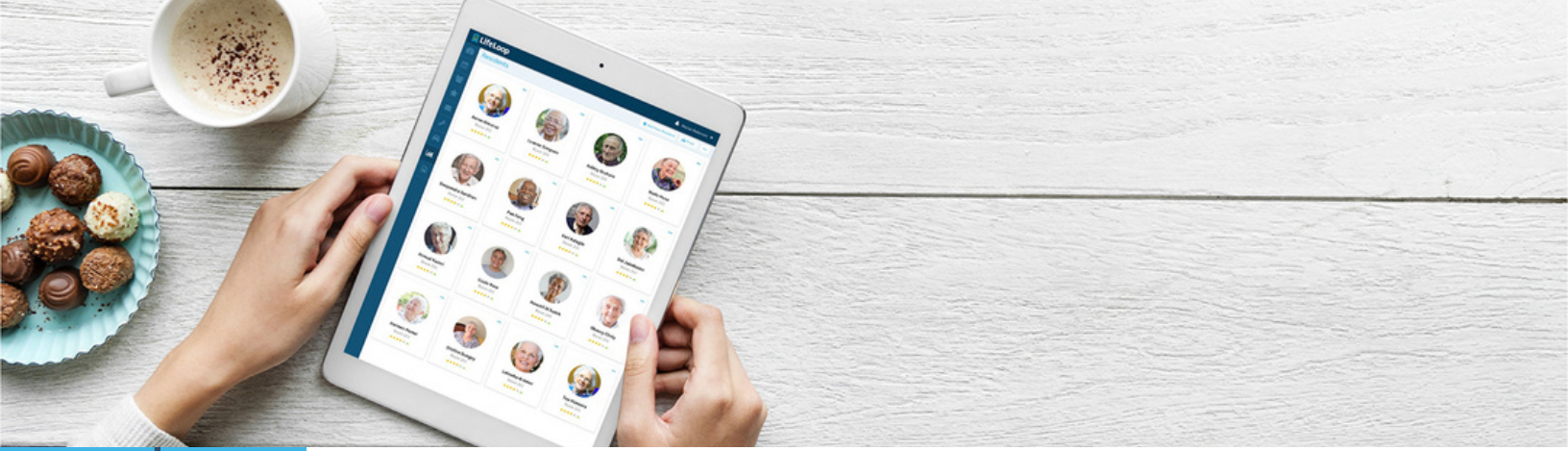


# RESIDENT PORTAL

## User Instructions



# INDEX

<b>Section 1</b>	Resident Portal Benefits.....	pg 1
<b>Section 2</b>	Getting Logged In.....	pg 2-6
<b>Section 3</b>	Managing Notifications.....	pg 7-9
<b>Section 4</b>	Main Menu.....	pg 10
<b>Section 5</b>	Calendar.....	pg 11-13
<b>Section 6</b>	Announcements.....	pg 15-16
<b>Section 7</b>	Messages.....	pg 17-19
<b>Section 8</b>	Newsletter.....	pg 20
<b>Section 9</b>	Photos.....	pg 21-22
<b>Section 10</b>	Work Requests.....	pg 23-24
<b>Section 11</b>	Transportation.....	pg 25-27
<b>Section 12</b>	Directory.....	pg 28-33
<b>Section 13</b>	Continued Learning.....	pg 34

# 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 WORK  
REQUEST &  
TRANSPORTATION  
IF OFFERED BY  
YOUR COMMUNITY**

# RESIDENT PORTAL

## GETTING LOGGED IN WITH 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.



---

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](#)

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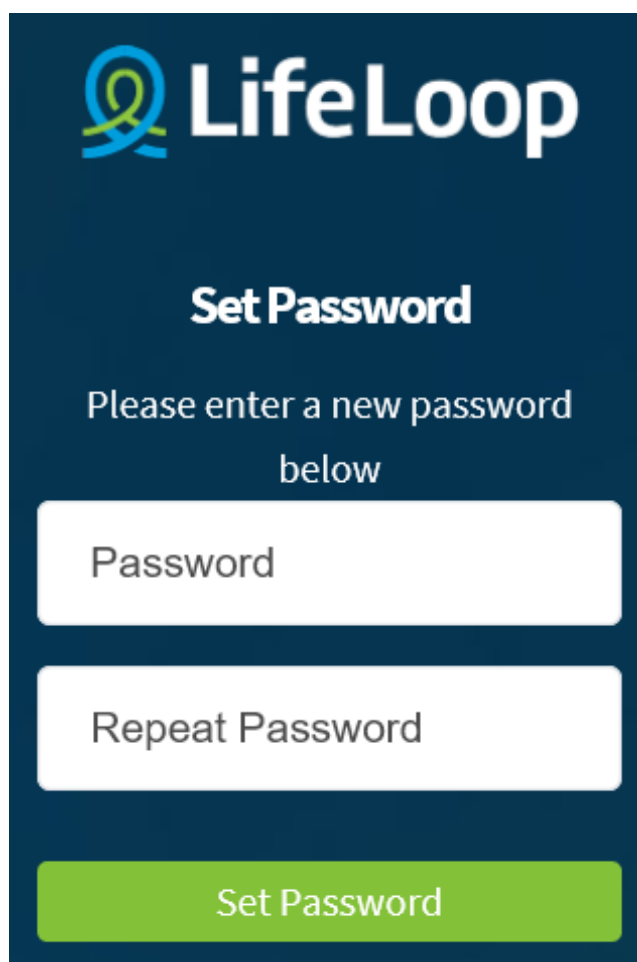



# RESIDENT PORTAL

GETTING LOGGED IN WITH AN EMAIL ADDRESS

## STEP 3

Create your password and click on **Set Password**.

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 blue and green lines followed by the text 'LifeLoop' in white. Below the logo, the text 'Set Password' is centered in white. Underneath, it says 'Please enter a new password below' in white. There are two white input fields: the first is labeled 'Password' and the second is labeled 'Repeat Password'. At the bottom of the form is a green button with the text 'Set Password' in white.

 LifeLoop

**Set Password**

Please enter a new password  
below

Password

Repeat Password

Set Password

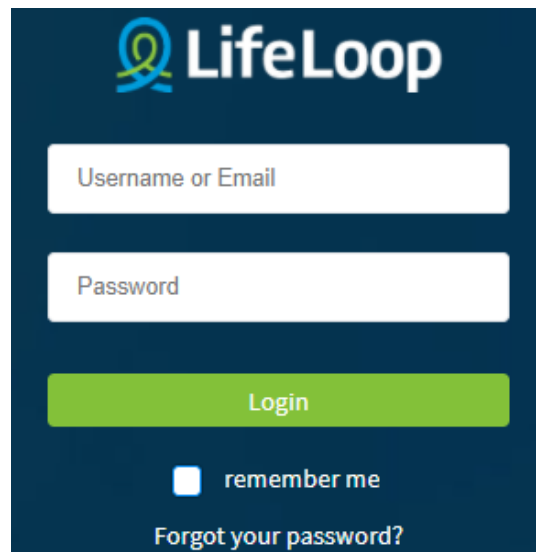
# RESIDENT PORTAL

## GETTING LOGGED IN WITH 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?'.

### 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

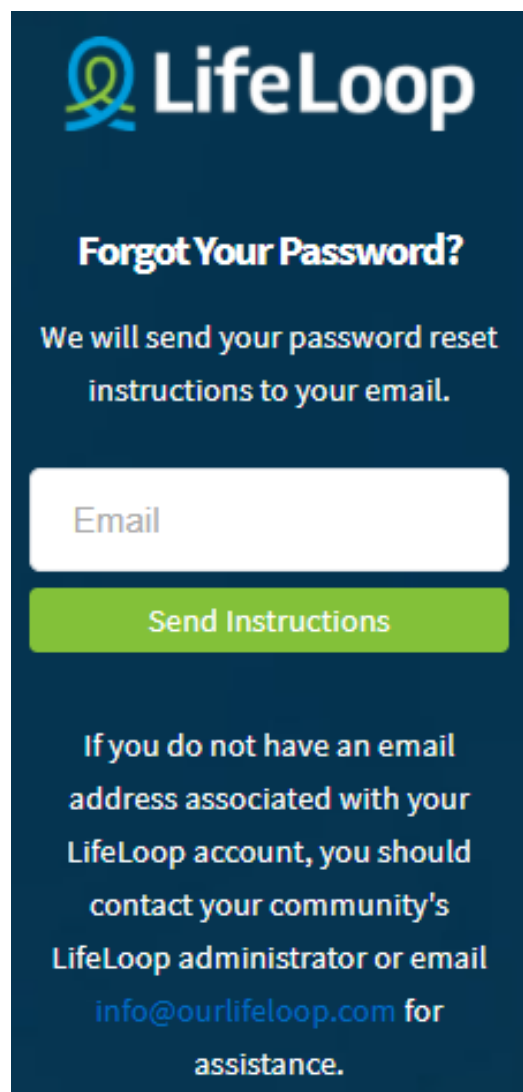
Confirm


# RESIDENT PORTAL

## GETTING LOGGED IN WITH 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.



 LifeLoop

**Forgot Your Password?**

We will send your password reset instructions to your email.

Email

Send Instructions

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.

# RESIDENT PORTAL

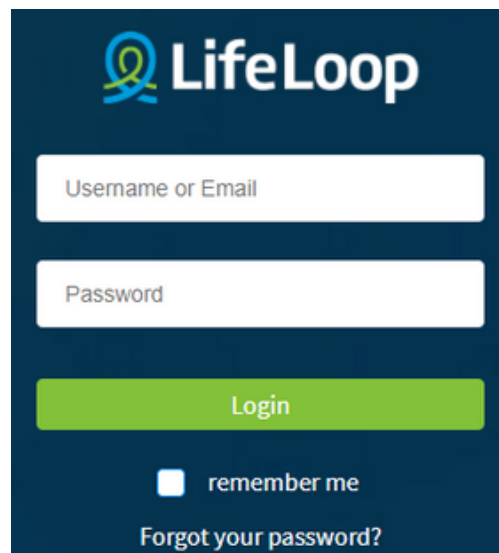
GETTING LOGGED IN IF YOU DO NOT HAVE AN EMAIL ADDRESS

## 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 'Forgot your password?' link.

LifeLoop

Username or Email

Password

Login

☐ remember me

[Forgot your password?](#)

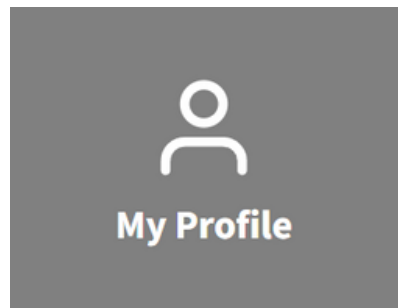
## STEP 3

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



# RESIDENT PORTAL

## MANAGING NOTIFICATIONS



### SET NOTIFICATIONS

Under **My Profile** you have the option to choose how you would like to be notified for different items. Click on **Notifications** from the options to your left to set your preferences. For each notification offered, check the box(es) under how you would like to receive it.

## Edit My Profile

[← back to Dashboard](#)

Profile

**Notifications**

Account

# RESIDENT PORTAL

## MANAGING NOTIFICATIONS

### ► NOTIFICATION TYPES

You can choose if you want your notifications to appear in the app, by text message and/or to your email. Just click the corresponding check box to select how you would like to be notified. Then hit **Save Notifications** on the bottom when completed.

#### Notifications

	IN APP	TEXT	EMAIL
Activity Cancellation	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Activity Reminder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Messages</b>			
↳ Messages - New Announcement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
↳ Messages - New Message	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
↳ Messages - Newsletter Published	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Transportation</b>			
↳ Transportation - New Comment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
↳ Transportation - Reminder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
↳ Transportation - Status Change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Work Request</b>			
↳ Work Request - New Comment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Work Request - Status Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Save Notifications

# RESIDENT PORTAL

## MANAGING NOTIFICATIONS



### NOTIFICATION DESCRIPTIONS

- **Activity Registration Reminder** - Reminder 1 hour prior to an activity that you are registered for.
- **New Announcement** - Your community has sent a new announcement.
- **New Message** - A message is in your inbox.
- **Newsletter Published** - Your community has posted a newsletter.
- **New Transportation Comment** \*- Your community has posted a comment on your arranged transportation.
- **Transportation Reminder** \*- Reminder 1 hour prior to your approved transportation request.
- **Transportation Status Change** \*- There is a status change on your transportation request.
- **Work Request Status Change** \*- There is a status change on your maintenance request.
- **New Work Request Comment** \*- Your community has posted a comment on your maintenance request.

\*Only Available at Select Communities

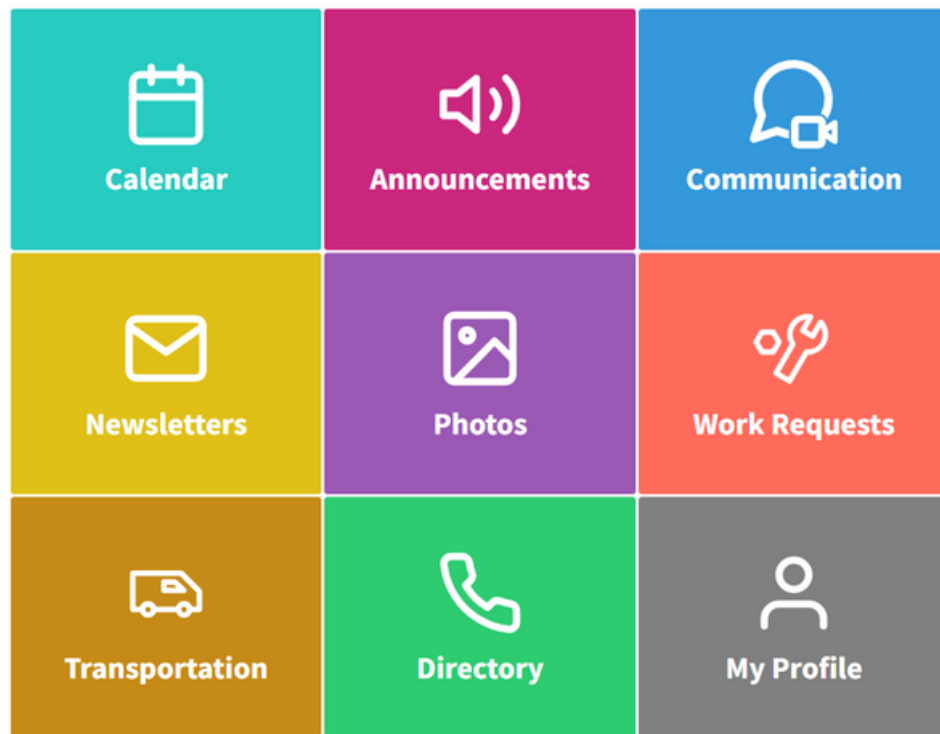
# RESIDENT PORTAL

## MAIN MENU




### FEATURE MENU

Anytime you would like to go back to the main menu, select **Home** on the top left-hand side of your screen.



### LEARNING COMMUNITY



If you have questions on LifeLoop, the  on the top right-hand corner will take you to the LifeLoop Learning Community. It has frequently asked questions, videos and documents to provide you with a better user experience.

# RESIDENT PORTAL

## CALENDAR



Calendar



### MY CALENDAR

Easily view and sign-up for activities that interest you. Simply click on different days to view the activities that are offered.



### VIEWING OPTIONS

Click the arrows on the top right-hand side to navigate to different days. You can also view an entire week or month by selecting **Week** or **Month**.

« < Today > »

Day

Week

Month

# RESIDENT PORTAL

## CALENDAR



### REGISTER FOR AN ACTIVITY

To register for an activity, simply click on **+ Register** on the right-hand side of your chosen activity. Once registered, the button will turn blue.

**+ Register**

**✓ Registered**



### JOIN A WAITLIST

To get put on a waitlist for an activity, click **+ Join Waitlist**. Once you have joined the waitlist, the button will turn blue and will tell you which position you are in for the waitlist.

**+ Join Waitlist**

**✓ Waitlisted #1**



### CALENDAR OPTIONS

To navigate between your community calendar and your personal calendar, use the toggle on the top left-hand side.

**Community Calendar**

**My Calendar**

# RESIDENT PORTAL

## CALENDAR

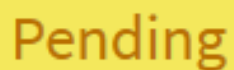
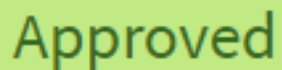
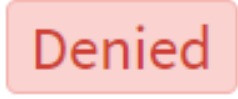
### ➤ MY CALENDAR

Your **My Calendar** will show only activities that you have attended, have registered for or are on the waitlist for as well as any transportation requests.

Community CalendarMy Calendar

### ➤ TRANSPORTATION REQUESTS

If you requested transportation from your community, the request will show **Pending** on your personal calendar until the community has approved or denied the request.

PendingApprovedDenied

# RESIDENT PORTAL

## ANNOUNCEMENTS



### Announcements

#### STEP 1

To view and reply to an announcement, click on the Announcements Icon.

#### STEP 2

Click on the name of the announcement you would like to view.

#### STEP 3

To reply, click on the box on the bottom of the page and start typing. When your message is complete, click **Send Reply**.

Send Reply



# RESIDENT PORTAL

## ANNOUNCEMENTS

### STEP 4

If your community has added an attachment to their announcement, you can click on the attachment at the bottom of the announcement to view it.

#### ← Announcement Details

#### Menus

Assisted Living

Residents

#### Email Announcement Body

Attached

Sent By  
Sent On

Megan King  
March 13th 2020

Attachments

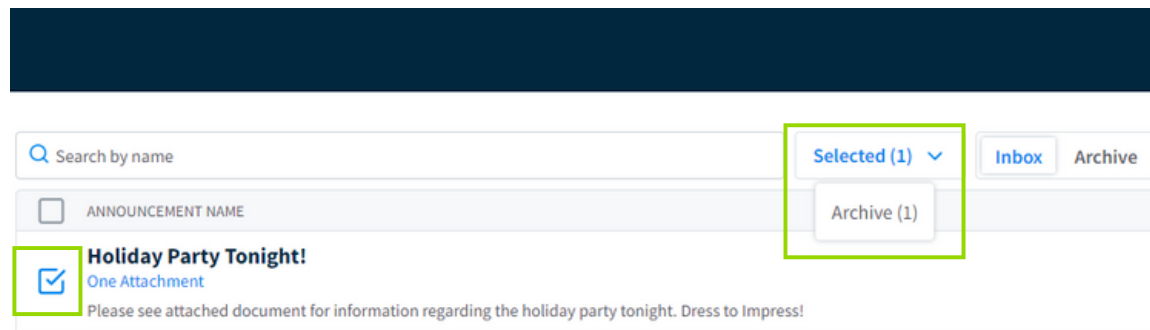
 comment1.png

# RESIDENT PORTAL

## ANNOUNCEMENTS

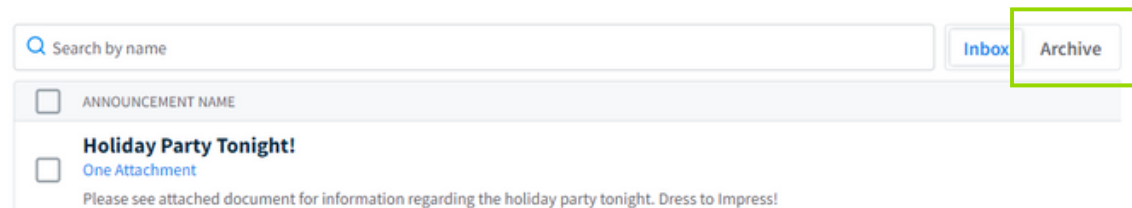
### STEP 5

To archive announcements, select the checkbox to the left of the announcement. Then click on the **Selected** tab at the top right-hand side of your screen and choose **Archived**.



### STEP 6

To view archived announcements, click on **Archive** at the top right-hand side of your screen.



# RESIDENT PORTAL

## MESSAGES



### Communication

#### STEP 1

To send a new message to family or staff, select **New Message** on the upper left-hand side.



New Message

#### STEP 2

Select the blue arrows on the resident, connection or staff member you would like to message and click **Start Message Thread**.

**New Message Thread** ✕

Residents   Connections   Staff

Search for staff...   Assisted Living ▾

	Admin Staff	
	Beth James Activity Asst.	
	Brittany Tran Admissions	
	Cait Bell	
	Caroline Ebers Transportation	
	Claire Murnan	

**SELECTED (3)**

	Ana Sandoval Related to Alexa Edwards	
	Cheri Cordell Related to Alexa Edwards	
	Ann Smith	


Note: Replies to message threads are seen by all participants.   Cancel   Start Message Thread

# RESIDENT PORTAL

## MESSAGES

### STEP 3

Type your message in the white text box and hit **Send**.


 Ana Sandoval, Ann Smith, Cheri Cordell

Cancel

Confirm

March 9th 2021

 **Alexa Edwards** 10:24 am  
Hello and welcome to LifeLoop.

 Hello!

Send

# RESIDENT PORTAL

## MESSAGES



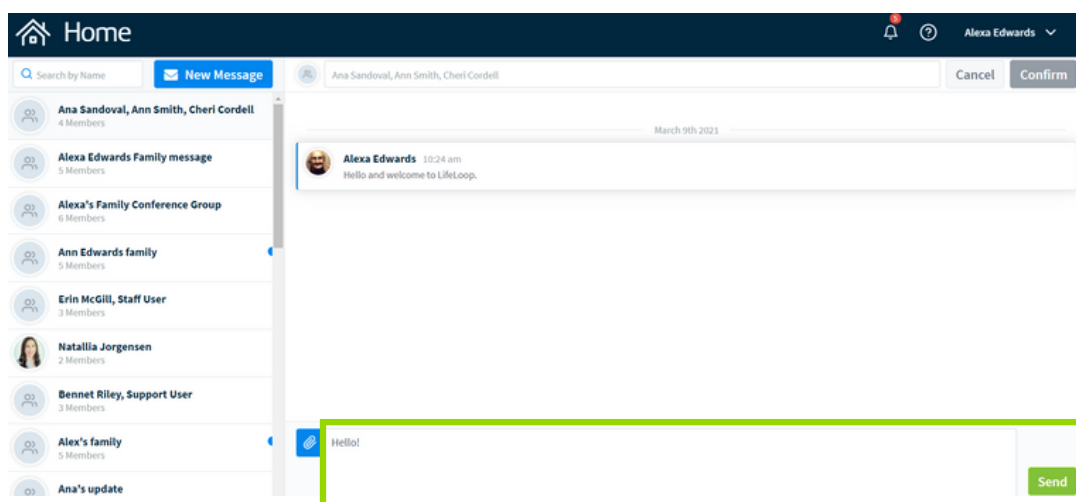
### Communication

#### STEP 1

To respond and reply to a message, click on the person you would like to view in the left panel that displays the list of your current conversations.

#### STEP 2

To reply, click in the white text box and type. When you are finished, hit **send**.



# RESIDENT PORTAL

## NEWSLETTER



Newsletters

### STEP 1

To view a newsletter, click on the Newsletters Icon.

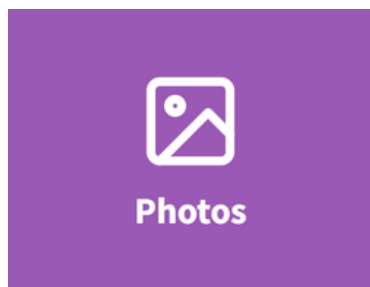
### STEP 2

Click the download button next to the newsletter you would like to download. You will now be able to open and read the newsletter on your device.



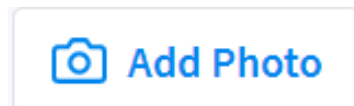
# RESIDENT PORTAL

## PHOTOS



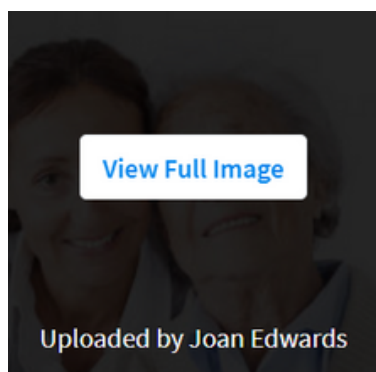
### STEP 1

To share photos with your loved ones, select **Add Photo** on the top right-hand corner. Then select which photos you would like to upload from your device.



### STEP 2

To view photos provided by your loved ones, simply hover your mouse over the image you would like to view and click on **View Full Image**.



# RESIDENT PORTAL

## PHOTOS - SAVING TO YOUR DEVICE



Photos

### STEP 1

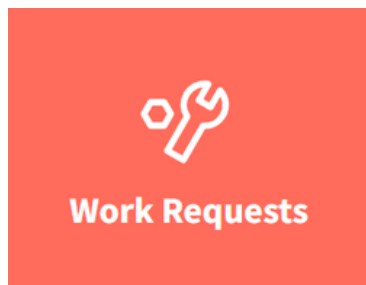
To save photos on your device, click on the image you would like to save, and select **Download** on the top right-hand corner.





# RESIDENT PORTAL

## WORK REQUESTS-SUBMITTING A REQUEST



**Note:** If your community offers Work Requests within LifeLoop, you will see this icon.

### STEP 1

To submit a new work request, select **New Request** at the top right of your screen.

### STEP 2

Fill out what work is requested and a short description. Click **Submit Request**. Once submitted see the request and if it is **Open**, **In Progress** or **Closed** in the work request list.

● Open  
In To-Do List

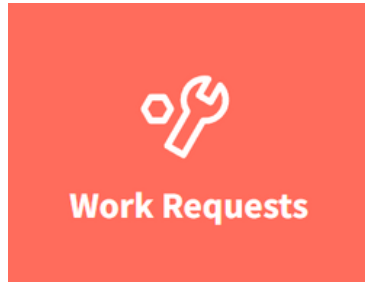
● Completed  
Upcoming

● Cancelled  
Upcoming

● In Progress  
a month ago

# RESIDENT PORTAL

## WORK REQUESTS - CANCELLING A WORK REQUEST



### STEP 1

To cancel a work request, find your work request in the work request list.

#### Work Requests

[Filters \(0\)](#)

REQUEST NAME	CREATED DATE
Maintenance - #MR000765 Clean my Fireplace 338	3 days ago

### STEP 2

If you would like to cancel your request simply click into the request.

### STEP 3

Click **Cancel Request** on the top right-hand corner.

[Cancel Request](#)

# RESIDENT PORTAL

## TRANSPORTATION-SUBMITTING A REQUEST



### Transportation

*Note: If your community offers transportation within LifeLoop, you will see this icon.*

### STEP 1

To submit a new request to your community, select **New Request** at the top right of your screen.

**+ New Request**

### STEP 2

Fill out the **Destination Name**, the **Drop Off/Appointment Time** and the **Pick-up Time**. It is optional to fill in **Address** and **Comments**.

# RESIDENT PORTAL

## TRANSPORTATION-SUBMITTING A REQUEST

### STEP 3

Once completed, click **Submit**

**Request.** Once submitted see the request and if it is Approved, Pending or Denied in the transportation request list.

Note: Transportation requests are also viewable on your My Calendar.

Create New Request

 Pending

**Appointment:** 04/15 at 11:00 am

 Denied

**Appointment:** 03/29 at 11:00 am

 Approved

**Appointment:** 03/27 at 03:00 pm

**Pick Up:** 03/27 at 05:00 pm

# RESIDENT PORTAL

## TRANSPORTATION - CANCELLING A REQUEST



### Transportation

#### STEP 1

To cancel a request, find your transportation request in the transportation request list.

#### Transportation

[Filters \(0\)](#)[View Details](#)

#### Omaha's Henry Doorly Zoo and Aquarium

Omaha's Henry Doorly Zoo and Aquarium 3701 S  
10th St, Omaha, NE 68107, United States

#### STEP 2

If you would like to cancel your request, simply click **View Details** on the request.

[View Details](#)

#### STEP 3

Click on **Cancel Request** on the top right-hand corner.

[Cancel Request](#)

# RESIDENT PORTAL

## DIRECTORY



Directory

### STEP 1

To connection with other residents, click on the **Residents** contact group on the left-hand side. Here you can view other resident's unit number, phone number, email address or to message other residents,

Contact Groups



Residents

### STEP 2

Scroll through the resident list to find the resident you would like to contact. If you would like to send a message through LifeLoop, select **Send Message** to the right of their contact information.



Alexa Edwards

info@ourlifeloop.com

(402) 720-6415

unit 338

Send Message

28

# RESIDENT PORTAL

## DIRECTORY

### STEP 1

To opt-out of the directory, click **Opt-Out of Directory** on the top right-hand side. A box will then pop up asking if you are sure you want to Opt-Out. To confirm you want out of this list, click on **Opt-Out**. Opting-Out will remove your information in the Resident Directory,

**Opt-Out of Directory**

**Resident Directory Opt-...**



Are you sure you want to opt-out of the resident directory?

You will become hidden from other residents and will not receive messages from them. You will be able to regain access after opting-out.

Cancel

**Opt-Out**

# RESIDENT PORTAL

## DIRECTORY



Directory

### STEP 1

To connect with staff, click on the **Staff** contact group on the left-hand side. Here you can view staff members email addresses or to message staff,



Staff

### STEP 2

Scroll through the staff list to find the staff you would like to contact. If you would like to send a message through LifeLoop, select **Send Message** to the right of their contact information.



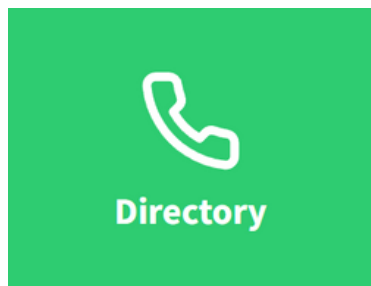
Admin Staff

Send Message



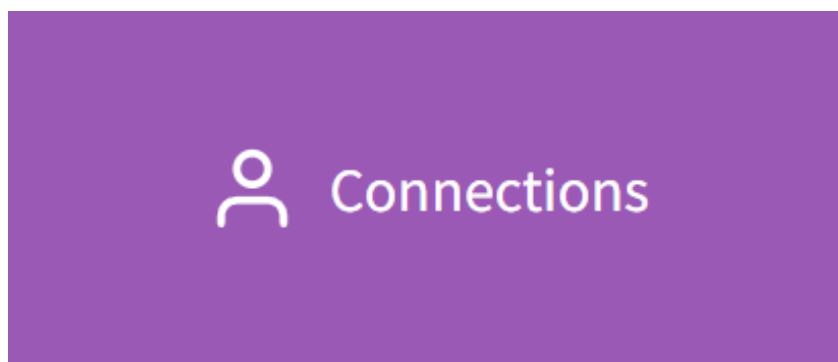
# RESIDENT PORTAL

## DIRECTORY



### STEP 1

To connect with your loved ones, click on the **Connections** contact group on the left-hand side. Here you will find your loved ones contact information, message your loved ones, or invite your loved ones to join LifeLoop.



*Note: If your family is connected, they can view the community calendar, share and view photos and send messages.*

*If your community offers it, family members can also input maintenance and transportation requests on your behalf.*

# RESIDENT PORTAL

## DIRECTORY

### STEP 2

Scroll through your connections list to find the connection you would like to message. If you would like to send a message through LifeLoop, select **Send Message** to the right of their contact information.



Ana Sandoval  
anas@fieldstonecommunities.com

Send Message

### STEP 3

To Invite a new connection, click on **Invite New Connection** on the top-right hand side. If you need assistance, the staff at your community can also invite new connections for you.

Invite New Connection

### STEP 4

Provide your loved ones first name, last name and email address. Once information is provided, you can then click on **Invite New Connection**.

#### Invite Connection



Inviting someone as a connection may grant them access to view your activity feed, calendar, photos, and messaging.

Connection Name (required)

John

Doe

Email Address (required)

jdoe@gmail.com

Cancel

Invite New Connection

# RESIDENT PORTAL

## DIRECTORY



Directory

### STEP 1

To find your community information, go to the **Community Contact Group**. Here you will access the community address and phone number.



Community

## Community Information

### Assisted Living

4029153860

11421 Davenport Street

Omaha, NE 68154

# RESIDENT PORTAL

## 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.