

RESIDENT PORTAL

User Instructions

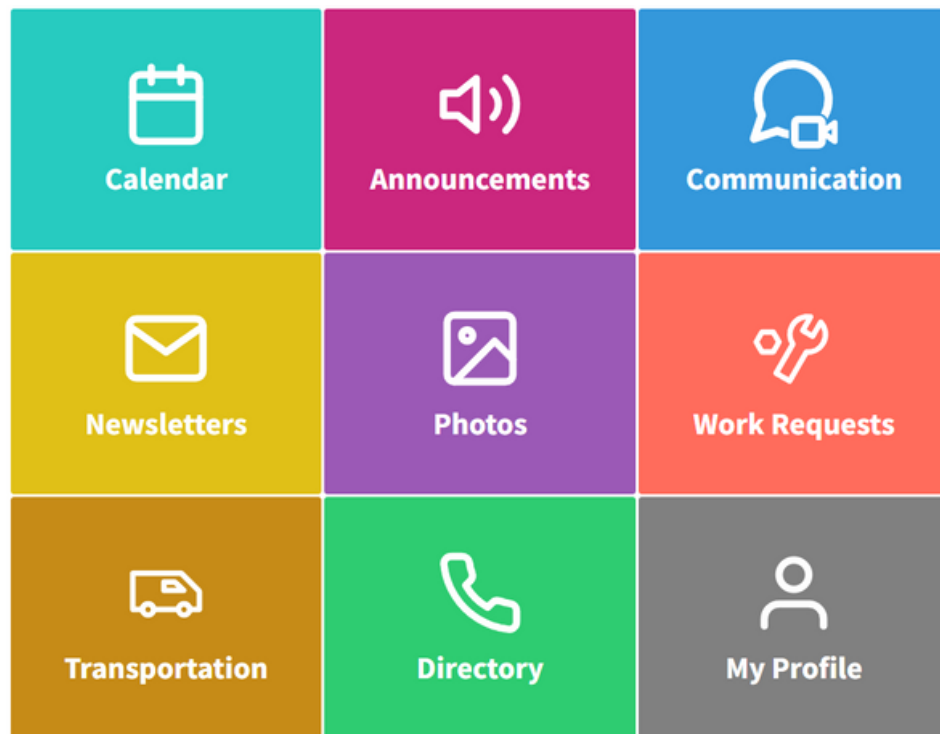
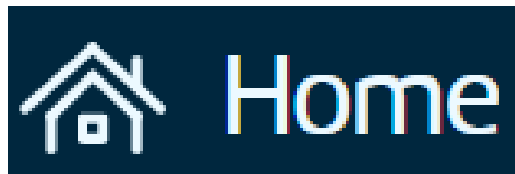
RESIDENT PORTAL

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

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

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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

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MESSAGES



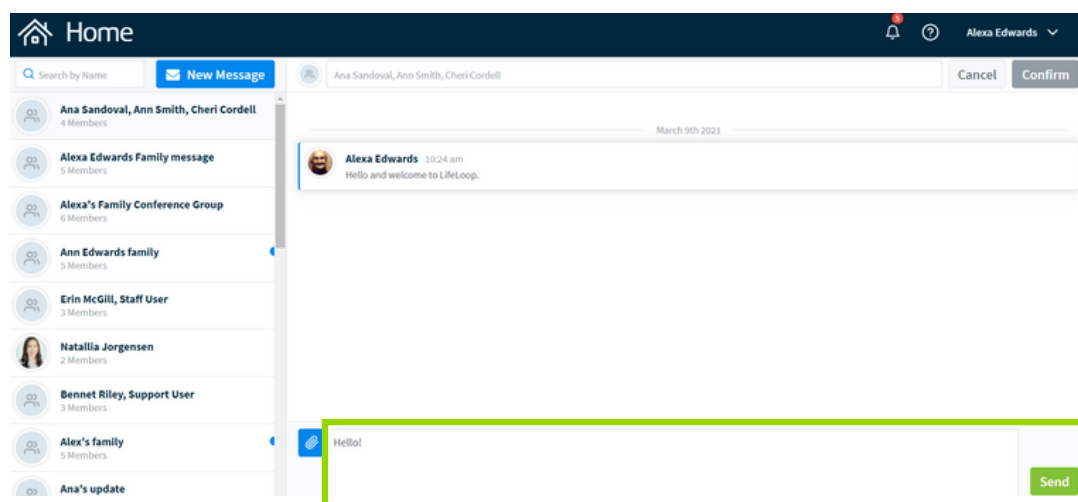
Communication

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**.



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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.