

LIFELOOP RESIDENT PORTAL

Staff Instructions












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LIFELOOP RESIDENT PORTAL

RESIDENT PORTAL BENEFITS

- ✓ **STAY IN TOUCH WITH FAMILY & FRIENDS**
- ✓ **VIEW AND SIGN UP FOR COMMUNITY ACTIVITIES**
- ✓ **BE INDEPENDENT & UP-TO-DATE**
- ✓ **SHARE SPECIAL MOMENTS WITH PHOTOS & MESSAGES**
- ✓ **SUBMIT WORK REQUESTS & REQUEST TRANSPORTATION
*IF OFFERED BY YOUR COMMUNITY**

 Calendar	 Announcements	 Communication
 Newsletters	 Photos	 Work Requests
 Transportation	 Directory	 My Profile

LIFELOOP RESIDENT PORTAL

RESIDENTS WITH EMAIL ADDRESSES

STEP 1

When adding a resident in LifeLoop, open the Account tab. You will notice a username and email option. The username will autofill based on the residents first and last name and availability. This can be manually edited if you would like to change it. Add the residents email address to the email line.

Edit Resident

[← back to Alexa](#)

Profile

Additional

Attachments

Notifications

Account

! Every user in LifeLoop requires either a unique username or a valid email address.

Email

info@ourlifeloop.com

Username

alex.edwards

STEP 2

Click Save Account.

Save Account

LIFELOOP RESIDENT PORTAL

RESIDENTS WITH EMAIL ADDRESSES

STEP 3

Once you select Save Account, the Send Welcome Email button will now appear. (Sending a welcome email will allow the resident to set their own password and receive access to their specified communities.)

[Send Welcome Email](#)

STEP 4

This email will come from support@ourlifeloop.com and will have a subject line of "Welcome to LifeLoop". Once the email is received, they will select the Register button and set their own password. This welcome email will expire within 2 weeks of the date sent.



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](#)



LIFELOOP RESIDENT PORTAL

RESIDENTS WITH CELLPHONE NUMBERS ONLY

STEP 1

When adding a resident in LifeLoop, open the Profile tab. You will notice a phone option. Enter the residents cell phone number in this phone tab on their profile.

Edit Resident

[← back to Alexa](#)

Profile

Additional

Attachments

Notifications

Account



Change Image | v

First Name (required)

Alexa

Last Name (required)

Edwards

Preferred Name

Alex

Date of Birth

1934



Aug



9



Gender

Male

Female

Phone

(402) 555-5555

LIFELoop RESIDENT PORTAL

RESIDENTS WITH CELLPHONE NUMBERS ONLY

STEP 2

Open the Account tab. You will notice a username autofilled. The username will autofill based on the residents first and last name and availability. This can be manually edited if you would like to change it.

Edit Resident

[← back to Alexa](#)

Profile

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Account

! Every user in LifeLoop requires either a unique username or a valid email address.

Email

Username

alex.edwards

Take note of this username as this will be needed for the resident to login to their account.

STEP 3

Go back to the residents list. Select the check box next to the residents name that you will be sending the text invite to join LifeLoop.



LIFELOOP RESIDENT PORTAL

RESIDENTS WITH CELLPHONE NUMBERS ONLY

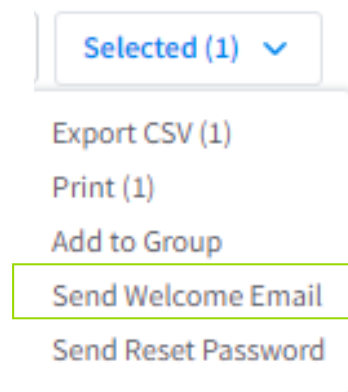
STEP 4

Click Selected on the top next to the search to pull down the options.



STEP 5

Click Send Welcome Email. This will send the resident a welcome text message.

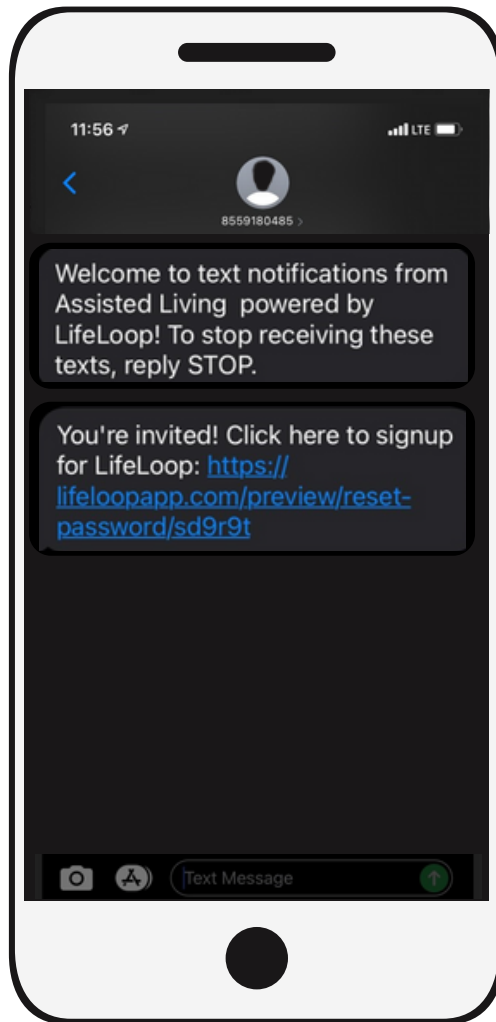


LIFELOOP RESIDENT PORTAL

RESIDENTS WITH CELLPHONE NUMBERS ONLY

STEP 6

Once the text is received, they will be invited to click a link to signup and set their own password. This link will expire within 2 weeks of the date sent.



STEP 7

Once their password is set, they can login with their username and password on the mobile app or website <https://lifelooppapp.com/login>.

LIFELOOP RESIDENT PORTAL

RESIDENTS WITHOUT EMAIL ADDRESSES OR PHONE NUMBERS

STEP 1

When adding a resident in LifeLoop, open the Account tab. You will notice a username and email option. The username will autofill based on the residents first and last name and availability. This can be manually edited if you would like to change it.

Edit Resident

[← back to Alexa](#)

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Account



Every user in LifeLoop requires either a unique username or a valid email address.

Email

info@ourlifeloop.com

Username

alexa.edwards

LIFELOOP RESIDENT PORTAL

RESIDENTS WITHOUT EMAIL ADDRESSES OR
PHONE NUMBERS

STEP 2

Enter the generic community password into the Password and Confirm Password area provided. This password must be 8 characters long.

Password

Confirm Password

Save Account

Delete Resident

Alternatively, you may sit with the resident and have them input their desired password. This is our recommendation from a security standpoint.

STEP 3

Click Save Account to Save their new password. Once a resident's password is saved, they will be able to login. Remind the resident to go to their profile and update/change this password once they login if a generic community password was used.

Save Account

LIFELOOP RESIDENT PORTAL

RESIDENTS WITHOUT EMAIL ADDRESSES OR
PHONE NUMBERS

STEP 4

Provide the resident with the resident login card. If you do not have the resident login card, please ask your LifeLoop Relationship Specialist.

RESIDENT LOGIN CARD



LifeLoop



Keep up-to-date with community **announcements & newsletters.**



Share special moments with families and friends through photos and messages.



Access community calendars & **sign-up for activities** or events.



Easily submit requests for **maintenance & transportation.***
*Not available at all communities.

Log into the Resident Portal at:
LifeLoopApp.com/login

Username: _____

Password: _____

Your community contact:

Download the LifeLoop App:



Download on the
App Store



GET IT ON
Google Play

This flyer is also located in the LifeLoop Learning Community in the Resident Portal Tab titled "Resident Login Card (Half-Sheet Flyer)".

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 or your Customer Relationship Specialist.