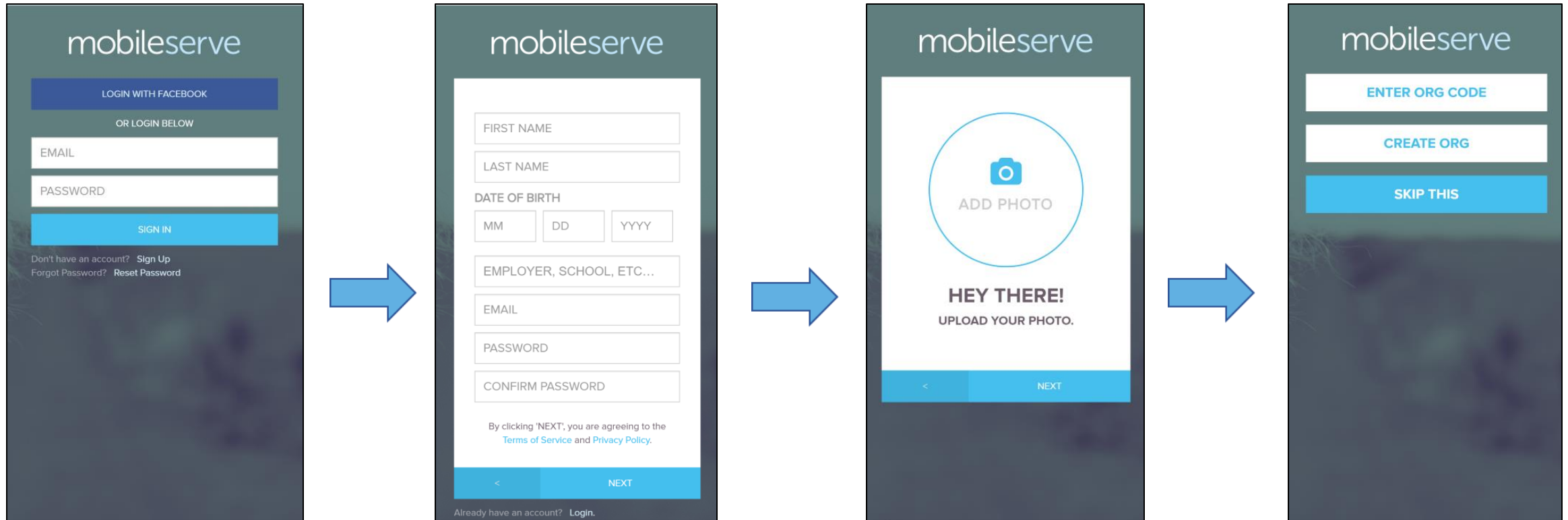## Create an account on the MobileServe App:

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.** 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.
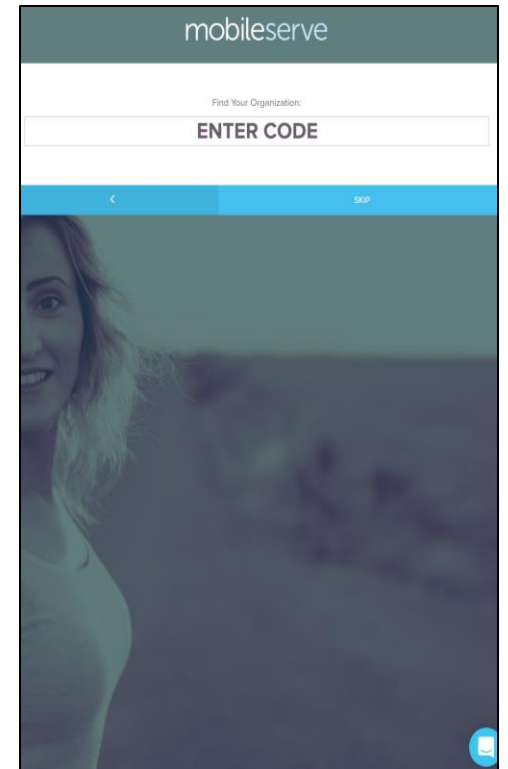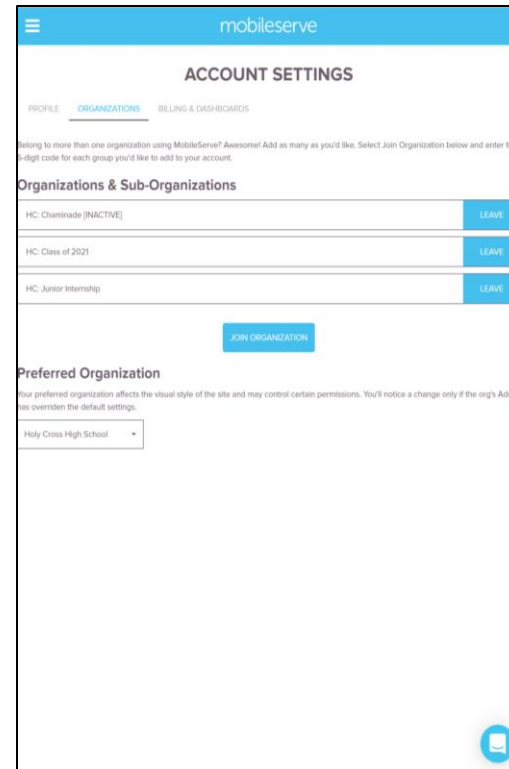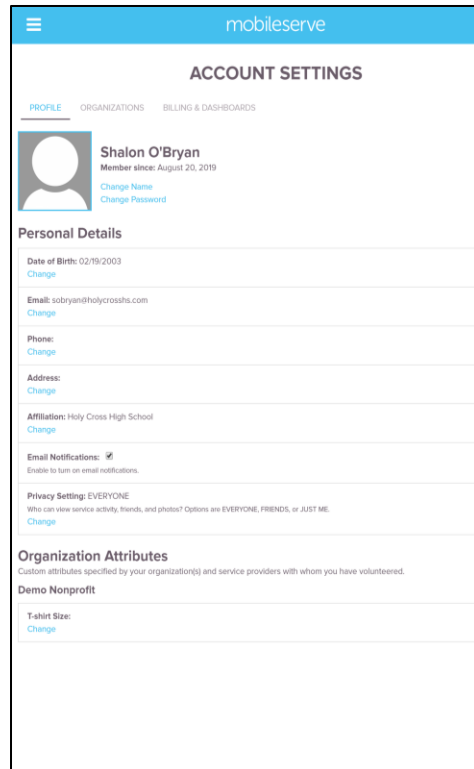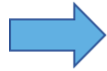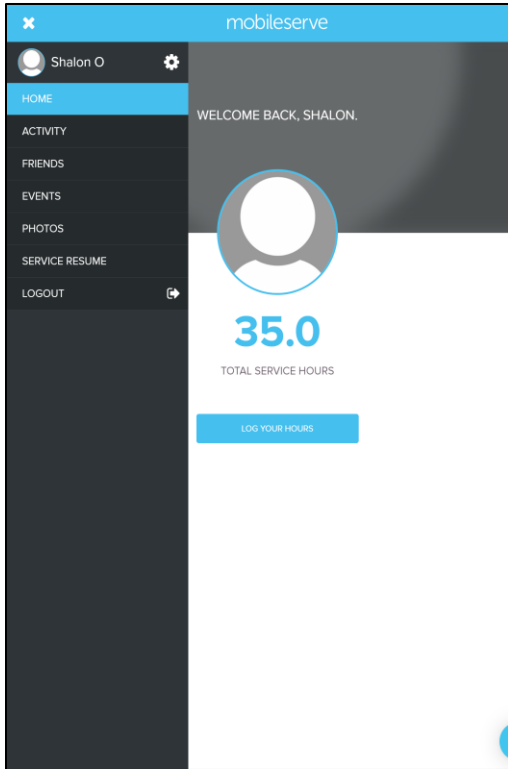
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Create a MobileServe account via web browser:

You can access the web app from any Internet connected device at app.mobileserve.com. To create a new profile:

In a web browser (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 "Next"

4. Click "Enter Org Code" and input the 6-digit code provided to you by your organization administrator, or click "Skip this"

Create an account from an email invitation:

You can access the web app from any Internet connected device at **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.

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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):

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"

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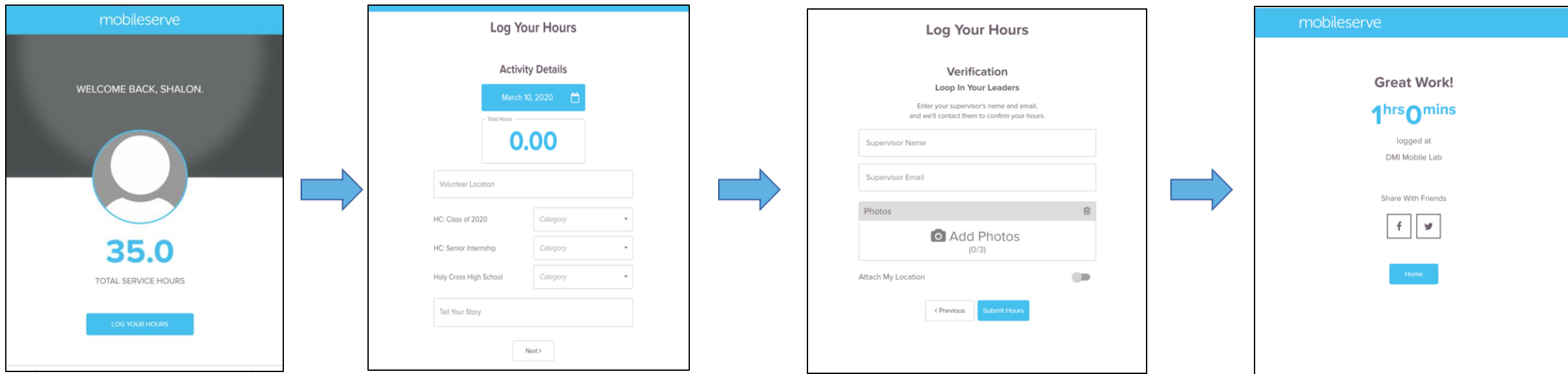
Logging your hours

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 Volunteer location box, enter the name of the organization where you volunteered.

4. To affiliate your time with an organization, select a category from the box to the right of your preferred organization (you can select multiple organizations).

5. Describe your experience in the "Tell Your Story" box, then select "Next"

6. On the Verification screen, you'll have the option to add several forms of verification to validate your hours. The more verification information you provide, the easy it will be for your Admin to approve your log.

7. This screen can also be customized by your organization, so you may see that some fields are required, or missing based on the settings for your specific organization.

8. To submit your hours, select "submit hours"

9. Select "Home" and your log and all details will appear on your Activity Page, you can use the social media buttons on this page to share your service on social media.

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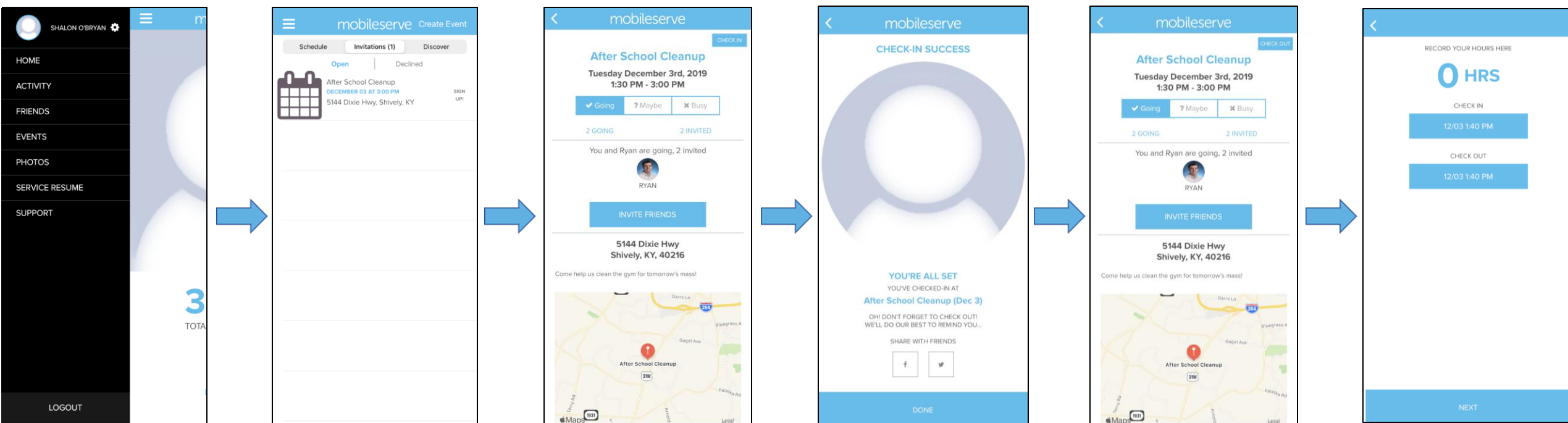
RSVP or check – in / out of an event

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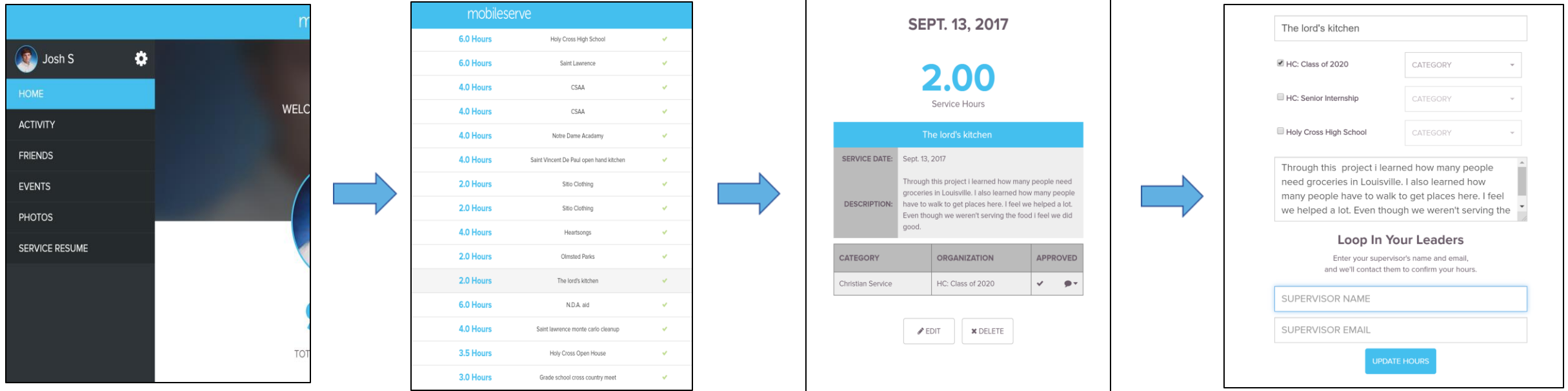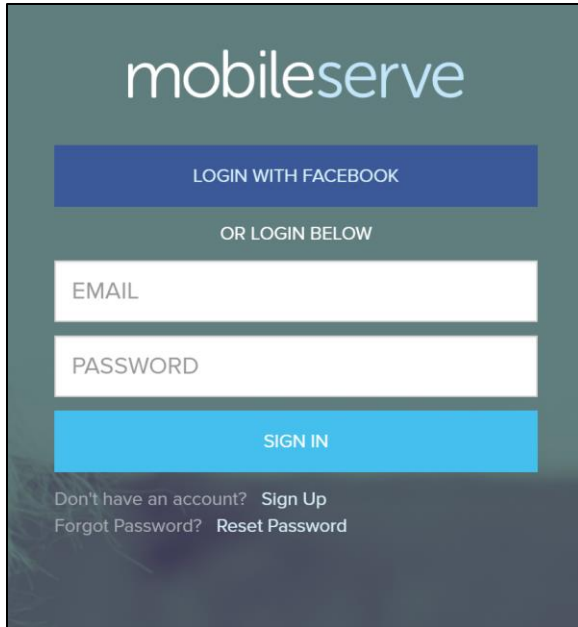
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Edit past log activity: web app (app.mobileserve.org)

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" on Web/Android or the pen and paper icon in the upper right corner on iOS

4. Make you 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.
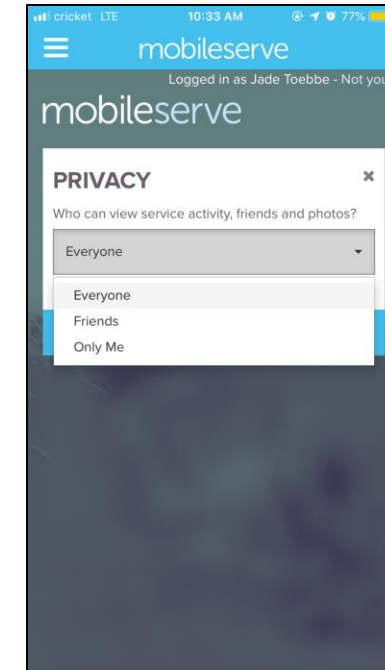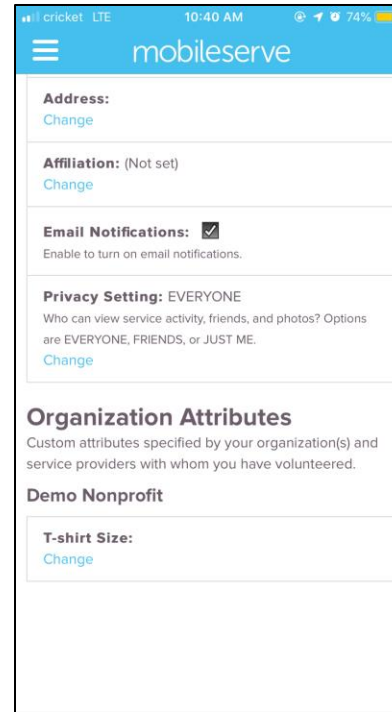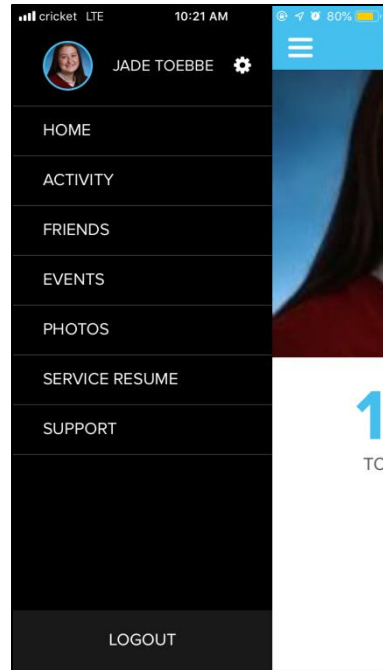
Updating your privacy settings

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.
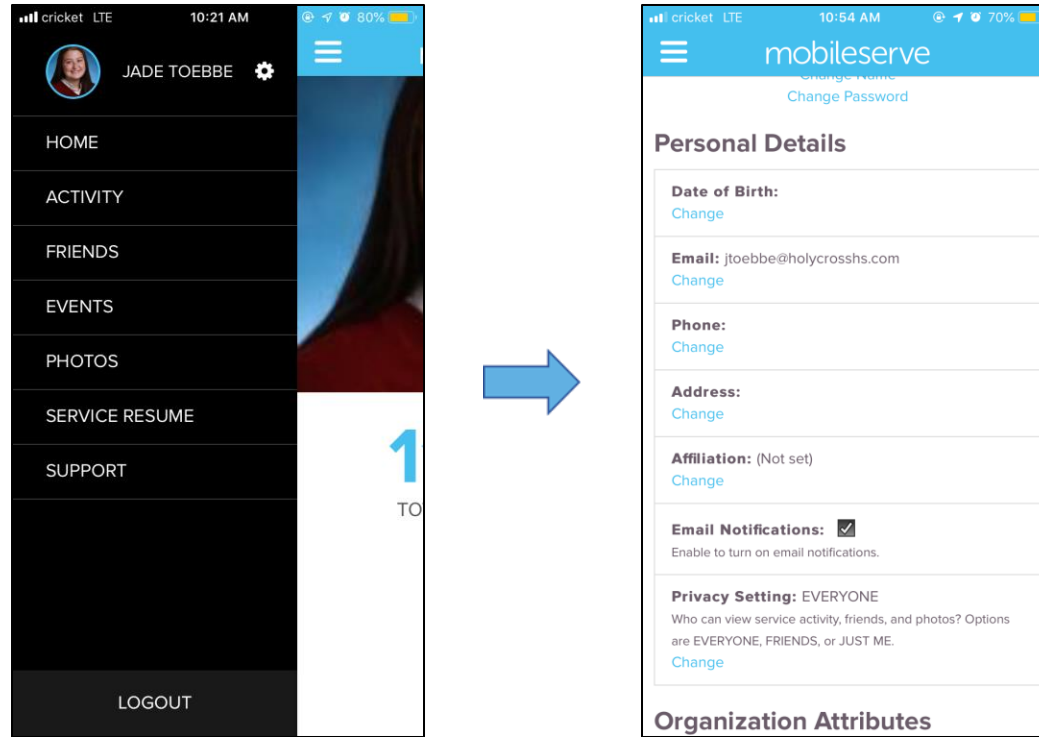
mobileserve
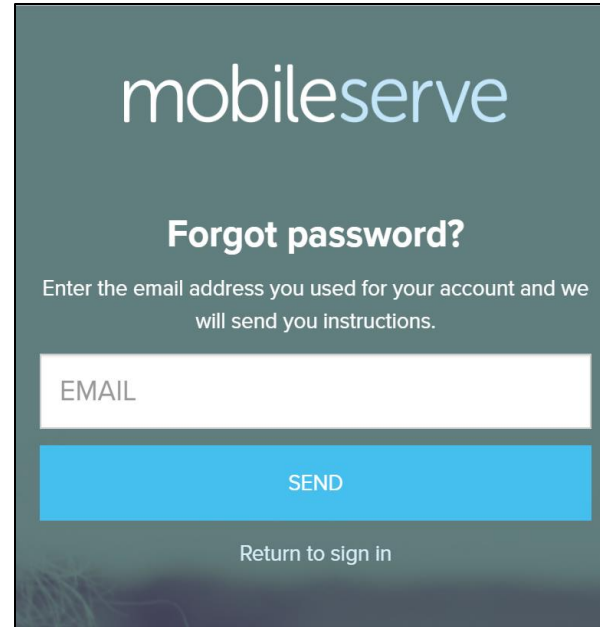
Changing your password

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
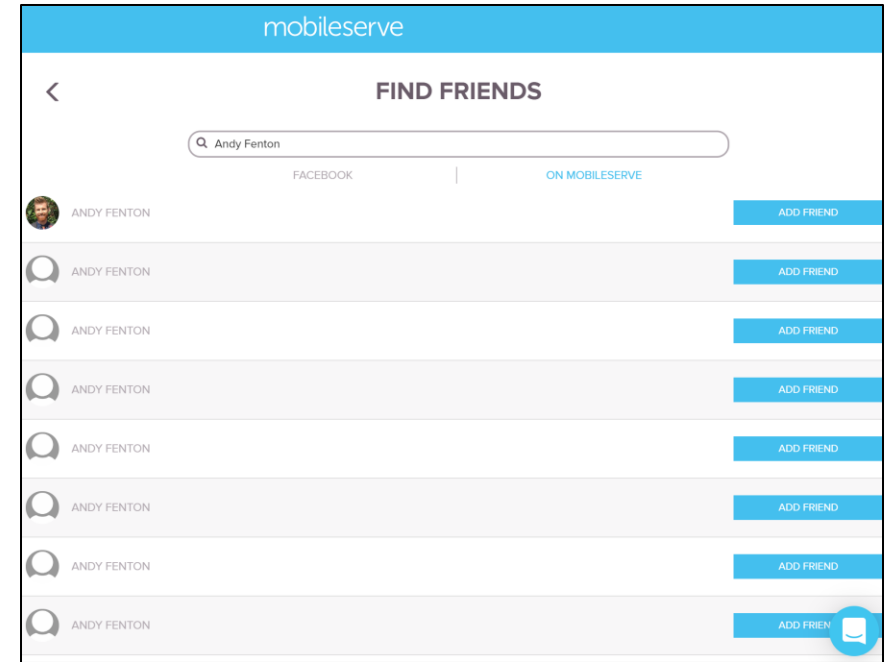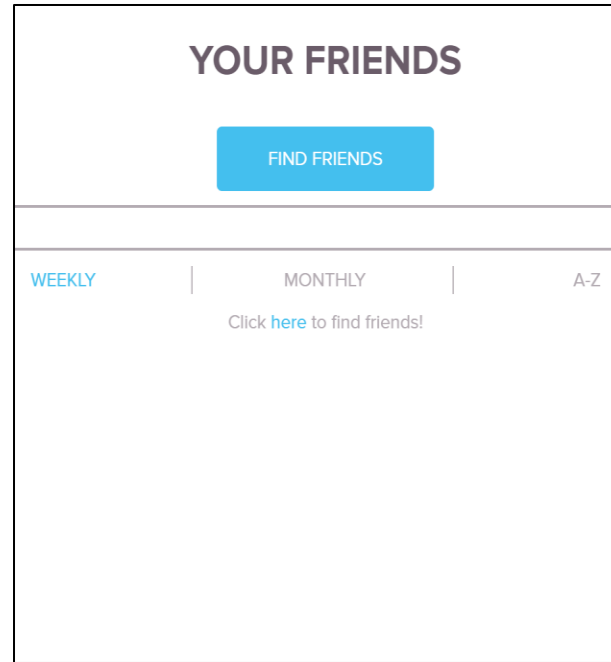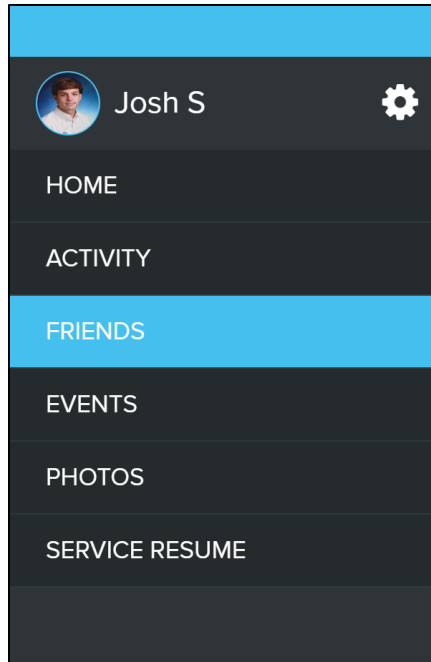
If you can login but want to change your password:

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

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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"

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