

# WEEKLY SUMMARY

Communication



# INDEX

<b>Section 1</b> FAQs.....	pg 1-2
<b>Section 2</b> Customization.....	pg 3-5
<b>Section 3</b> Weekly Summary Example.....	pg 6
<b>Section 4</b> Continued Learning.....	pg 7

# WEEKLY SUMMARY

## FAQS

### ? WHO CAN RECEIVE THE WEEKLY SUMMARY?

Resident Connections that have registered for LifeLoop.

### ? WHO SENDS THE WEEKLY SUMMARY?

The Weekly Summary is an automatic email that goes out every Saturday afternoon.

### ? CAN I CUSTOMIZE THE WEEKLY EMAIL?

Yes! The Weekly Summary can be customized by adding a personal subject line and message from the community. See page 3 to learn how!

### ? WHAT DOES IT MEAN TO LOCK THE WEEKLY SUMMARY?

Selecting the lock option under the weekly summary will lock the title and message to stay the same every week. If left unlocked, the title and message will be removed the following week.

# WEEKLY SUMMARY

## FAQS



### **WHAT DOES THE WEEKLY SUMMARY INCLUDE?**

The Weekly Summary will include pre-populated options from LifeLoop such as a quick link to send their loved one a postcard. If the activity feed is turned on for your community, then it will also include their loved ones activity attendance and how many photos their loved one was tagged in that week



### **WILL ACTIVITY ATTENDANCE BE INCLUDED IF WE ARE NOT TAKING ATTENDANCE?**

If the activity feed is not turned on for your community, then the summary will not include any activity attendance. If you are unsure if this is turned on, please contact LifeLoop Support or your LifeLoop Champion at your community, as this is something that must be turned on by LifeLoop.

# WEEKLY SUMMARY

## CUSTOMIZATION

### STEP 1

To customize your weekly summary email, go into the Communication tab.



Communication

### STEP 2

Select **Weekly Summary** on the top right.

Communication

Messages

Announcements

Newsletters

Weekly Summary

### STEP 3

Select **the community** whose weekly summary will be customized.

#### LifeLoop Community

Assisted Living



Independent Living



Memory Care



Skilled Nursing

# WEEKLY SUMMARY

## CUSTOMIZATION

### STEP 4

In the Title field, enter your customized Title.

Title

Welcome our new staff member!

### STEP 5

In the Body field, enter your customized message.

Body

Betsy is new .....

### STEP 5

Click **Update Weekly Email**.

Update Weekly Email

# WEEKLY SUMMARY

## CUSTOMIZATION

**Note:** This message can be locked if you would like the message to stay the same every week. If left unlocked, there will be no title or message for the next week.

### Weekly Summary Customization



#### Assisted Living

Add custom messaging to the weekly summary emails sent to family members each Saturday afternoon. By default, the message will reset after the emails are sent, unless you check the option to lock it.

#### Title

Welcome our new staff members!

#### Body

We are very excited to welcome our newest additions to the LifeLoop Team - Mckayla and Kim! They will be helping with all things LifeLoop! They have a combined 25 years of experience in senior living. If you see them around the community, give them a warm LifeLoop welcome. We are so excited to have them!!!

#### Locked



Lock to prevent reset after emails are sent

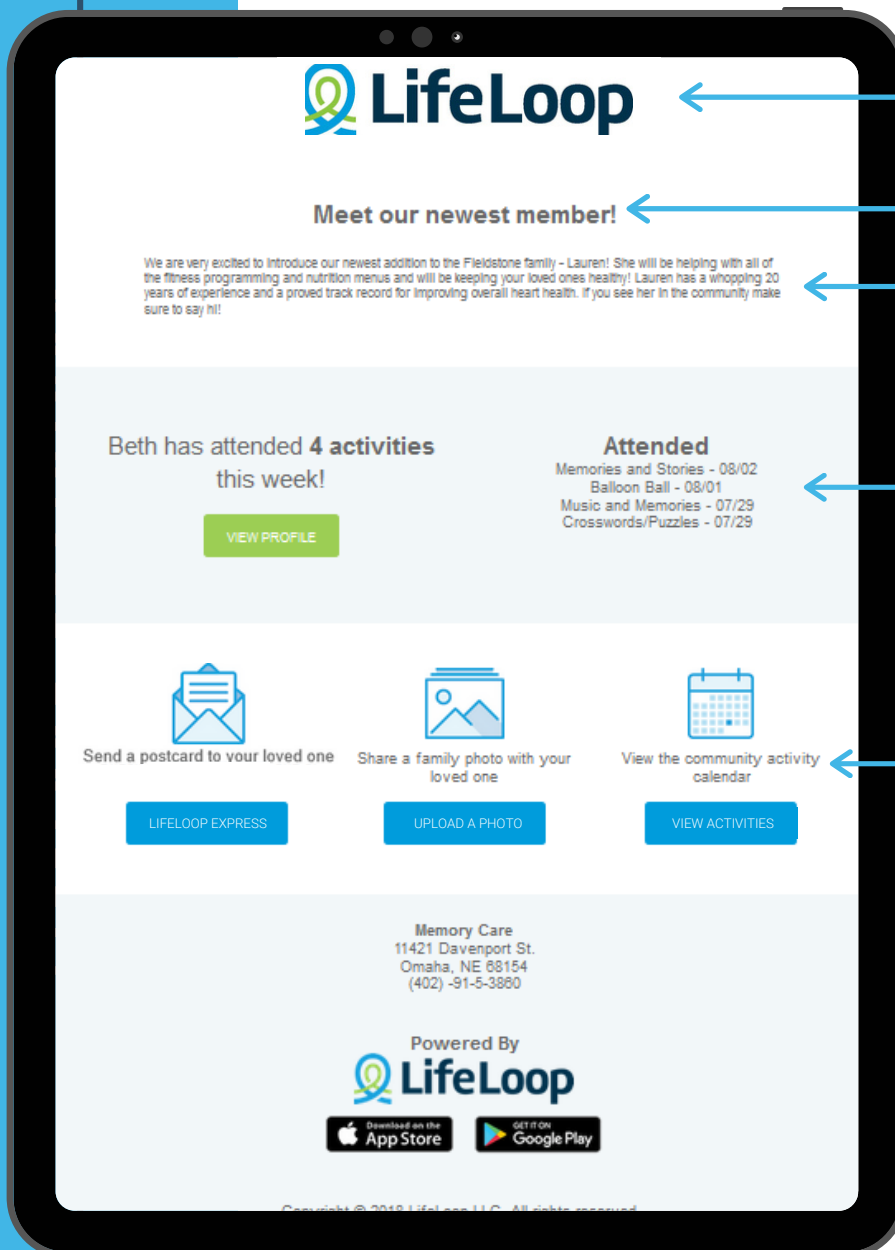
## STEP 6

Review the weekly summary by sending an example email. After customizing your weekly summary, select **Send Example Email** at the bottom of the page.

[Send Example Email](#)

# WEEKLY SUMMARY

## EXAMPLE



Community Logo pulled from settings in LifeLoop.

Customized Title.

Customized Message.

Residents attendance summary.  
**Note:** Only included if the resident's activity feed is turned on for the family to view.

Standard quick action icons to promote engagement with LifeLoop.



# WEEKLY SUMMARY

## CONTINUED LEARNING



### ATTEND A UNIVERSITY COURSE

Don't forget about our complimentary LifeLoop University available to you and your team. Courses are provided weekly and cover all LifeLoop features. Emails with the topics and schedules are sent out monthly for you to register to attend.



### VISIT THE LEARNING COMMUNITY

Access LifeLoop marketing collateral and 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://ourlifeloop.com/training/staff>.



### FURTHER QUESTIONS?

Reach out to [Support@OurLifeLoop.com](mailto:Support@OurLifeLoop.com) or your Customer Relationship Specialist.