

# MEALS ON WHEELS OF GREENVILLE MOBILE APP INSTRUCTIONS



## DOWNLOAD & SIGN-IN

1. Download the “ServTracker Mobile Meals” app on your iPhone or Android device
2. Once the app downloads, open it and enter the following information:
  - o **Driver’s full name and contact number**
  - o **Customer id** – SC1002 (case sensitive)
  - o **Route code** – this is the route number (case sensitive)
  - o **Password** – driverpass (case sensitive)
  - o **Pass key** – MOW2018 (case sensitive)
3. 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.

## SERVTRACKER 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. Once you deliver to your 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                                  | •Special Instructions                        |
| •Route List                                  | •Route List                                  |
| •Client’s name, address,<br>and phone number | •Client’s name, address,<br>and phone number |

If you were unable to deliver a meal and selected Not Delivered, that 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.

## 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.

**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*.

**Please contact volunteer services at 864.233.6565 or [volunteer@mowgvl.org](mailto:volunteer@mowgvl.org) with any feedback or troubleshooting.**