

# Meals On Wheels

*Meals are just our first course!*

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## 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**

**ServTracker®**  
Mobile Meals 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\*\*

Driver Name:

Driver Contact Number:

Customer ID:

Route Code:

Password:

Passkey:

Sign In

## Route List

7 Summary Logout

Beachside 4 0 / 4 Serving today

Search clients..

Zorne, Jim D 9  
3435 N Atlantic Ave 12B, Cocoa Beach,  
FL 32931

Ellis, Robert  
115 Hurwood Ave, Merritt Island, FL 32953

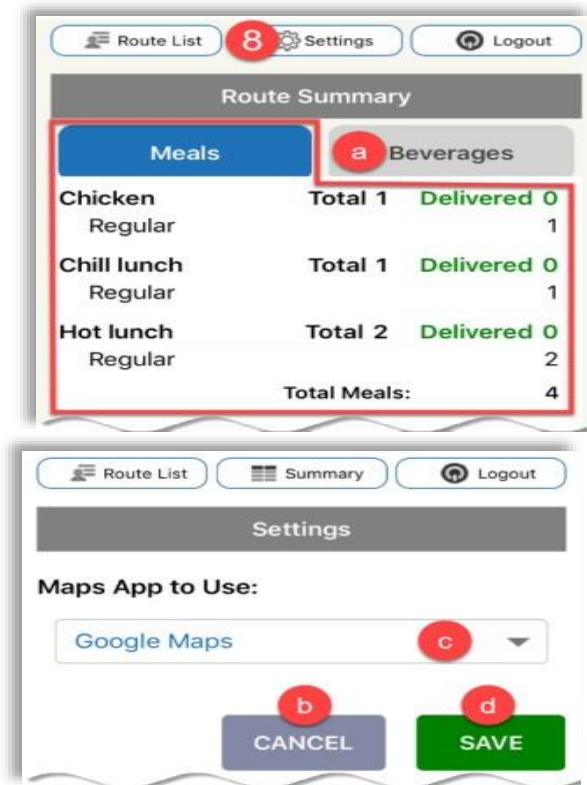
Morales, Roberto  
211 Caroline St, Cape Canaveral, FL 32920

Duffy, Donald  
3145 Savannahs Tr, Merritt Island, FL 32953

5 Call Office 6 Return Directions

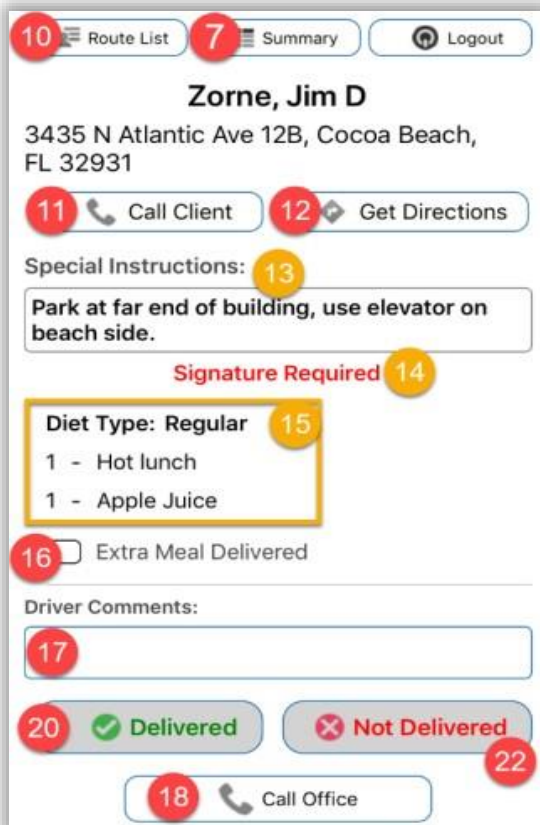
4. Completion counter displays completed/total stops.
5. Call Office button calls phone number at pickup point.
6. Return Directions button opens maps app on device for directions back to pickup point.
7. Tap **Summary** button at top of screen.  
Pack list of meals displays: beverages list also available

## 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.

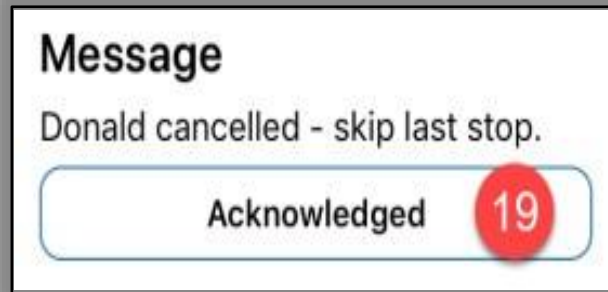
## Recording Non-delivery

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

A screenshot of a mobile application form titled "No Service Reason". At the top, there are three buttons: "Route List", "Summary", and "Logout". Below the title, there is a grey bar with the text "No Service Reason". Underneath, there is a paragraph of instructions: "Instructions: Select a 'No Service' reason from the list below that most closely represents the reason why delivery was not provided to the client, select any relevant Additional Information, then click the Submit button." Below the instructions is a dropdown menu with the text "Select a 'No Service' reason" and a red circle with the number "23" next to it. Underneath the dropdown is the section "Additional Information:" with two text input fields. The first field has a red circle with the number "24" next to it and contains the text "Crime tape around house". The second field contains the text "Gravitational vortex". At the bottom of the form, there are two buttons: a blue "CANCEL" button with a red circle with the number "25" next to it, and a green "SUBMIT" button with a red circle with the number "26" next to it.

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

Is there a change of condition?

27 NO

YES 28

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).

## Change Of Condition

Route List Summary Logout

### Change Of Condition

29

- Health (Physical/Mental)
- Self-Care/Personal Safety
- Mobility
- Nutrition
- Home Environment
- Social Engagement/
- Emergency

Additional Comments:

30

31 CANCEL 32 SUBMIT

## 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

### Scheduled Deliveries Complete

You have completed all of the scheduled deliveries for the day.


Do you want to sign out for the day now?

34 Sign Out Now

Cancel 33

Route List Summary Logout

Employee Signature

X  Sign here.

36 I agree that this is my signature

36 I have visited all clients as specified and logged by the Mobile Meals application

35 CLEAR 37 DONE