

ANNOUNCEMENTS

Communication



INDEX

Section 1 FAQs.....	pg 1-2
Section 2 Creating Announcements.....	pg 3-5
Section 3 Archiving Announcements.....	pg 6
Section 4 Announcement Email Example.....	pg 7
Section 5 Announcement Text Example.....	pg 8
Section 6 Continued Learning.....	pg 9

ANNOUNCEMENTS

FAQ'S

? **WHO CAN RECEIVE ANNOUNCEMENTS?**

All LifeLoop user types, connections, residents and staff, can receive announcements. An announcement can be sent to individual user types, multiple user types or specific groups. The users do not need to be a registered LifeLoop user to receive an announcement.

? **WHAT IS AN ANNOUNCEMENT USED FOR?**

Announcements are used to get information out quickly for a large group.

? **CAN ANNOUNCEMENTS BE SENT TO A SPECIFIC GROUP?**

Yes! They can be sent to any group that has been identified within lifeloop with a group tag.

Announcements can also be sent to all user types that do not have a LifeLoop account as long as a phone number or email address has been provided.

ANNOUNCEMENTS

FAQ'S

CAN ANYONE REPLY TO AN ANNOUNCEMENT?

Only users with a LifeLoop account can reply to an announcement.

CAN YOU ARCHIVE AN ANNOUNCEMENT?

Yes. You can move old announcements to the Archive tab.


HOW CAN AN ANNOUNCEMENT BE RECEIVED?

Announcements can be received within the app, by text message or by email. The notifications for announcements can be set in each user's notification settings. If the user does not have an account, the announcement will be sent to their phone number or email address that was used to add them to LifeLoop.

ANNOUNCEMENTS

CREATING ANNOUNCEMENTS

STEP 1

In the  **Communication** tab, select **Announcements** at the top.

Announcements

STEP 2

Click **+ New Announcement**.

+ New Announcement

STEP 3

Select the community(s). Announcements may be sent to one or multiple communities at once.

Communities (required)

Choose Community

STEP 4

Select recipient groups. Announcements can be sent to different user types or specific groups.

Send To

Select Recipient Groups

ANNOUNCEMENTS

CREATING ANNOUNCEMENTS

STEP 5

Select staff members to receive announcement replies.

Staff to CC

Select staff to receive announcement replies

STEP 6

Provide who the announcement is from. This can be from a specific person or from a community (i.e. Erin at LifeLoop).

From (required)

Limited to 60 characters

STEP 7

Enter the subject of the announcement. There is a limit to 120 characters for the field (i.e. Memorial Day Celebration).

Subject (required)

Limited to 120 characters

STEP 8

In the announcement text box, type the full email announcement. There are no character limits for this field.

Announcement (required)

Type your announcement here

ANNOUNCEMENTS

CREATING ANNOUNCEMENTS

STEP 9

Click **Add Attachments** to attach a .PDF or .PNG to your email announcement.

Email Attachments

 Add Attachments

STEP 10

To customize the text announcement, click the **Customize Text Message Notification** checkbox. If the text notification is not customized, the text notification will be the subject of the announcement.

Text Message

☐ Customize text message notification.

STEP 11

Once the checkbox is selected, a text box will appear underneath. Enter the customized text message announcement into the text box provided. There is a 160 character max for this field.

Text Message

☒ Customize text message notification.

Text message announcements have a maximum limit of 160 characters

STEP 12

Once the form is completed, click **Send Announcement** on the bottom right-hand side. This will be sent immediately.

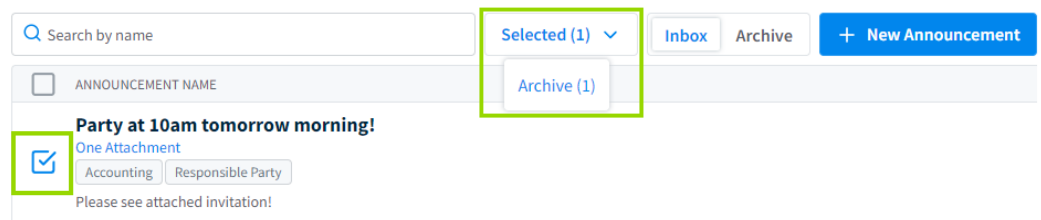
Send Announcement

ANNOUNCEMENTS

ARCHIVING ANNOUNCEMENTS

STEP 1

To archive announcements, select the checkbox to the left of the announcement. Next, click on the **Selected** tab at the top right-hand side of the screen and choose **Archive**.



Search by name

Selected (1) ▾

Inbox Archive + New Announcement

ANNOUNCEMENT NAME

Archive (1)

☒ **Party at 10am tomorrow morning!**

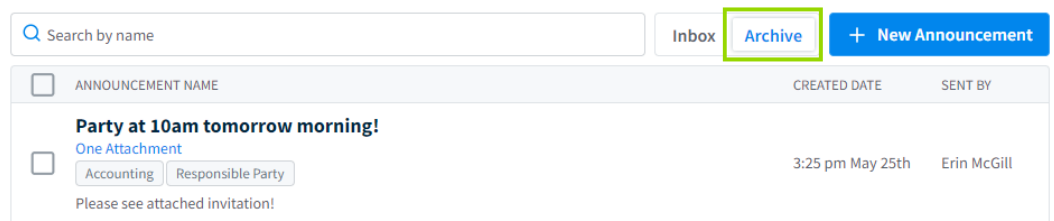
One Attachment

Accounting Responsible Party

Please see attached invitation!

STEP 2

To view archived announcements, click on **Archive** at the top right-hand side of the screen.



Search by name

Inbox Archive + New Announcement

ANNOUNCEMENT NAME

CREATED DATE SENT BY

☐ **Party at 10am tomorrow morning!**

One Attachment

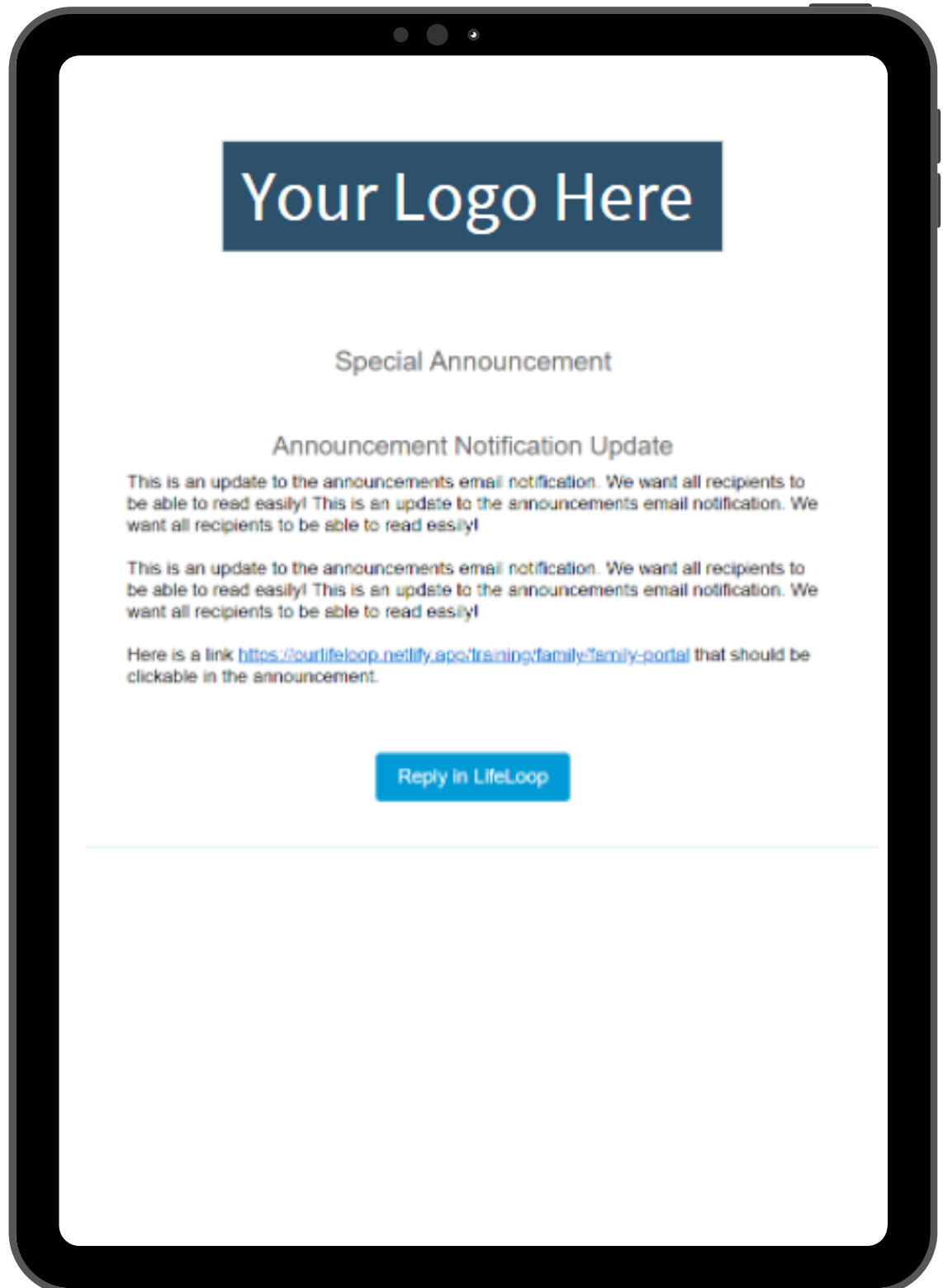
Accounting Responsible Party

3:25 pm May 25th Erin McGill

Please see attached invitation!

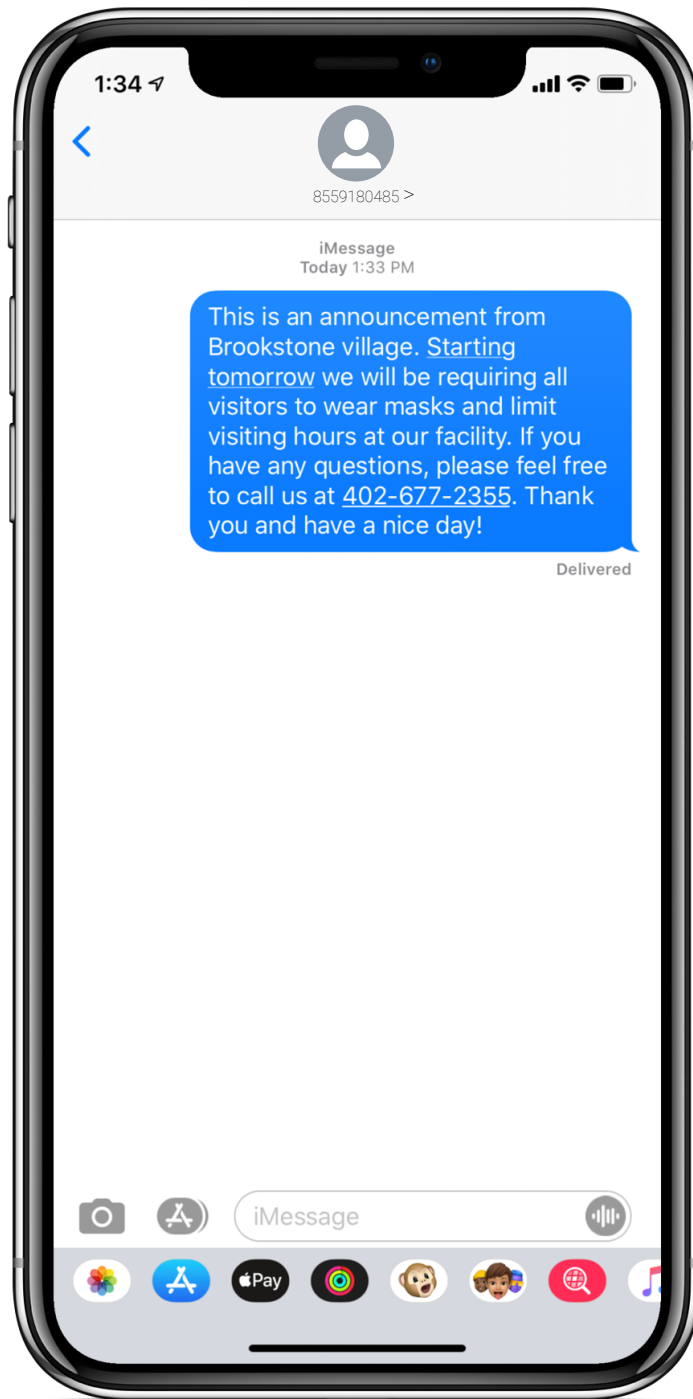
ANNOUNCEMENTS

EMAIL EXAMPLE



ANNOUNCEMENTS

TEXT EXAMPLE



ANNOUNCEMENTS

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 or your Customer Relationship Specialist.