mobileserve

USING MOBILESERVE TO TRACK ISDS HOURS

Pope is tracking 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

1. **Pay** for the app through PTSA at popeptsa.org
    a. LOGIN to Membership Toolkit (login button top right of screen)
        i. If your parents have been a member of Pope PTSA or any of the feeder elementary or middle schools, they already have an account
        ii. CREATE a new account, if necessary
    b. You must JOIN Pope PTSA and THEN pay $5 MobileServe fee (says "MobileServe – must join PTSA first")

2. **After you pay,** you will get an email with detailed directions for using the app, but here is the short version:
a. Download the MobileServe app
b. Sign Up Codes:
    · PHS Class of 2025: 6E59EF
    · PHS Class of 2026: 5CCBB0
    · PHS Class of 2027: 90BB85
    · PHS Class of 2028: 80A409

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" "Pope PTSA" "Pope Beautification Day" 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**"

6. "Tell your story" – here you simply enter what volunteer activity you participated in (examples include "spread mulch at Pope" "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*

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)

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

Adding Your ISDS Hours from Prior Years

1. Enter your old hours onto the MobileServe app, as above
    a. Make sure to add the name of the activity, description etc.
2. Under Photos section, take a picture of the paper verification showing the hours worked and the signature verifying the hours.
3. Hold onto those papers until you get confirmation in the app that those hours are approved!

How does hours approval 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, reach out to servicehours@popeptsa.org.