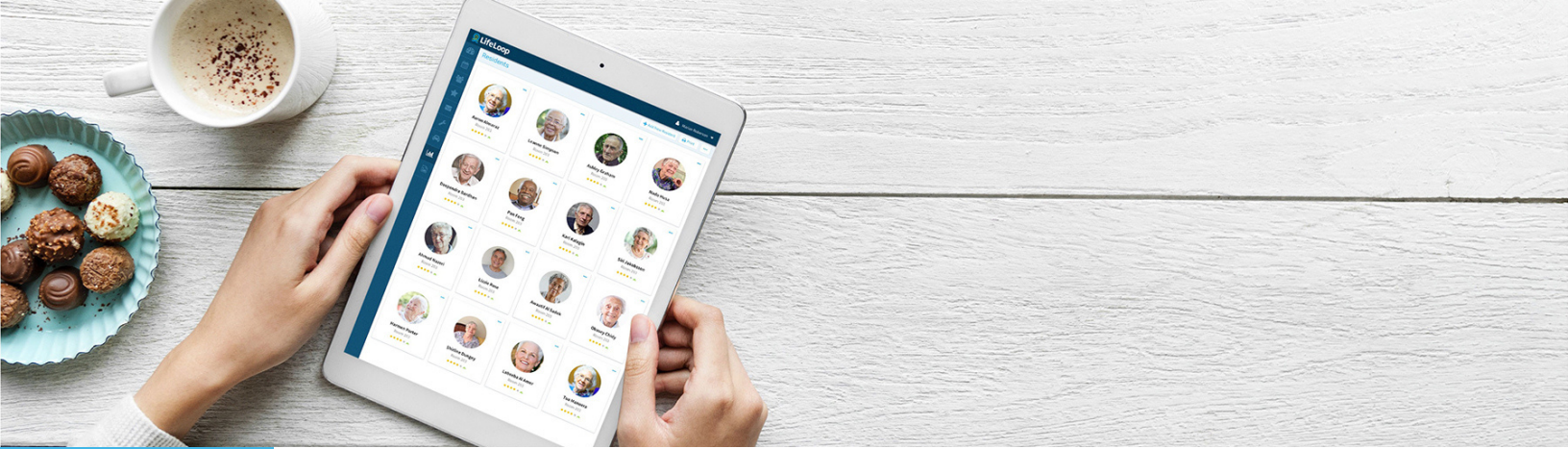




# LIFELOOP RESIDENT PORTAL

Staff Instructions



# INDEX



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# LIFELOOP RESIDENT PORTAL

## RESIDENT PORTAL BENEFITS



**STAY IN TOUCH  
WITH FAMILY &  
FRIENDS**



**VIEW AND  
SIGN UP FOR  
COMMUNITY  
ACTIVITIES**



**BE  
INDEPENDENT  
& UP-TO-DATE**



**SHARE  
SPECIAL  
MOMENTS  
WITH PHOTOS  
& MESSAGES**



**SUBMIT WORK  
REQUESTS &  
REQUEST  
TRANSPORTATION  
\*IF OFFERED BY  
YOUR COMMUNITY**



Calendar



Announcements



Messages



Newsletters



Photos



Work Requests



Transportation



Directory



Profile



Log Out

# LIFELoop RESIDENT PORTAL

## RESIDENTS WITH EMAIL ADDRESSES

### STEP 1

When adding a resident in LifeLoop, open the Account tab. You will notice a username and email option. The username will autofill based on the residents first and last name and availability. This can be manually edited if you would like to change it. Add the residents email address to the email line.

### Edit Resident

[← back to Alexa](#)


Profile

Additional

Attachments

Notifications

**Account**

 Every user in LifeLoop requires either a unique username or a valid email address.

Email

Username

### STEP 2

Click Save Account.

**Save Account**

# LIFELoop RESIDENT PORTAL

## RESIDENTS WITH EMAIL ADDRESSES

### STEP 3

Once you select Save Account, the Send Welcome Email button will now appear. (Sending a welcome email will allow the resident to set their own password and receive access to their specified communities.)

[Send Welcome Email](#)

### STEP 4

This email will come from support@ourlifeloop.com and will have a subject line of "Welcome to LifeLoop". Once the email is received, they will select the Register button and set their own password. This welcome email will expire within 2 weeks of the date sent.

Welcome to  
 **LifeLoop**

---

LifeLoop is a lifestyle management and resident engagement platform for senior living communities that connects co-workers, families, and residents.

The features in LifeLoop are designed to create efficiencies throughout a community. Check out the overview video to help you get started.

[Click here to learn more about LifeLoop](#)

---



# LIFELoop RESIDENT PORTAL

RESIDENTS WITH CELLPHONE NUMBERS ONLY

## STEP 1

When adding a resident in LifeLoop, open the Profile tab. You will notice a phone option. Enter the residents cell phone number in this phone tab on their profile.

### Edit Resident

[← back to Alexa](#)

#### Profile

Additional

Attachments

Notifications

Account



Change Image | v

First Name (required)

Alexa

Last Name (required)

Edwards

Preferred Name

Alex

Date of Birth

1934

x | v

Aug

x | v

9

x | v

Gender

Male

Female

Phone

(402) 555-5555

# LIFELoop RESIDENT PORTAL

RESIDENTS WITH CELLPHONE NUMBERS ONLY

## STEP 2

Open the Account tab. You will notice a username autofilled. The username will autofill based on the residents first and last name and availability. This can be manually edited if you would like to change it.

**Edit Resident**

[← back to Alexa](#)

- Profile
- Additional
- Attachments
- Notifications
- Account**

! Every user in LifeLoop requires either a unique username or a valid email address.

Email

Username

alexa.edwards

Take note of this username as this will be needed for the resident to login to their account.

## STEP 3

Go back to the residents list. Select the check box next to the residents name that you will be sending the text invite to join LifeLoop.



# LIFELOOP RESIDENT PORTAL

RESIDENTS WITH CELLPHONE NUMBERS ONLY

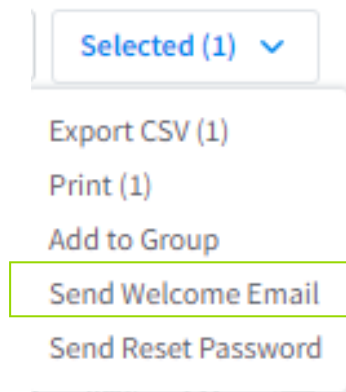
## STEP 4

Click Selected on the top next to the search to pull down the options.



## STEP 5

Click Send Welcome Email. This will send the resident a welcome text message.



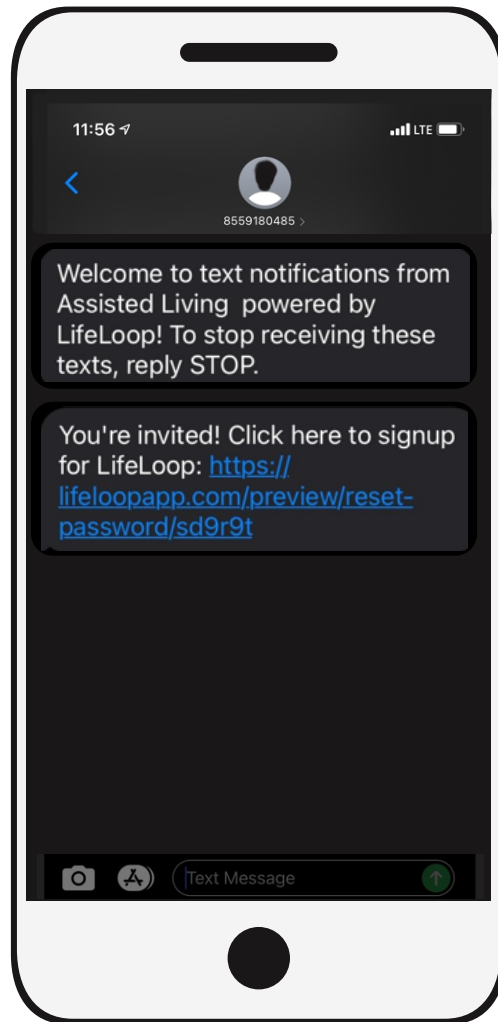


# LIFELOOP RESIDENT PORTAL

RESIDENTS WITH CELLPHONE NUMBERS ONLY

## STEP 6

Once the text is received, they will be invited to click a link to signup and set their own password. This link will expire within 2 weeks of the date sent.



## STEP 7

Once their password is set, they can login with their username and password on the mobile app or website <https://lifeloopapp.com/login>.

# LIFELoop RESIDENT PORTAL

## RESIDENTS WITHOUT EMAIL ADDRESSES OR PHONE NUMBERS

### STEP 1

When adding a resident in LifeLoop, open the Account tab. You will notice a username and email option. The username will autofill based on the residents first and last name and availability. This can be manually edited if you would like to change it.

#### Edit Resident

[← back to Alexa](#)

Profile

Additional

Attachments

Notifications

Account



Every user in LifeLoop requires either a unique username or a valid email address.

Email

info@ourlifeloop.com

Username

alex.edwards

# LIFELoop RESIDENT PORTAL

RESIDENTS WITHOUT EMAIL ADDRESSES OR  
PHONE NUMBERS

## STEP 2

Enter the generic community password into the Password and Confirm Password area provided. This password must be 8 characters long.

Password

Confirm Password

Save Account

Delete Resident

Alternatively, you may sit with the resident and have them input their desired password. This is our recommendation from a security standpoint.

## STEP 3

Click Save Account to Save their new password. Once a resident's password is saved, they will be able to login. Remind the resident to go to their profile and update/change this password once they login if a generic community password was used.

Save Account

# LIFELoop RESIDENT PORTAL

RESIDENTS WITHOUT EMAIL ADDRESSES OR  
PHONE NUMBERS

## STEP 4

Provide the resident with the resident login card. If you do not have the resident login card, please ask your LifeLoop Relationship Specialist.

### RESIDENT LOGIN CARD



## LifeLoop



Keep up-to-date with community **announcements & newsletters.**



**Share special moments** with families and friends through photos and messages.



Access community calendars & **sign-up for activities** or events.



Easily submit requests for **maintenance & transportation.\***  
\*Not available at all communities.

Log into the Resident Portal at:  
**LifeLoopApp.com/login**

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Your community contact:  
\_\_\_\_\_  
\_\_\_\_\_

**Download the LifeLoop App:**



Download on the  
**App Store**



GET IT ON  
**Google Play**

This flyer is also located in the LifeLoop Learning Community in the Resident Portal Tab titled "Resident Login Card (Half-Sheet Flyer)".