

# RESIDENT PORTAL

## User Instructions

# LIFELoop RESIDENT PORTAL BENEFITS



**STAY IN TOUCH  
WITH FAMILY &  
FRIENDS**



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



**SIGN UP FOR  
COMMUNITY  
ACTIVITIES**



**SHARE SPECIAL  
MOMENTS WITH  
PHOTOS &  
MESSAGES**



**REQUEST  
MAINTENANCE &  
TRANSPORTATION  
IF OFFERED BY  
YOUR COMMUNITY**

# GETTING LOGGED IN

IF YOU HAVE AN EMAIL ADDRESS

## STEP 1

Provide your email to the staff at your community. They will add you to LifeLoop and send an invitation to your email address.

## STEP 2

Login to your email inbox & locate the “Welcome to LifeLoop” email. To activate your account, click the green “Log In” button at the bottom of the email.



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**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](#)



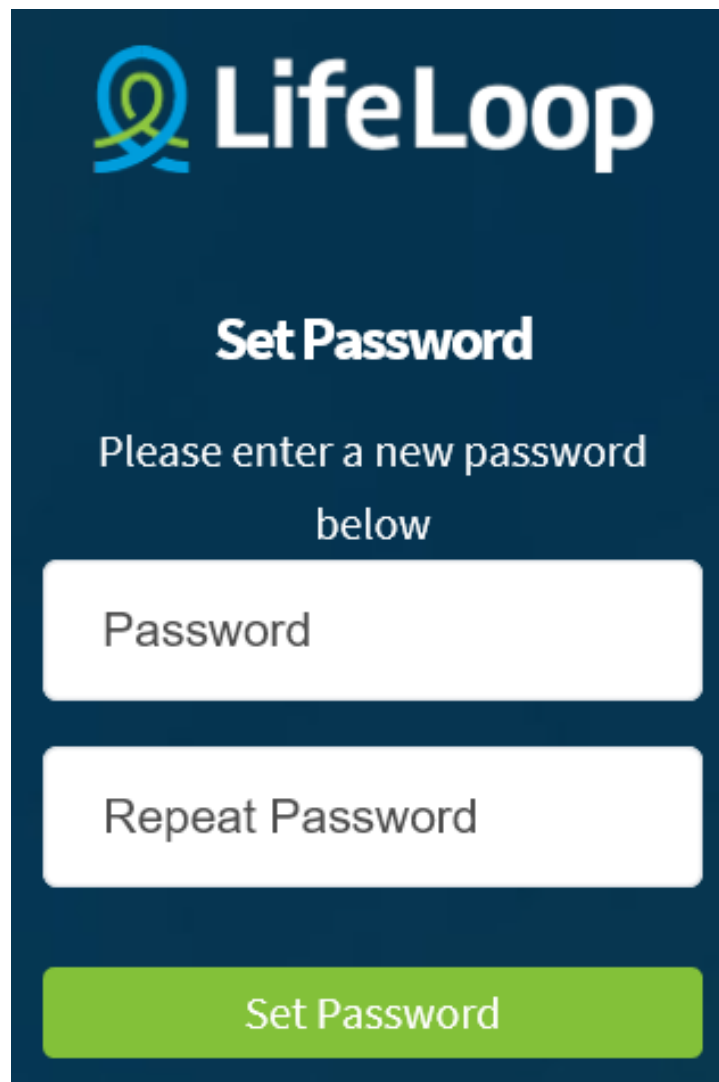
Log In


# GETTING LOGGED IN

IF YOU HAVE AN EMAIL ADDRESS

## STEP 3

Create your password and click the green "Set Password" button.

A screenshot of the LifeLoop 'Set Password' form. The form has a dark blue background. At the top is the LifeLoop logo, which consists of a stylized 'Q' made of two overlapping loops (one blue, one green) followed by the text 'LifeLoop' in white. Below the logo, the title 'Set Password' is centered in white. Underneath the title, the instruction 'Please enter a new password below' is centered in white. There are two white input fields with rounded corners. The first field is labeled 'Password' and the second is labeled 'Repeat Password', both in dark grey text. At the bottom of the form is a green button with rounded corners and the text 'Set Password' in white.

 **LifeLoop**

**Set Password**

Please enter a new password  
below

Password

Repeat Password

Set Password

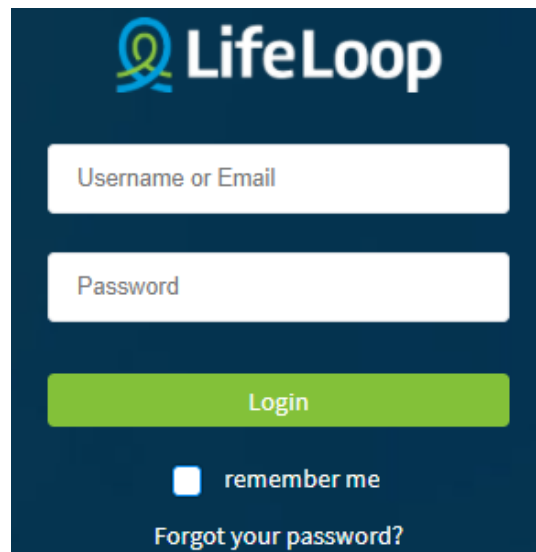
# GETTING LOGGED IN

IF YOU HAVE AN EMAIL ADDRESS

## STEP 4

Login with your email and set password at **LifeLoopApp.com** or **LifeLoop Mobile App**.

(Staff may provide a login card to store this information).

A screenshot of the LifeLoop login interface. It features a dark blue background with the LifeLoop logo at the top. Below the logo are two white input fields: "Username or Email" and "Password". A green "Login" button is positioned below these fields. At the bottom, there is a "remember me" checkbox and a link that says "Forgot your password?".

LifeLoop

Username or Email

Password

Login

☐ remember me

[Forgot your password?](#)

## STEP 5

If ever you would like to change your password, simply go to "My Profile" once logged in to do so.

### My Profile

\* indicates a required field

\*You may log in with either a username or an email address

Username

Email

Password

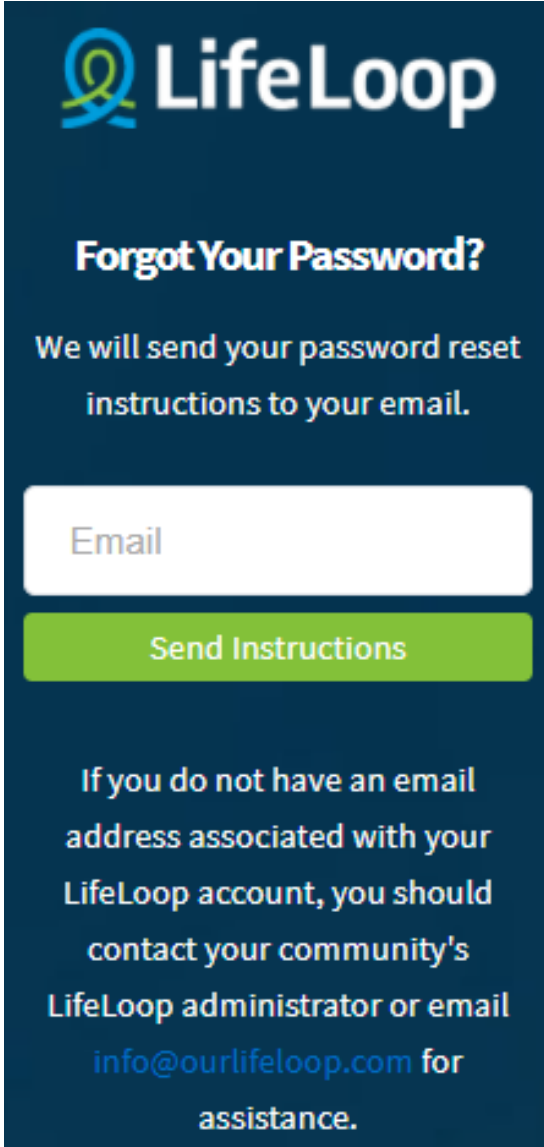
Confirm

# GETTING LOGGED IN

IF YOU HAVE AN EMAIL ADDRESS

## STEP 6

If you forget your password, go to LifeLoopApp.com and enter your email into the "Forgot My Password" field. This will send a link to reset your password directly to your email address.



The screenshot shows a dark blue mobile app interface for LifeLoop. At the top is the LifeLoop logo. Below it is the heading 'Forgot Your Password?' in white. A message states: 'We will send your password reset instructions to your email.' There is a white text input field labeled 'Email'. Below the input field is a green button labeled 'Send Instructions'. At the bottom, there is a paragraph of white text: 'If you do not have an email address associated with your LifeLoop account, you should contact your community's LifeLoop administrator or email [info@ourlifeloop.com](mailto:info@ourlifeloop.com) for assistance.'

# GETTING LOGGED IN

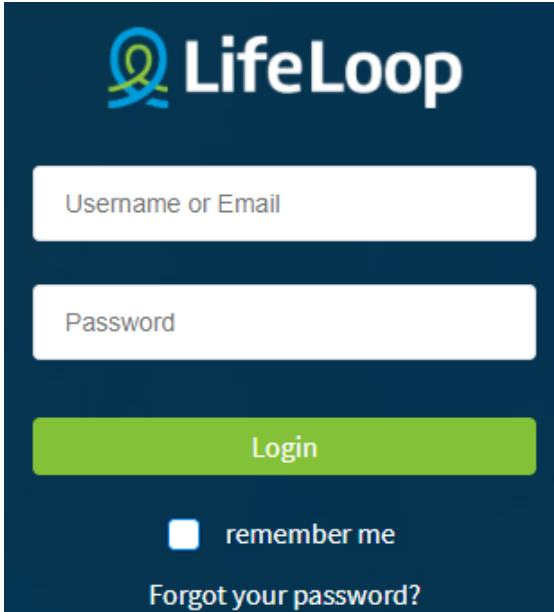
IF YOU DO NOT HAVE AN EMAIL ADDRESS

## STEP 1

Staff will let you know your username and password.

## STEP 2

Go to LifeLoopApp.com or the LifeLoop Mobile App and login with the provided username and password. (Staff may provide a login card with this information).

A screenshot of the LifeLoop login interface. It features a dark blue background with the LifeLoop logo at the top. Below the logo are two white input fields: 'Username or Email' and 'Password'. A green 'Login' button is positioned below the password field. At the bottom, there is a 'remember me' checkbox and a link that says 'Forgot your password?'.

## STEP 3

If you forget your password, notify community staff and they will reset it for you.