iN2L + LifeLoop

COMMUNICATION

How to create and manage messages within the communication feature.

LIFELOOP TRAININGS

INDEX

COMMUNICATION
FAQ

? ### WHO CAN SEND AND RECEIVE MESSAGES?

All LifeLoop user types (residents, connections, and staff) with an active LifeLoop account can send and receive messages. Staff without the appropriate permissions will only be able to message other staff members. All users within a message thread can see replies.

? ### CAN MESSAGES BE SENT TO A SPECIFIC LIFELOOP GROUP?

No, messages cannot be sent to a specific LifeLoop group. However, messages can be sent to a single user or to multiple users, by creating a group message. A group message can be renamed to easily identify it within the message threads.

? ### CAN NOTIFICATIONS BE SILENCED FOR A MESSAGE THREAD?

Yes, message threads can be "Muted" and notifications will be stopped for that user only. The message thread can be "Unmuted" if needed.

COMMUNICATION
FAQ

? CAN A MESSAGE THREAD BE DELETED?

The "Hide" feature will remove the message thread from messages list on the user's communication page. Hiding the thread will not delete the messages. The message thread will reappear whenever a new message is sent within that specific group message.

? CAN A USER REMOVE THEMSELVES FROM A GROUP MESSAGE?

Yes, the user can select "Leave" to remove themselves from the message thread. The user can not be added back to the thread after leaving. Other users in the thread will see a notification that the user has left the thread. Once a group message thread has been created new users can not be added to the thread.

? WHO CAN MAKE A VIDEO CALL?

Video Calls can be made by any resident, staff or connection that has a LifeLoop account.
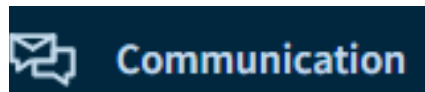
? IS VIDEO CALL AVAILABLE ON THE MOBILE APP?

At this time, video call is only available on the web version of LifeLoop.
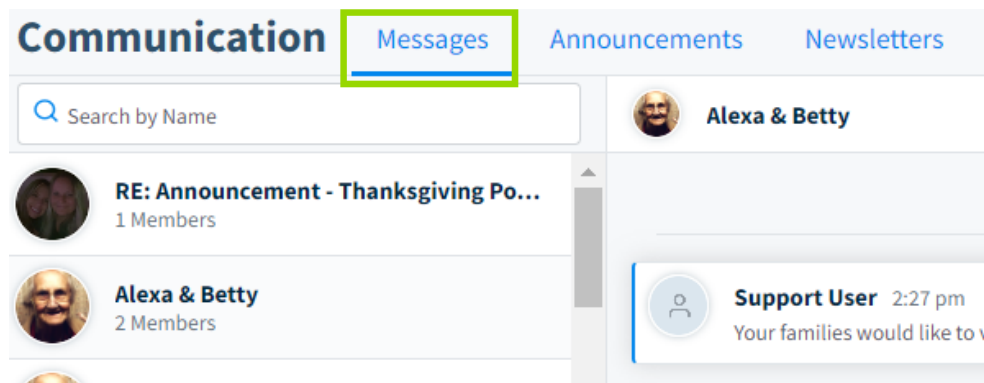
COMMUNICATION

CREATE A MESSAGE

STEP 1

Select **Communication** on the feature menu.

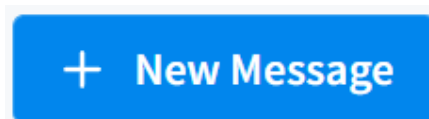### STEP 2

Select **Messages** from the top menu in Communication.

STEP 3

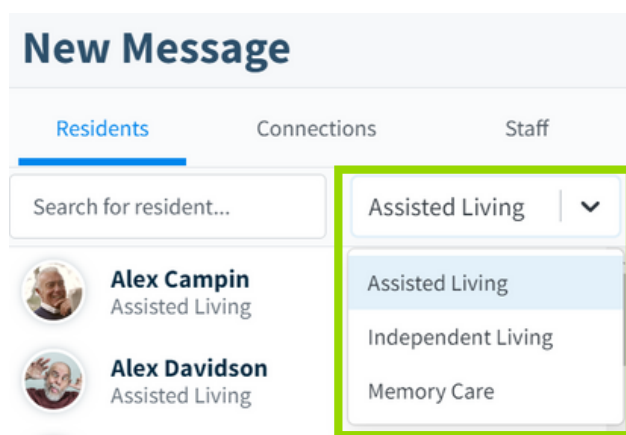Select **+ New Message** on the top right-hand corner.
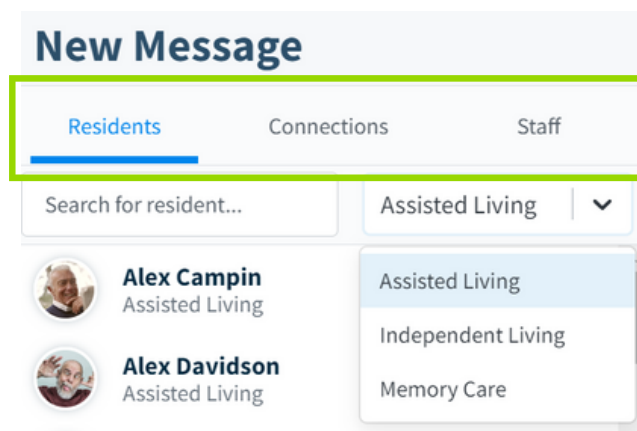
COMMUNICATION
CREATE A MESSAGE

STEP 4

Select the **Community** of the user by utilizing the drop down menu.

STEP 5

Select the user type. Toggle between **Residents**, **Connections**, and **Staff** to find specific users.

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STEP 6

Add the recipient(s) from the user list by selecting the **Blue Arrow** next to the users name. A message thread can contain a combination of residents, connections and staff. The added recipient(s) will show in the Selected section.

STEP 7

Once all recipients have been added, select **Continue.**

COMMUNICATION

CREATE A MESSAGE

STEP 8

To create a new message thread, name the message group in the space provided or leave this section blank if no name is needed for the group.

To start a new message thread select the **Start New Message.**

COMMUNICATION

CREATE A MESSAGE

STEP 9

To choose from an existing message thread, select an **Existing Message** thread from the list provided.

To view the other users in an existing message thread, hover the mouse over the message**.**

COMMUNICATION

CREATE A MESSAGE

STEP 10

Type the message in the **Message Text Box** located at the bottom of the page.
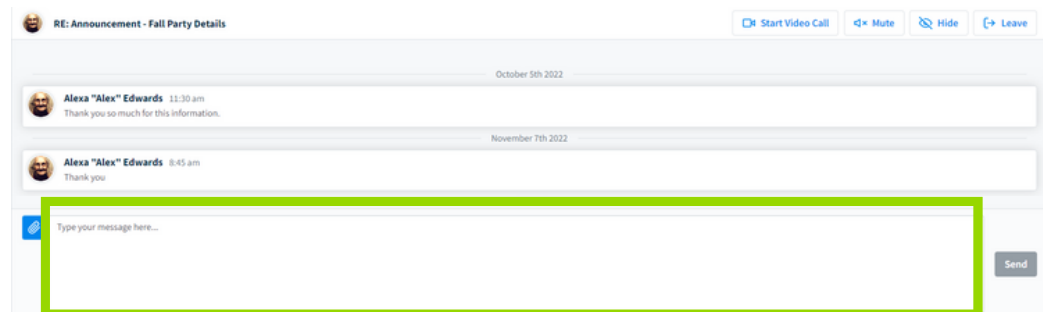
STEP 11

Select the **Blue Paperclip** to add an attachment to a message.
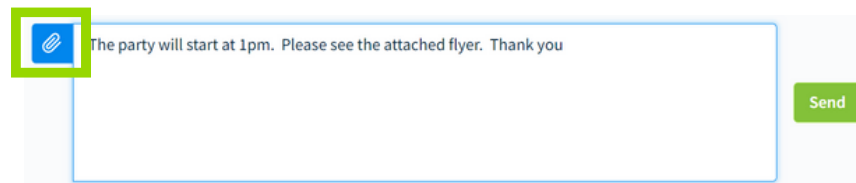
STEP 12

To send the message, select **Send**.
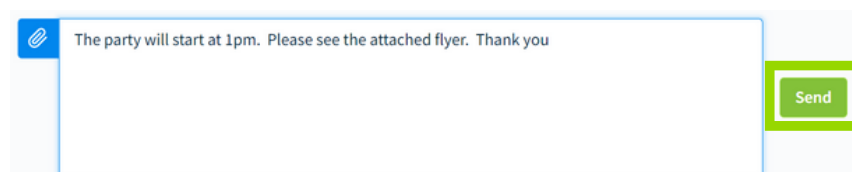
COMMUNICATION

CREATE A MESSAGE

STEP 13

To view a new message, select the **Message Thread** from the list on the left-hand side. The selected thread will have a blue line next to the thread.
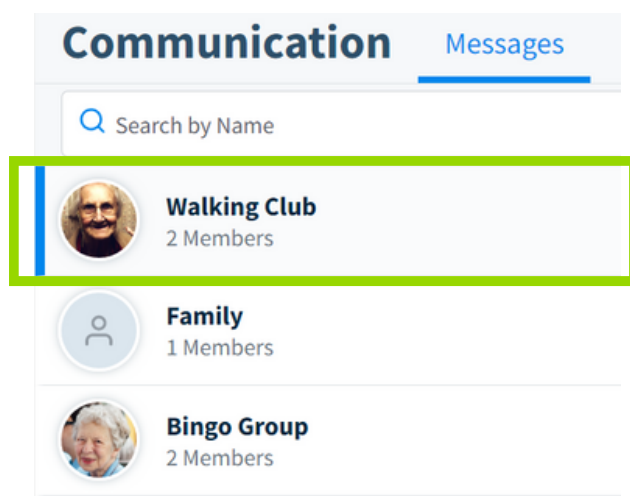
Replies will be visible when the thread is selected as shown below.
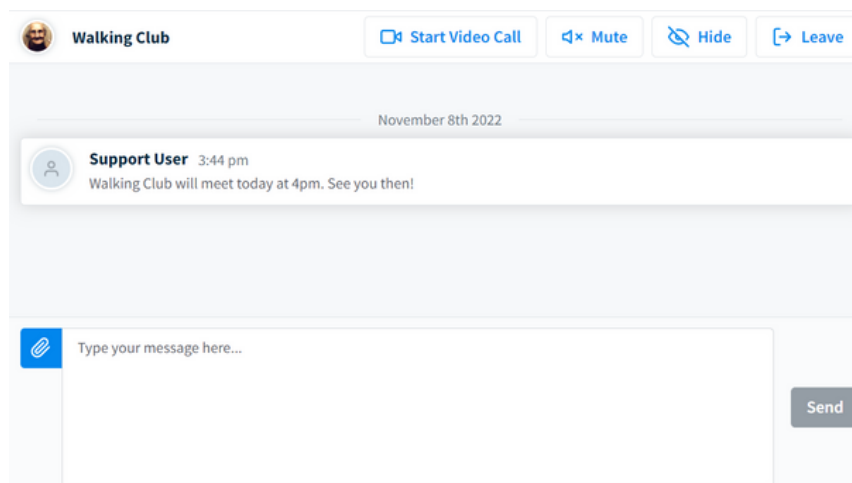
COMMUNICATION

MUTE A MESSAGE

STEP 1

To pause new message notifications from a message thread, select the **message thread** from the list on the left-hand side.

STEP 2

Select **Mute** from the top right-hand corner.

STEP 3

To unmute the notifications, select **Unmute**.
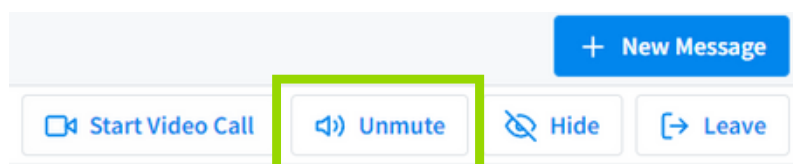
COMMUNICATION

HIDE A MESSAGE

STEP 1

To hide a message thread, select the **message thread** from the list on the left-hand side.

Communication   Messages

Q Search by Name

Alexa "Alex" Edwards
1 Members

0 Members

Family
1 Members

Bingo Group
2 Members
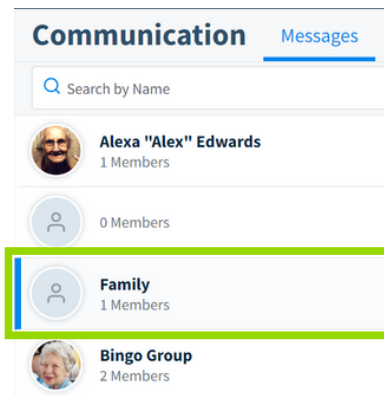
STEP 2

Select **Hide** from the top right-hand corner.

+ New Message

□◁ Start Video Call   ◁× Mute   ⊘ Hide   [→ Leave

STEP 3

The hide thread box will appear. Select **Hide** to confirm this action.

Hide Thread   ✕

Are you sure you want to hide this message thread?
Hiding this thread will not delete the messages.

Cancel   Hide
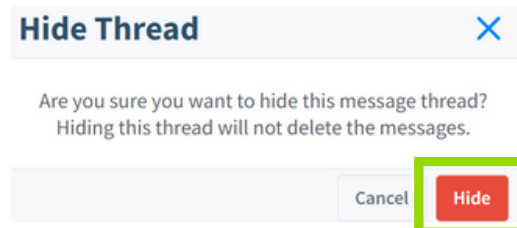
Note: Hidden messages will reappear when a user in the hidden thread replies within the thread again.
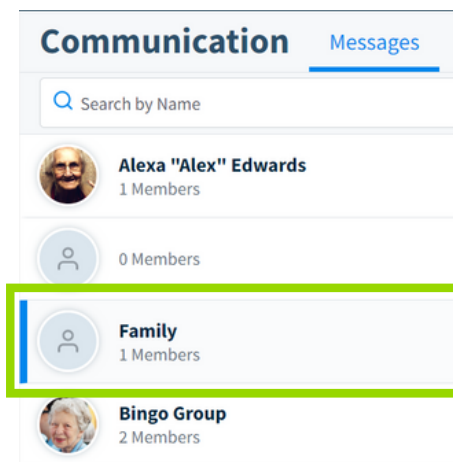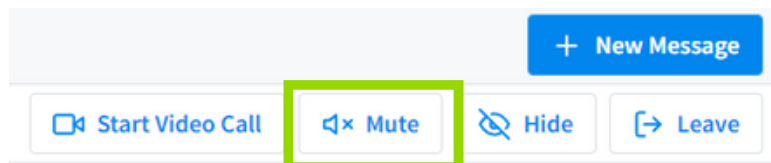
COMMUNICATION

LEAVE A MESSAGE

STEP 1

To be removed from a message thread, select the **message thread** from the list on the left-hand side.
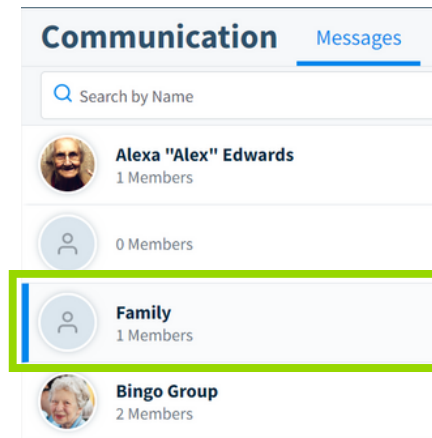
STEP 2

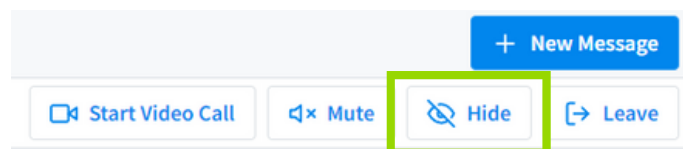Select **Leave** from the top right-hand corner.
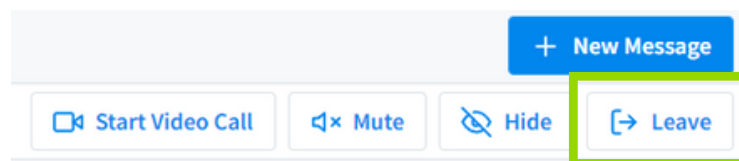
STEP 3

The confirm leave thread box will appear. Select **Leave** to confirm this action.
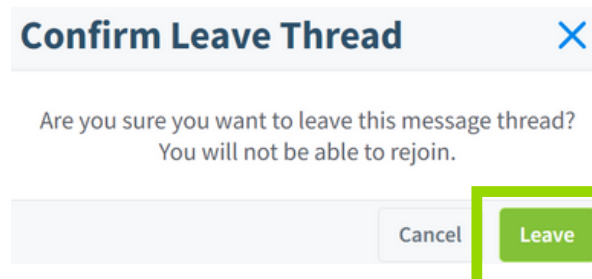
Note: Once a user leaves a message thread, they will not be able to rejoin that same message thread.

COMMUNICATION
STARTING A VIDEO CALL

STEP 1

To start a video call, select the **message thread** from the list on the left-hand side.
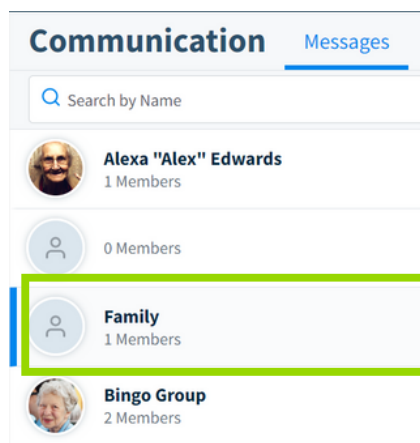
STEP 2

Select **Start Video Call** on the top right-hand side.
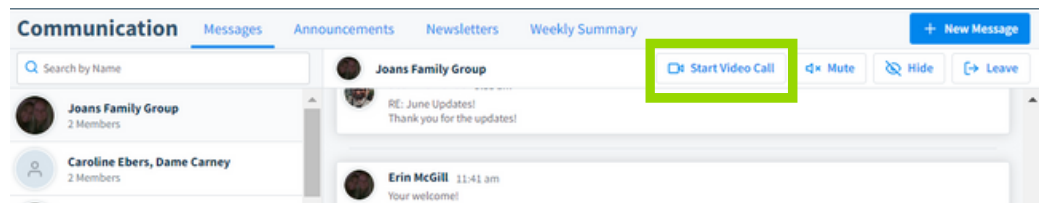
COMMUNICATION
STARTING A VIDEO CALL

STEP 3

Choose to have video on or off and adjust the sound settings. Select **Join** to start the call.

Join Meeting

The audio and video preferences you select here will be used for future meetings. Got it

Mute   Start Video

Join

STEP 4

To end the call, select **End** on the bottom right-hand side.

End

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COMMUNICATION

RECEIVING A VIDEO CALL

STEP 1

Calls can be received while the user is within any of the LifeLoop features. A pop-up modal will appear on the screen if a user is calling.

Incoming Video Call

New Incoming Video Call from Joslynn Martin

Dismiss Call   Join Video Call

STEP 2

Select **Join Video Call** to start the call or **Dismiss Call** to ignore the call.

Dismiss Call   Join Video Call

COMMUNICATION

RECEIVING A VIDEO CALL

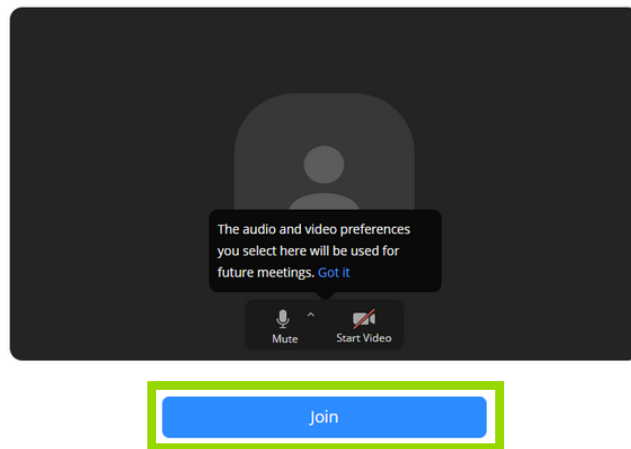### STEP 3

Choose to have video on or off, and adjust the sound settings. Select **Join** to start the call.

Join Meeting

The audio and video preferences you select here will be used for future meetings. Got it

Mute   Start Video

Join

STEP 4

To end the call, select **End** on the bottom right-hand side.

End
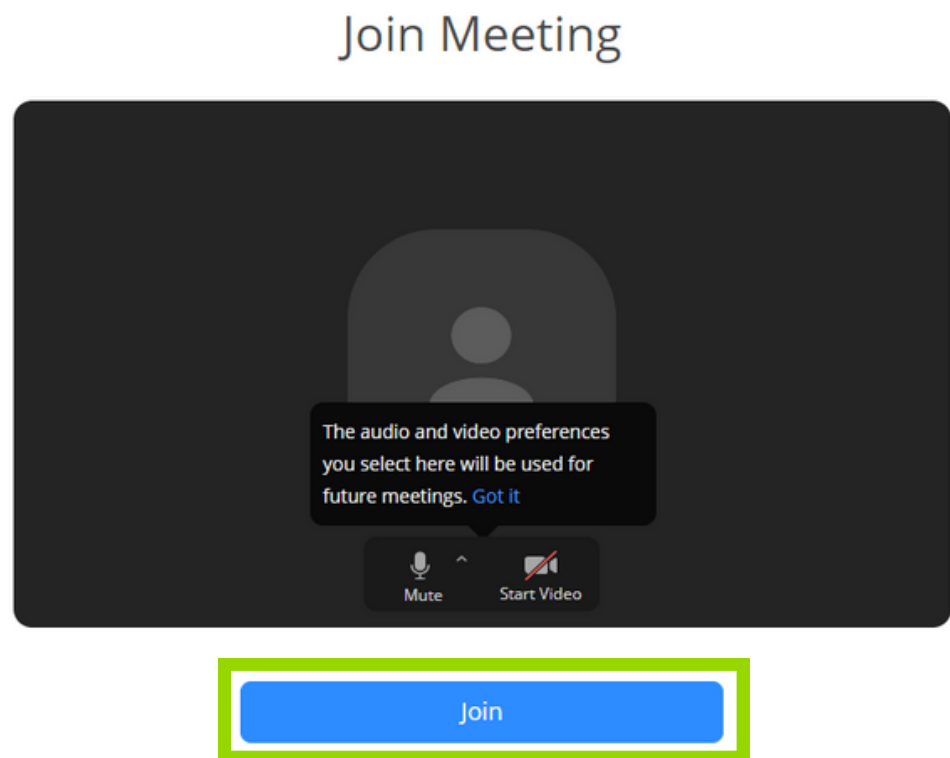
COMMUNICATION

CREATE A MESSAGE – MOBILE APP

STEP 1

Select **Messages** from the feature menu.
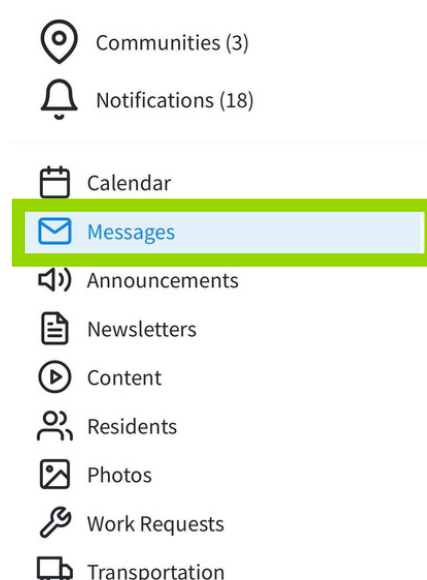
STEP 2

Select the **Plus Sign** in the top right-hand corner to create a new message.

17
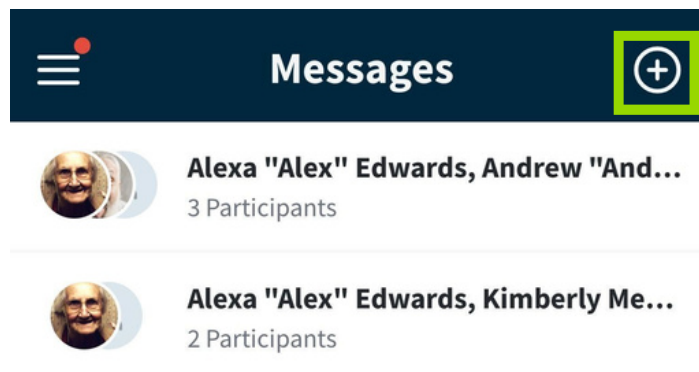
COMMUNICATION

CREATE A MESSAGE – MOBILE APP

STEP 3

Toggle between **Residents**, **Connections**, and **Staff** to find specific users.
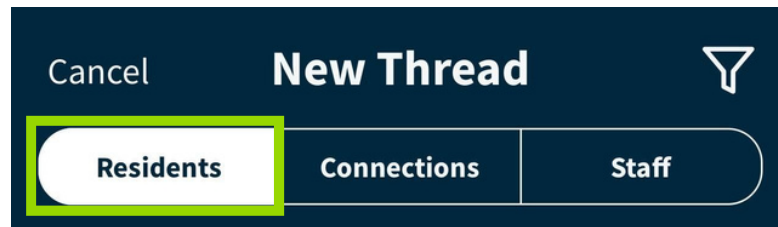
STEP 4

To add users to a new message, select the **Check Mark** next to their name. The check mark will turn green when the user has been selected.
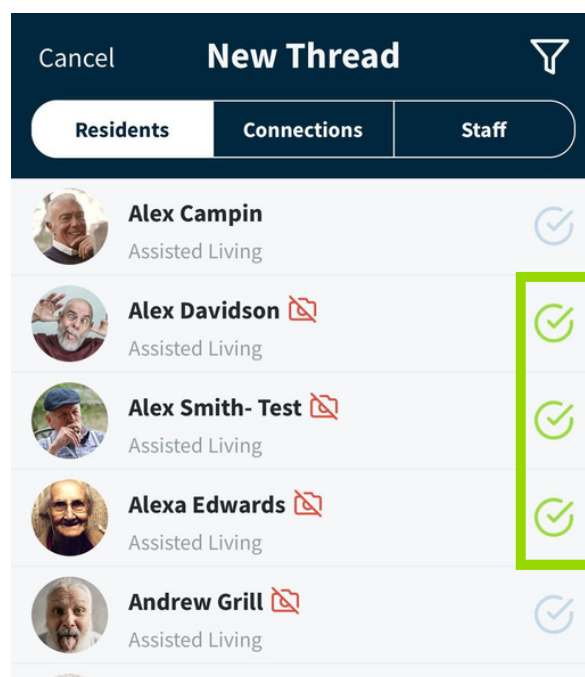
COMMUNICATION

CREATE A MESSAGE – MOBILE APP

STEP 5

Once a user(s) has been added, select **Continue**.

STEP 6

To choose from an **existing thread** that includes the added users, selecting the existing message from the list provided.
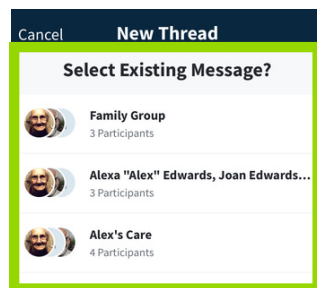
COMMUNICATION

CREATE A MESSAGE – MOBILE APP

STEP 7

To creating a new thread with the selected users, select **Continue**.

STEP 8

Name the new message thread by typing the desired name into the **Name this Message Group** space provided. Select **New Message** to start the new message.
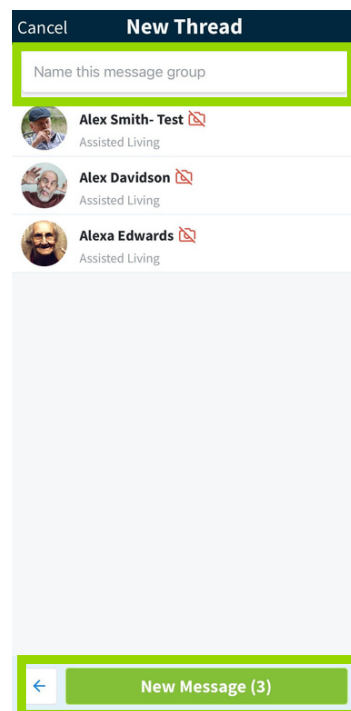
STEP 9

Type the message into the **Text Box** located on the bottom.

Back   Actions
4 Participants >>

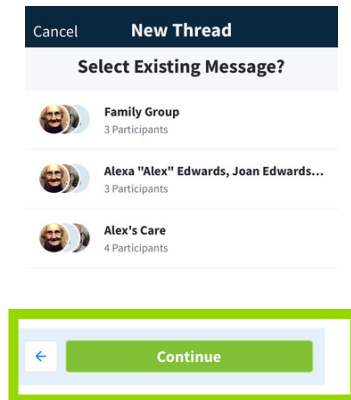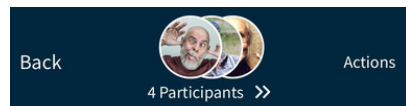This is the beginning of your conversation
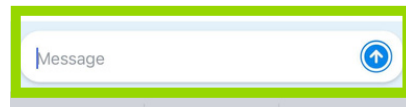
Message

STEP 10

Select the blue **Arrow** next to the text box to send the message.

Back   Actions
4 Participants >>

This is the beginning of your conversation

We will start the card game at 10am
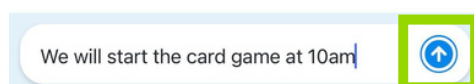
COMMUNICATION

MUTE A MESSAGE – MOBILE APP

STEP 1

To pause new message notifications from a message thread, select the **message thread** from the list on the left-hand side.

STEP 2

Select **Actions** on the top right-hand corner.
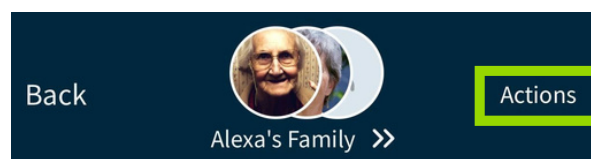
STEP 3

Select **Mute Thread** from the message actions.

22
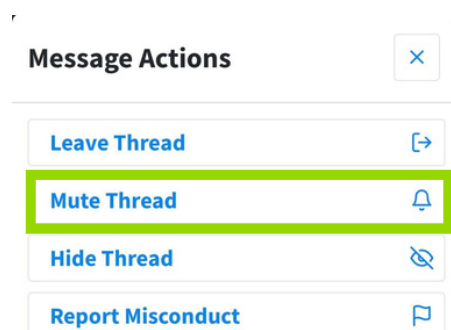
STEP 4

To unmute the notifications, select **Unmute Thread**.

Message Actions   ×

Leave Thread   ⤴

Unmute Thread   🔕

Hide Thread   👁‍🗨

Report Misconduct   🚩
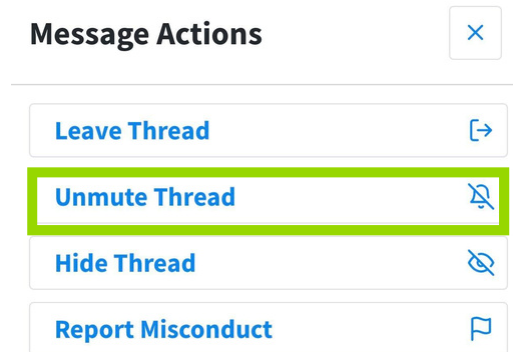
STEP 5

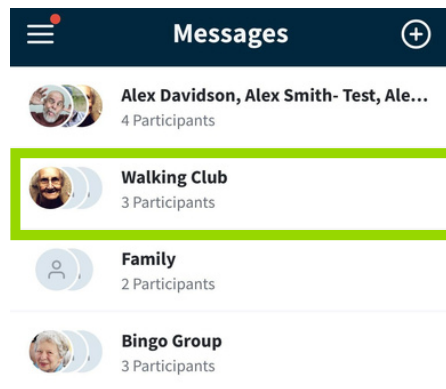To exit Message Actions, select the **X** on the top right corner.

Message Actions   ×

Leave Thread   ⤴

Mute Thread   🔔

Hide Thread   👁‍🗨

Report Misconduct   🚩
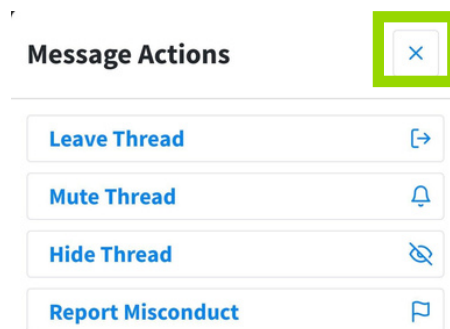
COMMUNICATION

HIDE A MESSAGE – MOBILE APP

STEP 1

To hide a message thread from the list, select the **message thread** from the list on the left-hand side.
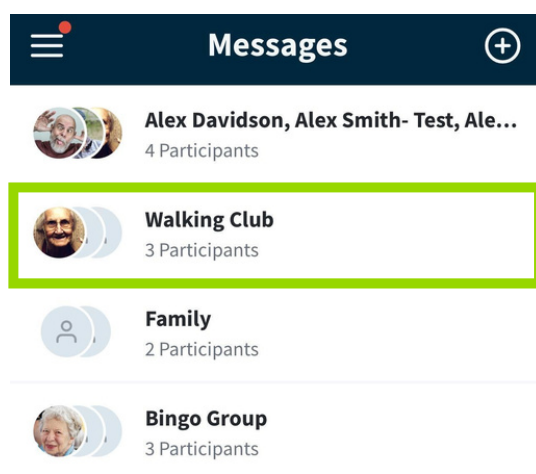
STEP 2

Select **Actions** on the top right-hand corner.

24
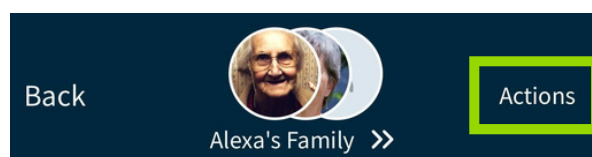
COMMUNICATION
HIDE A MESSAGE – MOBILE APP

STEP 3

Select **Hide Thread** from the message actions.

Message Actions   ✕

Leave Thread   [→

Mute Thread   🔔

Hide Thread   🚫

Report Misconduct   🏳

STEP 4

The hide thread box will appear. Select **Hide** to confirm this action.

Are you sure you want to hide this message thread? Hiding a thread does not delete messages for other users.
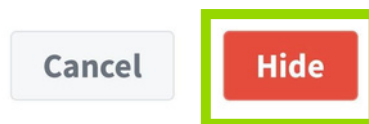
Cancel   Hide

Note: Hidden messages will reappear when a user in the hidden thread replies within the thread again.

COMMUNICATION
LEAVE A MESSAGE – MOBILE APP

STEP 1

To be removed from a message thread, select the **message thread** from the list on the left-hand side.

STEP 2

Select **Actions** on the top right-hand corner.

STEP 3

Select **Leave Thread** from the message actions.

Message Actions   ✕
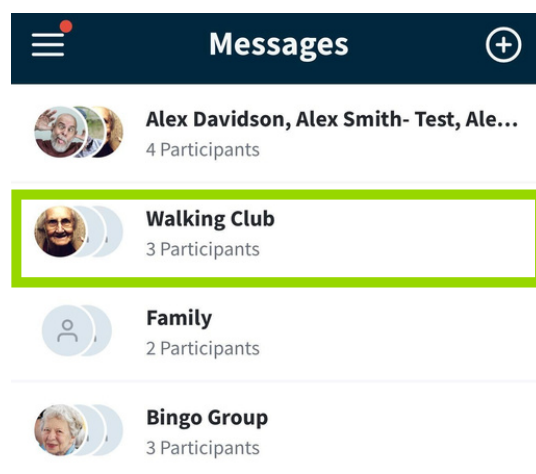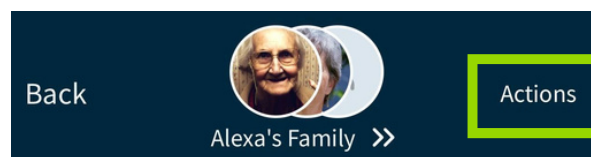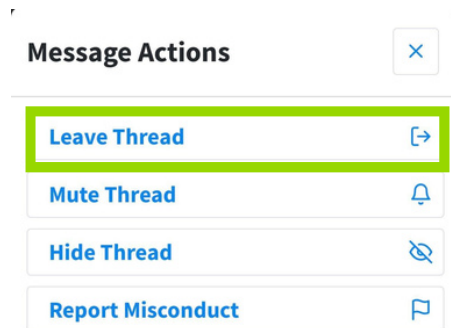
Leave Thread	[→
Mute Thread	♩
Hide Thread	◎
Report Misconduct	⚑

STEP 4

Select **Leave** to confirm this action.

Are you sure you want to leave this message thread? You will not be able to rejoin.
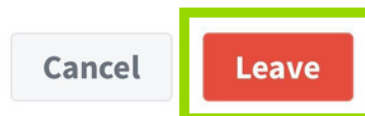
Cancel   **Leave**

Note: Once a user leaves a message thread, they will not be able to rejoin that same message thread.

LIFELOOP TRAININGS

COMMUNICATION
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.