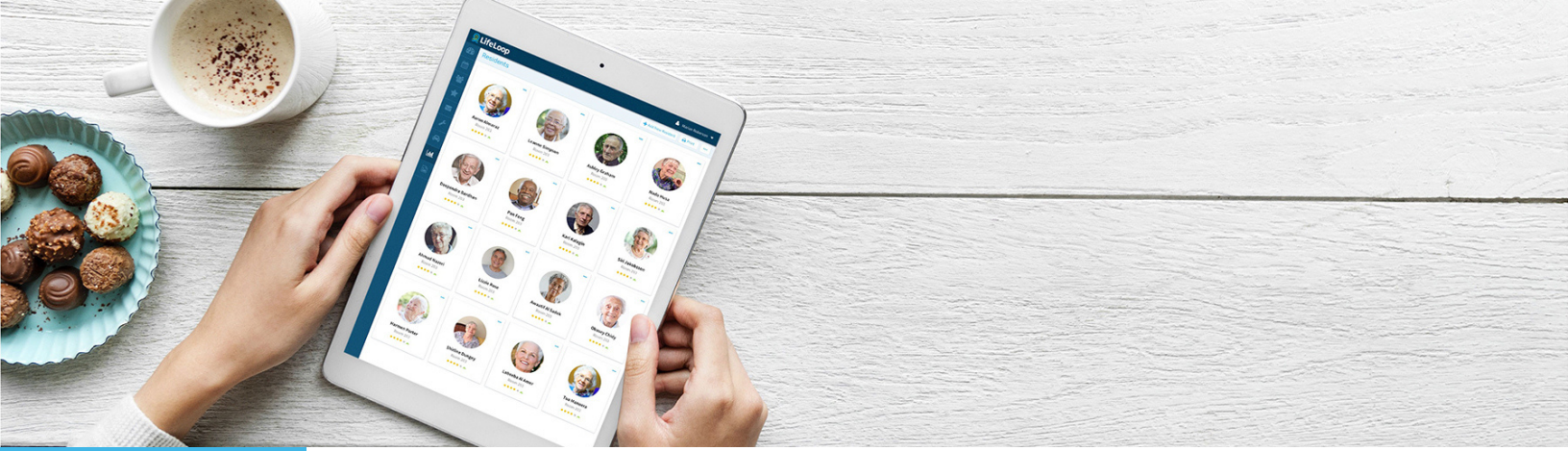


# PCC INTEGRATION CONNECTIONS AND RESIDENTS

How to navigate PCC and  
what information flows into  
LifeLoop



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# PCC INTEGRATION

## PCC GENERAL FAQS

### WHEN I MAKE CHANGES, WHERE DO I GO FIRST?

Anytime you want to make edits to resident or connection information, edit in PCC first. LifeLoop will sync and adjust the changes. We pull information from PCC. It is the "source of truth".

### HOW OFTEN DO THE SYSTEMS SYNC?

Our system syncs with PCC every couple seconds. If an adjustment is not being made, please contact [support@ourlifeloop.com](mailto:support@ourlifeloop.com) to have them manually run a sync for you.

### CAN I ADD A CONNECTION CONTACT TO LIFELOOP BUT NOT INVITE THEM TO REGISTER AND LOGIN TO LIFELOOP?

Absolutely. Connections can still be added to LifeLoop as a connection without actually inviting them to join LifeLoop. This is helpful as you can still send them announcements if they are in LifeLoop as a connection.

# PCC INTEGRATION

## RESIDENT FAQs

### WHAT TRANSFERS OVER TO A RESIDENT'S PROFILE?

First Name *(required)*

Archer

Last Name *(required)*

Seeger

Date of Birth

1962

Jul

4

Phone

(555) 555-5555

Community *(required)*

*Changing this resident's community will unlink him/her from PointClickCare*

Assisted Living

Unit (Room Number)

502

Move-In Date

10/07/2021

Email

archer@ourlifeloop.com

### WHY ARE SOME BOXES GRAY AND WHY CAN'T I EDIT THEM?

These boxes are gray because you cannot edit this information. The information is pulling directly from PCC. To edit these areas, please edit in PCC and it will transfer over to LifeLoop.

# PCC INTEGRATION

## RESIDENT FAQs

### WHY DOES THE COMMUNITY BOX HAVE A WARNING?

Changing the resident's community in LifeLoop will unlink this resident from the PCC sync. To adjust which community this resident is connected to, please adjust their community in PCC. When our systems sync, it will adjust which community this resident is connected to.

Community (required)

*Changing this resident's community will unlink him/her from PointClickCare*

Assisted Living

### WHERE DO I MAKE A STATUS CHANGE FOR A RESIDENT?

If a resident is going on leave or being deactivated, please make the change in PCC. This status will transfer to LifeLoop and they will be moved to their correct status.

# PCC INTEGRATION

## CONNECTION FAQs

### WHAT TRANSFERS OVER TO A CONNECTION'S PROFILE?

#### PointClickCare Contact



Name

Joan Edwards

Email

ourlifeloopfamily@gmail.com

Phone

(555) 555-5555

Relationship

Daughter



*This contact was found in PointClickCare. If you would like to add this contact into LifeLoop as a Resident Connection, click the button below.*

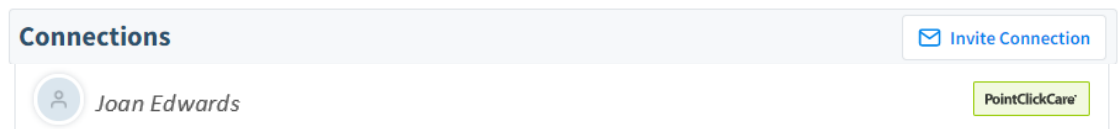
Add to LifeLoop

# PCC INTEGRATION

## CONNECTION FAQs

### WHEN UTILIZING THE PCC INTEGRATION, YOU HAVE TWO OPTIONS FOR PULLING OVER YOUR CONNECTIONS

**Option 1** is to not sync automatically. Contacts in PCC will show under each resident in LifeLoop with a PCC tag but will act like a suggested connection and will need to be added and invited to receive communication and/or login. (This route is suggested if unsure of the accuracy or quality of current contacts in PCC).



**Option two** is to auto sync. Auto syncing will automatically add all PCC contacts into LifeLoop as contacts that can receive announcements. It also will make inviting all to register much easier as they will all show in the connections tab and can be mass invited to register.

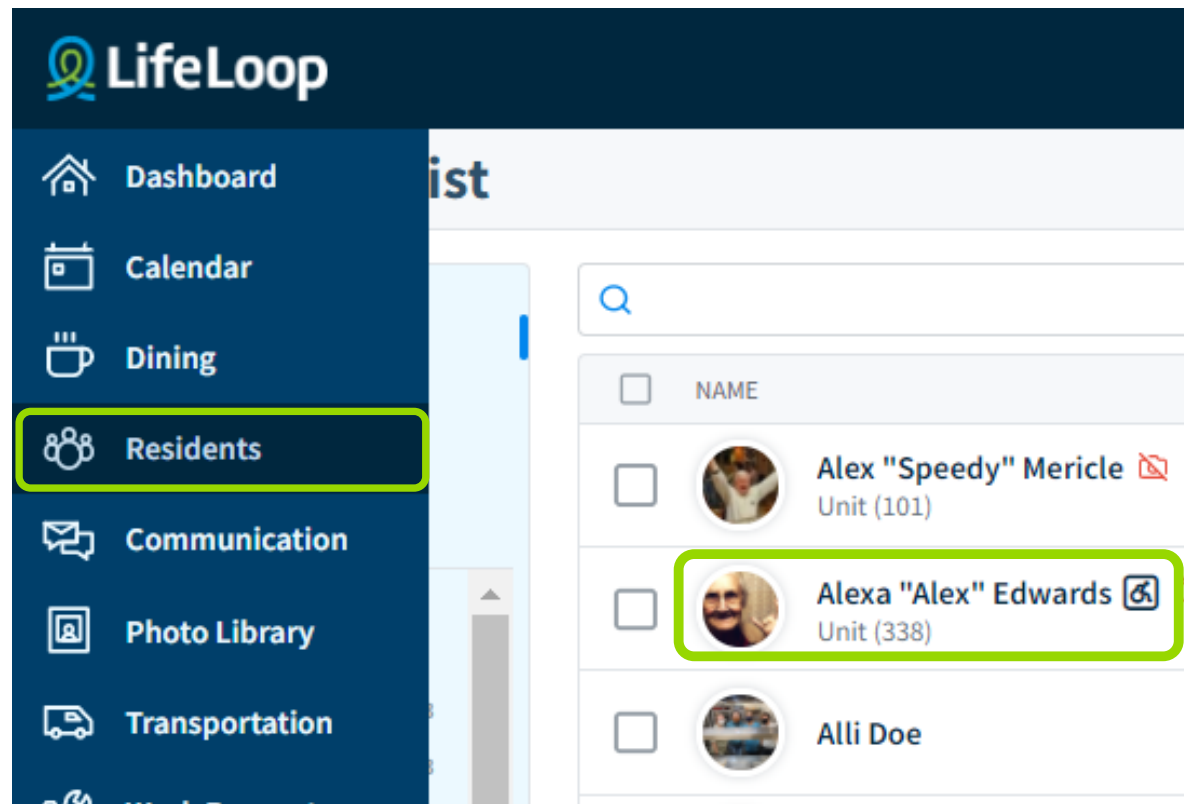
\*You will discuss both options during implementation and further details on each are outlined next.

# PCC INTEGRATION

## HOW TO ADD AND INVITE NON-SYNCED PCC CONNECTIONS

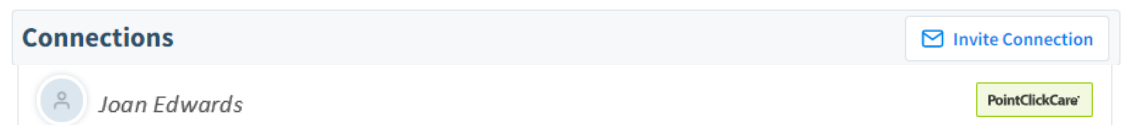
### STEP 1

Find the resident you are looking to add the connection to on the resident list and open their profile.



### STEP 2

Scroll down to the resident's connection list and click on the connection's name that has a PointClickCare button by their name.





# PCC INTEGRATION

## HOW TO ADD AND INVITE NON-SYNCD PCC CONNECTIONS

### STEP 3

Click 'Add to LifeLoop'.



*This contact was found in PointClickCare. If you would like to add this contact into LifeLoop as a Resident Connection, click the button below.*

**Add to LifeLoop**

This connection has now been added as a LifeLoop connection. You can see their name is no longer gray or italicized and the PointClickCare button is no longer by their name. If no other action is done, this connection will receive announcements only.

#### Connections

 Invite Connection



Joan Edwards

 Group

# PCC INTEGRATION

## HOW TO ADD AND INVITE NON-SYNCD PCC CONNECTIONS

### STEP 4

Next, invite the connection. Click on their name and click 'Send Invite Email'.

**Resident Connection** ×

**Details** Message Edit

**Name**  
Joan Edwards

**Email**  
ourlifeloopfamily@gmail.com

**Phone**  
(555) 555-5555

**Relationship**  
Daughter

**Groups**  
+ Group POA Responsible Party Family Council

**LifeLoop Account**  
No invitation sent

Send Invite Email

### STEP 5

The connection will now receive the welcome email to register and set their password.



**emcgill4@yahoo.com has been invited**

Assisted Living welcomes you! You have been invited to connect with your loved ones Bennet R. and Alexa E. If you would like to invite others to connect through LifeLoop, please notify the community and they will send a unique invitation.

[Register Today!](#)



# PCC INTEGRATION

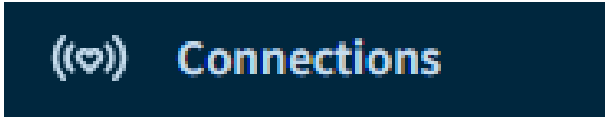
## HOW TO INVITE SYNCED CONNECTIONS

### SYNCED CONNECTIONS

Connections that are synced are automatically added to your connections list. Since they are synced, they will already have the capability to receive all announcements. If you would like them to be able to login, an invite will need to be sent. You can easily invite all synced connections under the connections tab.

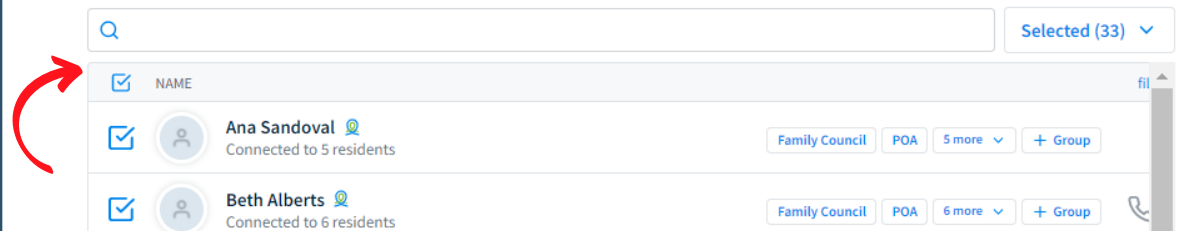
### STEP 1

Open the Connections Tab.

A dark blue rectangular button with a white icon of two hearts inside parentheses on the left, followed by the word "Connections" in white text.

### STEP 2

Select all connections by checking the little check box on the top of the connections list.

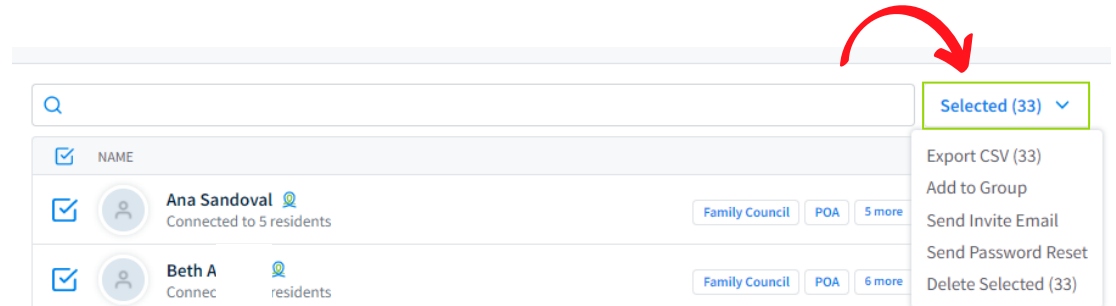


# PCC INTEGRATION

## HOW TO INVITE SYNCED CONNECTIONS

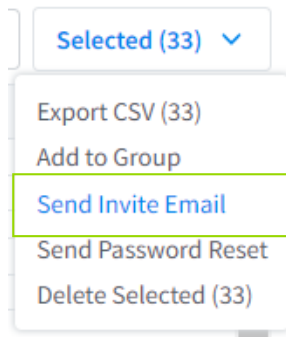
### STEP 3

Click on the 'Selected' box on the right-hand side of the connections list.



### STEP 4

Click 'Send Invite Email'.



### STEP 5

The connection will now receive the welcome email to register and set their password.



**emcgill4@yahoo.com has been invited**

Assisted Living welcomes you! You have been invited to connect with your loved ones Bennet R. and Alexa E. If you would like to invite others to connect through LifeLoop, please notify the community and they will send a unique invitation.

Register Today!

