



How to Submit Service Hours

At CGHS, we use the **MobileServe** app/website to track and verify all student service hours. This guide will help you get started, stay on track, and make the most of your volunteer experience.

mobileserve

Getting Started → Claim Your MobileServe Account

■ Freshmen & Transfer Students

All freshmen automatically received an email from MobileServe at your CGHS **school email address** (check your inbox or spam folder). This email contains a ***link to claim your account***.

IMPORTANT! You must complete these steps to activate your account.

1. First, download the MobileServe app →



2. Then, in your school email inbox, open the MobileServe welcome email.

3. **Click the link in that MobileServe email** to claim your account immediately.

🔍 *Tip for Parents & Students:* Download the app together and check that the student has access to their school email account.

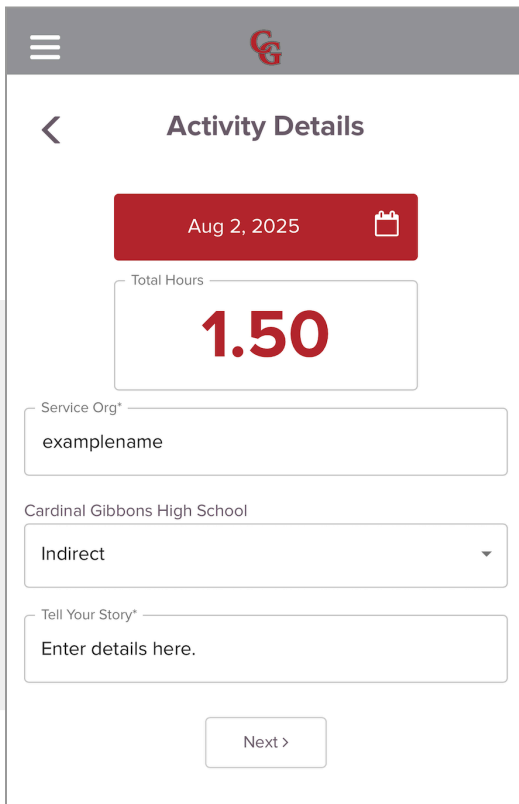
TRANSFER STUDENTS: To setup your new CGHS MobileServe account, please fill out this quick Service Hours Import Request form as soon as possible: <https://forms.gle/BBgiyVju7pBCSozT6>

All Students → How to Log Your Service Hours

Remember: To sign into MobileServe, you will need to use your **student Google account** (CGHS student email and password).

1. **BEFORE** you participate in any volunteer event, make sure the service opportunity meets ALL requirements in the [CGHS Service Hour Guidelines linked here](#). *Failure to comply with all guidelines may result in your submitted service hours being rejected.*
2. Before your service, download and fill out the [Service Pre-Approval Form](#) (see page 3). Follow all instructions and guidelines. Then take photos or screenshots of the form with required documentation. *Incomplete forms will not be accepted and may result in your submitted service hours being rejected.*
3. On your MobileServe home page, tap the **LOG HOURS** button. This will take you to the **Activity Details** page.

Example:



4. Type the *total number* of hours served under “Total Hours.” Then type the official name of the service organization.

5. Based on the service you performed, you will choose a category label...

• Select “**Active Service**” if you volunteered for an external non-profit 501(c)(3) organization.

• Select “**School Support Activities**” for all campus-related service, including CGHS summer camps, athletic team managers, assistance with fine arts productions, in-school tutoring, etc.

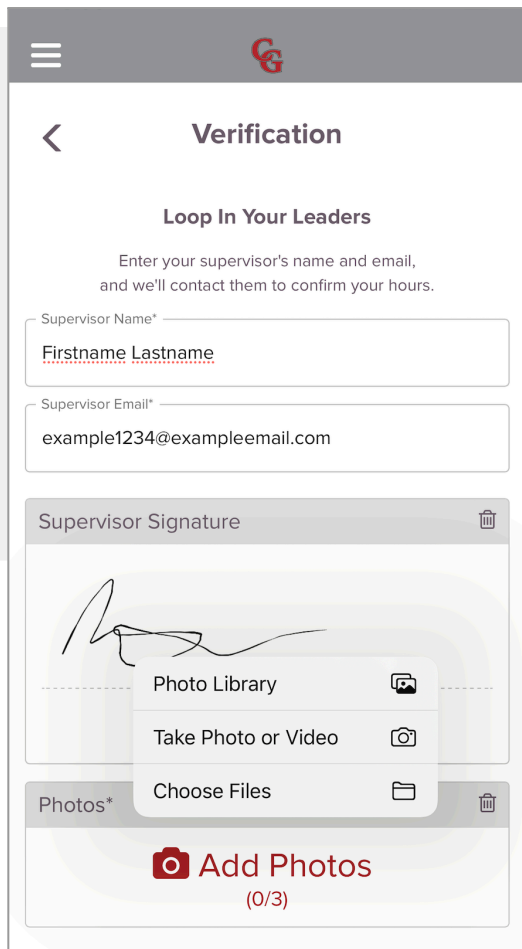
• Select “**Donations**” for school-approved drives.

Use the “Tell Your Story” slot to briefly summarize the personal impact you experienced during this service event. Then tap the “Next” button.

⚠ Warning: Do NOT begin a service project until you have thoroughly read and understood the complete [CGHS Service Hour Guidelines linked here](#).

6. You should now be on the **Verification** screen. Type the full name of your service supervisor. Then type their email address. ***Be careful!!! If your supervisor's email address is partially incorrect or misspelled, they will not be able to confirm your hours—which may result in your submitted service hours being rejected.***
7. Tap “Add Signature.” The app will ask you to rotate your device sideways, so that your supervisor can sign and submit their signature.

Example:



8. Then tap “**Add Photos.**”

This is where you are **REQUIRED** to submit screenshots of all documentation, including

- ✓ **Service Pre-Approval Form** (see page 3)

- ✓ Verification letter from the organization

Failure to attach all required documentation here in the “Add Photos” section may result in your submitted service hours being rejected.

- ✓ Optional: Any additional photos of you performing the community service.

9. After you’ve completed all the above, tap the **SUBMIT HOURS** button.

Do not close or exit the app/website until you see the **Great Work!** message, which tells you that your logged service hours were submitted for approval.

Every time you finish submitting hours, follow the next steps:

Approval Process → Tracking Your Submitted Hours

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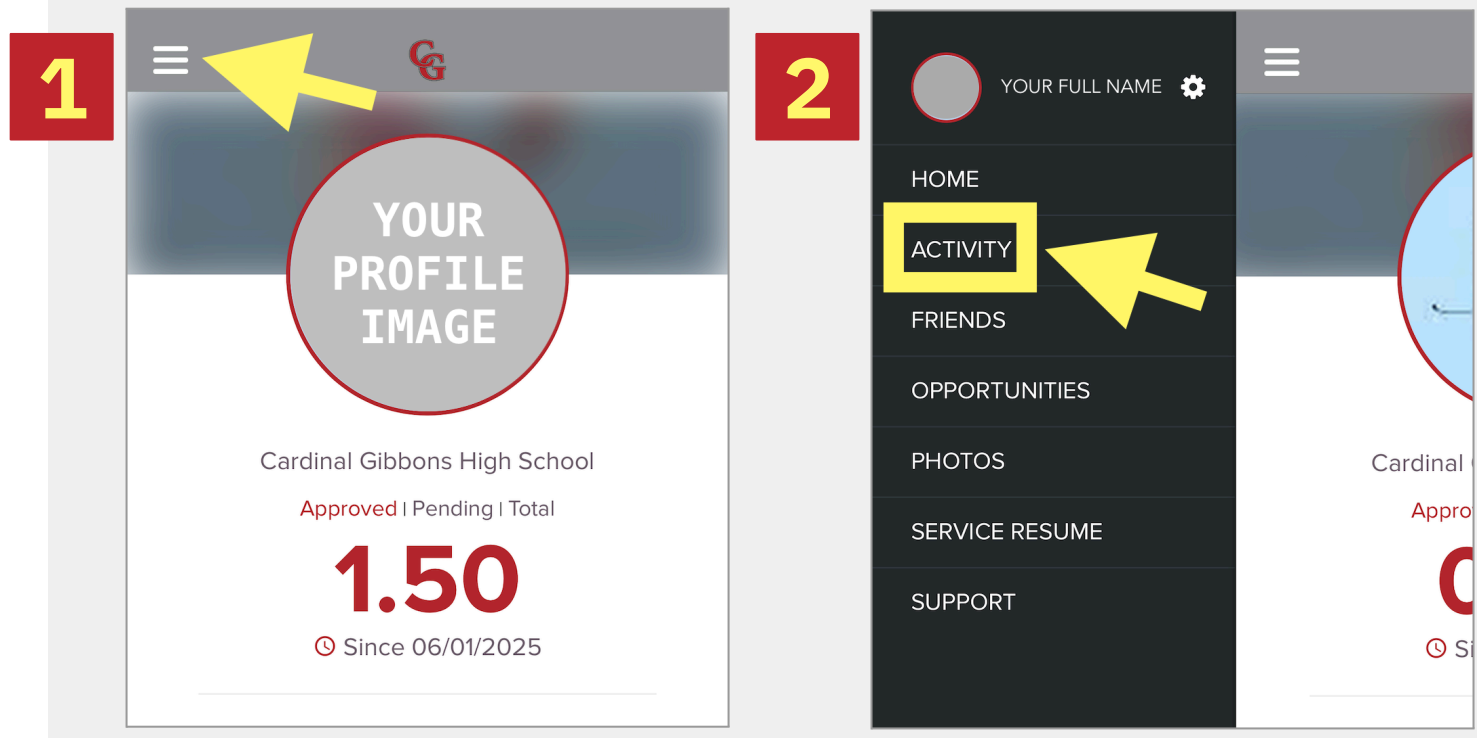
Approval Process → Tracking Your Submitted Hours

Whenever you open MobileServe and sign in, your **home page** will display the number of hours that have already been approved by the school's Service Hours Coordinator.

📌 You can select "**Pending**" to see how many hours are currently awaiting approval.

If you want to check whether your submitted hours have been rejected, approved, or are awaiting approval, you can view a list of your recent submissions in the **ACTIVITY** tab:

1. First, tap the menu icon in the top-left corner of your MobileServe home page.
2. Then select the **ACTIVITY** tab.



Afterward, the screen will display a list of your recently submitted service hours.

✓ Any hours that have already been **approved** will show a **green** checkmark icon near their title.

✗ Any hours that have been **rejected** will show a **red** "x" icon instead.

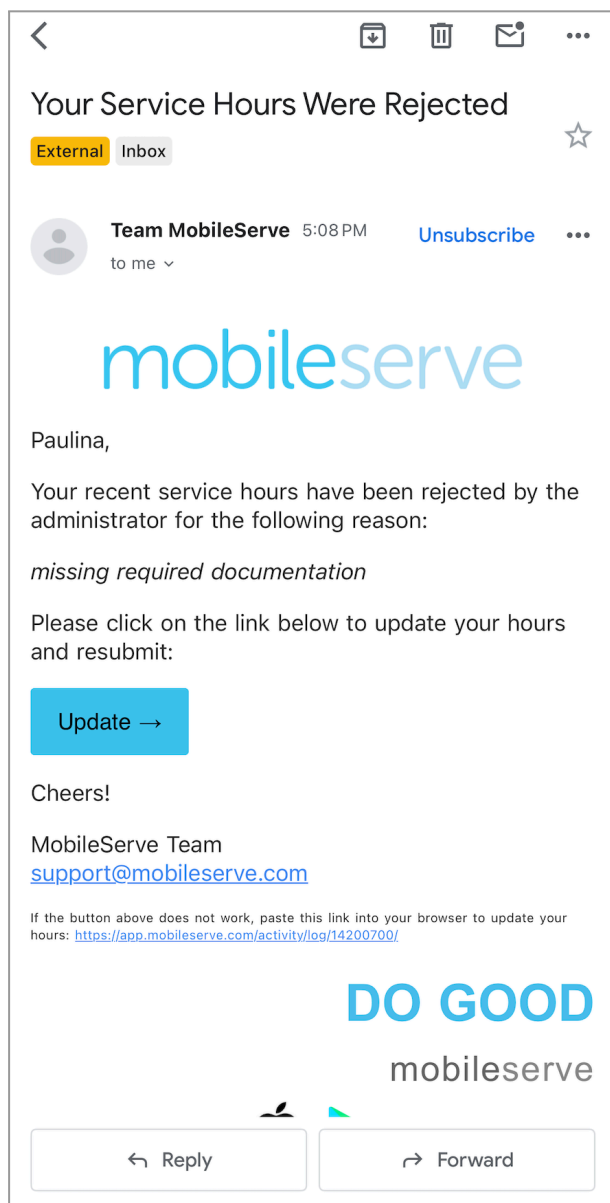
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If you see neither of these icons, that means those hours are currently **waiting** to be reviewed by the school's Service Hours Coordinator. *Please be patient and allow up to 14 days because there can be multiple student influxes of hours awaiting approval.*

What To Do If Your Submitted Hours Get Rejected

If your submitted hours get rejected, you will receive an automated email from MobileServe **explaining the reason why the hours were not approved.**

Example:



Therefore, **it is imperative that you regularly check your student email inbox often!!!**

If corrections are needed, you will need to **re-submit your hours** with those corrections... **as soon as possible.**

Questions & Tech Support

MobileServe has additional features you can explore in the app and/or website.

If you experience glitches or online errors while using the platform, you can reach out to the MobileServe team by going to the **SUPPORT** tab from the top-left menu.

For approval inquiries or any other questions, please contact:

Service Hours Coordinator

 **Ms. Pecic**

PECIC@CGHSFL.ORG

Room M-102

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