



LifeLoop trainings

# Residents and Connections

PCC integration

How to add and invite connections with PCC integration.

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

Version 04.24





## Table of contents

<b>Section 1:</b>	Information synced from PCC.....	1
<b>Section 2:</b>	Invite PCC connections .....	2
<b>Section 3:</b>	Adding and inviting non-synced connections.....	3-5
<b>Section 4:</b>	Inviting synced connections.....	6-7
<b>Section 5:</b>	FAQs.....	8-9
<b>Section 6:</b>	Resources.....	10
<b>Section 7:</b>	Continued learning.....	11



# Information synced from PCC

## Resident

Basic demographic information will pull over from PCC into the resident LifeLoop profile.

<b>First Name</b> <small>(required)</small>	<input type="text" value="Archer"/>
<b>Last Name</b> <small>(required)</small>	<input type="text" value="Seger"/>
<b>Date of Birth</b>	<input type="text" value="1962"/> <input type="text" value="Jul"/> <input type="text" value="4"/>
<b>Community</b> <small>(required)</small> <small>Changing this resident's community will unlink him/her from PointClickCare</small>	<input type="text" value="Assisted Living"/>
<b>Unit (Room Number)</b>	<input type="text" value="502"/>
<b>Move-In Date</b>	<input type="text" value="10/07/2021"/>

## Connection

Basic demographic information such as name, email, phone number, and relationship to the resident sync from PCC to LifeLoop.

<b>Details</b>	<input type="button" value="Message"/>	<input type="button" value="Edit"/>
<b>Name</b> Joan Edwards		
<b>Email</b> ourlifeloopfamily@gmail.com		
<b>Phone</b> (555) 555-5555		
<b>Relationship</b> Daughter		



# Invite PCC connections

*Note: There are two options to invite connections from PCC. Both options will be discussed during implementation, and further details on each are outlined below.*

## Option 1

### **Adding and inviting non-synced connections**

Contacts in PCC will show under each resident in LifeLoop with a PCC tag, but will act like a suggested connection and will need to be added and invited to receive communication and/or login.

*Note: This route is suggested if unsure of the accuracy or quality of current contacts in PCC.*

## Option 2

### **Inviting synced connections**

Auto-syncing will automatically add all PCC contacts into LifeLoop as contacts that can receive announcements. It also will make inviting all to register much easier as they will all show in the connections tab and can be mass invited to register.



# Adding and inviting non-synced PCC connections

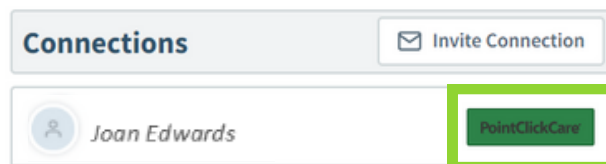
## Step 1

Select residents from the feature menu, then select the resident's profile.



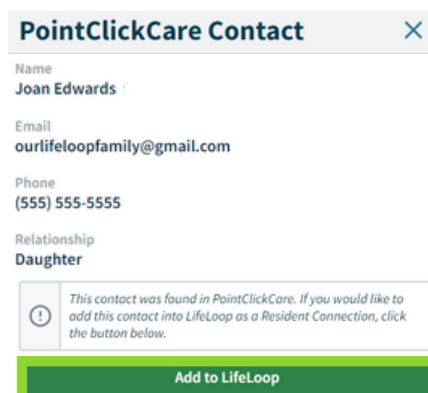
## Step 2

Scroll down to the connection list and select the PointClickCare button to the right of the connection's name.



## Step 3

Select add to LifeLoop.



*Note: If no further action is taken, this connection will receive announcements only. To invite them to register for LifeLoop and have access to the connection portal, see the following steps.*



# Adding and inviting non-synced PCC connections

## Step 4

Next, invite the connection to LifeLoop by selecting their name, and then selecting send invite email.



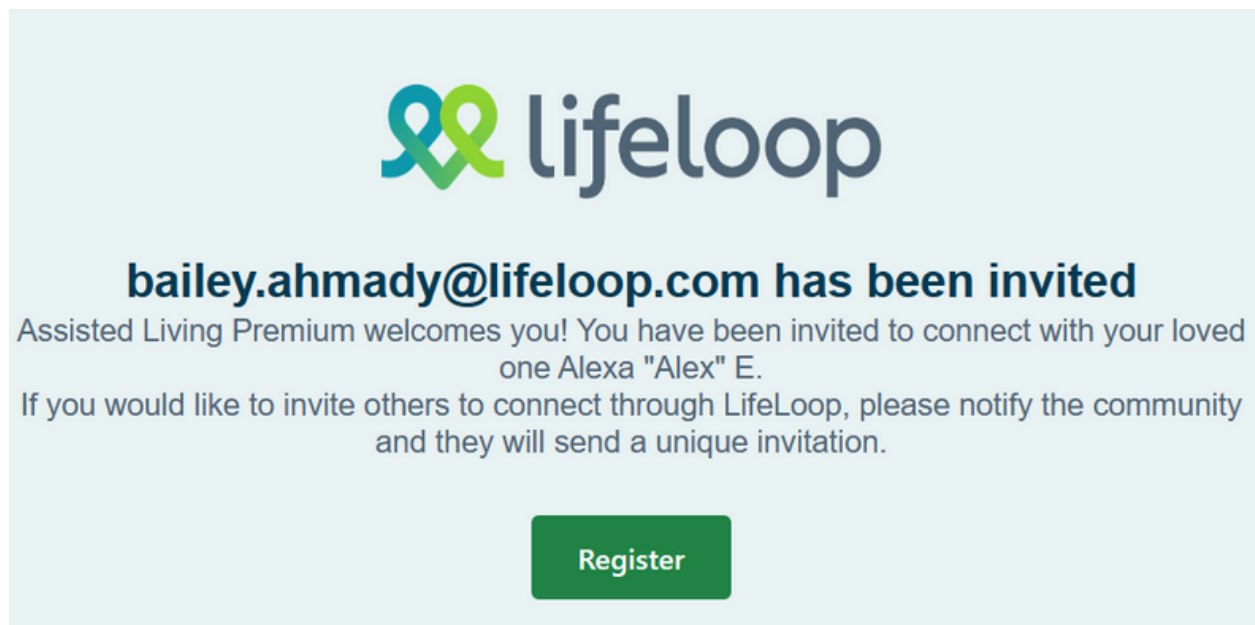
<b>Details</b>	Message	Edit
Name Joan Edwards		
Email ourlifeloopfamily@gmail.com		
Phone (555) 555-5555		
Relationship Daughter		
Groups 		
LifeLoop Account No invitation sent		



# Adding and inviting non-synced PCC connections

## Step 5

The connection will now receive the welcome email to register their account, and set their password.






# Inviting synced connections

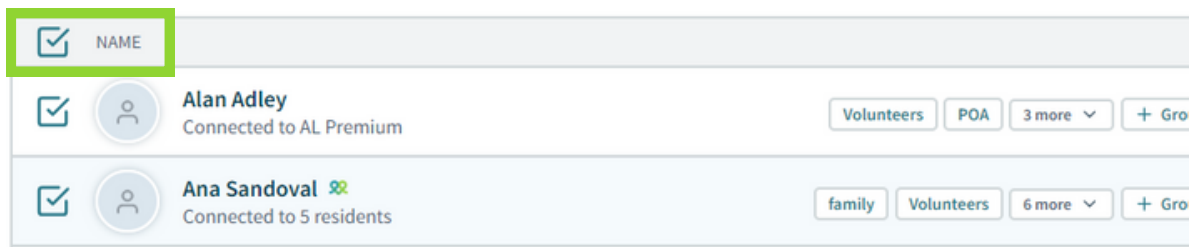
## Step 1

Select connections from the feature menu.

 **Connections**

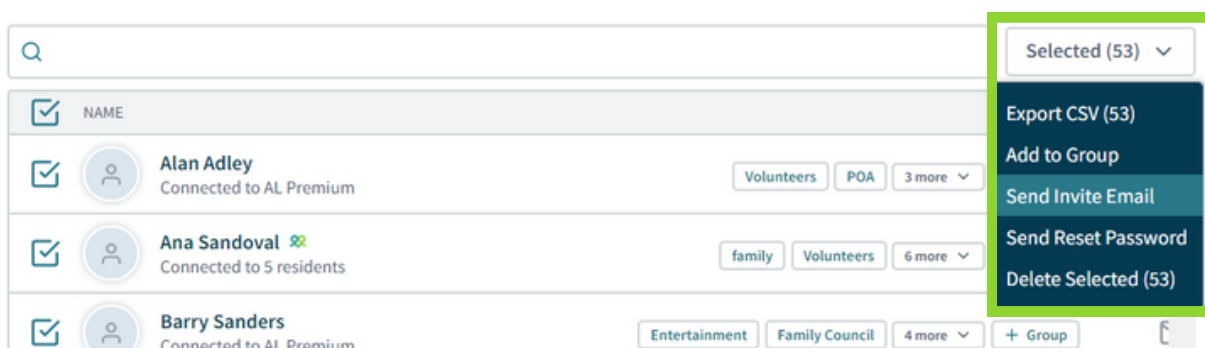
## Step 2

Select all connections by choosing the checkbox at the top of the connections list.



## Step 3

Navigate to the dropdown menu and select send invite email.



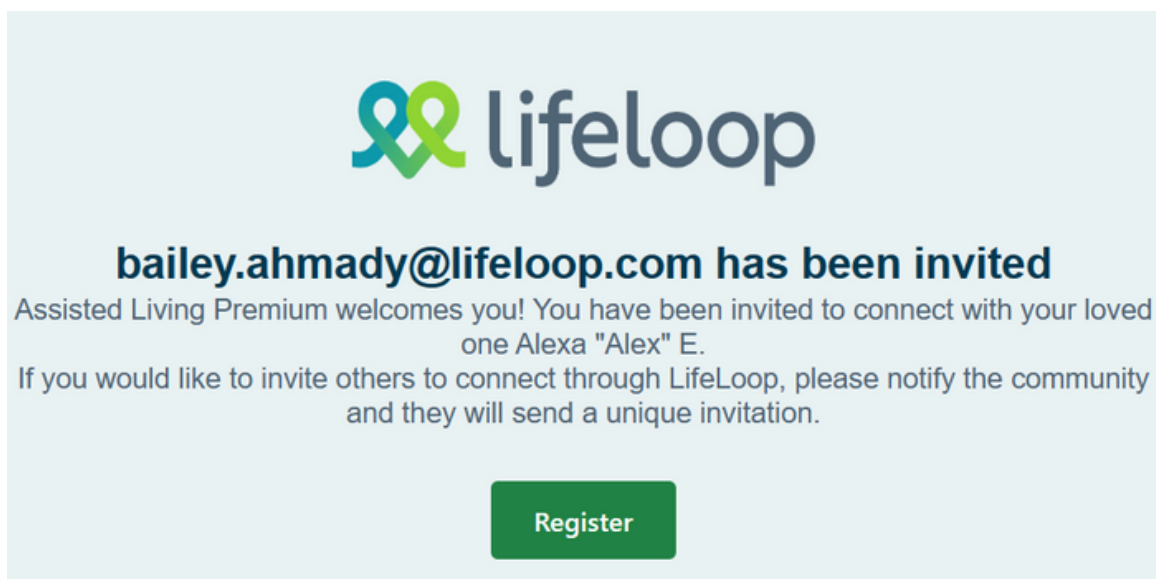




# Inviting synced connections

## Step 4

The connections will now receive the welcome email to register their account and set their password.





## FAQs

### **Where do I go to make changes?**

Anytime you want to make edits to resident or connection information, edit in PCC. LifeLoop will automatically sync that information and adjust the changes. PCC is considered the source of truth.

### **How often does LifeLoop sync with PCC?**

LifeLoop syncs with PCC every few seconds. If an adjustment is not showing in LifeLoop, please contact [support@lifeloop.com](mailto:support@lifeloop.com).

### **Can I add a connection contact to LifeLoop without inviting them to register and login to LifeLoop?**

Absolutely. Connections can still be added to LifeLoop as a connection without actually inviting them to join LifeLoop. This is helpful as you can still send them announcements if they are in LifeLoop as a connection.

### **Why are some boxes gray?**

These boxes are gray because you cannot edit this information. The information is pulling directly from PCC. To edit these areas, please edit in PCC and it will automatically sync to LifeLoop.



## FAQs

### Why does the community box have a warning?

Changing the resident's community in LifeLoop will unlink this resident from the PCC sync. To adjust which community this resident is connected to, please adjust their community in PCC. When our systems sync, it will adjust which community this resident is connected to.

**Community** (required)

*Changing this resident's community will unlink him/her from PointClickCare*

Assisted Living



### Where do I make a status change for a resident?

If a resident is going on leave or being deactivated, please make the change in PCC. This status will transfer to LifeLoop and they will be moved to their correct status.



# 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.

## Understanding your PCC integration





# Continued learning

## 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://training.lifeloop.com/training/staff>.

## 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.

## Further questions?

Reach out to [support@lifeloop.com](mailto:support@lifeloop.com) or your Customer Success Manager.