



VOLUNTEER GUIDE:

HOW TO USE THE MOBILE MEALS APP



MAKING DELIVERIES EASY

MOBILE MEALS APP



The Mobile Meals App adds an additional layer of efficiency and productivity to Meals on Wheels Durham's operations, and provides even more benefits that enhance the volunteer experience including:

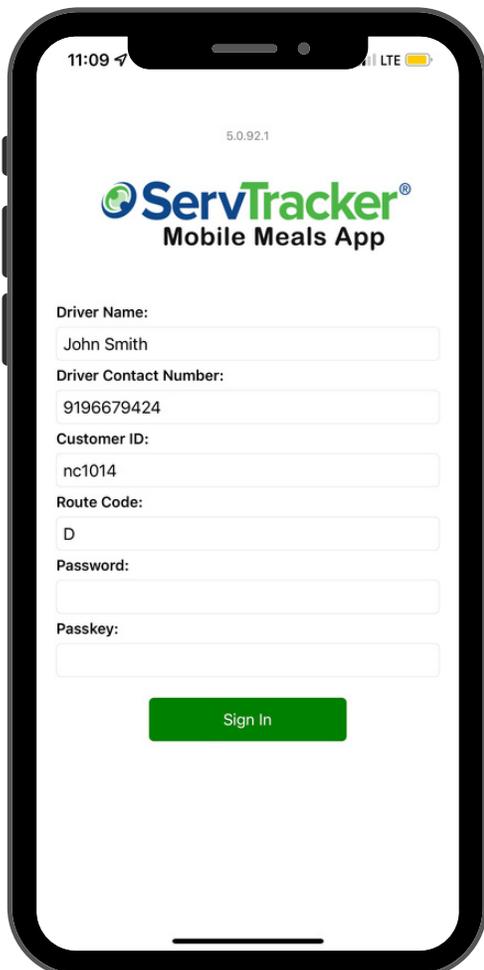
- GPS coordinate mapping
- Real-time data capture
- Change of condition tracking
- Electronic signatures
- Delivery confirmations
- and more!

STEP ONE - DOWNLOAD THE APP.

Search "ServTracker Mobile Meals" in Apple Store or Google Play Store to download. The app is free to download on all Android and iOS devices.

STEP TWO - LOG IN TO ACCESS ROUTE INFORMATION

Once the app is opened on your mobile device, use the following information to log in.



Driver Name:

Type in your name

Driver Contact Number:

Type in your mobile number

Customer ID:

nc1014

Route Code:

Type in your assigned route

Password:

driverpass

Passkey:

Changes monthly—provided in pre-shift email.

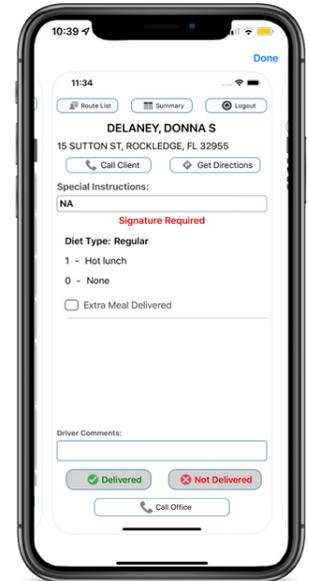
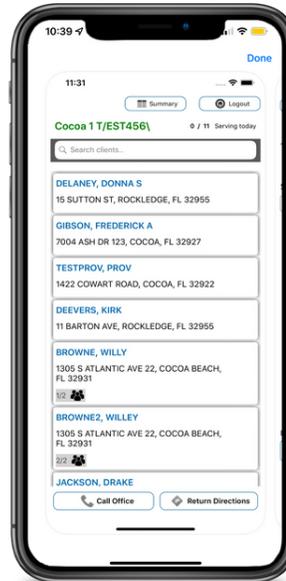
Note: All login information stays the same except the Passkey. The Passkey changes monthly and will be emailed to you the day before your shift.

MAKING DELIVERIES EASY

STEP THREE- PREPARE FOR DELIVERY

Once logged into the app, you will see a list of client names on the route.

1. Tap the name of the first client to view their delivery information.
2. Once on the client's profile, check the bottom section to view delivery items.
3. Look for "Special Instructions" that may include information to assist with delivery.
4. Under the client's name, there are three options: Call Home, Call Mobile, and Get Directions.
 - a. Click "Get Directions" to open up Maps to navigate to the client's residence, then
 - b. Call the client before arriving to let them know how far away you are.

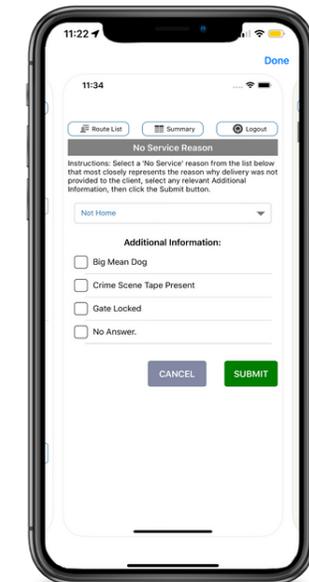
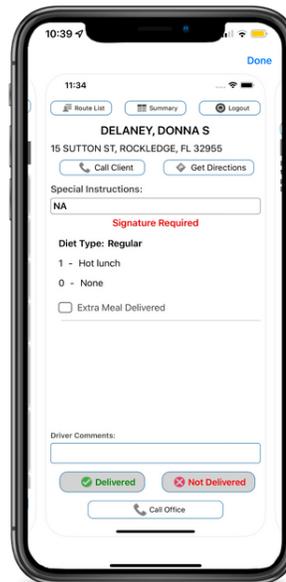


STEP FOUR - RECORD DELIVERY

Once you arrive to the client's residence and complete the delivery instructions indicated in the [Meal Delivery Guide](#) ("Call, Knock, Wait" & Drop-Off Instructions), select the corresponding prompt:

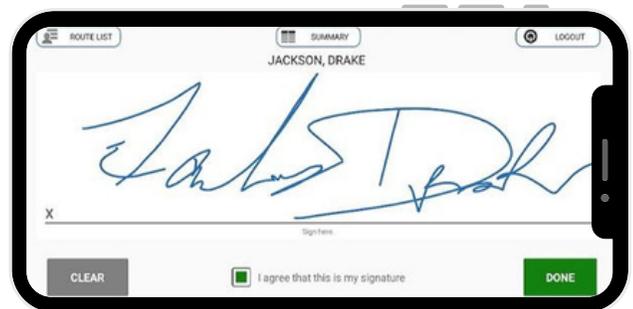
- For successful deliveries, click "delivered"
- For unsuccessful deliveries, click "not delivered"
 - If a meal is not delivered, please select the No Service reason (usually "Not Home") and then click "Submit".

After clicking submit, you will then see the next client on the route list. Repeat steps three and four until complete.



STEP FIVE - SIGN OUT

Once all deliveries are attempted, logged, and completed, drivers will be prompted to sign out with a digital signature. Signatures are required to complete delivery route.



[FOR A MORE APP DETAILS, CLICK HERE](#)

Contact the Volunteer Services Coordinator at 919-667-9424 for questions.