



MOBILE APP INSTRUCTIONS

DOWNLOAD & SIGN-IN

- Download the “ServTracker Mobile Meals” app on your iPhone or Android device
- Once the app downloads, open it and enter the following information:
 - **Driver name** – your first and last name
 - **Driver contact number** – your cell phone number
 - **Customer id** – SC1002 (case sensitive)
 - **Route code** – this is the route number (case sensitive)
 - **Password** – driverpass (case sensitive)
 - **Pass key** – MOW2018 (case sensitive)
- Select *Sign In*

Please note: All information except the pass key will automatically populate the next time you login. You will need to change the Route Code if you deliver a different route.

IMPORTANT NOTES

Multiple clients at the same address | When more than one client lives at the same address, the clients will still be listed individually. However, under *Special Instructions*, it will be noted that more than one client lives at that address. Please make sure to review your complete route list before beginning delivery and make note of any clients living at the same address.

Birthday cakes | We are currently unable to add birthday cakes to a client’s meal on the app. For now, please review the paper route sheet you receive in addition to the app before you deliver to see if any clients are receiving birthday cakes.

Routes pushed daily | If you choose to deliver meals using the mobile app, your route will be accessible on the mobile app by 9:30 am on the day you deliver.

iPhone users | If you have an iPhone, please make sure your *Location* (found by visiting *Settings* and then by clicking on the *Mobile Meals* app listing) is set to *Always*. If you need help making this adjustment, please let our team know.

APP OVERVIEW

Once you sign in, a list of the clients on your delivery route will appear on your mobile screen. Select the name of the client you want to deliver to first. When you're done delivering to the first client, select either *Delivered* or *Not Delivered*, and move on to the next client.

The following information will be available for each client:

- **Directions** – If you need directions to a client's home, select the button labeled *Directions*. It will automatically route you to the client using the mapping application in your phone.
- **Route List** – Selecting this button takes you back to the list of clients on your route
- **Client's name**
- **Client's address**
- **Client's phone number** – If you need to contact the client, select the number and the client will be called
- **Special Instructions** – A description of the house and/or delivery instructions
- **Meal type and beverage choice**
- **Extra meal delivered?** – If you have an extra meal from a previous client who did not answer and you give it to another client on your route, please select this option so we know that a client received an extra meal.
- **Blank box** – This space allows you to type a message if you were not able to deliver a meal for the Meals on Wheels team to see
- **Delivered** – Select this once the delivery has been made
- **Not Delivered** – Select this if you were unable to make the delivery. A drop down box will appear for you to select a reason. This information is automatically sent to Meals on Wheels, so you do not need to call the office to let us know.

Once you have finished delivering, you will be prompted to sign that you delivered your meals and close the app.

Thank you so much for using the new app. Please email Taffy at Todom@mowgvl.org or contact the volunteer services team at 864.233.6565 with any feedback or troubleshooting.