



LifeLoop trainings

# Transportation

Connections portal

How to navigate and utilize the transportation feature on the Connections portal.

[lifeloop.com](https://lifeloop.com)

Version 6.24





# Table of contents

<b>Section 1:</b>	Transportation .....	1-5
<b>Section 2:</b>	Resources.....	6
<b>Section 3:</b>	Continued learning.....	7




# Transportation

*Note: This is only viewable if the community offers the transportation feature within LifeLoop.*

## Step 1

To view the community's transportation hours of operation, select hours of operation on the top right-hand corner of the screen.

 **Hours of Operation**

Default Transportation Hours

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
No Availability	08:00 am - 11:00 am	All Day	08:00 am - 11:00 am	08:00 am - 11:00 am	08:00 am - 11:00 am	08:00 am - 11:00 am
	01:00 pm - 05:00 pm			01:00 pm - 05:00 pm	01:00 pm - 05:00 pm	01:00 pm - 05:00 pm
	06:00 pm - 07:00 pm					

July 2024

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10


Special Dates

Wednesday July 3rd, 2024

08:00 am - 02:00 pm

## Step 2

To submit a new request to the community, select new request at the top right of the screen.

 **New Request**



# Transportation

## Step 3

Provide the destination name and appointment time and date. It is optional to fill out trip type, return time, address, departure time, departure location, type, mobility needs and additional information.

Destination (required)

Destination

Destination Address

Address

Appointment Time & Date (required)

03:00 pm

06/11/2024

!

Hours of Operation - Tuesday, June 11th  
All Day

Trip Type

One-way

Will Call

Round Trip

Departure Time

optional

Departure Location

Departure Location

Type

Select... | v

Mobility Needs

Wheelchair, Walker, etc.

Additional Info

Add any additional info here

*Note: The request date, appointment time, departure time and pick up time must all be within the hours of operation.*



# Transportation





## Step 4

To submit the transportation request, select **create request** on the bottom right-hand corner of the screen.



## Step 5

Once a request is submitted, the status will show as **approved**, **pending** or **denied** in the transportation request list.

	Cancelled
<b>Appointment:</b> 06/16 at 09:00 am	
<hr/>	
	Approved
<b>Appointment:</b> 06/13 at 12:00 pm	
<hr/>	
	Denied
<b>Appointment:</b> 06/09 at 02:00 pm	
<hr/>	
	Pending
<b>Appointment:</b> 08/29 at 11:33 am	

*Note: Transportation requests are also viewable on your loved one's calendar.*



# Transportation

## Step 6

To cancel a request, find the transportation request in the transportation request list and select view details.

The screenshot shows the 'Transportation' section of the LifeLoop interface. At the top, there's a header with 'Transportation', a filter button 'Filters (0)', a date selector 'Mar 2024', a clock icon with 'Hours of Operation', and a '+ New Request' button. Below this is a table with request details. The first row shows a request for 'Cameron Park For Family Reunion' at 'Cameron Park, 11th St, Eau Claire, WI 54703, United States'. The status is 'Assisted Living Premium' with contact 'Alexa "Alex" Edwards (338)'. The status is 'Pending' (indicated by an orange dot). The appointment is for '03/23 at 01:00 pm' with a 'Pick Up' at '03/23 at 03:00 pm'. The 'View Details' button in the first column is highlighted with a green box.

## Step 7

Select cancel request on the top right-hand corner of the screen.

The screenshot shows three buttons: '+ New Comment', 'Print' (with a printer icon), and 'Cancel Request'. The 'Cancel Request' button is highlighted with a green box.

*Note: Cancelling a request in LifeLoop can only be done if it has a pending status. To modify any requests that have already been approved, please contact the community directly.*

## Step 8

To add a comment to a request, select + new comment.

The screenshot shows three buttons: '+ New Comment', 'Print' (with a printer icon), and 'Cancel Request'. The '+ New Comment' button is highlighted with a green box.



# Transportation

## Step 9


Type in the comment, add an attachment or photos and select **save**.

**New Comment** ✕

Comment

Type your comment here

Attachments

 Add Attachments

Cancel Save

## Step 10

Edit or delete any comments by selecting the trash can icon to delete or the pencil icon to edit.

**Joan Edwards**

02:41 pm on 06/11/24

Please let me know any updates about this transportation.





# Resources

## Video QR codes

### How to scan QR codes



Open the Camera app on a mobile device. Hold the device so the entire QR code is visible in the camera frame (you don't need to take a picture). Once the QR code has been read, a notification will appear at the top of your screen.

## Connections overview video







# Continued learning

## Visit the Learning Community

Access LifeLoop training resources at your convenience. Find the Learning Community by clicking the "?" on the top right-hand side of your screen or going to <https://training.lifeloop.com/training/connection>.

## Further questions?

Reach out to [support@lifeloop.com](mailto:support@lifeloop.com).