MobileServe How-To Guide

What is MobileServe and why should I use it?

MobileServe is the platform NDMU uses to record and track the service and volunteer work you do! Service work is amazing AND we want to capture that. Tracking and recording your service hours is important to the reflection process, academic course accountability, and it paints a more accurate and holistic reporting of what NDMU members do in their community. Tracking allows us to qualify and apply for grants and national service distinctions. For students, tracking their service work is something that can be added to their resumes and is appealing to prospective employers.

Download the App

1. Go to the App Store or Google Play
2. Search "MobileServe"
3. Tap the Get or Install button next to the MobilerServe App

Create Your Account

1. Open the app or go to app.mobileserve.com and select Sign Up
2. Enter your name, birthday, and create a password. You can skip the Employer / School box if you wish
3. Select Next
4. Add an optional photo to your profile or skip
5. Select Next
6. Enter the 6-digit code corresponding to your group (check with group leader or Office of Service and Community Engagement)

Join a Sub-Organization

To join additional groups/sub-orgs or if you already have a MobileServe account:

1. Go to your Settings page
2. Click on Organizations
3. Click "Join Organizations" and enter the next code
4. When your Organization code pops up click "join"

Log Your Hours!

1. Click "Log Hours"
2. Add date of service event
3. Add your total hours in box (if you worked for an hour and 30 minutes, you enter as 1.5)
4. Add the name of the Service Organization OR name of service event
5. Select which sub-organization you'd like the hours to be counted towards
   a. Select which category that best describes the service project
6. In the box "Tell Your Story" write a few sentences reflecting on what you did and your thoughts on it
7. Click "Next"
8. If verification is required for your service, you can either put the email of the service event coordinator (whoever was in charge of the activity) or have them sign using your phone (only works on the app). If using email, the supervisor will receive an email from MobileServe and they only have to click "verify" or "reject" on what you logged
9. Add any photos (only take photos with consent and respect)
10. Submit hours!

Commonly Used NDMU Codes for Sub-Orgs:

NDMU Class of 2022: **D949AF**   NDMU Staff: **ADC028**
NDMU Class of 2023: **41C09D**   NDMU Graduate Students: **4EAD5F**
NDMU Class of 2024: **B2EE5F**   OPA: **AF3842**
NDMU Class of 2025: **298E9F**   Bonner Leaders 2021-2022: **CA5F1B**
NDMU Administration and Faculty: **3AF305**

Ask your NDMU 100/200 Instructor for Codes or email ServiceNDMU@ndm.edu if you'd like to add a sub-org.

Other MobileServe Features to Explore:
1. Search for service events
2. Create your own service events
3. Download your service resume
4. Add friends and other NDMU community members
5. Set goals, track your progress
… and so much more!

Please email the Office of Service and Community Engagement at
ServiceNDMU@ndm.edu if you have any questions or need assistance with
MobileServe. If you have a non-NDMU/technical issue, MobileServe's customer service
(support@mobileserve.org) is also excellent!