

GO SERVE

APP TRAINING



- Open your Internet browser on your smartphone, tablet, or computer.
- Enter **GOSERVE.APP** into the search bar.

SERVE

Log In

 You need to sign in or sign up before continuing.

Email

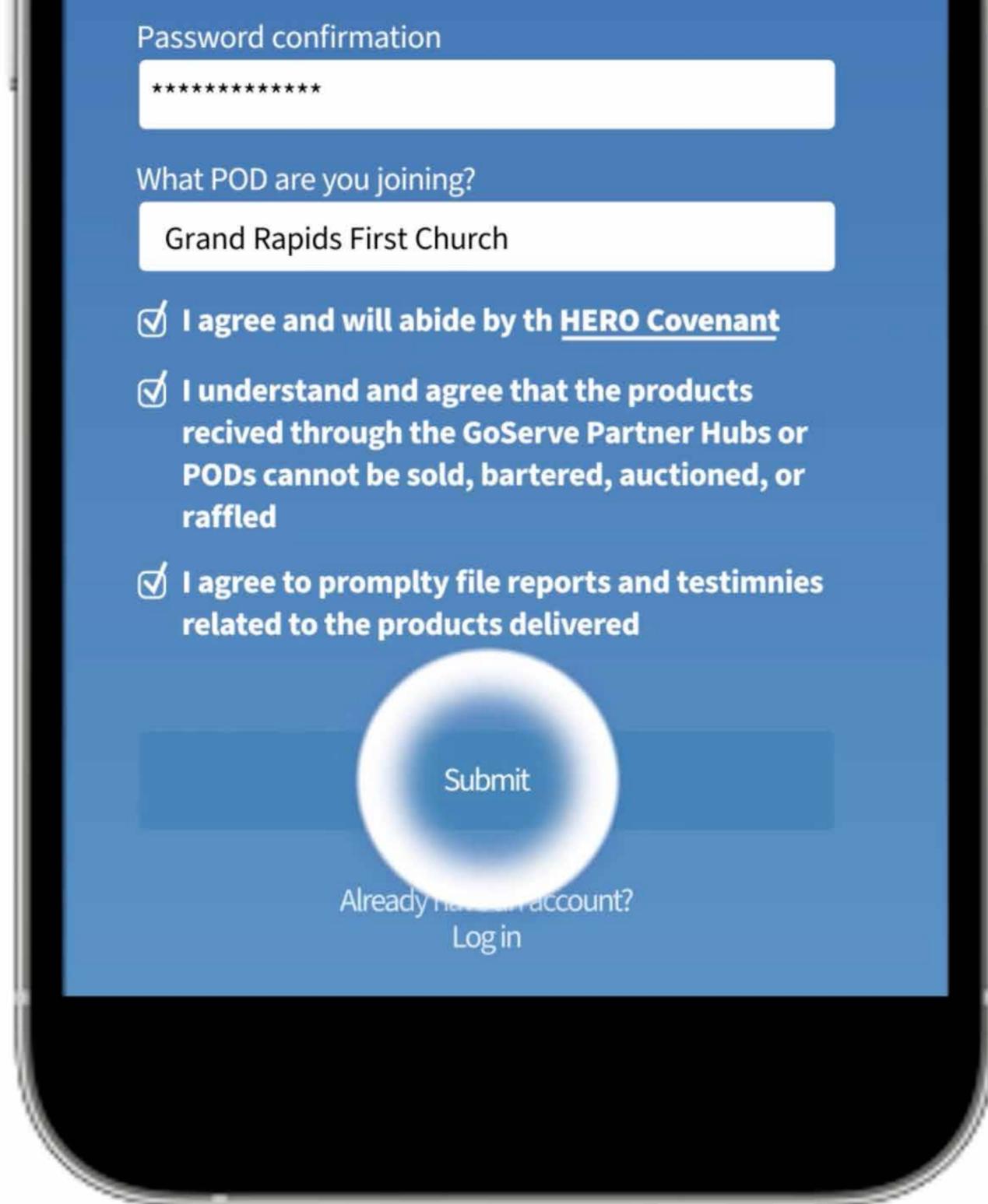
Password

[Forgot password](#)

Login

[Don't have an account?
Apply as a HERO](#)

- You will be brought to the login page.
- Scroll down to the bottom and select **APPLY AS A HERO.**



- Complete the form with your information, create a password, and choose your POD from the drop-down list.
- Carefully read the **HERO Covenant** and if you agree, tap the three boxes and press **SUBMIT**.



Become a HERO

Your application has been sent to Grand Rapids First. Once your account has been approved, you will receive an email with a link to log into your account.

- Your application will be sent to the administrator of the POD you selected.
- **Note:** This approval will not be immediate and is subject to your POD administrator's availability for review.



Log In

 You need to sign in or sign up before continuing.

Email

GoServeHERO@GoServe.org

Password

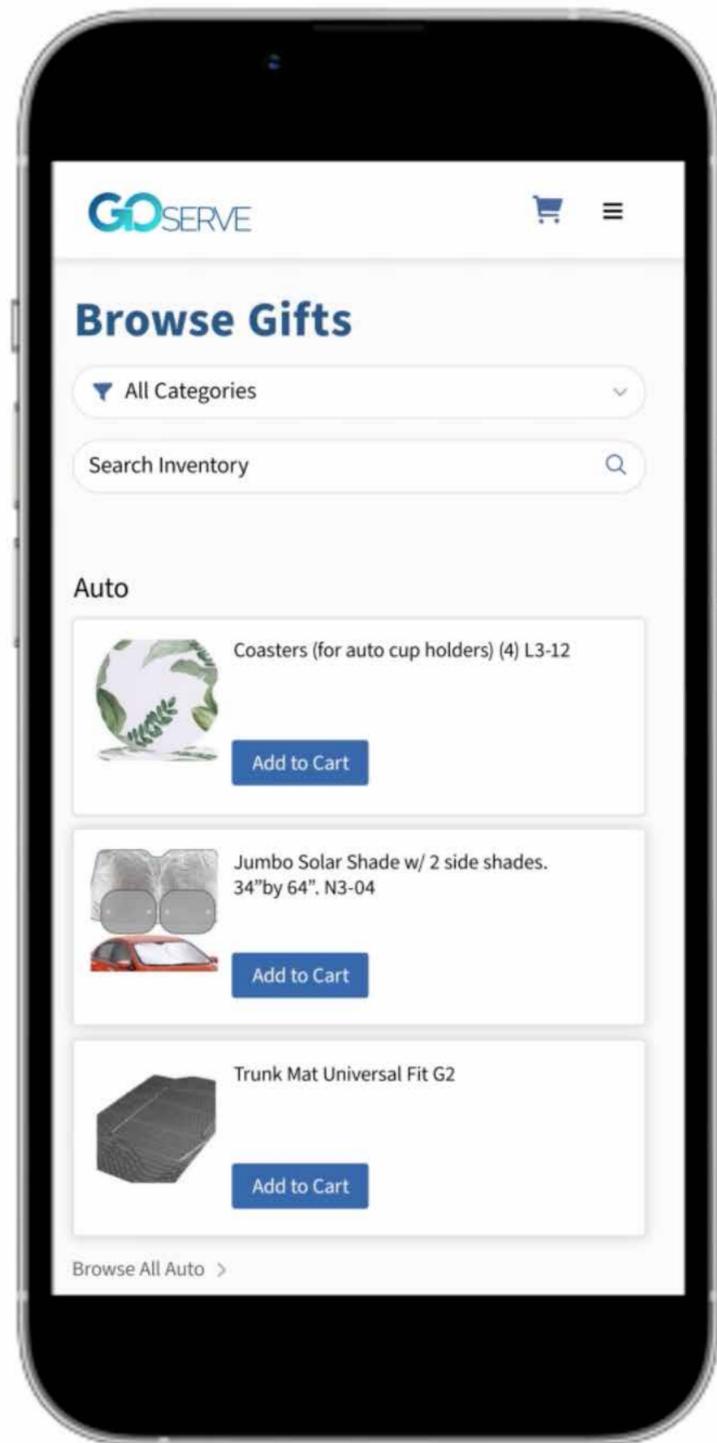
[Forgot password](#)

Login

[Don't have an account?
Apply as a HERO](#)

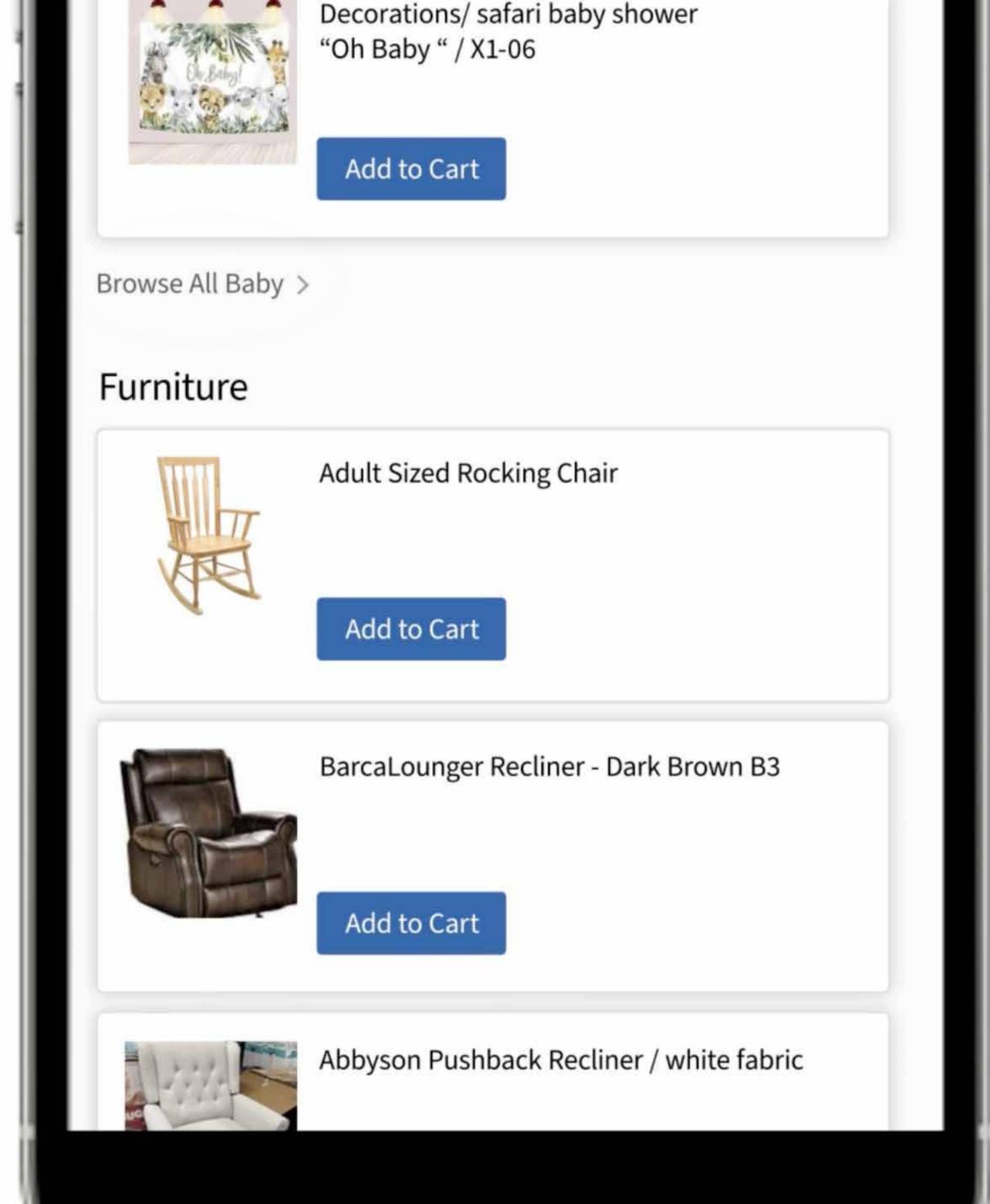
- Once your account is approved, you will receive an email notification.
- You can now return to **GOSERVE.APP** and log in using your email and password.



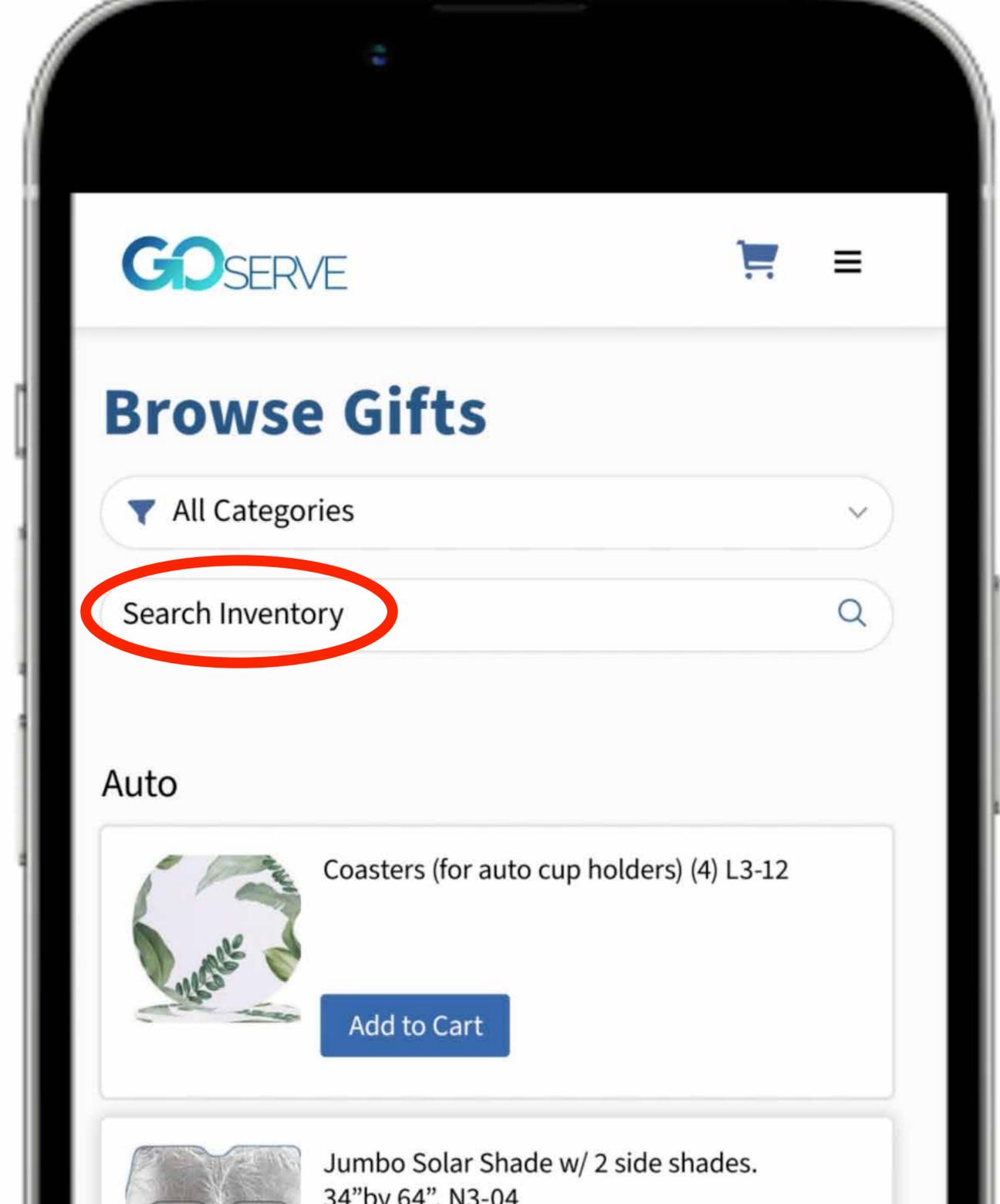


- You will be brought to the **BROWSE GIFTS** page, where you can view your POD inventory.

- Your home screen will display up to three items within various categories, and you can select **BROWSE ALL** under the specific category you desire to search.



- There is a **SEARCH INVENTORY** option at the top of the page where you can enter keywords to look for specific items.



Auto



Coasters (for auto cup holders) (4) L3-12

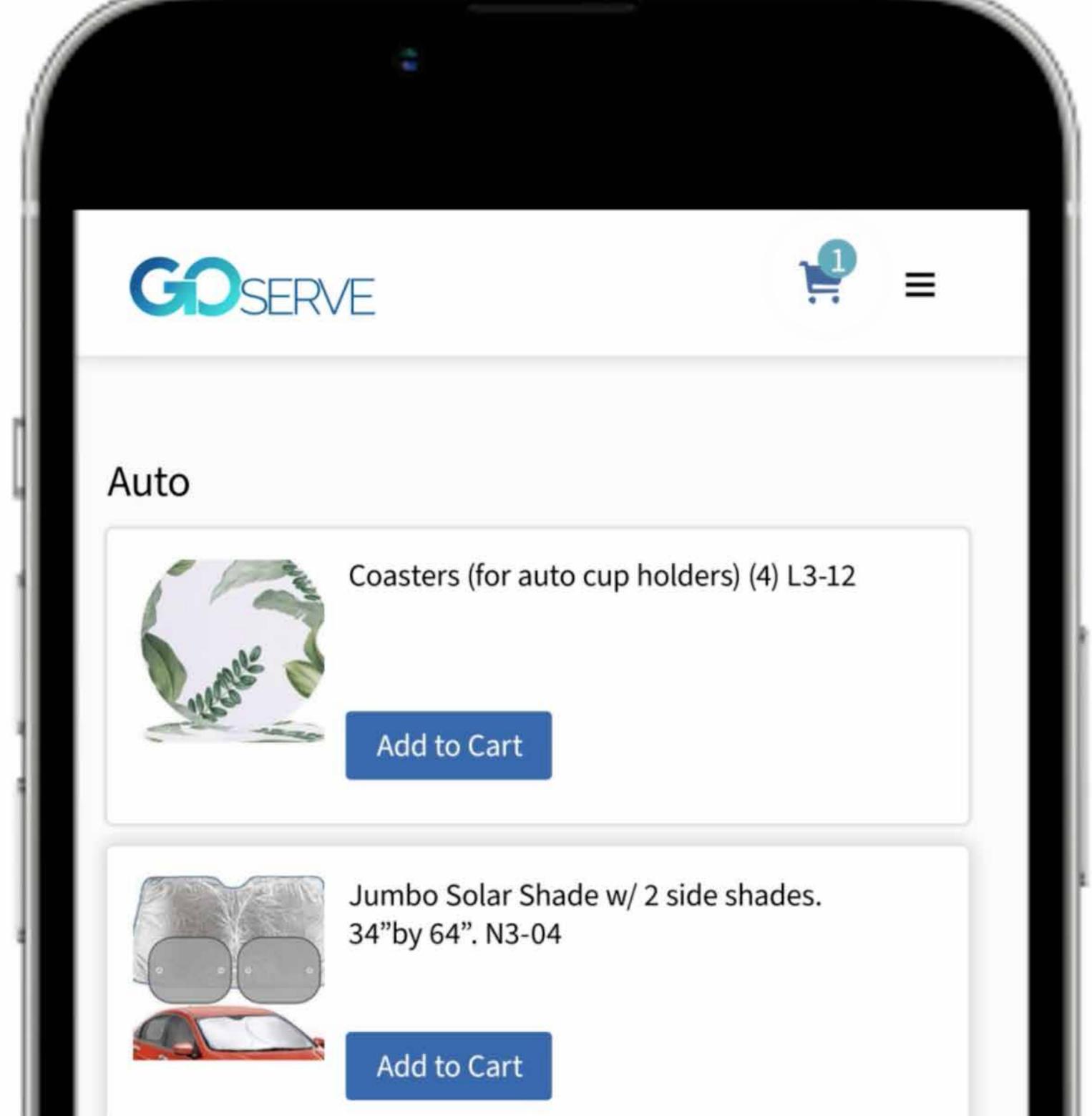
Add to Cart

Jumbo Solar Shade w/ 2 side shades.
34"by 64". N3-04

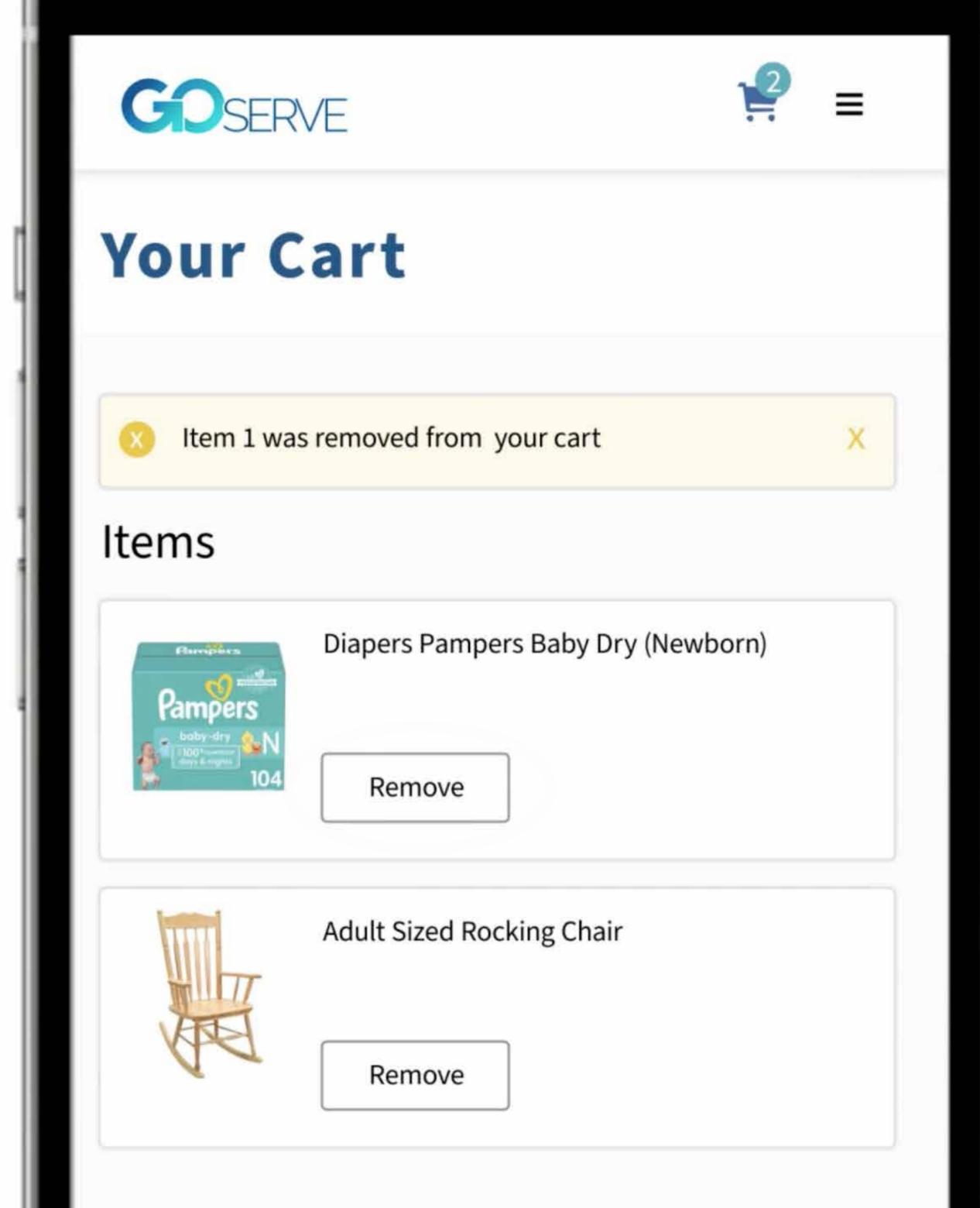
Add to Cart

- Once you have found a gift, tap **ADD TO CART**.
- You can add multiple items to your cart, but we ask that you complete separate orders for individuals and families. Do not combine multiple families in a single order.

- When you are finished selecting items, tap on the shopping cart to complete the steps of your order.



- If you added something to your cart that you no longer want, tap **REMOVE** by the item and it will remove it.



- Complete the recipient information boxes, including the name or names of the family, the number of adults and children in the household, and the recipient details.

The screenshot shows the GO SERVE mobile app interface. At the top left is the GO SERVE logo. At the top right is a shopping cart icon with a '2' inside a blue circle, and a hamburger menu icon. Below the header is a white form area. The form has a title 'Recipient Information' and a sub-label 'Recipient(s) Name ^' above a text input field. Below that is the question 'How many of the following are in the household? ^' with two input fields: 'Adults' and 'Children'. At the bottom of the form is a section titled 'Recipient Details' with a large text input field.

Pick Up Information

POD Hours of Operation

Wednesday — 1:00pm - 7:00pm
Saturday — 9:00pm - 12:00pm
Sunday — 12:00pm - 1:00pm

Pick Up Date

Pick Up Time

Notes Regarding Pick Up

Submit Order Request

Browse More Gifts

- Next, you will enter your pickup information. You can select a date and time to pick up your items. **(NOT TODAY)**
- You can enter any notes regarding pickup.

Your order was successfully submitted

Your POD will review and fulfill your order. They may contact you by phone or email if any issues arise. You will receive a notification when your order is ready to be picked up.

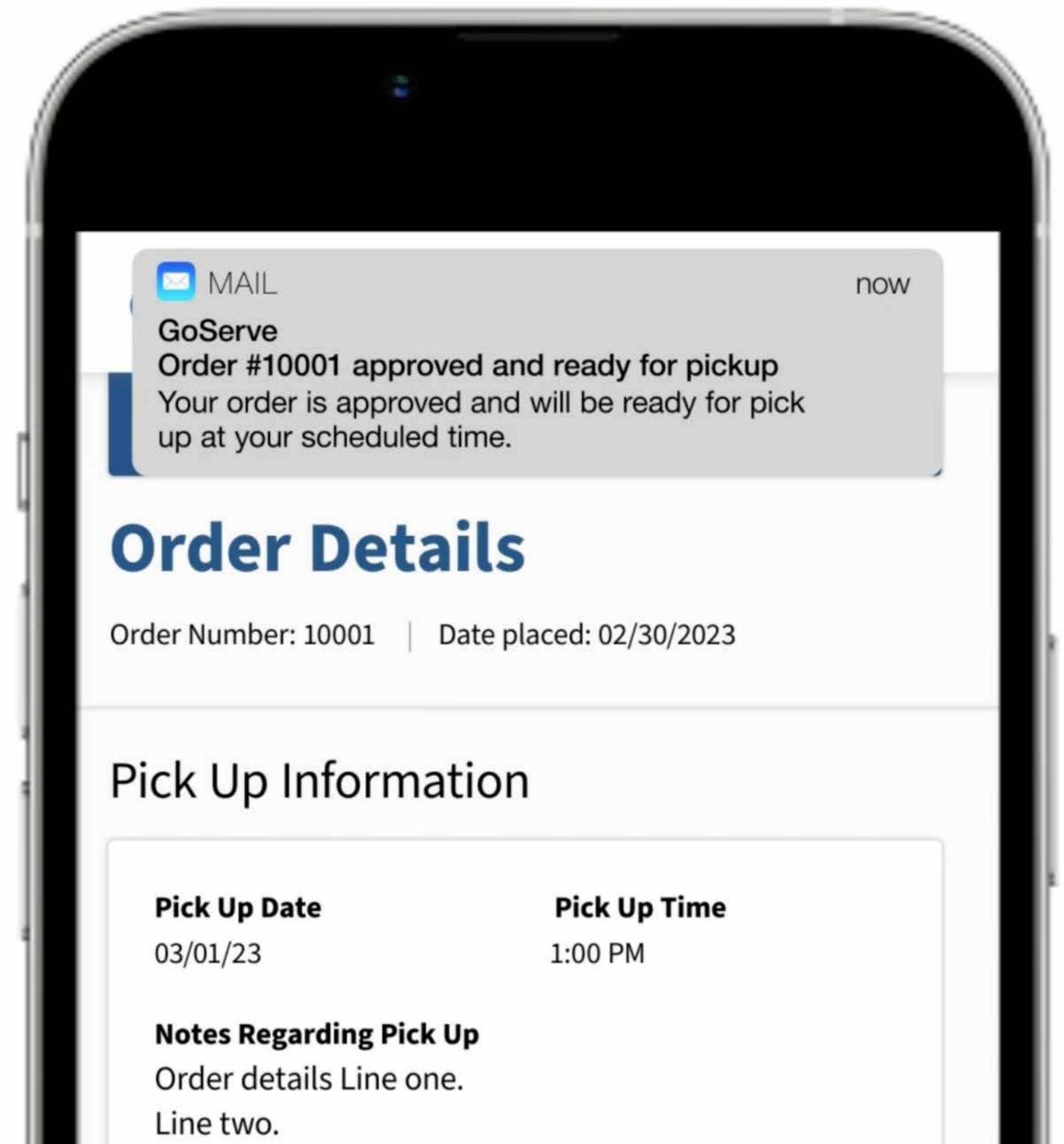
Order Details

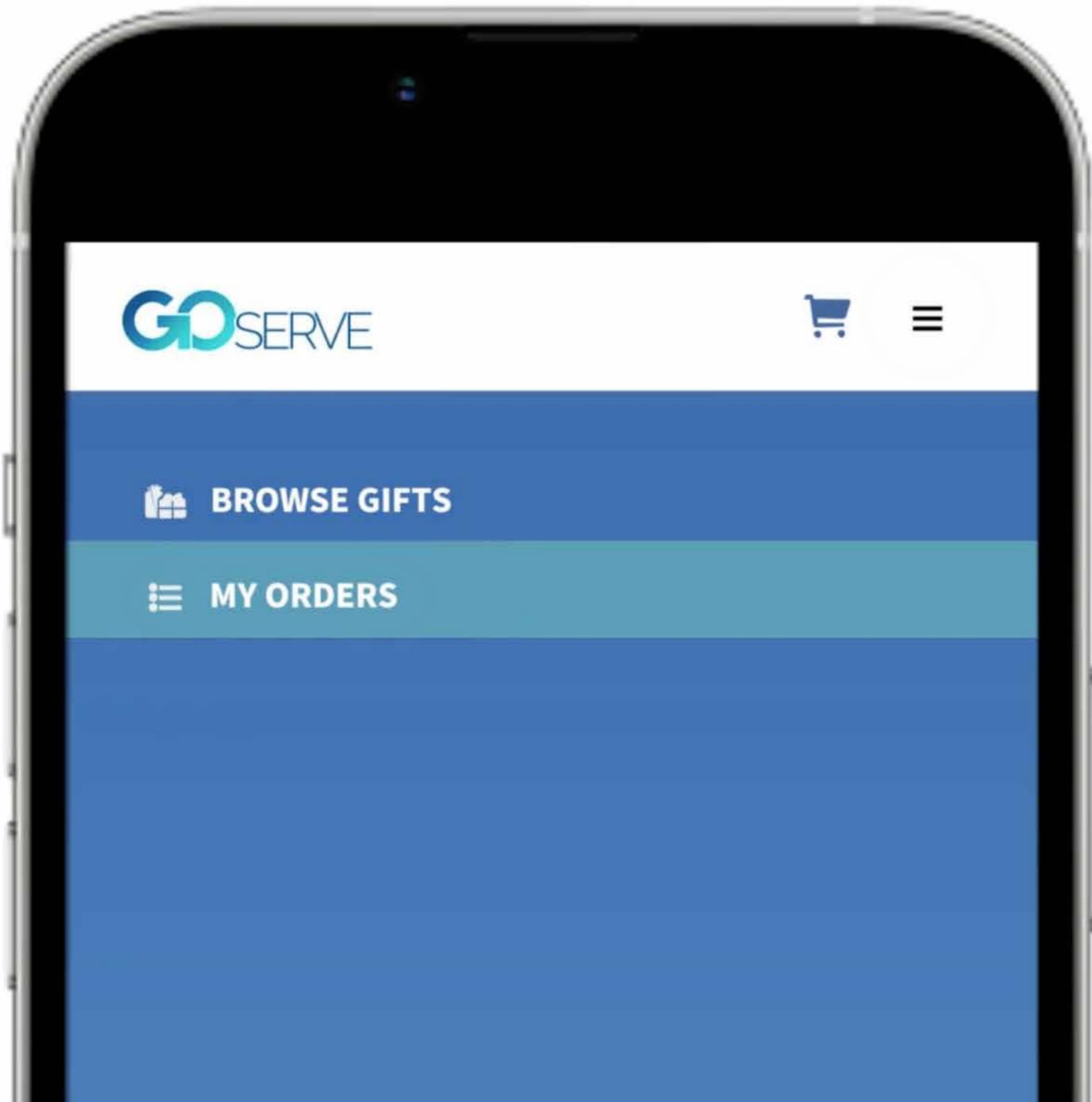
Order Number: 10001 | Date placed: 02/30/2023

Pick Up Information

- Finally, tap **SUBMIT YOUR REQUEST.**
- You will receive a notice at the top of the page if your order was successfully submitted, or there will be highlighted areas that need to be changed before completion.

- An email notification will be sent to you if your order is approved, and it will be ready for pickup at your scheduled time.





- After you have picked up and delivered to the recipient, return to **GOSERVE.APP** to complete the report.
- Select **MY ORDERS** in the menu. If you do not see the blue menu, tap the three vertical lines icon in the upper right corner.

My Orders

All Orders

Submitted

Ready for Pick up

Picked Up

Delivered

Cancelled

Recipient

John Smith

Picked Up

Pickup Date

03/01/2023

Pickup Time

1:00 PM

3 Gifts

Deliver Order

- Select **DELIVER ORDER** under the appropriate recipient's name.

- Mark the appropriate answers to the question under Finalize Delivery.
- We encourage you to share a testimony.
- Finally, tap **CONFIRM DELIVERY**, and your delivery is now complete.

Finalize Delivery

During this delivery, did you pray together?

Yes No

Did they make a decision to follow Jesus?

Yes No

Did you invite them to church?

Yes No

Share a testimony from this delivery.

Confirm Delivery

Additional Notes:

- Under the My Orders screen, you can see the status of an order you have placed, including those delivered, picked up, waiting for delivery, ready for pickup, submitted, or canceled.
- The POD administrator may cancel an order if the products are unavailable, if you, as the HERO, still need to complete the Delivery Reports on previous orders, or if you are not following the terms of the HERO Covenant.

Guidelines:

- Products may not be sold, bartered, or raffled.
- Orders will not be held beyond the selected pick-up date.
- You must complete your current order before placing a new order.
- The person who placed the order must be the person to pick it up.
- Restrictions will apply to furniture and diapers.

**We can't wait to see the
great things that God will
do through you!**