



ISLE Project

MobileServe User Guide

STEP 1

DOWNLOAD THE MOBILE SERVE APP

- Open App Store
- Search MobileServe
- Tap 'Get' button next to app

STEP 2

CREATE YOUR ACCOUNT

- Open app or go to www.mobileserve.com
- Select 'Sign Up' (Students must use their Kennedy Catholic email)
- Enter your name, birthday, and create a password, select 'Next'
- Add an optional photo, select 'Next'
- Enter your 6-digit class code
 - **Class of 2024 – CB62AF**
 - **Class of 2025 – 4572B7**
 - **Class of 2026 – 5C235A**
- Select 'Join'

STEP 3

LOG YOUR HOURS

- Get site supervisor's signature on the app when you complete your hours
- Ensure that you have accurate email for site supervisor
- Take pictures & write details of your service on your submission for your records
- Choose appropriate service category
 - "Sophomore ISLE" and additional descriptor - "church", "school" or "community"
 - "Junior ISLE" and additional descriptor - "Education", "Environment", "Hospital", "Poor and Marginalized"
 - "Non-ISLE" and additional descriptor - "Education", "Environment", "Hospital", "Poor and Marginalized" for additional service you do
 - "Theology 12" and additional descriptor - "Education", "Environment", "Hospital", "Poor and Marginalized" for required service for 12th Grade Honors Theology or Community Service classes

STEP 4

DUE DATE

- Junior ISLE Hours are due by the interim report date for Quarter 1, fall semester of your senior year. Sophomore ISLE Hours are due in the spring. Check with your community period teacher or Kennedy Catholic website to confirm date.

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MobileServe FAQs

- 1. I am having trouble logging in.** For assistance, please review [this article](#) on the MobileServe Help Center website (www.kennedyhs.info/MobileServeHelpCenter).
- 2. I have completed my service hours and submitted them to MobileServe but they have not been approved. How do I make sure they are approved?**
 - Have your hours been verified by your site supervisor?
 - The best way to ensure that is to get your site supervisor's signature on the app when you complete your hours each time you serve. This will show up on your submitted hours so that we can see that your site supervisor has verified those hours.
 - When you submit your hours, they will be sent to the site supervisor's email you include for verification. Once your site supervisor verifies your submission, it will show on our Kennedy Catholic dashboard as an alternate way for them to be approved.
 - Once they have been verified by your site supervisor, our Kennedy Catholic MobileServe Hours are generally approved every two weeks, depending on the number of submissions to be approved.
- 3. My site supervisor has not replied to my email, and I'm not able to get their signature when I complete my service hours. How do I get my ISLE hours approved?**
 - Send an email to your site supervisor and copy Mr. Latvala at latvalat@kennedyhs.org
 - Include your dates/times/hours served/total hours served
 - Ask them to review their records, verify that these dates and hours are correct, and reply to your email including Mr. Latvala so that he can see their verification
 - Update your MobileServe submissions to reflect what they have verified
 - If your site supervisor does not reply, follow up with a phone call
 - If they are no longer with the organization, reach out to any main contact for the organization and ask who your request should be sent to. Follow up with an email and copy Mr. Latvala.
 - Once they have been verified by your site supervisor, our Kennedy Catholic MobileServe hours are generally approved every two weeks, depending on the number of submissions to be approved.
- 4. I have my supervisor's verification and/or I got signatures on my app prior to submission but I am still not seeing an approval. How do I get my hours approved?**
 - Once they have been verified by your site supervisor, our Kennedy Catholic MobileServe Hours are generally approved every two weeks, depending on the number of submissions to be approved.
 - It is possible that when you set up your MobileServe account you did not connect it to Kennedy Catholic so we cannot see your hours to approve them. Please review [this article](#) on the MobileServe Help Center website (www.kennedyhs.info/MobileServeMyOrg).
 - If you do this, it may seem that you have "lost" hours that you once had. Please review [this video](#) on the MobileServe Help Center website (www.kennedyhs.info/MobileServePastLogs).
- 5. If you are still having trouble, please send Mr. Latvala an email at latvalat@kennedyhs.org or swing by the Service Office (A133) in the Chapel hallway.**