



Using Mobile Meals App

Mobile Meals provides a digital route sheet accessible on your smart phone. Information entered in the app is monitored in real-time by staff to immediately respond to missed deliveries and/or client concerns.

1. Download "ServTracker Mobile Meals" from the app store on your device or open the app on a Meals on Wheels device.
****Meals on Wheels Device Password: 0515****
2. Open the app and enter your name and phone number under "**Driver Name**" and "**Driver Contact Number.**"
3. Enter the following **exactly as shown below**:
 - a. Customer ID: Md1002
 - b. Password: driverpass
 - c. Passkey: 9999
 - d. Route Code: **provided to you at the site**
4. Click "**Sign In**". Your route list will then populate. Click on the **first client's name**.

ServTracker®
Mobile Meals App

Driver Name:
Carrie

Driver Contact Number:
4107309476

Customer ID:
Md1002

Route Code:
TEST99

Password:
[Empty field]

Passkey:
[Empty field]

Sign In

2

3

4

8:33 5G

Map Chat Summary Logout

Central 1 0 / 2 Serving today

Search clients..

1. Kirley, Oscar
515 S Haven St, Baltimore, MD 21224

2. Coruzzi, Tic Sawyer
201 S Conkling St, Baltimore, MD 21224

5

8:34 5G

Delivered Not Delivered

1. Kirley, Oscar
515 S Haven St, Baltimore, MD 21224

Call Home Call Cell

Get Directions

Special Instructions:
go around the bend and back again.
knock loud

1 - Cold-Regular Regular
 Extra Meal Delivered

1 - Hot-Regular Regular
 Extra Meal Delivered

0 - None

Driver Comments:
[Empty field]

Call Office

5. After clicking on the clients name, you will be taken to this screen (#5). From this screen, you can get **directions to the client's house** and their **phone numbers**.

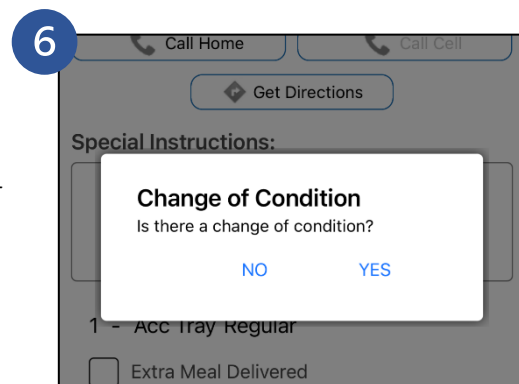
In the middle of the screen, you will see **how many meals** the client receives, **meal types**, and **delivery notes**, under "special instructions."

The bottom of the screen includes a section for "**Driver Comments,**" please use this space for information you would like to share with us, but **not** for client concerns (see #6).

Once you deliver the meals and the client receives them, click the "**Delivered**" button, which is at the top of the screen in **green**.

- You will be asked **“Is there a change of condition?”**
Change of Condition should be used for **client concerns**.

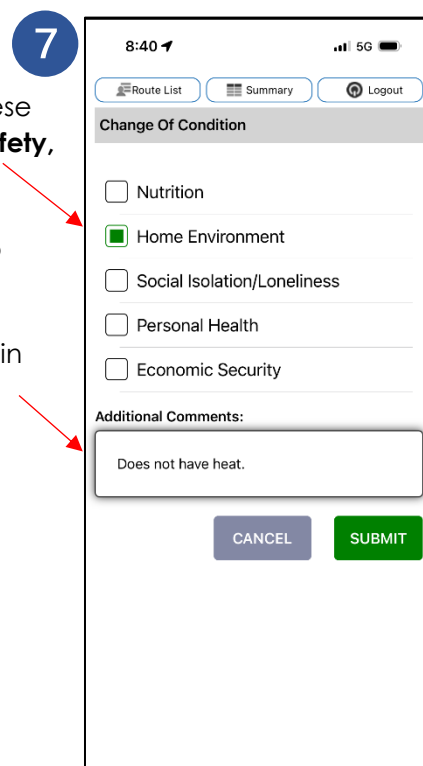
Press **“No”** if nothing seems different/of concern about the client. Your screen will then move to the next client on your route.



- Press **“Yes”** if you would like to report a concern to our staff. These concerns should be about: **Health, Nutrition, Isolation, Home Safety, or Economic Security**.

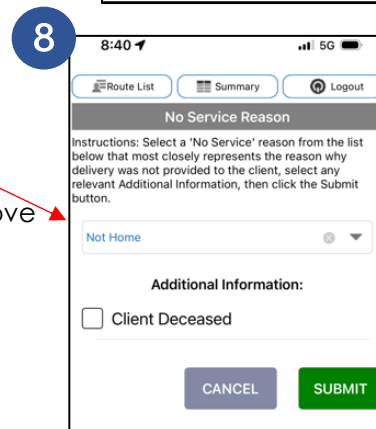
Pressing “Yes” to report a Change of Condition, prompts you to give additional information.

Please **select the category of the concern, provide information** in the “Additional Comments” section, and press **“Submit.”** From there, the screen will move to the next client on your route.



- If you are unable to make the delivery, press the **“Not Delivered”** button which is at the top of the screen in **red** (refer to image #5).

Then, from the drop-down menu, **select the reason why** you could not deliver the meal. Click **“Submit.”** Your screen will move to the next client on your route.

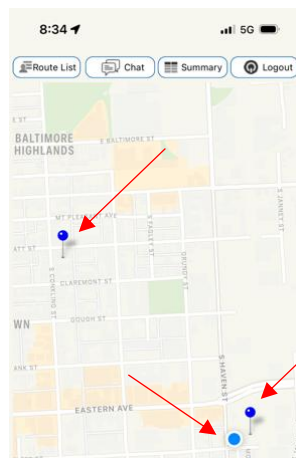
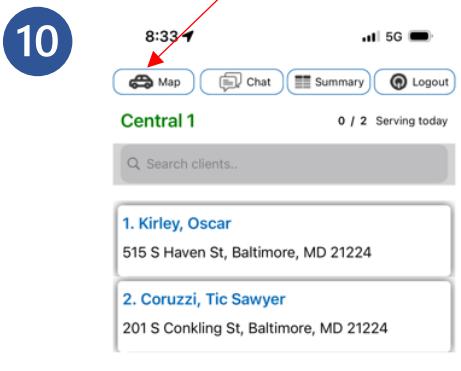
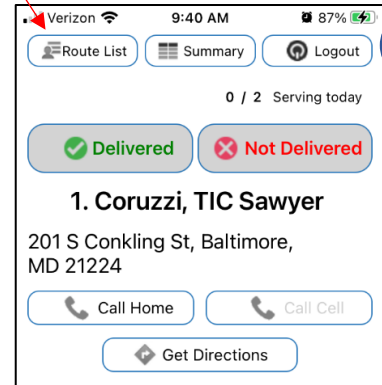


- To return to the route's list view at any time, click **"Route List"** at the top of the screen. This allows you to deliver to clients in a different order than the route suggests.

- After clicking "Route List", click **"Map"** at the top of the screen, if you would like to deliver to clients in a different order.

On the "Map" page, you can see the location of all the clients on your route, as well as your location. Use this tool if there is a different order you would like to take when delivering.

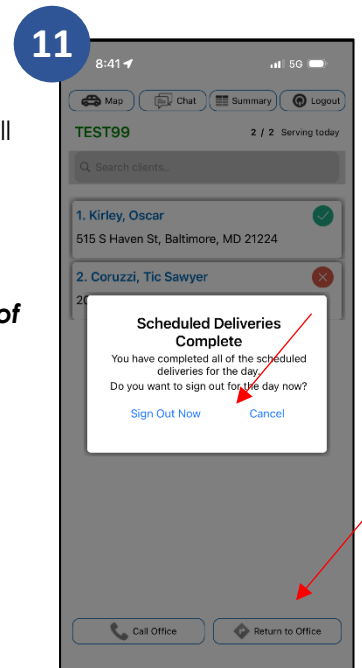
When you are ready to leave the "Map" page, click **"Route List"** to get back to your list of clients.



- When you've marked all deliveries as "Delivered" or "Not Delivered" you will be prompted to sign out of the app.

If you are done with your route, click **"Sign Out Now"**.

For directions back to your site, click **"Cancel"** and then click **"Return to Office"** at the bottom of the screen. ****If you do this, remember to sign out of the route when you are done!**



12. When you click **“Sign Out Now”** you are directed to the signature page.

12

The last step is to sign your digital route sheet and verify that you visited all the clients! Click **“Done”** and your information will be submitted to the Client Engagement Team.

The screenshot shows the 'Employee Signature' page. At the top, there are three tabs: 'Route List', 'Summary', and 'Logout'. Below the tabs, the text 'Employee Signature' is displayed. A blue signature is written on a horizontal line, with the text 'sign above the line' centered below it. Below the signature line, there are two checkboxes, both of which are checked. The first checkbox is labeled 'I agree that this is my signature'. The second checkbox is labeled 'I have visited all clients as specified and logged by the Mobile Meals application'. At the bottom of the page, there are two buttons: a grey 'CLEAR' button on the left and a green 'DONE' button on the right. A red arrow points to the 'DONE' button.

Phone Numbers:

Client Engagement Team

(for clients to call): 410-558-0923 press 1

Volunteer Delivery Questions

(if you can't reach your Site Coordinator, not for client calls): 410-558-0923, option 3

Questions?

Contact your Site Coordinator or Volunteer Services at volunteer@mowcm.org or 443-573-0925