

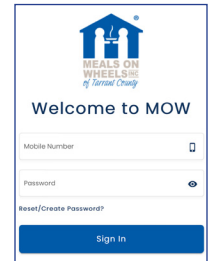
Mobile Delivery System Instructions

mobile.mealsonwheels.org



LOGIN page

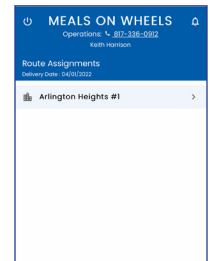
Visit mobile.mealsonwheels.org and login on a smartphone using your registered mobile number. If this is your first time, enter your registered mobile number and click the “Reset/ Create Password” link to set up a password. You must enter your registered email address on the following screen so that a reset link may be emailed to you. Follow the instructions in the email to create/reset a password and set up 2 Factor Authentication. You can now return to the login page and complete your login.



ROUTE ASSIGNMENT page

This page contains your route assignment. Check to ensure this is the correct route and then tap the highlighted route to advance to the Route Summary page, which contains the name and address of the meal distribution site.

Note: the “bell” icon in the top-right of the screen will display any notifications.



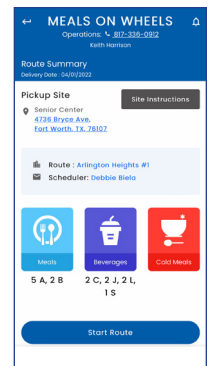
ROUTE SUMMARY page

The Route Summary page contains the name and address of the meal distribution site as well as site instructions.

To get driving directions to the site, tap on the site address to open your phone’s GPS navigation.

This page also contains your meal pack out information. The meal and beverage totals you need for pack out are displayed at the bottom .

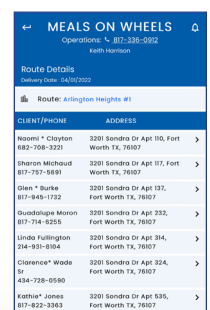
When ready, tap on the “Start Route” link to begin your route.



ROUTE DETAILS page

Review the client list and make note of any clients who live at the same address.

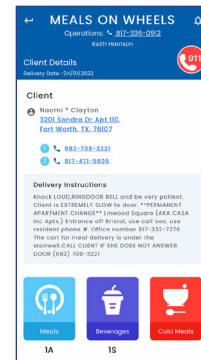
If you have any late cancelations, go ahead and tap on the appropriate client name to display the Client Card page for that client. Tap on the blue “Late Cancellation” button at the bottom of the page. See instructions for Late Cancelations on page 2. Once completed, tap on the first client to display the Client Card and move to the next screen.



CLIENT CARD page

The Client Card contains the name, address and phone number of the client as well as delivery instructions and his or her meal and beverage selections for the day. This is also the screen that you will use to indicate that the meal has been successfully delivered or report any problems.

- To display driving directions to the client's residence, simply tap on the client's address to launch your phone's existing GPS system.
- If you need to call the client, tap on the client phone number link just below the client's address. If there is a second number, you may call it if no one answers the first number.
- To contact the Operations team with any questions, tap on the phone number link in the blue banner at the top of the page — Operations: **817-336-0912**. This will automatically dial the Operations department where you can report meal shortages or other issues.

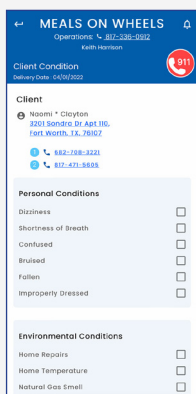


Once you complete the delivery (or attempt to complete), tap on one of the blue buttons at the bottom of the screen to register one of the following options:

Condition Change

CONDITION CHANGE

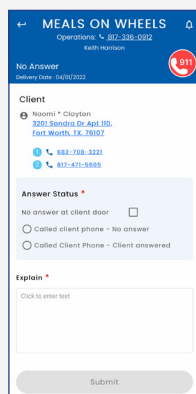
This button is used to report a change of condition. To complete this form, tap all applicable boxes in the “Personal Conditions” and “Environmental Conditions” fields, and indicate whether staff should follow up with you or the client. You must also complete the “Explain” field at the bottom of the form. Once completed, tap on the “Submit” button so that you can continue with your meal delivery route.



No Answer

NO ANSWER

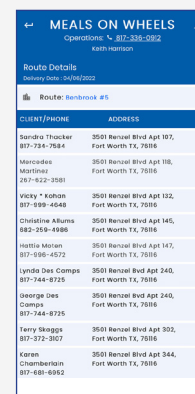
This button is used when a client does not answer the door. In the “Answer Status” field, tap on the box to indicate the client did not answer the door AND make the appropriate selection to indicate whether the client answered the door after you called. You must also complete the “Explain” box at the bottom of the form. Once completed, tap on the “Submit” button so that you can continue with your meal delivery.



Late Cancellation

Late Cancellation

This button is used for any late cancellations ONLY when you are notified by Meals On Wheels or the site coordinator that the meal has been canceled. This action will close the Client Card tab and display a green check mark to the right of the client information on the Route Details page to indicate that you no longer need to do anything with this client.



Successful Delivery

Successful Delivery

This button is used to indicate that you have successfully delivered a meal(s) to the client and no other action is needed.

Please Note: Once you complete a client card, you can not make any changes. The Route Details screen will display a green check mark showing that you have completed delivery for this client.

To create a bookmark icon on your phone:

- iPhone — once you have logged into the site in Safari, tap on the “send” icon at the bottom of the screen and choose “Add to Home Screen.”
- Android — once you have logged into the site in Chrome, tap on the bookmark symbol (the flag with the star in the center) in the upper right corner.