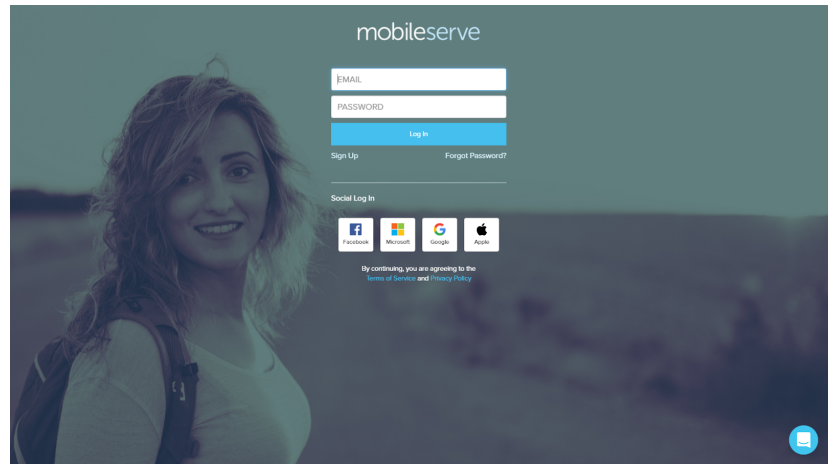


# Joining MobileServe

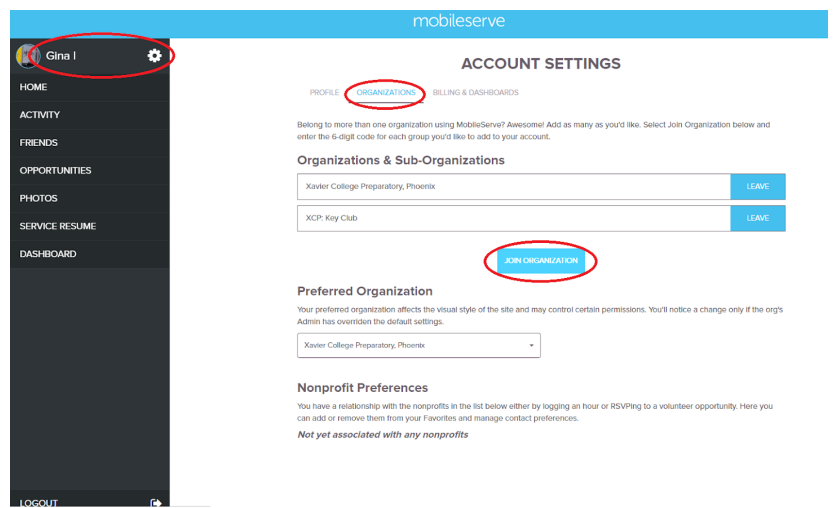
Click “Forgot Password?” and follow the prompts using your @xaviergators.org email address.



Click on your name to adjust your account & privacy settings. Xavier recommends you leave the “Phone” and “Address” fields blank and change your privacy setting to “Just Me”.

Your Organization is Xavier College Preparatory, Phoenix and your Sub-Organization is XCP: Class of 20XX.

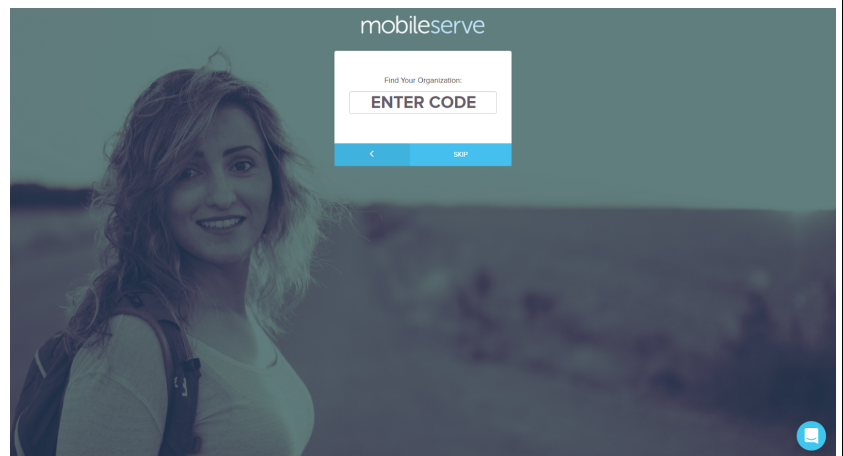
Click “Organizations” then “Join Organization” to join Xavier Sub-Organizations, like Key Club and NHS.



You should already belong to your XCP: Class of your grad year group for Christian Service.

To join other Xavier Organizations, ask your moderators for their Sub Org codes.

Do not click “Leave” for an org that you should belong to - if you do, you’ll need the access code to rejoin.

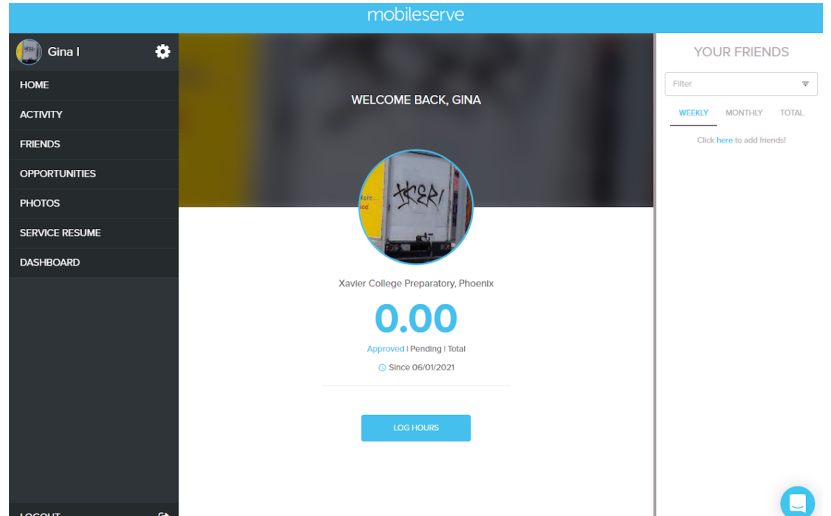


## Logging Hours in MobileServe

Once you have established your MobileServe Account, you may begin logging hours:

Click “Log Hours” on your Home screen.

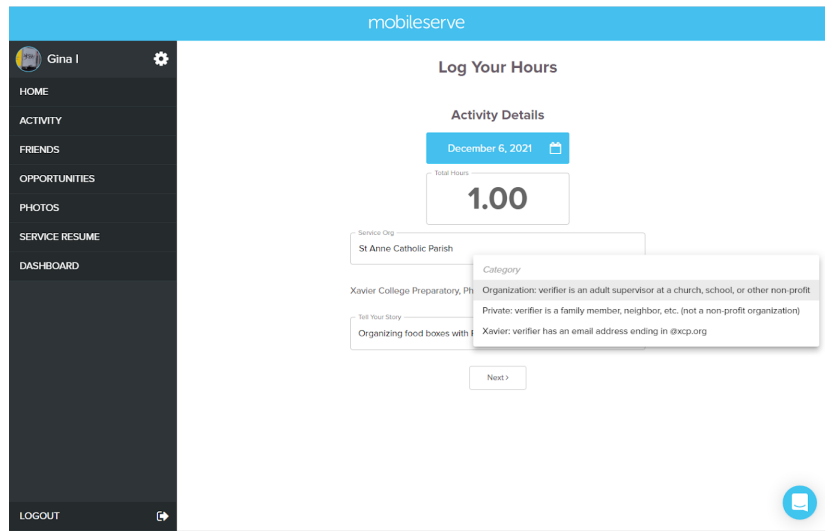
\*For upperclasswomen:  
MobileServe uses June 1 as a start date, so if your hours default to 0.00, simply click “Since [date]” to expand your calendar to show your hours for “All Time”.

The screenshot shows the MobileServe home interface. On the left is a dark sidebar menu with options: HOME, ACTIVITY, FRIENDS, OPPORTUNITIES, PHOTOS, SERVICE RESUME, and DASHBOARD. The main content area has a blue header with the 'mobileserve' logo. Below the header, it says 'WELCOME BACK, GINA' and features a circular profile picture of a person. Underneath the picture, it displays 'Xavier College Preparatory, Phoenix' and a large '0.00' for hours. There are links for 'Approved | Pending | Total' and 'Since 06/01/2021'. A blue 'LOG HOURS' button is at the bottom. On the right, there's a 'YOUR FRIENDS' section with a filter dropdown and tabs for 'WEEKLY', 'MONTHLY', and 'TOTAL'. A small blue chat icon is in the bottom right corner.

Enter the date, time, and number of hours you served.

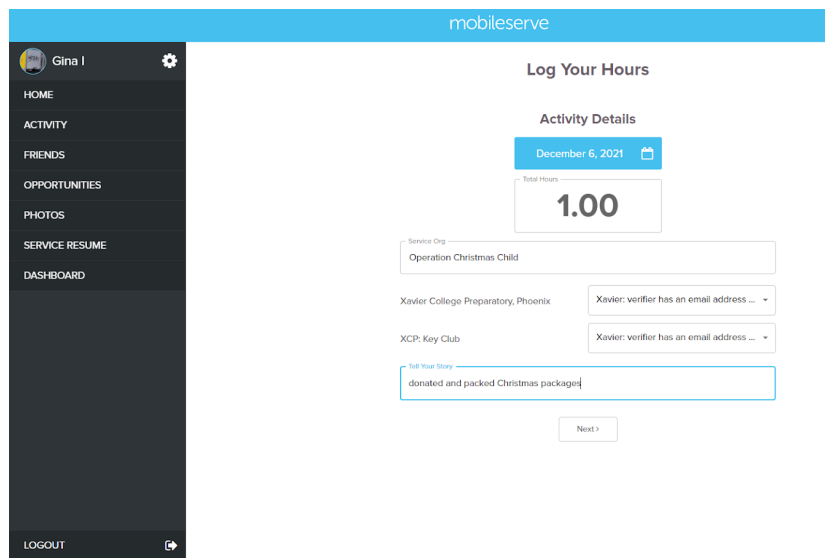
Select a category from the drop down menu based on who will be verifying your submission:

- Public non-profit
- Private charitable work
- Xavier affiliated work

The screenshot shows the 'Log Your Hours' screen. It has a blue header with the 'mobileserve' logo. The main content area has a title 'Log Your Hours' and 'Activity Details'. Below this is a date selector showing 'December 6, 2021' with a calendar icon. A large box displays '1.00' for 'Total Hours'. There are two input fields for 'Service Org': 'St Anne Catholic Parish' and 'Xavier College Preparatory, Phoenix'. A dropdown menu for 'Category' is open, showing options: 'Organization: verifier is an adult supervisor at a church, school, or other non-profit', 'Private: verifier is a family member, neighbor, etc. (not a non-profit organization)', and 'Xavier: verifier has an email address ending in @xcp.org'. There's a 'Tell Your Story' section with a text area containing 'Organizing food boxes with'. A 'Next >' button is at the bottom. A dark sidebar menu is on the left, and a blue chat icon is in the bottom right corner.

If you belong to NHS, Key Club, etc; you will select the category from the drop down menus for each sub org based on who will be verifying your submission.

Hours can often be approved towards multiple orgs, however there may be different criteria for approval between different orgs - check with your moderator.

The screenshot shows the 'Log Your Hours' screen with multiple organizations. It has a blue header with the 'mobileserve' logo. The main content area has a title 'Log Your Hours' and 'Activity Details'. Below this is a date selector showing 'December 6, 2021' with a calendar icon. A large box displays '1.00' for 'Total Hours'. There are two input fields for 'Service Org': 'Operation Christmas Child' and 'Xavier College Preparatory, Phoenix'. Below these, there are two dropdown menus for 'Xavier: verifier has an email address ...'. A 'Tell Your Story' section has a text area containing 'donated and packed Christmas packages'. A 'Next >' button is at the bottom. A dark sidebar menu is on the left, and a blue chat icon is in the bottom right corner.

Include the name and email address of an adult supervisor who will verify your submission.

You may also upload documents or contextual photos - these will only serve as verification if they are an official account of your hours with dates and times included.

Click “Submit Hours”

Check the status of your submissions by clicking “Activity” in the menu on the left. A check mark means your submission has been verified and approved.

Click each of your submission to see more info:

A gray envelope means your supervisor has responded to the verification email. A yellow envelope means the email was undeliverable (probably because the email address entered is incorrect).

You may need to follow up with your supervisor and remind them to check their email/junk/spam for an email from MobileServe.

You may also include photos of donations - check with your moderator for the hour amount and limits.

Additional info can be found on the [MobileServe Help Page](#), the [Christian Service webpage](#), or ask Mrs Iker in S207 or at [giker@xcp.org](mailto:giker@xcp.org)