



HOW TO TRACK GLOBALIZATION ACADEMY SERVICE HOURS AT POPE

Globalization Academy students at Pope High School track their service hours through MobileServe. MobileServe accounts may be created and accessed on their website, or you may download an app on your phone.

Setting up an account

MobileServe is available in the App store and Google Play.

Download the App

1. Go to the App Store or Google Play
2. Search “MobileServe”
3. Tap the Get or Install button

Create Your Account

1. Open the app & select Sign Up.
2. **MUST SEARCH FOR POPE and select it before continuing to next step otherwise it will not link your account to Pope’s account.**
3. Enter your name, birthday, student ID and create a password (you can skip the Employer /Organization box).
4. Please use a personal email address (e.g., gmail/ icloud etc.) and not your @student.cobbk12.org email (it will allow you to set it up with your school email but you will not receive messages when there are problems with your hours).
5. Add an optional photo to your profile or skip.
6. Enter the 6-digit code corresponding to your graduating class (see below). When it pops up, select Join.

Codes:

5CCBB0 - PHS: Class of 2026
90BB85 - PHS: Class of 2027
80A409 - PHS: Class of 2028
ACBFEF - PHS: Class of 2029

Logging New hours

1. Click “Log Hours”
2. There is a calendar where you can choose the date of your activity
3. Where it says “Total Hours” enter the number of hours you volunteered (you may enter whole hours or fractions of hours, like 1.25)
4. Where it says “Service Org” enter whatever is relevant --- the name of the group you volunteered through (it allows you to type anything relevant -- examples include “Pope HS” “Books for Africa” “Board of Elections” or the name of the club the event was through)
5. Category:
 - a. If you volunteered at Pope or through a Pope sponsored club or organization, choose “Pope sponsored service”

- b. If you volunteered at something outside of Pope like a local athletic club, MUST Ministries or your church, choose “Community Organization Service (not sponsored by Pope)”
 - c. If you are logging volunteer hours for National Honor Society, choose “National Honor Society”
 - d. If you are logging volunteer hours for the International Skills Diploma Seal, choose “ISDS - Volunteer” or “ISDS – Experiential”
 - e. If you are logging volunteer hours for the Civic Engagement Diploma Seal, choose “Civic Engagement - Volunteer” or “Civic Engagement – Experiential”
6. “Tell your story” – here you simply enter what volunteer activity you participated in (examples include “paint murals for hospitals” “helped with freshman orientation”)
7. “Supervisor name” – this is the name of the adult who is going to verify or sign off on your hours; for service through clubs at Pope, it is typically a teacher. For service hours through PGAF, it is typically the board member present at the event.
8. “Supervisor email” – email address of the person above (they will get an email to verify your hours)
9. “Supervisor signature” – if they are standing right by you at the end of the event, you can ask them to sign right then and there (but this isn’t required). Otherwise it will send them an email requesting their approval.
10. “Photos” if you think it would help with verifying your hours, send a selfie of you volunteering; if you have a letter on organization letterhead, certificate, or other papers with hours verified, take a picture of it (not required, but very helpful)
11. “Attach my location” – drops a pin to prove you were at that location (not required)
12. Submit
13. You can come back to the app later to see whether your hours were verified (from main screen of app, click to show Approved/Pending/Total hours); if your supervisor hasn't verified your hours after a few days, please remind them to check their email.

How does approving hours work?

The person you have identified as “Supervisor” will receive an email from MobileServe. They do not need to register or login, they simply click the email link. They may verify your hours or reject your hours, but they cannot change them. If they reject your hours, there is a place for them to leave comments. If they state in the comments that they are willing to verify a different number of hours, you need to go back to your original entry and edit the entry to reflect the number of hours they would approve. When you edit the entry, it will send a new email to the “Supervisor” and the process will begin again. If, after a week or so, you see that your “Supervisor” has not verified your hours, you should check in with them and ask them to check their email. Any questions or concerns specific to how to use MobileServe, please contact: servicehours@popepts.org.