



LifeLoop trainings

Communication

Connections portal

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

lifeloo.com

Version 6.24





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Communication

Communication

[Messages](#)[Announcements](#)[Newsletters](#)

Messages

Personal messages can be sent between staff, residents, and connections. They can be one-on-one messages or group messages with multiple users.

Announcements

Announcements are a way for the community to communicate to a large group of people at once. They are typically used to keep everyone informed on general happenings and important information. Replies to announcements can only be seen by the sender of the announcement.

Newsletters

A community's newsletter may be shared on a monthly basis to keep residents, connections, and staff members up to date on the latest news.



Messages

Step 1

To send a new message to family or staff, select new message on the top left-hand side.



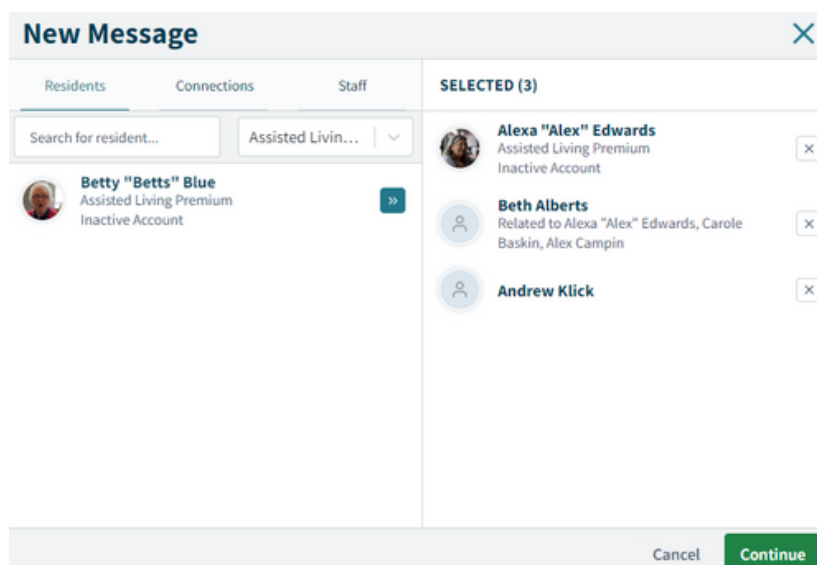
Step 2

Select the arrows to the right of the resident, connection or staff member to add to the recipients list.



Step 3

Select continue once the recipient list is complete.





Messages

Step 4

Select an existing message thread with the same users, or name this new message thread. Select start new message.

Review New Message [X]

Name
Name this message group

Alexa "Alex" Edwards
resident

Select Existing Message?

- Alexa "Alex" Edwards
1 Members
- Upcoming February Visit
1 Members
- February Events
1 Member

Note: Include a staff member to ensure your messages are received. [Cancel] [Back] **[Start New Message]**


Step 5

Type your message in the white text box and select send.

Alexa "Alex" Edwards, Betty "Betts" Blue [Start Video Call] [Mute] [Hide] [Leave]

Joan Edwards 1:29 pm
Thank you!



Your welcome [Send]

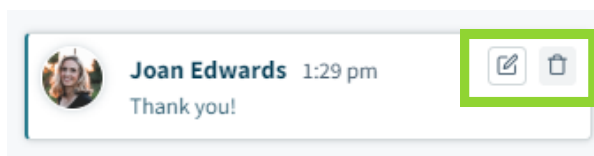
Note: You have the option to attach images or pdfs by selecting the blue paperclip icon  to the left of the text box.



Messages

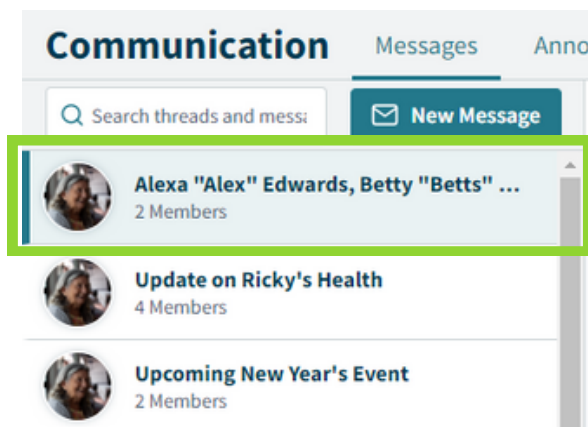
Step 6

To edit your message, hover over the sent message and select  to edit or delete the by selecting .



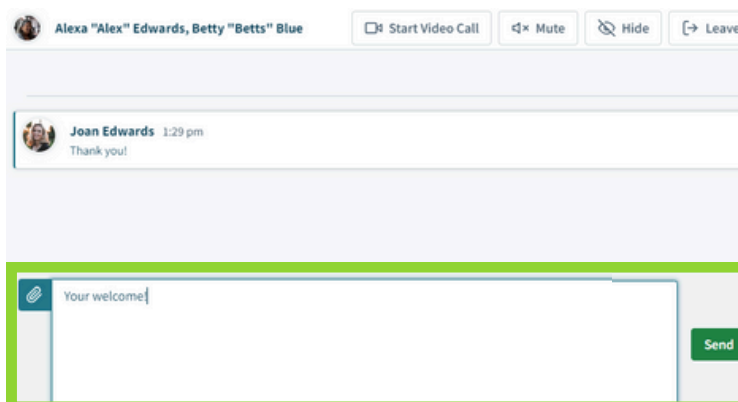
Step 7

To view and respond to a message, select the message to view from the list of messages on the left-hand side of the screen.



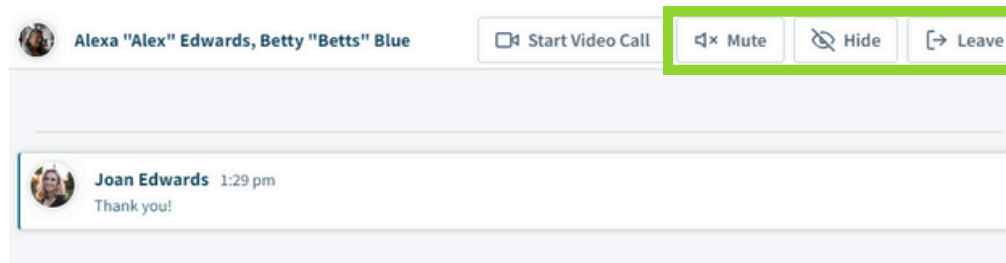
Step 8

To reply, type into the white text box at the bottom of the screen, then select send.





Messages



Mute a message

To pause notifications from a specific message thread, select **mute** on the upper right-hand corner of the screen. This will mute any new notifications until you select **unmute** to resume receiving notifications.

Hide a message

Temporarily hide a message thread from your messages list by selecting **hide** on the upper right-hand corner of the screen. Once a new message is received within this thread, the message thread will reappear in the messages list on the left-hand side of the screen.

Leave a message thread

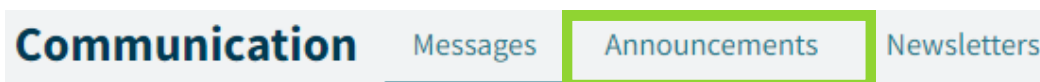
To leave a message thread, select **leave** on the upper right-hand corner of the screen. Leaving a message thread is a permanent action and you will not be able to be re-added to that message thread.



Announcements

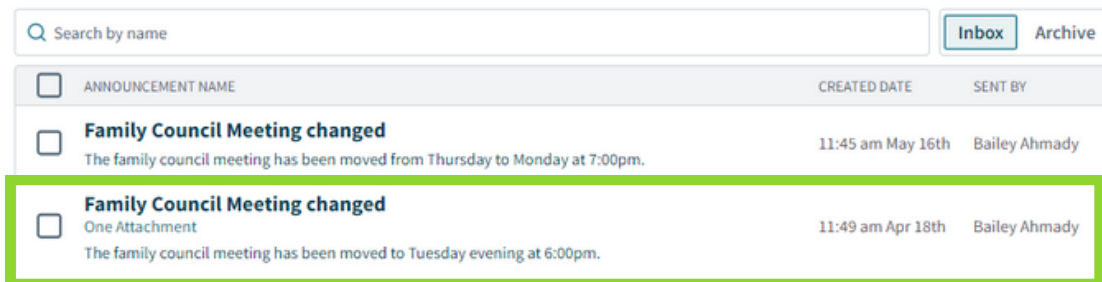
Step 1

To view and reply to an announcement, select announcements.



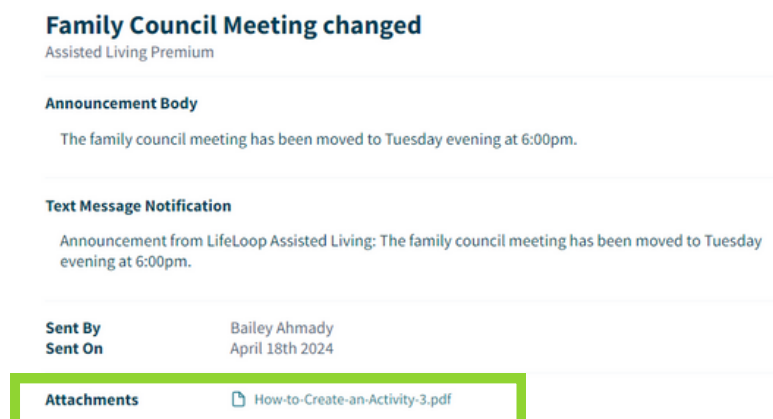
Step 2

To view an announcement, select the name of the announcement.



Step 3

If the community has added an attachment to an announcement, select the attachment at the bottom of the announcement details to view it.





Announcements

Step 4

To reply to an announcement, select the empty text box on the bottom of the page and start typing. When the message is complete, select **send reply**. This reply will only be seen by the announcement sender.

The screenshot shows the 'Announcement Details' page. At the top, there is a header bar with a back arrow, the title 'Announcement Details', and 'Archive' and 'Print' buttons. The main content area displays the announcement details: 'Family Council Meeting changed' by 'Assisted Living Premium'. Below this, the 'Announcement Body' states: 'The family council meeting has been moved to Tuesday evening at 6:00pm.' A 'Text Message Notification' section follows, stating: 'Announcement from LifeLoop Assisted Living: The family council meeting has been moved to Tuesday evening at 6:00pm.' The 'Sent By' and 'Sent On' fields show 'Bailey Ahmady' and 'April 18th 2024' respectively. An 'Attachments' section lists 'How-to-Create-an-Activity-3.pdf'. At the bottom, there is a text input field containing 'Thank you for this announcement.' and a green 'Send Reply' button.

Step 5

To print the announcement details, select **print** on the top-right hand corner.

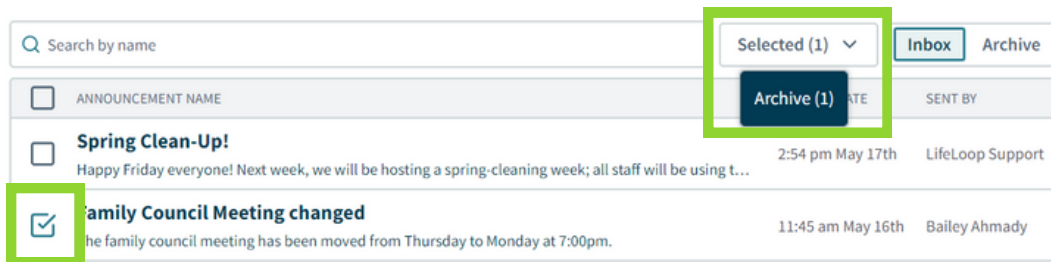
This screenshot is identical to the one in Step 4, but with a green box highlighting the 'Print' button in the top-right corner of the header bar. The rest of the page content, including the announcement details and the reply box, remains the same.



Announcements

Step 6

To archive announcements, select the checkbox to the left of the announcement. Then select the selected drop-down to the right of the search bar at the top of the screen and choose archive.



Step 7

To view archived announcements, select archive at the top of the screen to the right of the search bar.

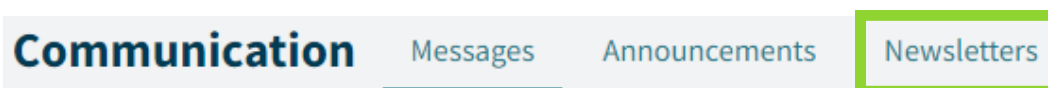





Newsletters

Step 1

To view a newsletter, select Newsletters.



Step 2

To download, select the download icon  next to the newsletter. The newsletter will now be stored on the device. To view, open the newsletter from your device.





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.