



CATS QUICK START GUIDE

Membership Requirements

How many hours are required for CATS members each year?

Members are required to complete a **minimum of 20 approved service hours** per CATS year (August 1 – July 31), with at least 15 hours served through CATS-approved philanthropies; up to five of which can be donation hours with CATS Philanthropy Partners.

What is a CATS Philanthropy Partner?

CATS Philanthropy Partners with several organizations that provide opportunities for us to help them with their mission. You can find service opportunities with most of our CATS Philanthropy Partners on the Opportunities Calendar in Mobile Serve.

What if I don't make my membership requirement each year?

If a member does not complete 20 hours each year, they may make up for the shortfall in the following year in addition to completing the 20-hour service requirement for the current membership year. (e.g. If you are only to work 15 hours your freshman year, you can make up the shortfall by working 35 hours your sophomore year.)

MobileServe

How do I get a MobileServe account?

We will create a MobileServe account for your daughter after she is registered and her membership has been paid. Your daughter will receive an email from support@mobileserve.com that will include a link to activate her account and link it to CATS.

How long does it take to get a MobileServe account?

We try to set up new accounts a couple of days after registering and paying annual dues if you register at the Kick Off Meeting. If you register after the Kick Off meeting, it may take up to two weeks for your MobileServe account to be activated.

Can I use MobileServe on my phone?

Yes! Download the MobileServe App, log in to your account and you will have access to everything you have from your online account.



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Finding Service Opportunities

How do I find places to volunteer?

Service Opportunities are posted on Mobile Serve. Log in to your account and select Opportunities then select Invitations to see all the events with our CATS Philanthropy Partners. Each event will have a detailed description including what you will be doing, how many hours you will earn and who you should contact if you have any questions.

What should I wear when I volunteer?

We ask our members to wear their CATS shirt when they volunteer. Some events will include more information about what to wear in the description so be sure to check there for additional information.

What do I do if I can't make an event I signed up for?

We understand that schedules can change so you can modify your attendance up to 48 hours before the date of any event. The charities and other organizations depend on us to help them manage their events so if you need to cancel less than two days before an event, please reach out to the supervisor or Philanthropy lead shown in the event and try to find someone else to fill your spot.

Submitting Hours

How do I submit my hours?

The easiest way to log hours in MobileServe on your MobileServe app is as follows:

1. Click the "Log your hours" button on your home screen.
2. Click on the Date field to change the date or leave it the same if you're logging your hours the same day
3. Enter the number of hours of your activity.
4. In the Service Org box, enter the name of the organization where you volunteered (e.g. Meals By Grace)
5. Select the CATS Philanthropy Partner in the Category
6. Describe your experience in the "Tell Your Story" box (e.g. "I made laundry detergent and delivered groceries to families that are less fortunate")
7. Click "Next" to add verification methods to your log.
8. Hit Submit



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What information do I need to include in MobileServe for my hours to be approved?

Your service log should include:

1. The number of hours worked
2. The name of the Service Organization
3. A description of the event including the date served if your service log includes hours worked on multiple dates
4. A more detailed description of what you did at the event and the name and email address for someone that can confirm that you participated.

For hours to be approved, **we require** one of the following:

1. The supervisor confirms your hours by signing your service log in your MobileServe app
2. The supervisor responds to the email they receive from MobileServe confirming your attendance
3. You attach a letter from the event confirming the hours served OR
4. You add photos of you serving at the event.

Viewing Hours

How can I see my hours?

The main screen in MobileServe has a date toggle. Click on the blue clock icon to toggle between “All time” hours and Current CATS Year hours served during the current CATS year. Select from the “Approved | Pending | Total” bar as needed to confirm everything you have submitted has been approved.

How can I see my hours for specific period?

You can create a summary of your hours for any period (e.g. calendar year) by using the Service Resume.

To create a report, select Service Resume from the MobileServe menu. Customize your date range and click “View Resume.” You can use the Category field to filter by philanthropy or leave it set to CATEGORY to see all your hours.

Select Activity from the main menu if you would like to see your individual service logs.

Resources Available

Where do I go if I have any questions?

We are working on an FAQ that will cover most of the “how to” questions you may have. This will be on the CATS website when it is completed. In the meantime, please email catsalpharetta@gmail.com if you can't locate the FAQ online.