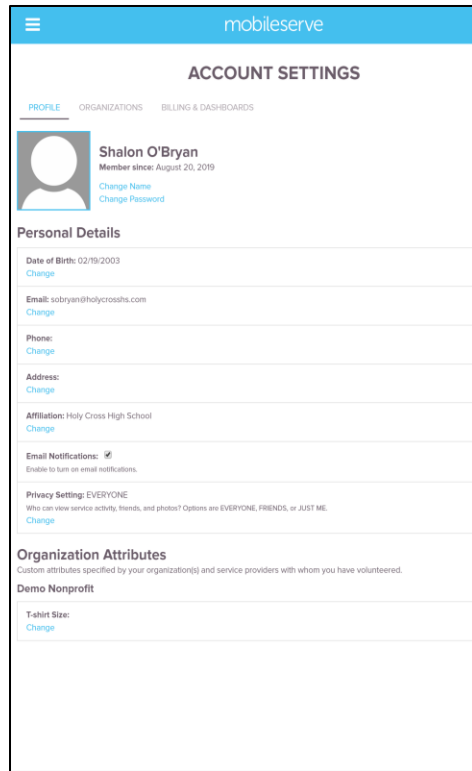
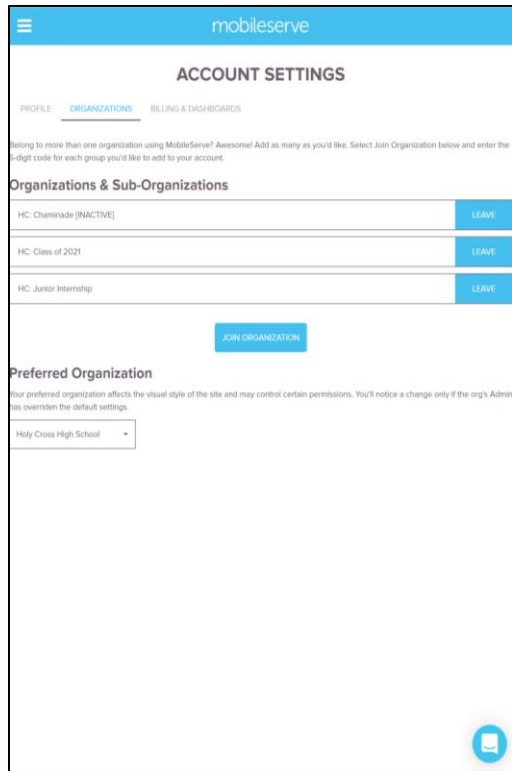


## Create an account from an email invitation:

You can access the web app from any Internet connected device at [app.mobileserve.com](http://app.mobileserve.com). To create a new profile:

## If you are accessing MobileServe with an email invitation:

1. Click the link in your invitation email.
2. Your email will be pre-filled, enter your other personal details and set a password.
3. Upload your profile picture or click "Skip This"
4. When prompted to join your organization click "Join" and you'll be ready to start logging hours.

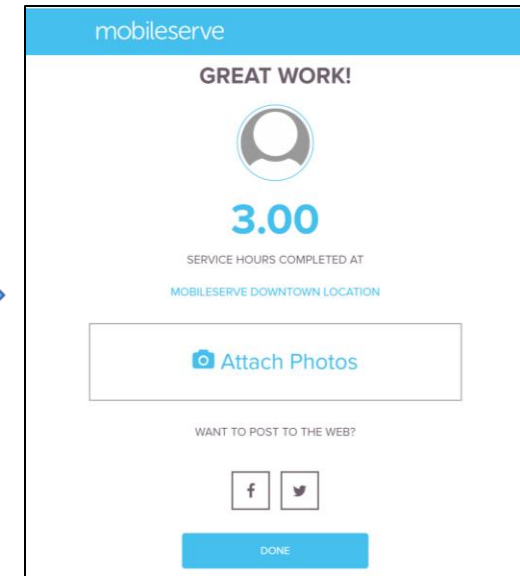
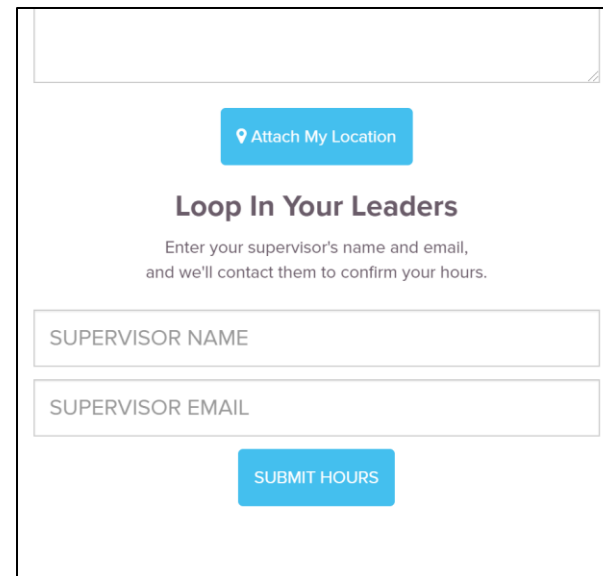
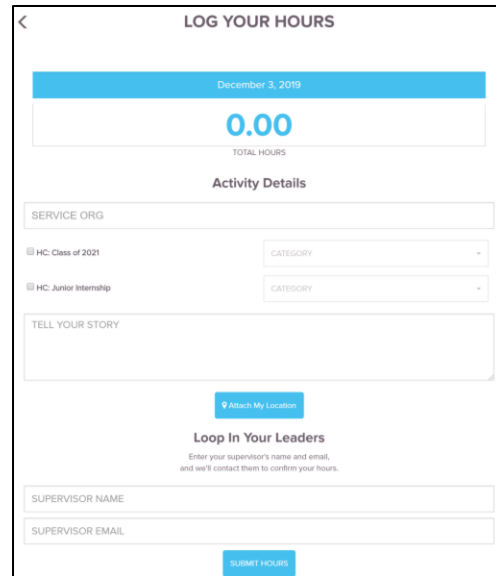
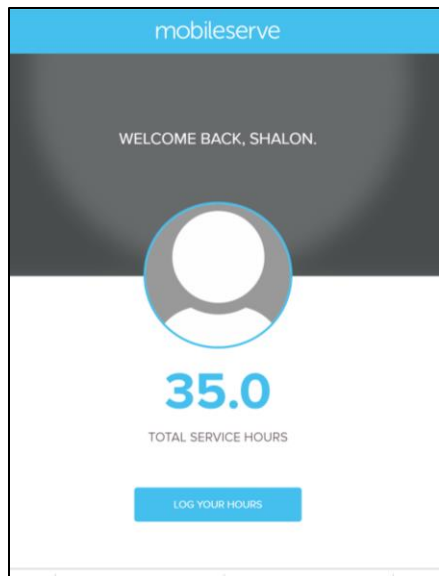


## Joining multiple organizations:

You can belong to more than one organization, and when you log your time, you'll be able to choose which organization(s) you want to report it to. If you're already part of an organization, here's how to add an additional org to your account:

## In a web browser ([app.mobileserve.org](http://app.mobileserve.org)):

1. Go to Settings (the gear icon next to your name)
2. Under Organization click "Join Organization"
3. On the following page enter the code and wait for the organization to be found
4. Select "Join"



## Logging your hours: Web App Version

1. From the home screen of your profile, click the “Log your hours” button.
2. Enter your time and change the date if needed.
3. In the Service Org box, enter the name of the organization where you volunteered.
4. Check the box of the organization you want to affiliate your time with (you can select multiple organizations).
5. Select a category of service from the drop-down menu for each organization.
6. Describe your experience in the “Tell Your Story” box.

7. You have two verification options on this screen:

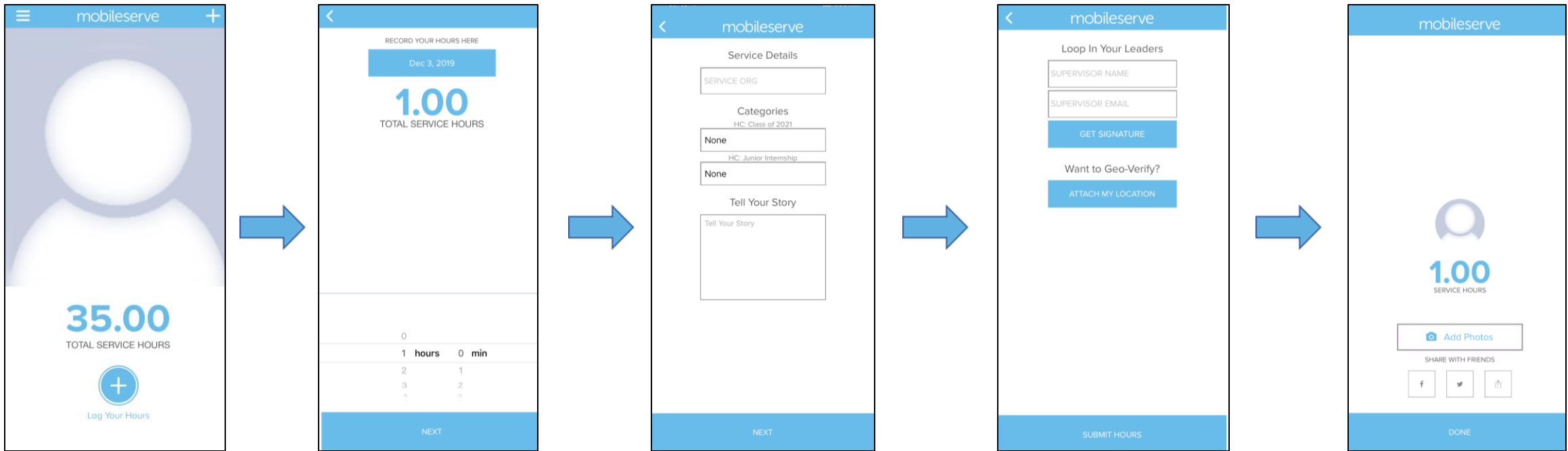
-Geo-verify: Select “Attach my location” to attach a geolocation to the log. The button will change to “Location Attached.” To undo, click the button again.

-Send an email: To have a supervisor verify your hours by email, enter their name and email address. This will trigger an email to the person with a link to easily approve / reject your log.

8. Once you’ve entered your information click “Submit Hours.” On the next screen you can add photos from the device you’re using or push to your social media channels. These are all optional.

9. If you click any of the social buttons, you’ll have the chance to customize your message before publishing.

10. Select “Done” and your log and all details will appear on your Activity Page.



## Logging your hours: Mobile Version

1. From the home screen of your profile, press any of the “+” icons.
2. Scroll to enter your time and change the date if needed.
3. In the Service Org box, enter the name of the organization where you volunteered.
4. If you want to affiliate your time with an organization (e.g. department, office, etc), press the box under that organization and select a category of service.
  - You can enter categories for multiple organizations.
  - If you don’t want to affiliate with your time with an organization don’t select a category in any of the boxes.
5. Describe your experience in the “Tell Your Story” box. Select “Next.”

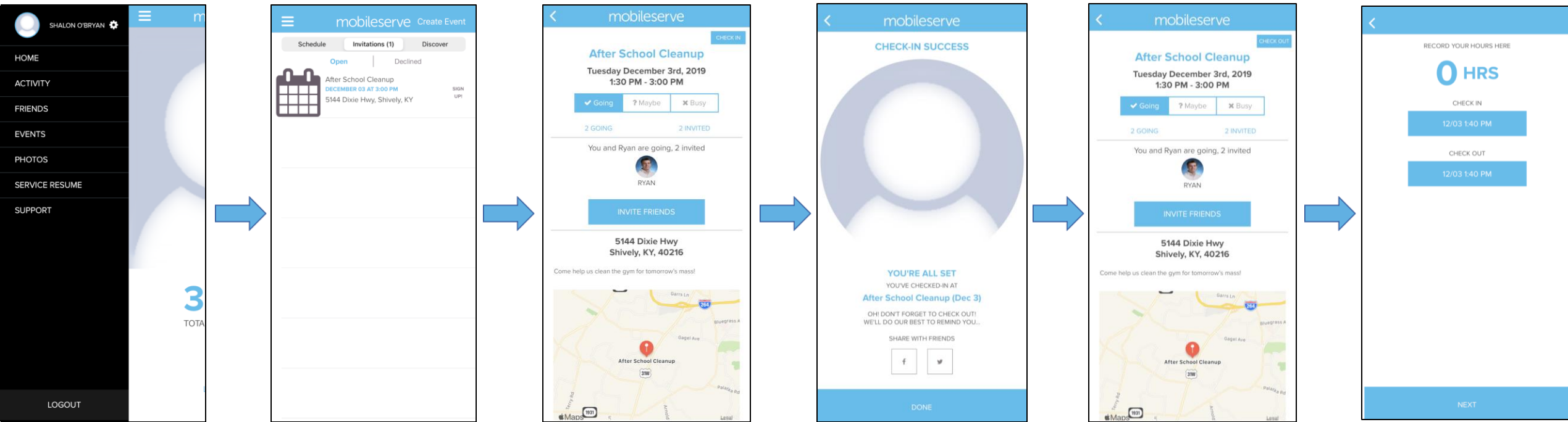
6. The next screen shows your verification options (all are optional, and you can select multiple):

- Email Verification: To have a supervisor verify your hours by email, enter their name and email address. This will trigger an email to the person with a link to easily approve / reject your log.
- Signature Verification: To get an in-person signature, select “Get Signature.” Have your supervisor sign your device on the next screen. Press “Submit Signature” to attach the signature to your log or select “Cancel” to go back.
- Geo-verify: Select “Attach my Location” to attach a geolocation to the log. The button will change to “Location Attached.” To undo, click the button again.

7. Press “Submit Hours.” On the next screen you can add photos from the device you’re using or push to your social media channels. These are all optional.

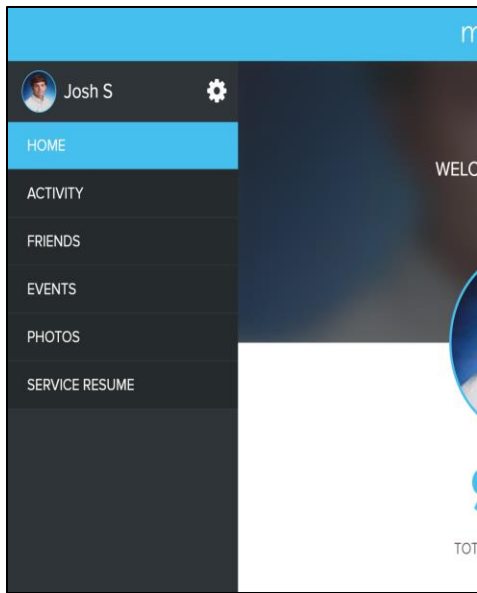
- If you push to social, you’ll be able to customize your message before publishing.

8. Select “Done” and your log and all details will appear on your Activity Page.



## RSVP or check – in / out of an event

1. From your home screen, press the menu icon (three bars) in the top left.
2. Select the “Events” option. You’ll see all the events you’ve been invited to.
3. Press the correct event name and select “Check-in” or select your RSVP response. You can change your RSVP selection at any time.
4. When you’re leaving, go to the event again in the app and select “Check out.” OR, from the home screen select “Check out of your event.”
5. If you forget to checkout, you’ll receive an email reminder and/or push notification.
6. The next screen shows your prepopulated log details. You can edit your in/out times, select organizations and categories to affiliate your time with, and verify your time.
7. You have the option to add photos and publish to your social channels.



mobileserve		
6.0 Hours	Holy Cross High School	✓
6.0 Hours	Saint Lawrence	✓
4.0 Hours	CSAA	✓
4.0 Hours	CSAA	✓
4.0 Hours	Notre Dame Academy	✓
4.0 Hours	Saint Vincent De Paul open hand kitchen	✓
2.0 Hours	Silo Clothing	✓
2.0 Hours	Silo Clothing	✓
4.0 Hours	Hearsongs	✓
2.0 Hours	Olmsted Parks	✓
2.0 Hours	The lord's kitchen	✓
6.0 Hours	N.D.A. aid	✓
4.0 Hours	Saint lawrence monte carlo cleanup	✓
3.5 Hours	Holy Cross Open House	✓
3.0 Hours	Grade school cross country meet	✓



SEPT. 13, 2017

2.00  
Service Hours

The lord's kitchen

SERVICE DATE: Sept. 13, 2017

DESCRIPTION: Through this project I learned how many people need groceries in Louisville. I also learned how many people have to walk to get places here. I feel we helped a lot. Even though we weren't serving the food I feel we did good.

CATEGORY	ORGANIZATION	APPROVED
Christian Service	HC: Class of 2020	✓

EDIT DELETE



The lord's kitchen

HC: Class of 2020 CATEGORY

HC: Senior Internship CATEGORY

Holy Cross High School CATEGORY

Through this project I learned how many people need groceries in Louisville. I also learned how many people have to walk to get places here. I feel we helped a lot. Even though we weren't serving the

**Loop In Your Leaders**  
Enter your supervisor's name and email, and we'll contact them to confirm your hours.

SUPERVISOR NAME

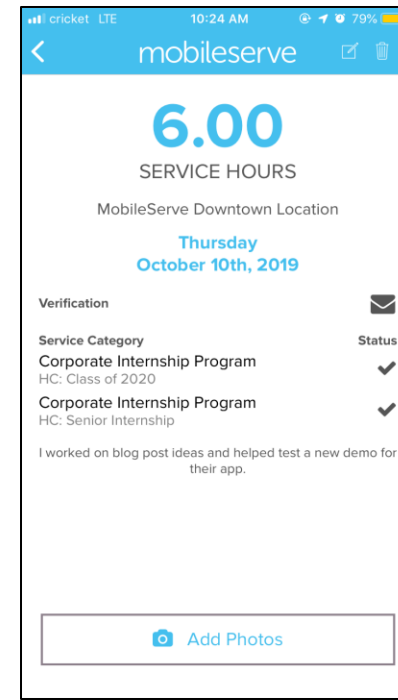
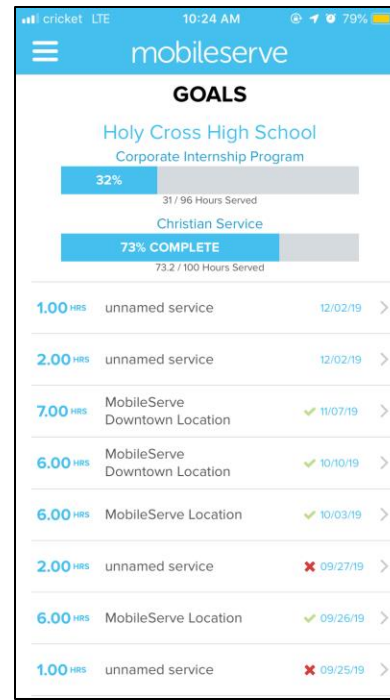
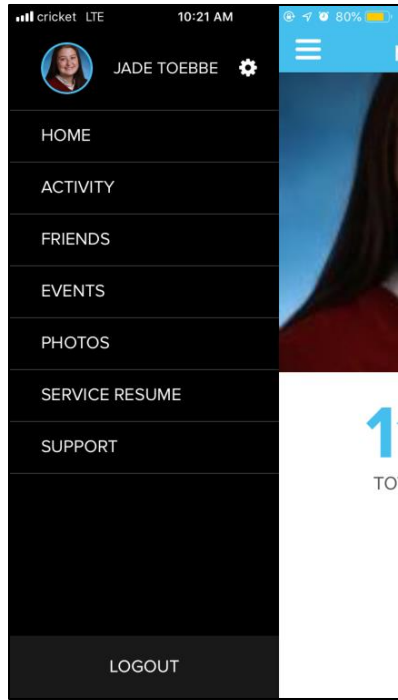
SUPERVISOR EMAIL

UPDATE HOURS

## Edit past log activity: web app (app.mobileserve.org)

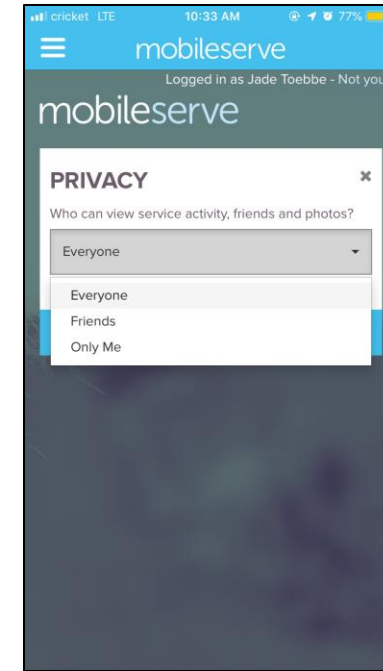
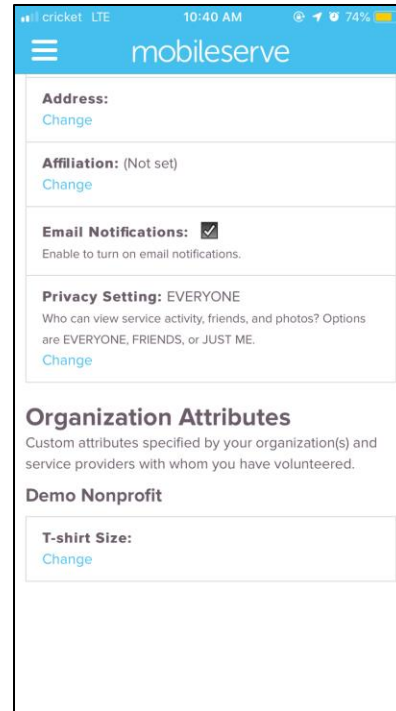
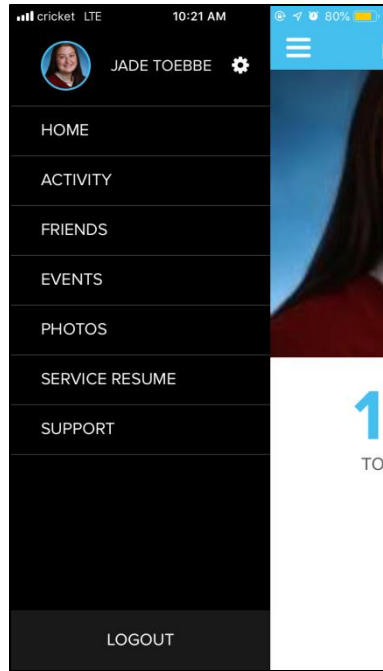
1. Click on the "Activity" tab in the left-hand navigation menu to see all your events
2. Click on the log you want to edit
3. Click "Edit"
4. Make your changes and click "Update Hours"
5. Note that changing any fields other than the Tell Your Story section will result in losing existing verification information.





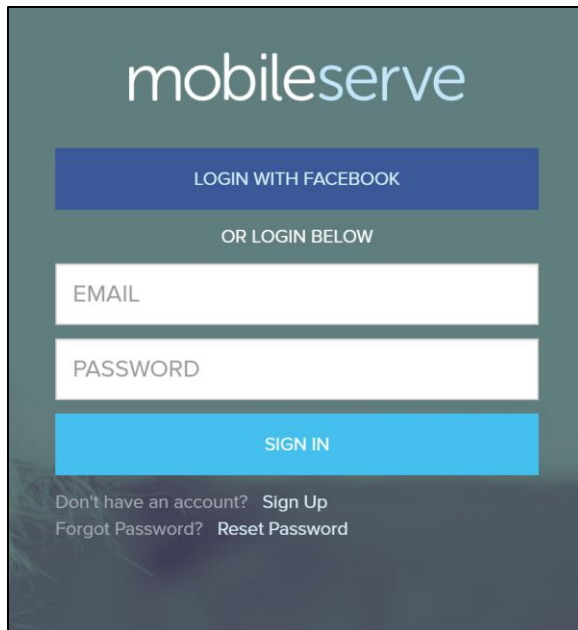
## Edit past log activity: Mobile Version

1. From your home screen, press the menu icon (three bars) in the top left. Select "Activity"
2. Press the log you want to edit
3. Press the icon in the top right (pencil and paper)
4. Toggle through the screens to make your changes



## Updating your privacy settings

1. Go to your Settings by clicking the gear icon
2. Under Privacy, you can choose from public, private, or friends only
3. These settings determine who can see your profile and your hours as well as find you to connect with you as a friend.



mobileserve

LOGIN WITH FACEBOOK

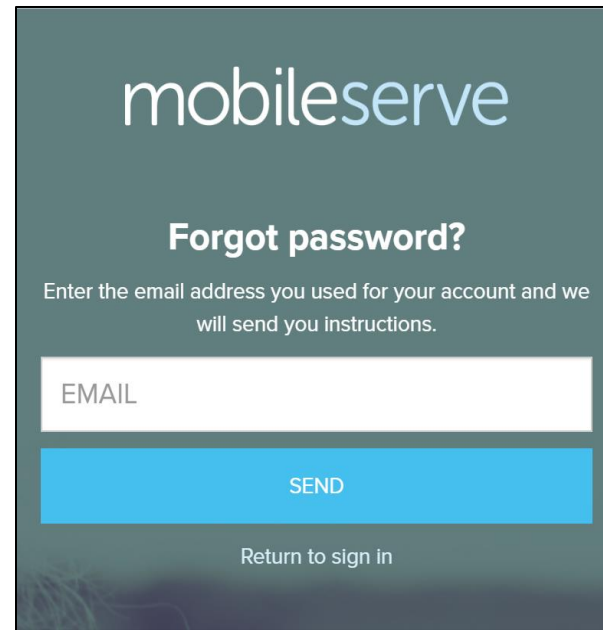
OR LOGIN BELOW

EMAIL

PASSWORD

SIGN IN

Don't have an account? [Sign Up](#)  
Forgot Password? [Reset Password](#)



mobileserve

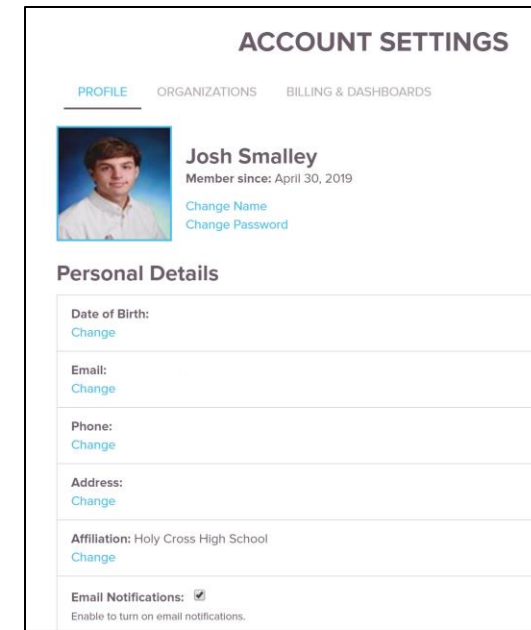
### Forgot password?

Enter the email address you used for your account and we will send you instructions.

EMAIL


SEND

[Return to sign in](#)



### ACCOUNT SETTINGS

[PROFILE](#) [ORGANIZATIONS](#) [BILLING & DASHBOARDS](#)

 **Josh Smalley**  
Member since: April 30, 2019  
[Change Name](#)  
[Change Password](#)

#### Personal Details

Date of Birth:  
[Change](#)

Email:  
[Change](#)

Phone:  
[Change](#)

Address:  
[Change](#)

Affiliation: Holy Cross High School  
[Change](#)

Email Notifications:   
Enable to turn on email notifications.

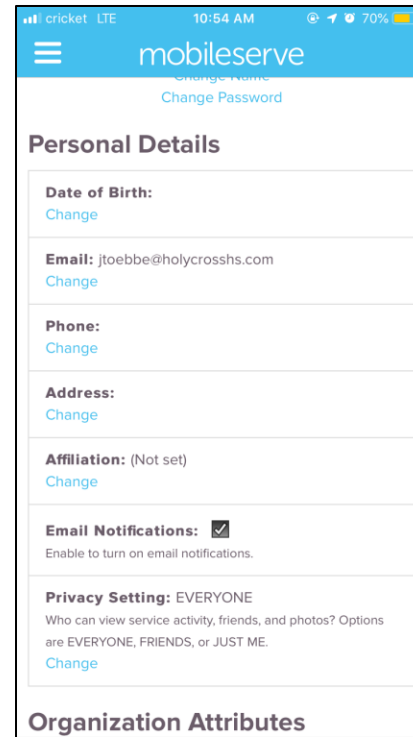
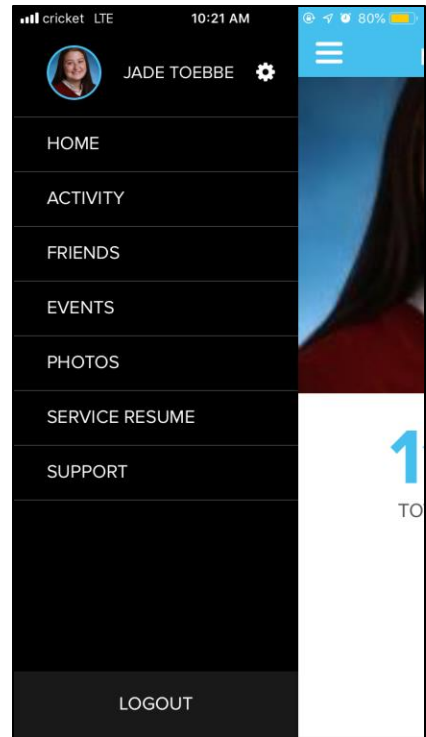
## Changing your password

### If you've forgotten it:

1. From the login page, select "Forgot your password?"
2. Enter your email address and you'll receive a message with instructions to finish the reset process

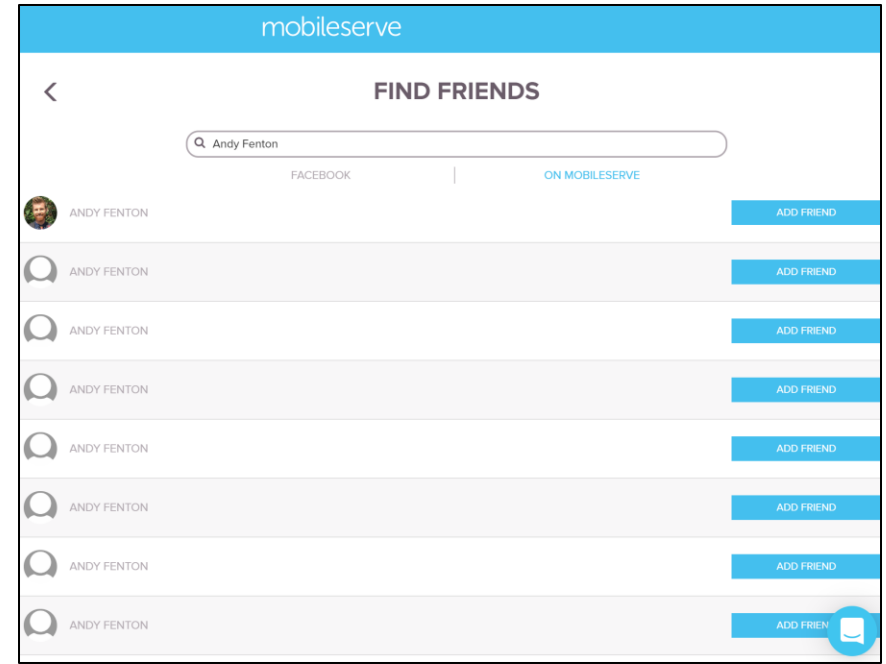
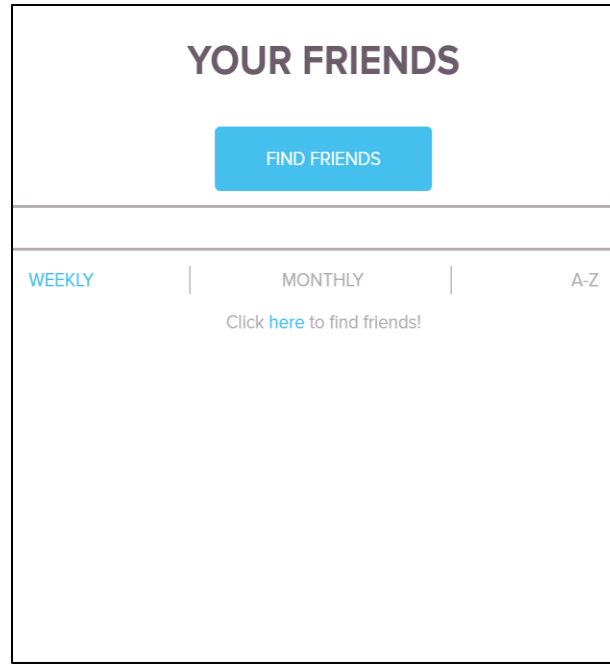
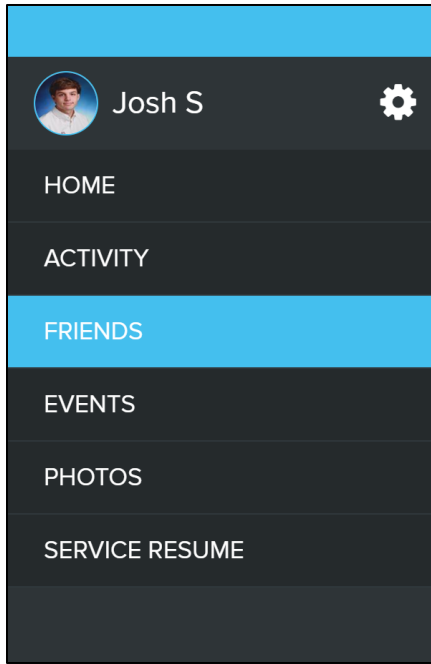
### If you can login but want to change your password:

1. Go to your Settings, select Change Password



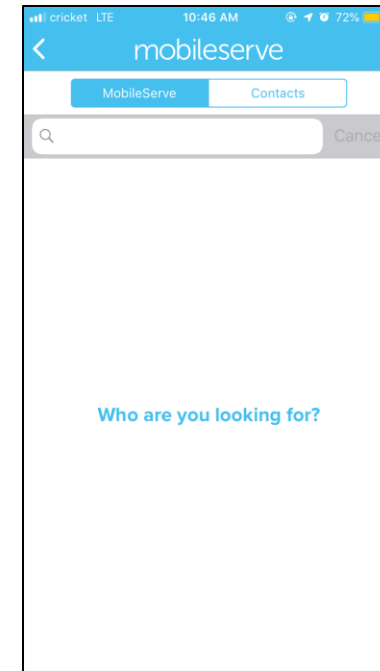
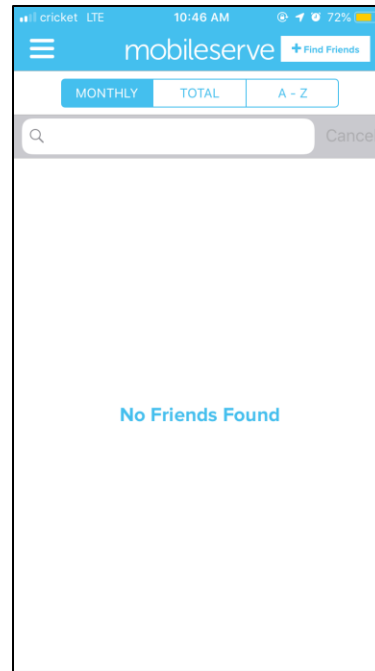
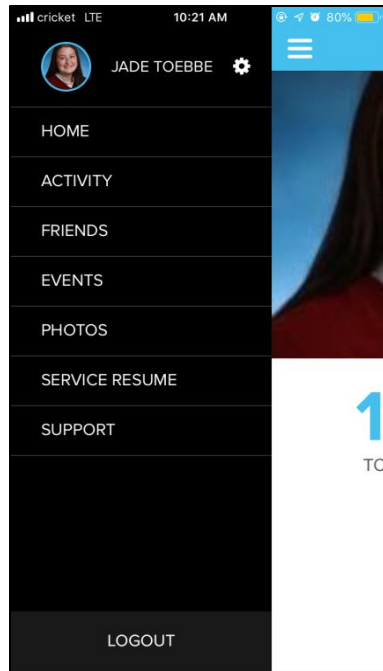
## Change your email address

1. Go to the Settings page by clicking the gear icon
2. Select "Change" next to your email address



## Find/Invite Friends: Web App (app.mobileserve.org)

1. Click on the "Friends" tab in the left-hand navigation menu
2. Select "Find Friends"
3. Choose "On MobileServe" under the search bar
4. Search
5. If found on MobileServe, select "Add Friend"



## Find/Invite Friends: Mobile Version

1. From your home screen, press the menu icon (three bars) in the top left
2. Select "Friends"
3. Select "Find Friends" in the top right corner
4. Choose "MobileServe" to see if your friends are using MobileServe
5. Choose "Contacts" to invite your friends to use MobileServe