

## MOBILESERVE GUIDE

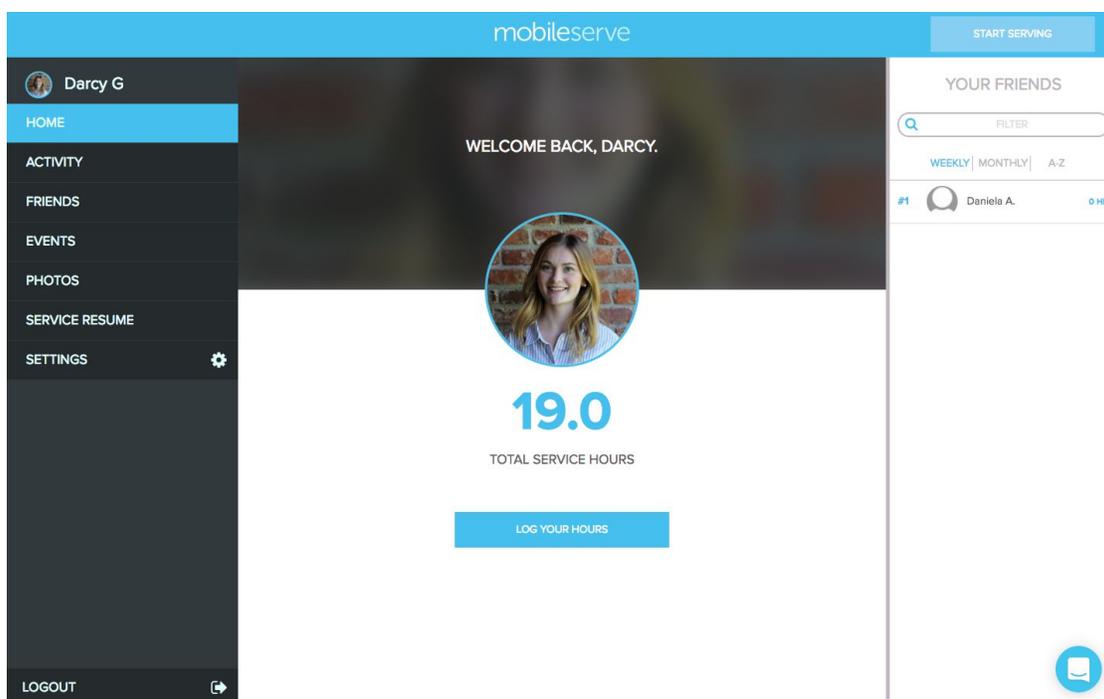
### OVERVIEW

MobileServe is an application ([desktop](#) and mobile) created to track volunteer hours through a social network. Through the MobileServe app, the student can easily log hours, upload photos, connect with friends, and get organizational approval for the student's logged activities. The WAC has worked with MobileServe to adapt the application to the specific needs of the GCCP, and **all GCCP requirements will be logged and tracked through the MobileServe application.**

### CREATING AN ACCOUNT

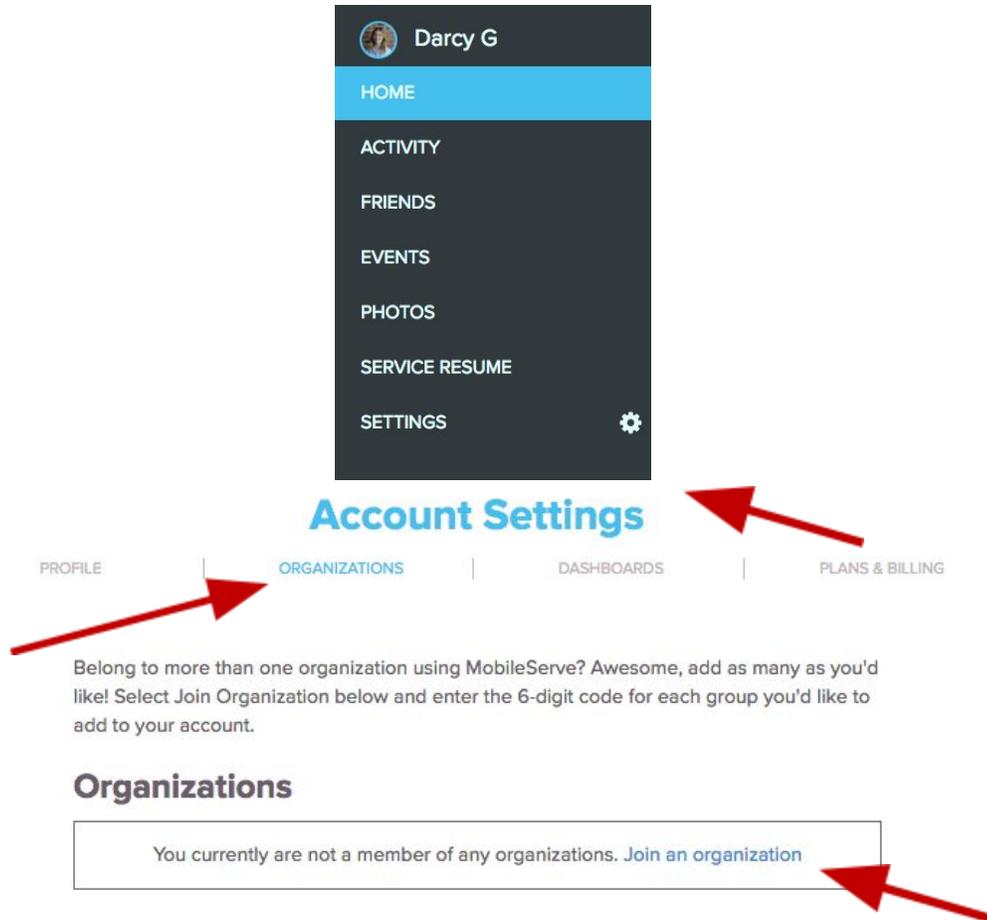
Shortly after a student's acceptance into the GCCP, he or she will receive an email with a link to create a MobileServe account. After clicking the link, the student will be prompted to create an account via either Facebook or email. Either option is acceptable for the GCCP program requirements.

Once the student has created an account, he or she will be introduced to the "Home" screen as shown below and should familiarize him or herself with the app's various functions.

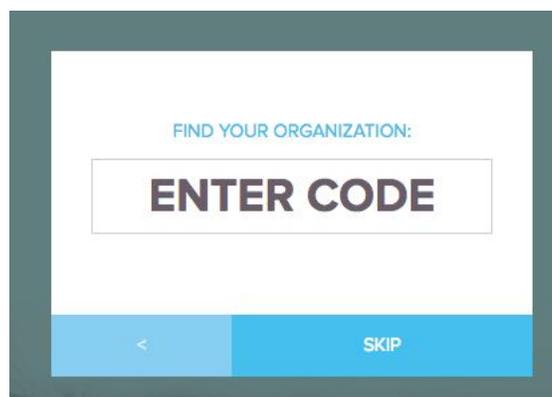


## JOIN THE WAC GCCP ON MOBILESERVE

To log activities, the student **must first connect with the World Affairs Council GCCP within the app**. To do so, click the Settings tab from the menu, go to the “Organizations” tab of the Account Settings, and click “Join an organization.”



The WAC will have sent a 6-letter code to the student after acceptance into the GCCP, and that code should be entered in this section when prompted to “Find Your Organization.”



## LOGGING YOUR ACTIVITIES

The student can log his or her hours in the app from the Home screen or, in the desktop version, by clicking the “Start Serving” button in the top right corner of the screen.



When entering the details for each activity, the student should include the number of hours spent doing the activity, the name of the organization or group with which you did the activity, and the name and email of the activity supervisor. Check the WAC GCCP box, and select the name of the activity from the dropdown list.

RECORD YOUR HOURS HERE

October 19, 2017

**5.00**

TOTAL SERVICE HOURS

SERVICE DETAILS

SERVICE ORG  Name of agency/club/individual/etc.

World Affairs Council KY / SI Communicate: International Experience 

TELL YOUR STORY  Check this box, and select a category 

 Copy and paste your reflection here

WANT TO GEO-VERIFY?

ATTACH MY LOCATION

LOOP IN YOUR LEADERS

Enter your supervisor's name and email,  
and we'll send them a chance to confirm your hours.

SUPERVISOR NAME

SUPERVISOR EMAIL

SUBMIT HOURS

## REFLECTIONS

When required, the reflection should be entered in the box labeled “Tell Us Your Story.” It is highly recommended that the student **first complete the reflection in a Word or Google Document, save it, and then copy and paste** the text into the MobileServe form. Only the student, the supervisor, and the WAC approval board will have access to this reflection. It is recommended that the student wait until the logged hours have been approved by a supervisor to upload a reflection. Thus, if the student’s hours are not approved, a reflection will not have been unnecessarily written. The student should refer to the [Reflection Guide](#) for reflection writing tips.

## SUPERVISORS

The student’s activities will only gain the WAC’s approval after first being approved by a Supervisor. The Supervisor should be an individual at the student’s school or at an agency that can vouch for the student’s presence. At lectures or other events, the Supervisor should be the event host. A student with questions about identifying the appropriate Supervisor for events or retroactively applied coursework should contact the WAC.

After the student has submitted an entry in MobileServe, the student’s Supervisor will receive an email to approve the submitted hours. The student should follow up with his or her supervisor to ensure the supervisor has received the email and is aware of the pending activity approval.

## PHOTOS

The student may and is encouraged to attach photos as evidence of attendance at certain events. The student should remember to always ask for permission before taking photos of other people, and **photos of persons under 18 may only be taken after having received permission from a parent or guardian.**

## EDITING HOURS

The student may make changes to his or her submission at any time. The student should please note, however, that **any changes made to the dates, times, or supervisor information will remove any prior activity approval and prompt an additional email to the student’s supervisor.**

The student may, on the other hand, revise the reflection section without impacting the approval status. For example, a student may log an activity immediately upon completion and return to add a reflection a later time without impacting the approval status.

**OTHER FEATURES**

In addition to the required use of the MobileServe app to log hours, the student may also choose to add friends, communicate, and share events to stay connected with other GCCP participants and exchange information that could help in completing the program requirements. This is optional, and the student may change his or her account privacy settings at any time in Account Settings.