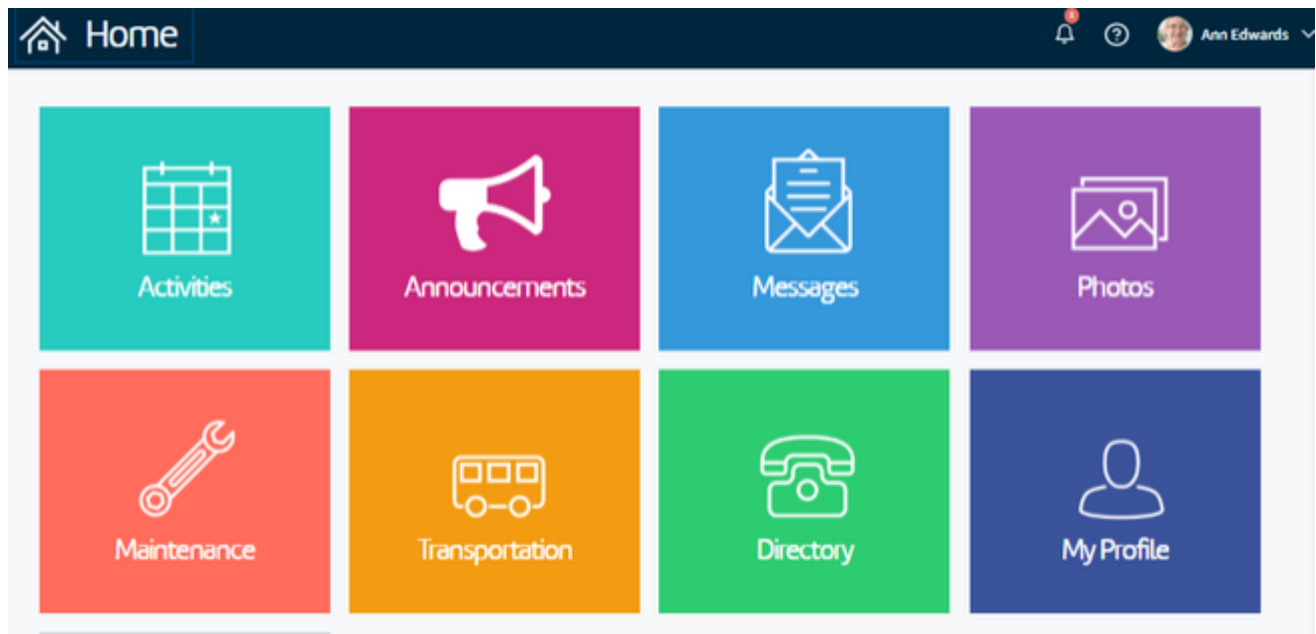


LifeLoop  
Trainings

# LIFELOOP RESIDENT PORTAL

## User Instructions

# LifeLoop Resident Portal Benefits



---

Stay in touch with family & friends

Request maintenance & transportation if offered by your community

Share special moments with photos & messages

Sign up for community activities

Be independent & up-to-date

---



# Getting Logged In

## IF YOU HAVE AN EMAIL .....

- If you have an email, provide it to the staff at your community. They will add you to LifeLoop and let you know what the password is.
- Login to your community URL with your email and provided password. (Staff may provide a login card with this information).
- If you would like to **change your password**, simply go to "My Profile" once logged in to do so.
- If you **forget your password**, go to the *community URL* and enter your email into the "Forgot My Password" field.

### My Profile

\* indicates a required field

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

Username

Email

Password

Confirm

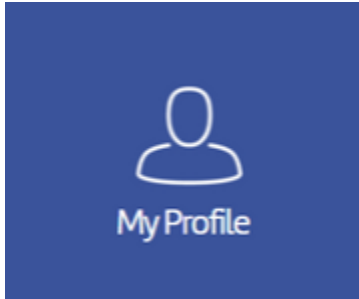
## IF YOU DO NOT HAVE AN EMAIL .....

- Staff will let you know your username and password.
- Go to your *community URL* and login with the provided username and password. (Staff may provide a resident login card with this information).
- If you forget your password, notify community staff and they will reset it for you.



# Managing Notifications

## MY PROFILE



- Under "My Profile" you have the option to choose how you would like to be notified for different items.
- You have the options of "in-app", "text" or "email".
- Check your preferred settings and then click "update my profile"

## NOTIFICATION TYPES

- **Activity Registration Reminder** - reminder 30 minutes prior to an activity that you are registered for.
- **Maintenance Request** - status change notifications
- **New Announcement**
- **New message**
- **Transportation Request** - status change notifications

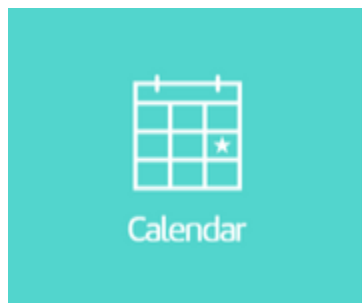
### Notifications

	IN APP	TEXT	EMAIL
Activity Registration Reminder	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintenance Request	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
New Announcement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
New Message	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Transportation Request	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

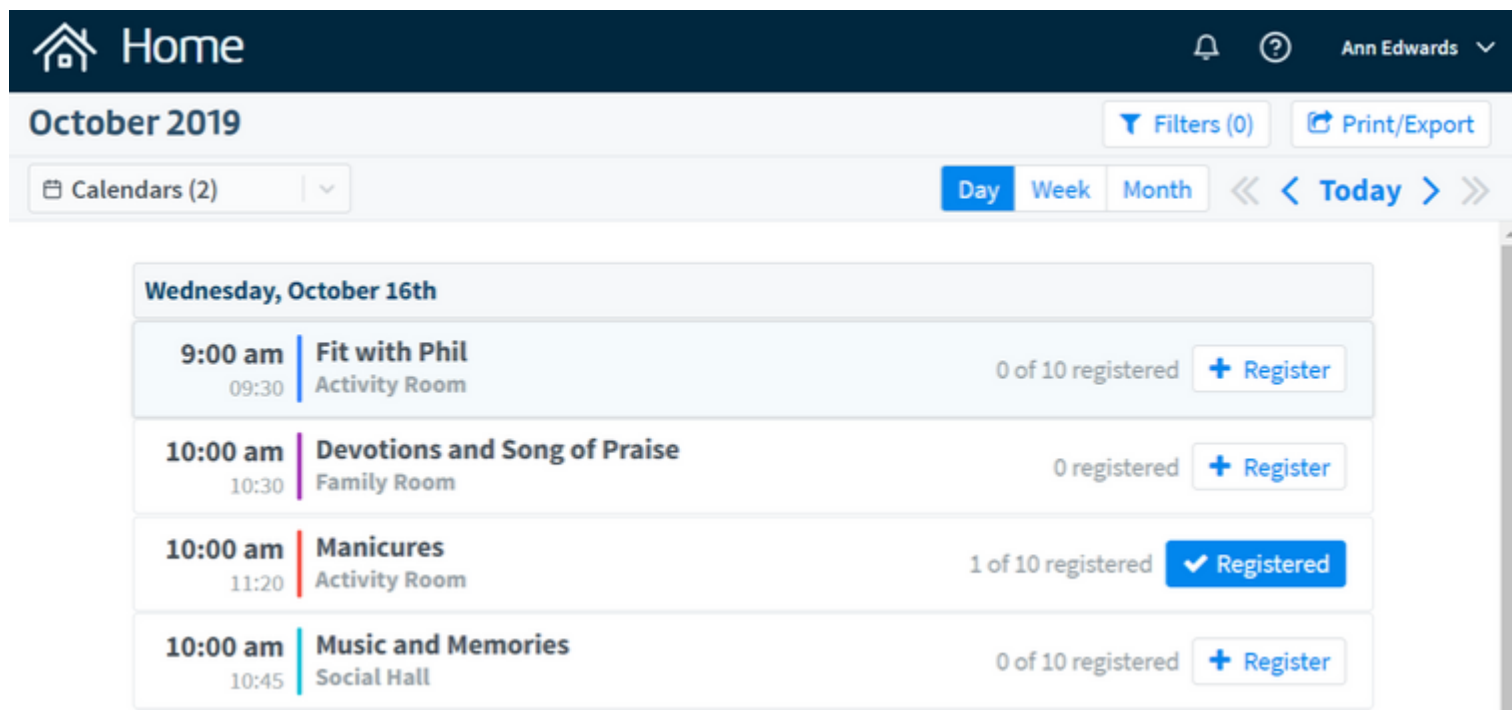


# Using LifeLoop

## ACTIVITIES



- Easily view and **sign-up** for activities that interest you.
- Simply click on different days to view the activities that are offered.
- To go back to the main menu – select "*Back to Home*" on the top left of your screen.

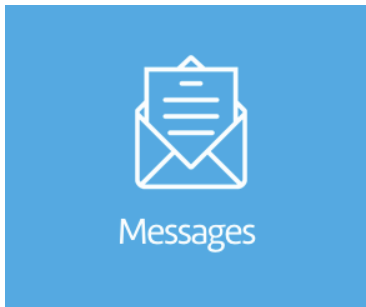
A screenshot of the LifeLoop application's "Home" page. The top navigation bar is dark blue with a home icon, the text "Home", a bell icon, a question mark icon, and the user name "Ann Edwards" with a dropdown arrow. Below this is a light blue header for "October 2019" with "Filters (0)" and "Print/Export" buttons. A secondary bar shows "Calendars (2)" with a dropdown arrow and view toggles for "Day", "Week", and "Month", along with navigation arrows and a "Today" button. The main content area is titled "Wednesday, October 16th" and lists four activities:

Time	Activity	Location	Registration Status	Action
9:00 am 09:30	Fit with Phil	Activity Room	0 of 10 registered	+ Register
10:00 am 10:30	Devotions and Song of Praise	Family Room	0 registered	+ Register
10:00 am 11:20	Manicures	Activity Room	1 of 10 registered	✓ Registered
10:00 am 10:45	Music and Memories	Social Hall	0 of 10 registered	+ Register

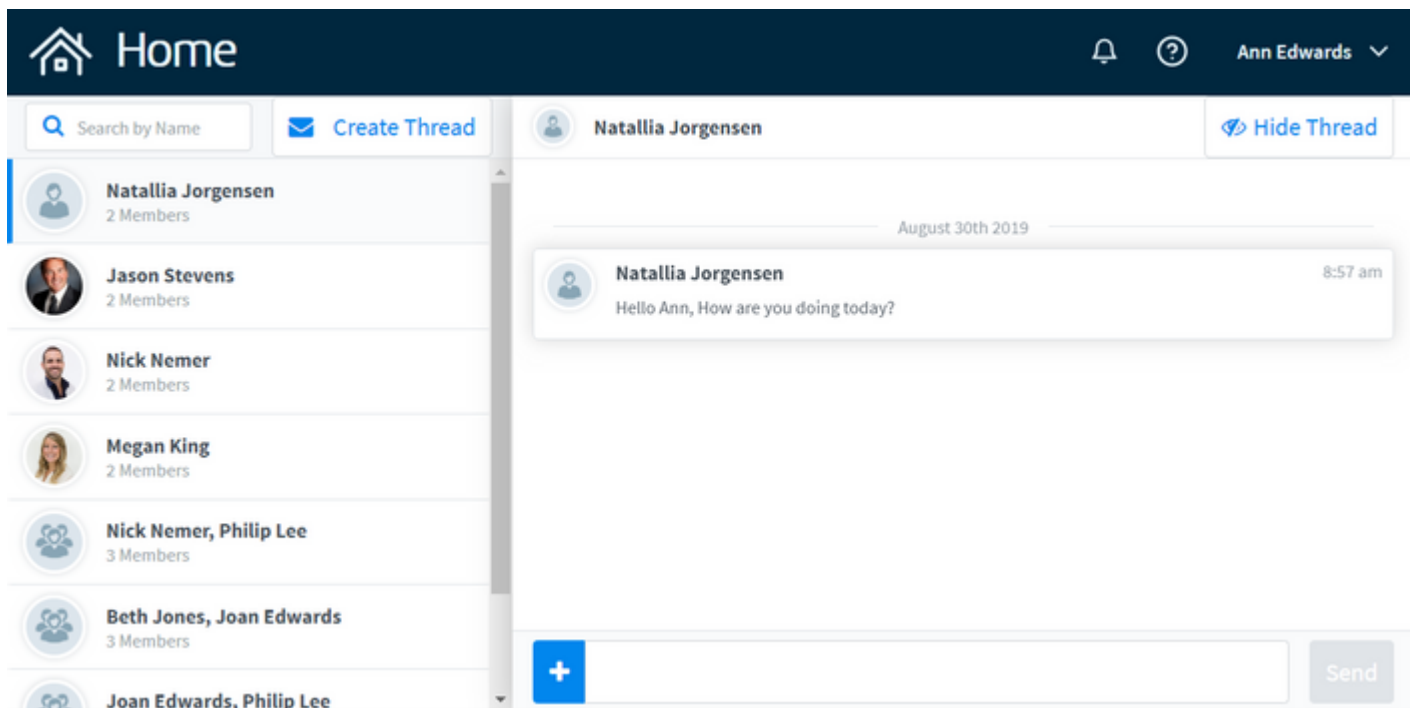


# Using LifeLoop

## MESSAGES



- Easily and conveniently send messages to Family or Staff.
- **To send a new message:**
  - Select “Create Thread” on the top left hand side.
  - Select the blue arrows on the connection or staff member you would like to message.
- **To read and reply to a message:**
  - Click on the person you would like to view in the left panel that hold the list of names.
  - To reply, click in the white text box and type. When you are finished, hit send.



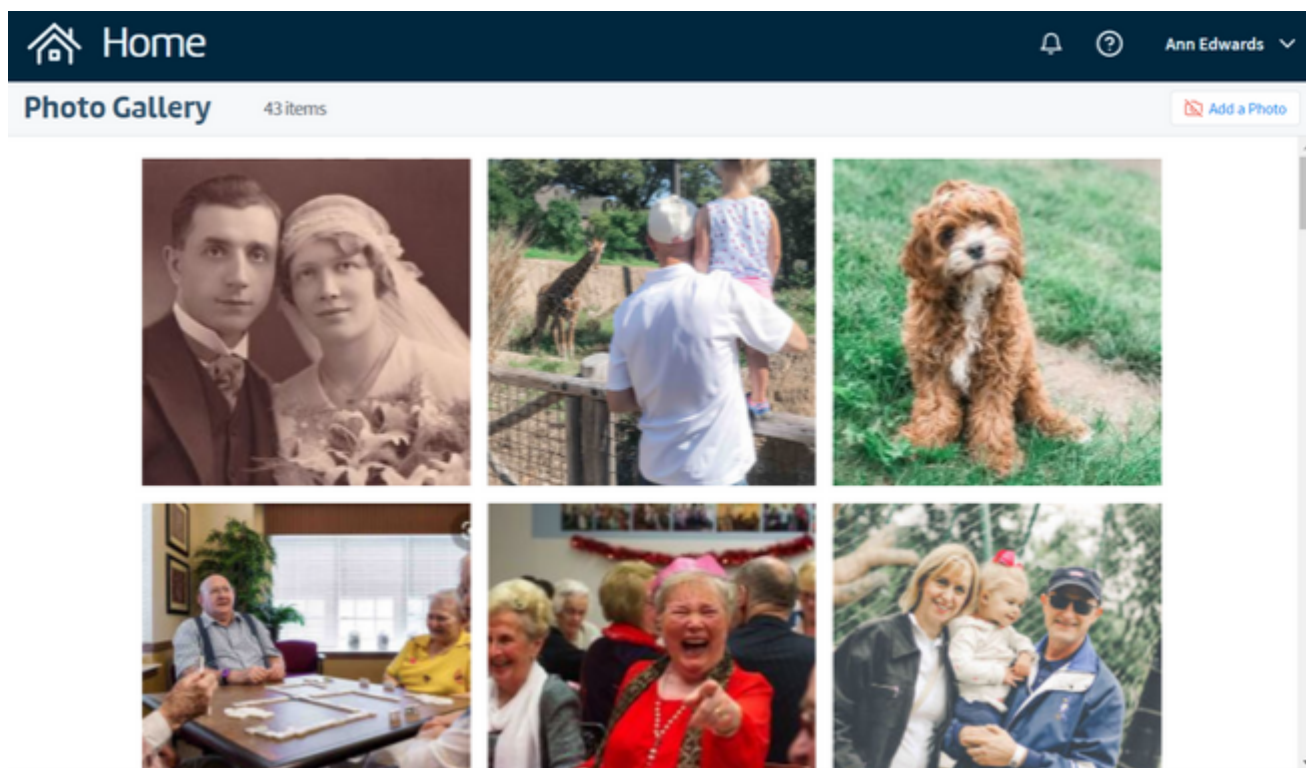
# Using LifeLoop

## PHOTOS .....



Photos

- By utilizing LifeLoop, Staff and Family can share photos with you.
- You can also share photos with family by selecting “**Add Photo**” on the top right hand corner.
- To go back to the main menu – select “*Home*” on the top left of your screen.

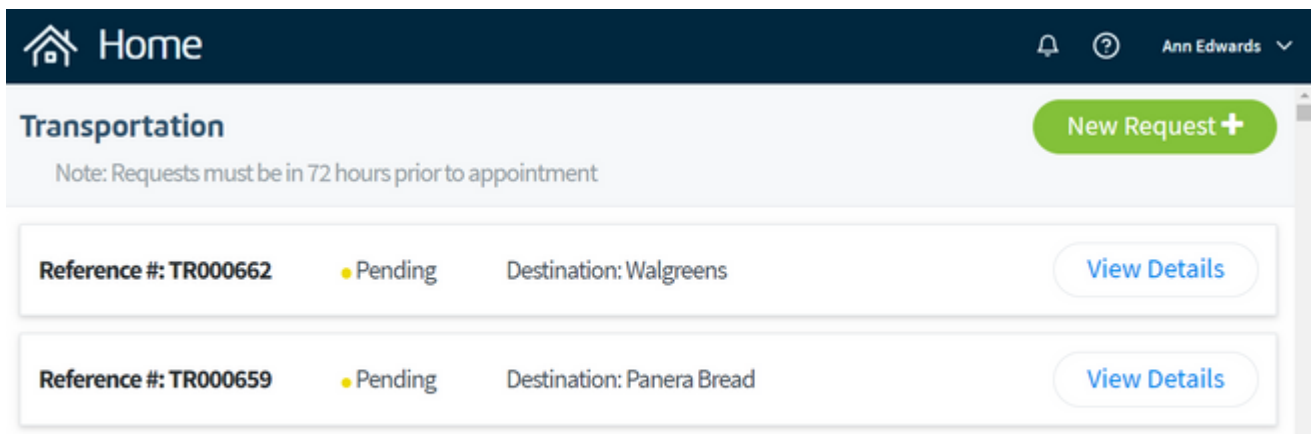


# Using LifeLoop

## TRANSPORTATION



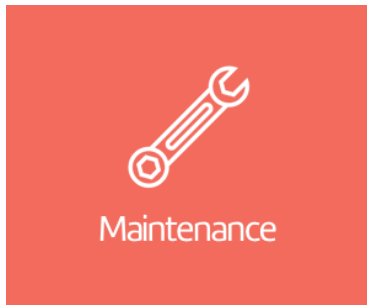
- If your community offers transportation within LifeLoop, you will see this icon and have the following functionality:
- Submit a new request & view all requests you have inputted:
  - Select "**New Request**" at the top right of your screen.
  - Fill out the "*Destination Name*", the "*Drop Off/Appointment Time*" and the "*Pick-up Time*".
  - It is optional to fill in "*Address*" and "*Comments*".
  - Once completed, click "**Submit Request**".
  - Once Submitted see the request and if it is "*Approved*", "*Pending*" or "*Denied*".
- If you would like to **cancel your request** simply click "*View Details*".
- To go back to the main menu – select "*Home*" on the top left of your screen.



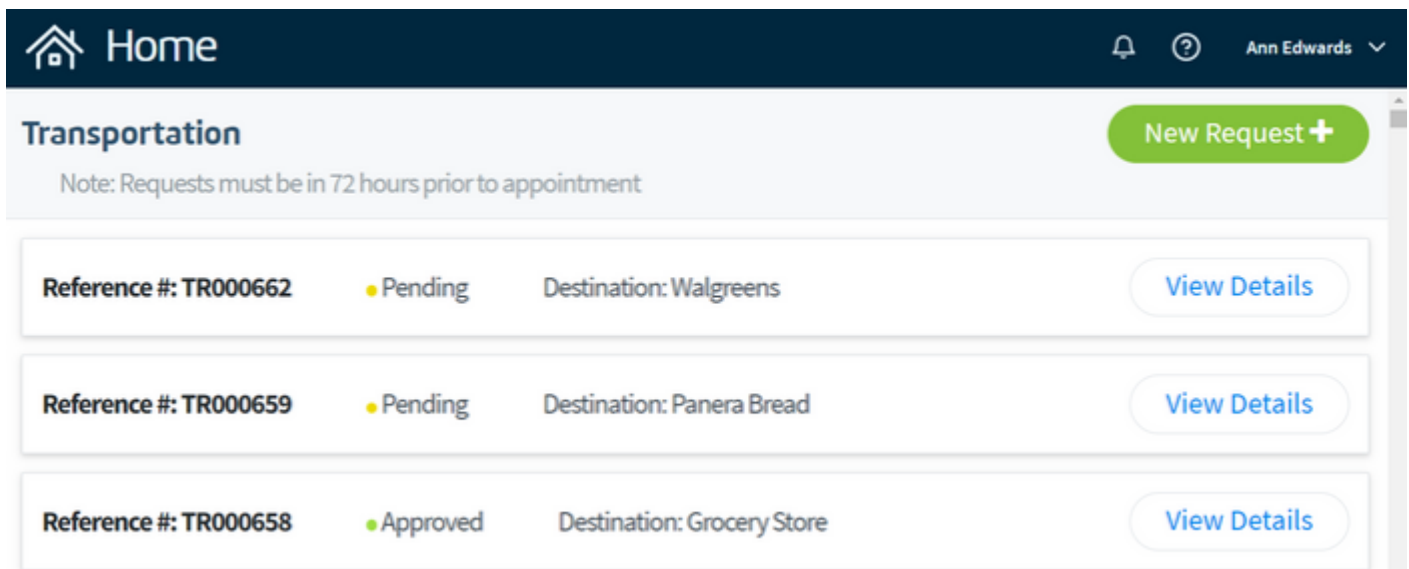


# Using LifeLoop

## MAINTENANCE

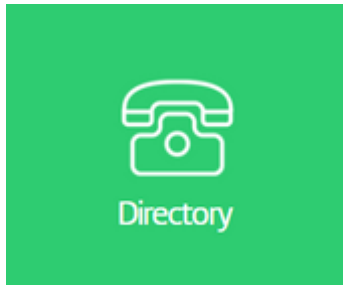


- If your community offers Maintenance within LifeLoop, you will see this icon and have the following functionality:
- Submit a new request & view all requests you have inputted:
  - Select “**New Request**” on the top right of your screen.
  - Fill out what work is requested and a short description. Click “**Submit Request**”.Once Submitted see the request and if it is “Open”, “In Progress” or “Closed”.
- If you would like to cancel your request simply click “*View Details*” and then "cancel request."
- To go back to the main menu – select "*Home*" on the top left of your screen.



# Using LifeLoop

## CONNECT WITH YOUR FAMILY .....



- Message other residents, staff or your family from the directory.
- 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.
- You can invite family members yourself or ask Staff at your community to do so.
- To invite family, simply go to **connections** and then click "invite connection."
- To access the community address and phone number simply go to **“Community”**.

- .....
- If you have questions use LifeLoop’s help tool – the ? on the top right hand corner will take you to the LifeLoop Learning Community that has frequently asked questions, videos and documents to provide you with a better user experience.

