



Using Mobile Meals

Mobile Meals provides a digital route sheet accessible on your smart phone or a Meals on Wheels tablet. Information entered in the app is monitored in real-time by staff to immediately respond to missed deliveries and/or client concerns.

1. Download "ServTracker Mobile Meals" from the app store on your device or open the app on a Meals on Wheels device.
Meals on Wheels Device Password: 0515
2. Open the app and enter your name and phone number under "Driver Name" and "Driver Contact Number"
3. Enter the following:
 - a. Customer ID: Md1002
 - b. Password: driverpass
 - c. Passkey: 9999
 - d. Route Code: provided to you at the site
4. Click "Sign In" and your route list populates. Click on the client's name to see their information, including their meal types, quantity, address, and phone number.

ServTracker® Mobile Meals App

Driver Name:
Carrie

Driver Contact Number:
4107309476

Customer ID:
Md1002

Route Code:
TEST99

Password:
[]

Passkey:
[]

Sign In

TEST99 0 / 2 Serving today

Search clients...

1. Coruzzi, TIC Sawyer
201 S Conkling St, Baltimore, MD 21224

2. Brice, TIC Dash
515 S. Haven Street, Baltimore, MD 21224

Call Office Return to Office

Route List Summary Logout

Delivered Not Delivered

1. Coruzzi, TIC Sawyer
201 S Conkling St, Baltimore, MD 21224

Call Home Call Cell

Get Directions

Special Instructions:

1 - Acc Tray Regular

Extra Meal Delivered

5. From this screen, you can get directions to the client's house, call their phone numbers, and mark the meal delivery status by clicking on the buttons. On the bottom you will see how many meals the client receives, and delivery notes. "7-Frozen Meals" = 1 box and "14-Frozen Meals" = 2 boxes
6. Once you deliver the meals and the client receives them, click the "Delivered" button. You will be asked "Is there a change of condition?" Press "No" if nothing seems different about the client. Press "Yes" if you would like to report a concern to our staff. These concerns should be about: Health, Nutrition, Isolation, Home Safety, or Economic Security.

201 S Conkling St, Baltimore, MD 21224

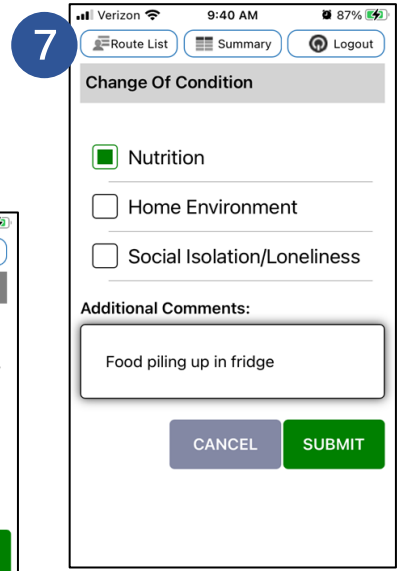
6 Change of Condition
Is there a change of condition?

NO YES

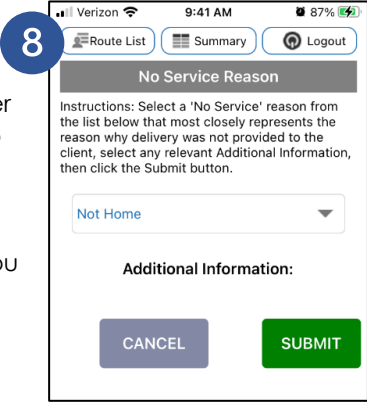
Questions?

Contact your Site Coordinator or Volunteer Services at volunteer@mowcm.org or 443-573-0925

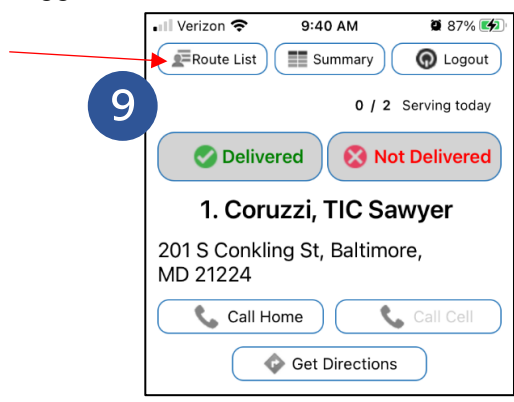
7. Pressing “Yes” to report a Change of Condition, prompts you to give additional information. Please select the category of the concern, provide information in the “Additional Comments” section, and press “Submit.” From there, the screen will move to the next client on your route. If you press “No” to indicate that there is no change of condition, your screen will move to the next client on your route.



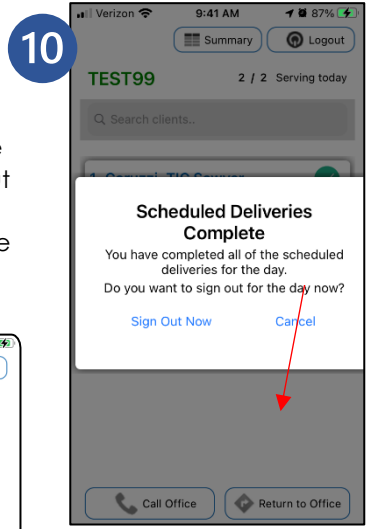
8. If you are unable to make the delivery, click “Not Delivered.” Then, from the drop-down menu, select the reason why you could not deliver the meal. Click “Submit.” Your screen will move to the next client on your route.



9. To return to the route's list view at any time, click “Route List” at the top of the screen. This allows you to deliver to clients in a different order than the route suggests.



10. When you've marked all deliveries as “Delivered” or “Not Delivered” you will be prompted to sign out of the app. If you are done with your route, click “Sign Out Now”. For directions back to your site, click “Cancel” and then click “Return to Office” at the bottom of the screen. **If you do this, remember to sign out of the route when you are done!



11. When you click “Sign Out Now” you are directed to the signature page. The last step is to sign your digital route sheet and verify that you visited all the clients! Click “Done” and your information will be submitted to the regional office.



Questions?

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