



Meals On Wheels

Meals are just our first course!

Michelle Gebbia mgebbia@mowrockland.org
(845) 624-6325

Install on mobile device

Search, download and install ServTracker® Mobile Meals App from App Store (Apple iOS) or Google Play (Android).

Tap **icon** on mobile device to start app and log in.

CLICK ON “MOBILE MEALS” ICON TO
OPEN APP

THEN ENTER:

1. Driver Name – Your Name
2. Driver Contact Number– Your Phone Number (include area code, use this format **xxx-xxx-xxxx**)
3. Customer ID – **NY1012**
4. Route Code – route assignment- must be two numbers (ex: **05, 09, 54**, etc.)
5. Password – **Driverpass (CAPITAL D only)**
6. Pass Key –****PASS KEY CHANGES DAILY**
Day of the week you are delivering (ex: **Monday, Wednesday- First letter CAPITAL** only, for each day)
7. Tap sign in button**

Route List

4. Completion counter displays completed/total stops.
5. Call Office button calls phone number at pickup point.
6. Return Directions button opens maps app on device for directions back to pickup point.
7. Tap **Summary** button at top of screen.

Pack list of meals displays: beverages list also available

Settings

8. Tap **Settings** button at top of Summary screen.
 - b. Tap **Cancel** button to close without making changes.
 - c. Tap drop-down list to select **maps app** to use for directions.
 - d. Tap **Save** button.
9. Tap **any stop** on list, details for delivery display.

Delivery Details

10. **Route List** button returns to complete list.
11. To phone client named in header, tap **Call Client** button.
 12. **Get Directions** button uses maps app on device to direct driver to client address.
13. **Special Instructions** display, if applicable.
15. List of **delivery items** display.
16. Tap switch to indicate **Extra Meal Delivered**.
17. Tap field to enter **driver comments**.
18. Tap **Call Office** to phone pickup point.

Recording Delivery

20. Tap **Delivered** button on Delivery Details/Client Information.

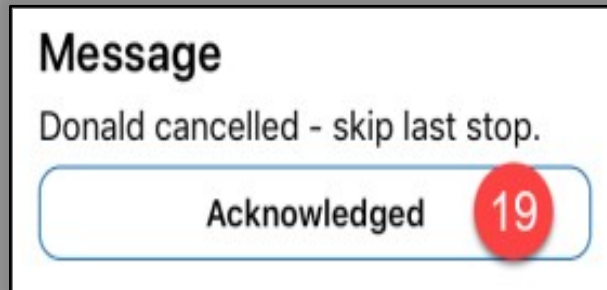
Recording Non-delivery

22. Tap **Not delivered** button on Delivery Details/Client Information to enter reason for non-delivery.

Messaging

Driver may receive a Message pop-up from meals office.

19. Read carefully and tap **Acknowledged** to dismiss and continue deliveries.



Recording Non-delivery

23. Tap **Not delivered** button on Delivery

Details/Client Information to enter reason for non-delivery.

24. Select **No Service reason** from drop-down list.

25. Tap to select one or more **Additional Information**.

26. **Cancel** button returns to previous Delivery Details without recording entries.

27. Tap **Submit** button. Next route stop appears, completion counter

Change Of Condition

Change of Condition entries are transmitted to ServTracker® in real time.

27. If no observable change in client, tap **No**.
28. To note a change, tap **Yes**.
29. Tap to select one or more **changes**.
30. Tap to enter **comments**.
31. **Cancel** button returns to previous Delivery Details without recording entries.
32. Tap **Submit** button. Next route stop appears, completion counter advances (#4, above).

Submit Route Completion

33. **Cancel** returns to Route List for Edits
34. **Sign out Now** for signature screen
35. **Clear** button resets signature
36. Tap squares to accept **attestations**
37. Tap **Done** button