ISLE Project
MobileServe User Guide

1 DOWNLOAD THE *MOBILESERVE* APP

- Open app store and search MobileServe
- Tap 'Get' button next to app

2 CREATE YOUR ACCOUNT

- Open app or visit *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 2026 – 5C235A**
  - **Class of 2027 – 938DDC**
  - **Class of 2028 – 03E438**
- Select 'Join'

3 LOG YOUR HOURS

Completely follow steps below or your entry may not be verified by your site supervisor or approved by Kennedy Catholic Service Coordinator.

- **Date of service:** actively choose date of service on calendar at top of entry. System will automatically enter date of submission if you do not pick the date of service. Indicate 1st day of service for multiple day entry.
- **Number of hours:** include hours you served. Do not enter hours for sleeping, traveling or breaks for full day or overnight service. Enter "2.5" for 2 ½ hours (not "2.3" for 2 hours 30 minutes).
- **Organization:** type in organization you served. You must include a non-profit organization. If your organization is not in the MobileServe drop down menu, enter it manually.
- **Choose correct service category:**
  – ***"Sophomore ISLE"*** and additional descriptor (ex: church, school, community, etc.)
  – ***"Junior ISLE"*** and additional descriptor (ex: education, environment, hospital, poor and marginalized, etc.) *Please note: seniors who are completing their Junior ISLE Hours at the beginning of their senior year must still use this category and NOT Theology 12.*
  – ***"Non-ISLE"*** and additional descriptor (ex: education, environment, hospital, poor and marginalized, etc.) for additional service you do.
  – ***"Theology 12"*** and additional descriptor (ex: education, environment, hospital, poor and marginalized, etc.) for required service for 12th Grade Honors Theology.
- **Tell your story:** give details of your service including what you did, where you did it if you were not at the organization, what days and hours you served if this is a multi-day entry like a camp or immersion trip, etc.
- **Signature for verification:** get site supervisor's signature on the app when you complete your hours.
- **Name and email for site supervisor and/or verification:** ensure you include name and accurate email as this will allow us to ensure that the signature matches the site supervisor and create way for site supervisor to verify your hours if you do not get their signature.
- **Pictures:** include pictures as they are additional documentation of your service and a means of storing these important resources for your Senior ISLE Presentation in case something happens to your phone.

4 DUE DATE

- Junior ISLE Hours must be verified by your site supervisor in MobileServe by the interim report date for quarter 1, fall semester of senior year.
- Sophomore ISLE Hours are due in the spring of sophomore year and must be completed prior to Junior ISLE Hours being counted toward your requirement.
- Any Junior ISLE Hours submitted will be changed to Sophomore ISLE Hours if they have not been completed.

MobileServe FAQs →

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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 verification is to get your site supervisor's signature on the app when you complete your hours each time you serve. Include your site supervisor name and email and if they match up, this entry will be approved.
    - When you submit your hours, an autogenerated email from "Team MobileServe" with the details will be sent to the site supervisor's email you include for them to verify. Include their correct email on each entry. Once your site supervisor verifies, this will show on our Kennedy Catholic dashboard for us to approve.
    - If the organization does a certificate, letter/email of completion or has a volunteer log that shows the hours you have completed, take a picture of this and submit with your MobileServe entry for verification.
    - Once verified by your site supervisor, our hours are generally approved every 2 weeks, depending on the number of submissions to be approved.
    - Please also check your entry to see if the Service Coordinator has rejected your entry and given you feedback and/or steps to be completed so that your entry can be verified by your site supervisor and/or approved by the KCHS Service Coordinator. Follow up via email or in-person visit to Service Office (A133)

3. **My site supervisor has not replied to my email, and I am/was not able to get their signature when I complete/d my service hours. How do I get my ISLE hours approved?**

    - Include the correct email of your site supervisor. If you have already submitted your entry, check it and confirm that you included the correct email of your site supervisor.
    - If it is correct, please communicate with your site supervisor and ask them to check their email (including junk mail) for an autogenerated email from "Team MobileServe"
    - If they cannot find it, you can submit a new entry OR send an email to your site supervisor and cc Service Coordinator, 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/hours are correct and reply to your email, cc Mr. Latvala so that he can see their verification
        - Update your mobile serve submissions to reflect what they have verified

MobileServe FAQs Continued... →

- 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 to verify hours should be sent to. Follow up with an email and cc Mr. Latvala
- Once they have been verified by your site supervisor, our Kennedy Catholic Mobile Serve Hours are generally approved every 2 weeks, depending on the number of submissions to be approved.
- Please note that we will not follow up with you about Non-ISLE Hours but will approve them for your official service record if they have been verified by your organization.

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 Mobile Serve Hours are generally approved every 2 weeks, depending on the number of submissions to be approved.
   - It is possible that when you set up your Mobile Serve account you did not connect it to Kennedy Catholic. If this is the case, you will NOT see "Kennedy Catholic, Class of 20__" on your home screen. Please review this article on the MobileServe Help Center website to connect with Kennedy Catholic (*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.**

Questions? Contact Mr. Latvala at *latvalat@kennedyhs.org*