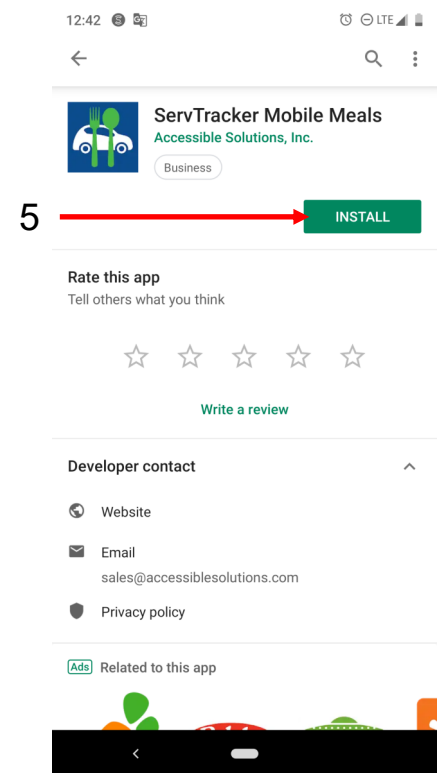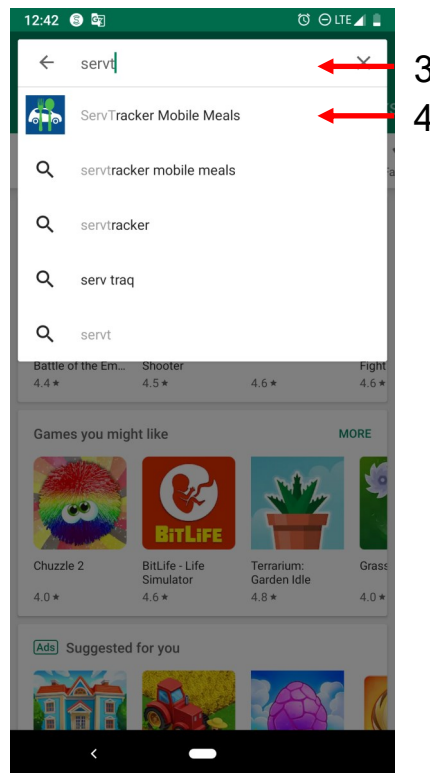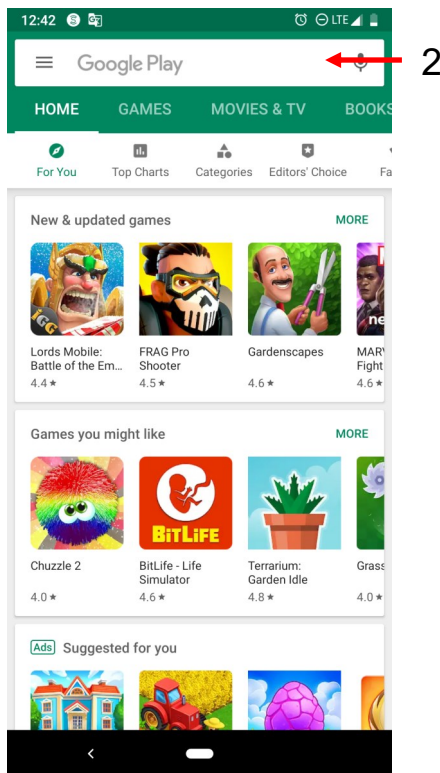# Download Instructions of
ServTracker Mobile Meals Application to Your Smartphone

Android—Google Play Store

1. Open the Play Store

2. Click the white bar at the top of the screen that says "Google Play"

3. Type in "ServTracker Mobile Meals"

4. Click on the dropdown option that matches ServTracker Mobile Meals

5. The app page will pop up. Click "Install".

1 ⟶

Please see reverse side of page
for Apple installation instructions

Download Instructions of
ServTracker Mobile Meals Application to Your Smartphone

iPhone– Apple Store

1. Open the App Store

2. Click the magnifying glass that says "Search" at the bottom right corner of the screen

3. The search page will appear. In the top gray bar that says "App Store," type in "ServTracker Mobile Meals"

4. Click on the dropdown option that matches ServTracker Mobile Meals

5. Click the "Get" button

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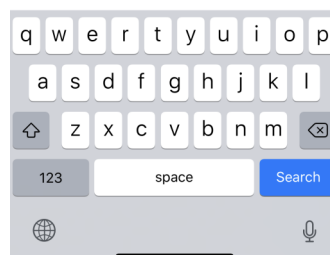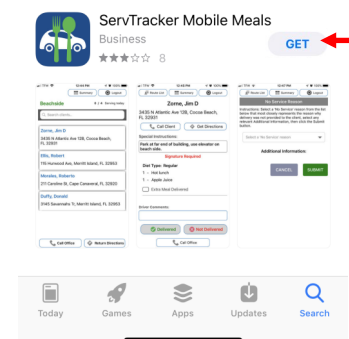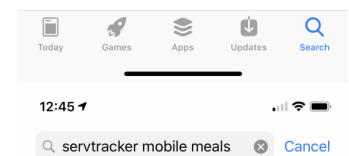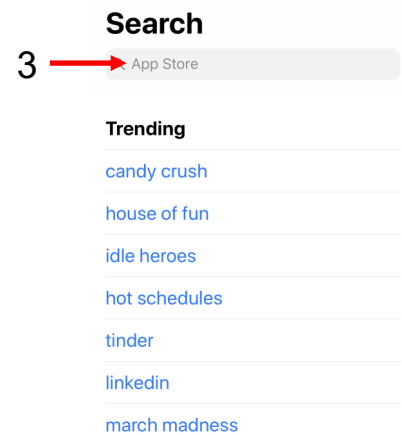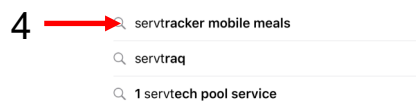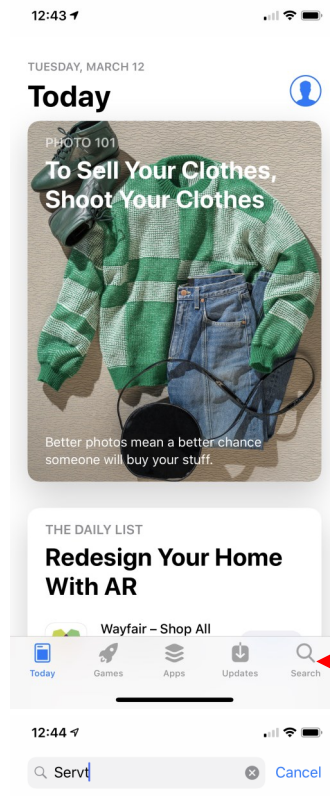
Please see reverse side of page
for Android installation instructions

MOBILE MEALS WALKTHROUGH

1. Click on the Mobile Meals icon.

**2.** Fill in all required fields. Please refer to cheat sheet for the information to input into the field. The site coordinator will give you the pass key for the day.

3. Click "SIGN IN."

4. Click the client you would like to deliver to.

5. The client's page should come up. On the page, is the client's address, phone number, special directions, and what they get as a meal.

6. If needed, click "Route List" to get back to the list of clients. If not needed, please skip to the next step.

7. Click "Directions" to open up to Google maps or Apple Maps. This will depend on your phone. If you do not need directions, please skip to step 13.
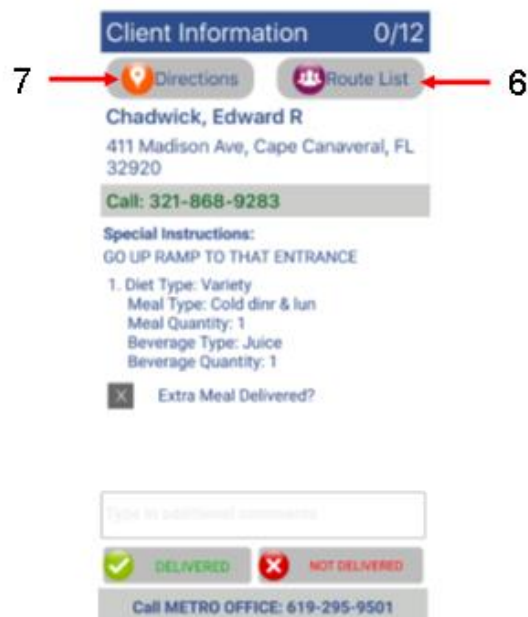
8. The address of the client should show up in the search bar. If it does not, please type it in manually. There should also be a dropped pin on the map of where the client's address is.

9. Click "DIRECTIONS." This will route you from your location to the client's address.

10. The map will zoom out to show you your route. Click "START."

11. When the bar at the top turns green, you are good to go. Please turn your volume up if you would like to hear the directions as you drive. The directions will adapt based on where you turn.

12. Go back to the ServTracker Mobile Meals App.

13. After you deliver to the client, put comments in the comment bar BEFORE hitting delivered or not delivered if necessary.

14. Hit the appropriate "Delivered" or "Not Delivered" icon depending on how the delivery went. If you delivered, please proceed to step 15 and skip step 16. If you did not deliver, please skip to step 16.
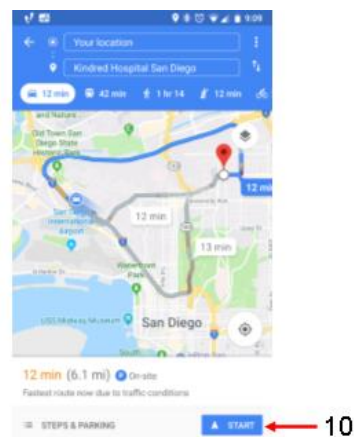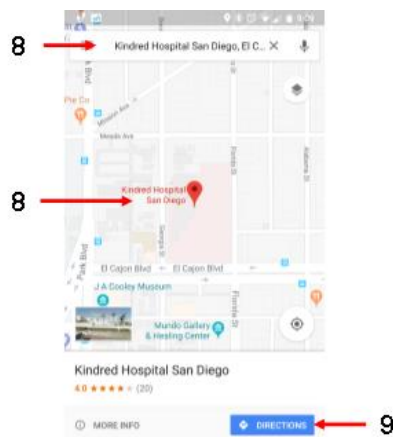
15. If you click "Delivered," ServTracker will ask if there was a "Change in Condition." This asks if there is anything off about the delivery. If the client is okay, please click "No." If there is a Change of Condition, please click "Yes" and proceed to step 15A.

> **15A.** Click the appropriate categories for the Change of Condition and a care coordinator will be in contact with you shortly. Then click "Submit." If you would like to go back, click "Cancel."

16. If you click "Not Delivered," you will be taken to a page for the reason why there was no delivery. Click the appropriate response. Please call the office so it can be brought to immediate attention. Then click "Submit." If you would like to go back, click "Cancel."

17. Afterwards, you will be cycled to the next client automatically.
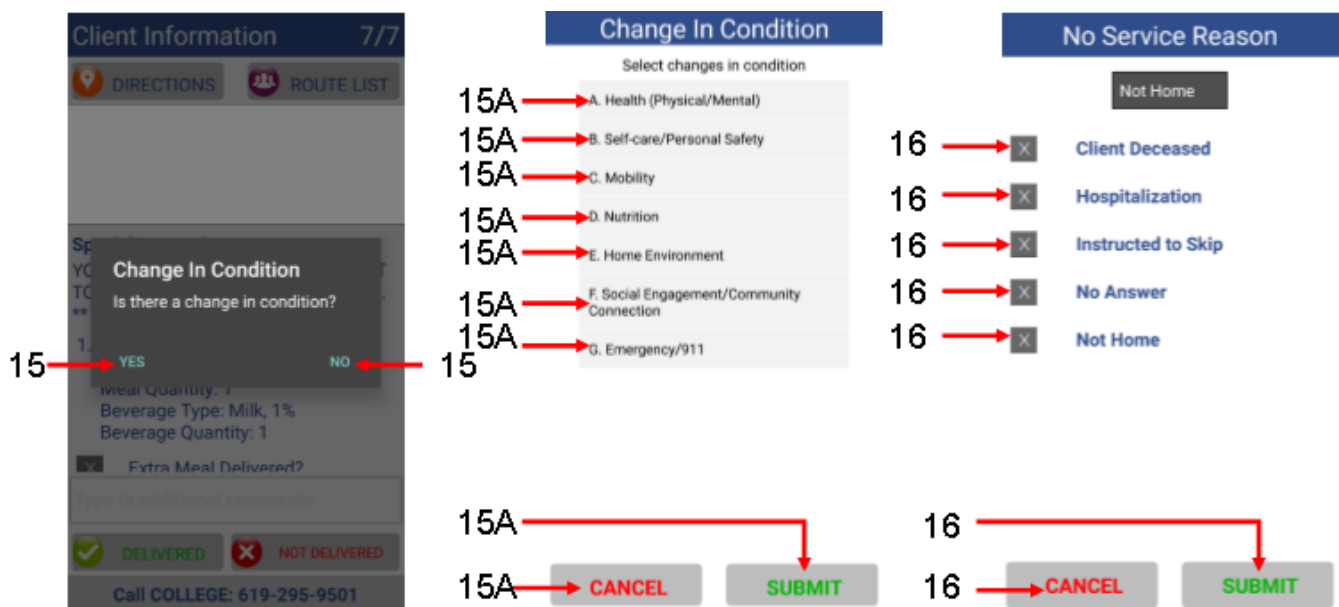
18. After all of the deliveries are completed, there will be a prompt to sign out. If you would like to get directions back to the drop site, click "Cancel." If you would like to sign out, click "Exit."

19. To get directions back to the drop site, click "Return Directions." Repeat the Google maps steps.

20. After getting back to the drop site, click "Sign Out Now" and sign out.
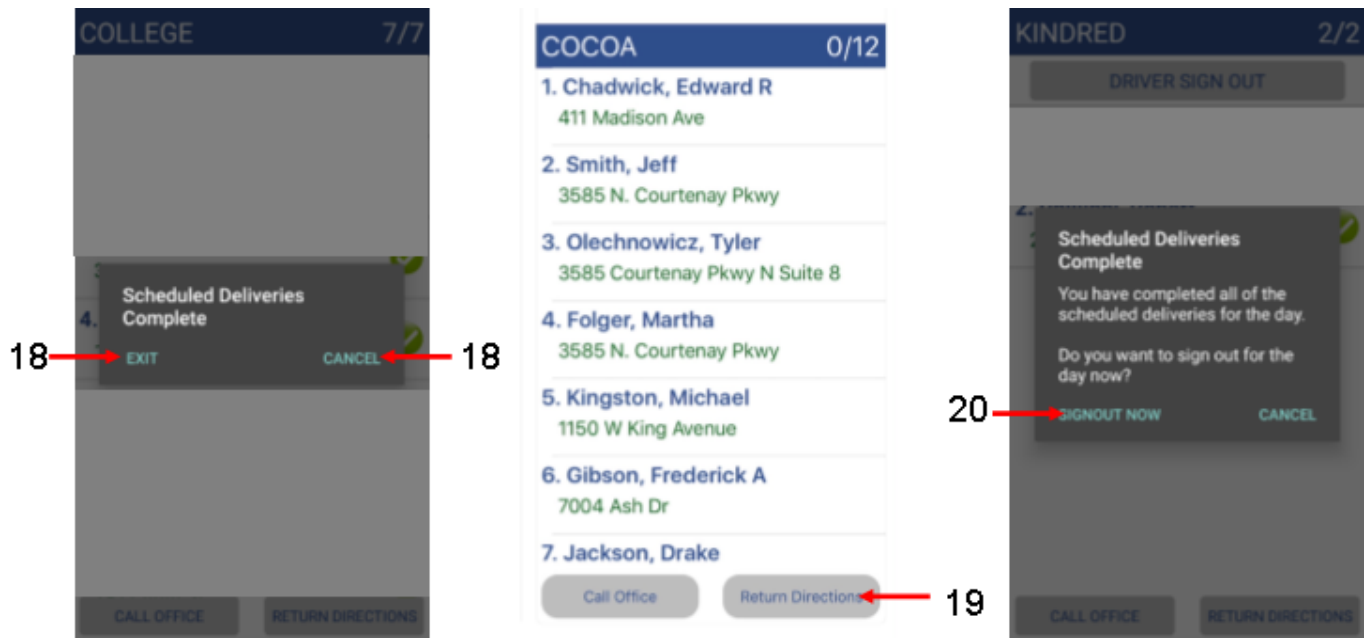
IN ANY EMERGENCIES, CALL THE OFFICE IMMEDIATELY