

# STAFF NOTIFICATIONS

Understanding LifeLoop notifications and how to manage them.



# INDEX

<b>Section 1</b>	Notification Types.....	pg 1
<b>Section 2</b>	Managing Notifications.....	pg 2-3
<b>Section 3</b>	Mobile App Notification Types.....	pg 4
<b>Section 4</b>	Managing Mobile App Notifications.....	pg 5-7
<b>Section 5</b>	Notifications Defined.....	pg 8-12
<b>Section 6</b>	Continued Learning.....	pg 13

# STAFF NOTIFICATIONS

## NOTIFICATION TYPES



### IN APP

Receive LifeLoop notifications within the LifeLoop notification bell.



### TEXT

Receive LifeLoop notifications to your mobile device by text message.



### EMAIL

Receive LifeLoop notifications to your email inbox.

#### Notifications

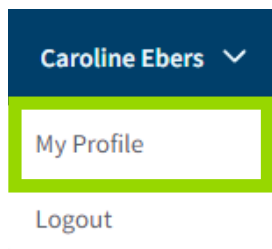
	IN APP	TEXT	EMAIL
Activity Registration Reminder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Messages</b>			
↳ Messages - New Announcement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Messages - New Message	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
↳ Messages - Newsletter Published	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

# STAFF NOTIFICATIONS

## MANAGING NOTIFICATIONS

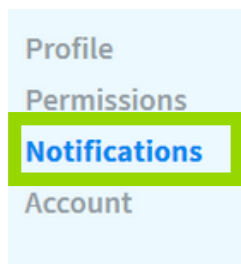
### STEP 1

Click **My Profile** located under your name on the top right-hand side of the LifeLoop screen.



### STEP 2

Select **Notifications** from the options on the light blue menu.



### STEP 3

To receive text notifications, input the cell-phone number in the Text Phone box.

Text Phone

# STAFF NOTIFICATIONS

## MANAGING NOTIFICATIONS

### STEP 4

Check the box indicating how you would like to receive the notification via in app, text or email.

#### Notifications

	IN APP	TEXT	EMAIL
Anniversary Reminder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Birthday Reminder	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
New Family Photo	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
New Resident Connection	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
New Resident Note	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Activity</b>			
↳ Activity - Activity Cancellation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Activity - Activity Reminder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Activity - Assigned to Activity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Activity - New Activity Note	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Work Request</b>			
↳ Work Request - Crew Assignment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Work Request - New Comment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
↳ Work Request - New Request	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
↳ Work Request - Status Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Messages</b>			
↳ Messages - New Announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Messages - New Message	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Messages - Newsletter Published	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Messages - Newsletter Uploaded by LifeLoop	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Transportation</b>			
↳ Transportation - Driver Assignment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Transportation - New Comment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Transportation - Reminder	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Transportation - Status Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

### STEP 5

Click **Save Notifications** at the bottom.

Save Notifications

# STAFF NOTIFICATIONS

## MOBILE APP NOTIFICATION TYPES



### IN APP

Receive LifeLoop notifications within the LifeLoop notification bell.



### TEXT

Receive LifeLoop notifications to a mobile device by text message.



### EMAIL

Receive LifeLoop notifications to an email inbox.



### PUSH

Receive LifeLoop notifications that pop-up on a mobile device.

#### Assigned to Activity



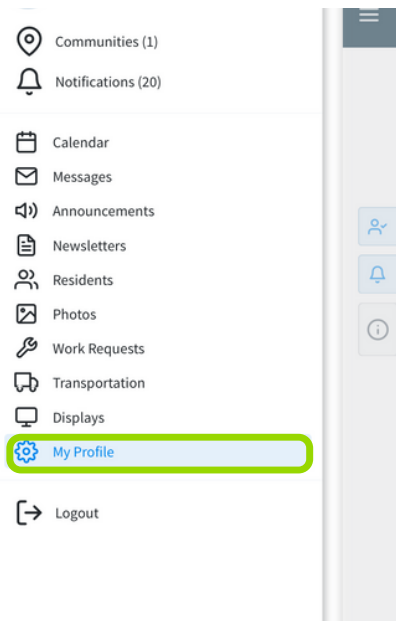
In App	
Text	
Email	
Push	

# STAFF NOTIFICATIONS

## MANAGING MOBILE APP NOTIFICATIONS

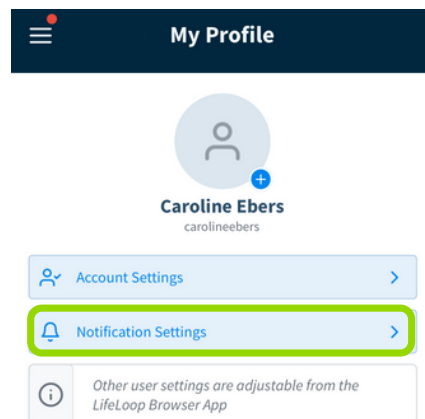
### STEP 1

Select **My Profile** at the bottom of the feature menu.



### STEP 2

Select **Notification Settings**.



# STAFF NOTIFICATIONS

## MANAGING MOBILE APP NOTIFICATIONS

### STEP 3

To receive text notifications, input the cell-phone number in the Text Notification Number field.

Back Manage Notifications

Text Notification Number

(402) 201-1960 Save

☒ Allow Push Notifications

Activity

- Assigned to Activity  
In App
- New Activity Note  
In App
- Activity Cancellation  
In App, Push, Text, Email
- Activity Reminder  
Text

Other

- New Resident Connection  
In App
- New Family Photo  
In App

### STEP 4

Select **Save** to save the mobile phone number.

Text Notification Number

(402) 201-1960 Save



# STAFF NOTIFICATIONS

## MANAGING MOBILE APP NOTIFICATIONS

### STEP 5

To receive push notifications on a mobile device, tap the circle toggle next to **Allow Push Notifications**. This will turn green to indicate it is turned on.

Back **Manage Notifications**

Text Notification Number

4022011960

Save

☐ Allow Push Notifications

### STEP 6

To adjust notifications for each option, press on the notification type.

Activity

☐ Assigned to Activity  
In App

☒ New Activity Note  
In App

☐ Activity Cancellation  
In App, Text, Email

### STEP 7

Select how you would like to receive the notification. Once selected, it will turn blue.

Activity Reminder

☒ Text

☒ Email

☐ Push

# STAFF NOTIFICATIONS

## NOTIFICATIONS DEFINED



### **ANNIVERSARY REMINDER**

Notification that informs user of a resident's anniversary.



### **BIRTHDAY REMINDER**

Notification that informs user of a resident's birthday.



### **NEW FAMILY PHOTO**

Notification that informs user a connection has added a new photo.



### **NEW RESIDENT CONNECTION**

Notification that informs user a new resident connection was added.

*Staff permissions required to receive this notification:*

*View Connections and View Residents.*



### **NEW RESIDENT NOTE**

Notification that informs user a new note was added to a resident's profile.

*Staff permissions required to receive this notification:*

*View Notes and View Residents.*

# STAFF NOTIFICATIONS

## NOTIFICATIONS DEFINED



### **ACTIVITY - ACTIVITY CANCELLATION**

Notification that informs user an activity was cancelled.



### **ACTIVITY - ACTIVITY REMINDER**

Notification that informs user of an activity starting in approximately 1 hour.



### **ACTIVITY - ASSIGNED TO ACTIVITY**

Notification that informs user that they have been assigned to an activity.



### **ACTIVITY - NEW ACTIVITY NOTE**

Notification that informs user a new note was added to an activity.

*Staff permissions required to receive this notification:  
View Notes and View Activity Details.*

# STAFF NOTIFICATIONS

## NOTIFICATIONS DEFINED

- **WORK REQUEST - CREW ASSIGNMENT**  
Notification that informs user a crew member has been assigned to a work request.  
*Staff permission required to receive this notification:*  
*View Work Requests.*
- **WORK REQUEST - NEW COMMENT**  
Notification that informs user a new comment has been added to a work request.  
*Staff permission required to receive this notification:*  
*View Work Requests.*
- **WORK REQUEST - NEW REQUEST**  
Notification that informs user a new work request has been submitted.  
*Staff permission required to receive this notification:*  
*Manage Work Requests.*
- **WORK REQUEST - STATUS CHANGE**  
Notification that informs user of any status change to a work request (in progress, completed, cancelled).  
*Staff permission required to receive this notification:*  
*View Work Requests.*

# STAFF NOTIFICATIONS

## NOTIFICATIONS DEFINED

### ➤ **TRANSPORTATION - NEW REQUEST**

Notification that informs user a new transportation request has been submitted.

*Staff permission required to receive this notification:  
Manage Transportation Requests*

### ➤ **TRANSPORTATION - DRIVER ASSIGNMENT**

Notification that informs user a driver has been assigned to a transportation request.

*Staff permission required to receive this notification:  
View Transportation.*

### ➤ **TRANSPORTATION - NEW COMMENT**

Notification that informs user a new comment has been added to a transportation request.

*Staff permission required to receive this notification:  
View Transportation.*

### ➤ **TRANSPORTATION - REMINDER**

Notification that informs user of a transportation request starting in approximately 1 hour.

*Staff permission required to receive this notification:  
View Transportation.*

### ➤ **TRANSPORTATION - STATUS CHANGE**

Notification that informs user of any status change to a transportation request (approved, denied, cancelled).

*Staff permission required to receive this notification:  
View Transportation.*

# STAFF NOTIFICATIONS

## NOTIFICATIONS DEFINED



### **MESSAGES - NEW ANNOUNCEMENT**

Notification that informs user a new announcement has been received.



### **MESSAGES - NEW MESSAGE**

Notification that informs user a new message has been received.



### **MESSAGES - NEWSLETTER PUBLISHED**

Notification that informs user a newsletter has been uploaded by the community.



### **MESSAGES - NEWSLETTER UPLOADED BY LIFELOOP**

Notification that informs user a newsletter has been uploaded by LifeLoop.

*Staff permission required to receive this notification:  
Manage Newsletters.*

# STAFF NOTIFICATIONS

## 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](mailto:Support@OurLifeLoop.com) or your Customer Relationship Specialist.