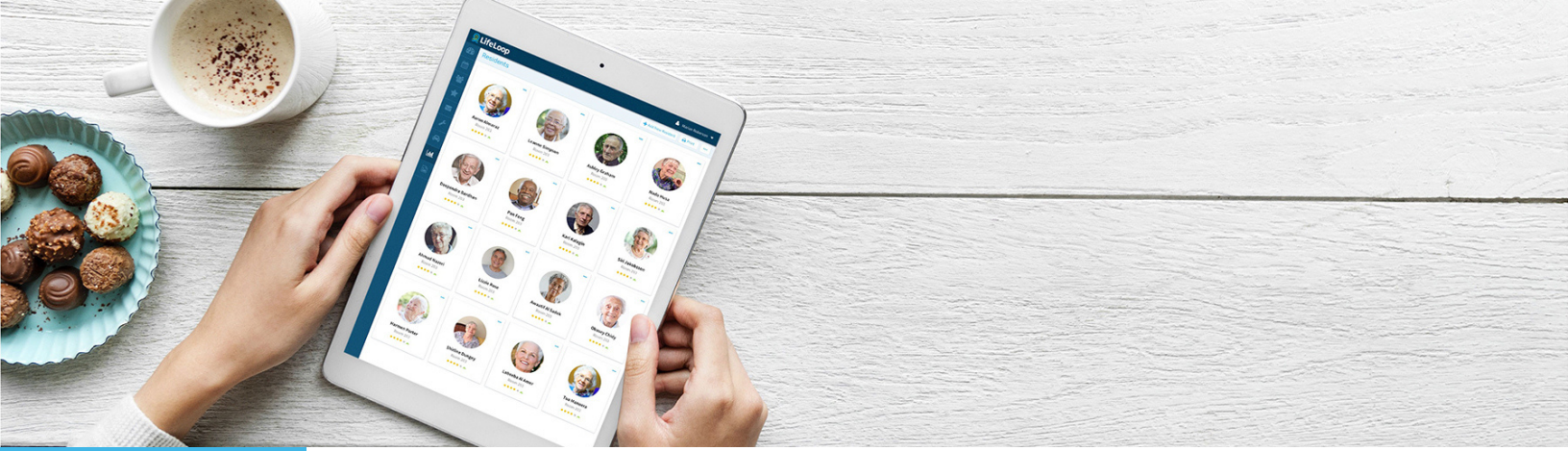


# RESIDENT PORTAL

## User Instructions



# INDEX



Section 1 LifeLoop Resident Portal Benefits

Section 2 Getting Logged In

Section 3 Managing Notifications

Section 4 Using LifeLoop

# 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  
MAINTENANCE &  
TRANSPORTATION  
IF OFFERED BY  
YOUR COMMUNITY**

# GETTING LOGGED IN

IF YOU HAVE 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](#)



Log In

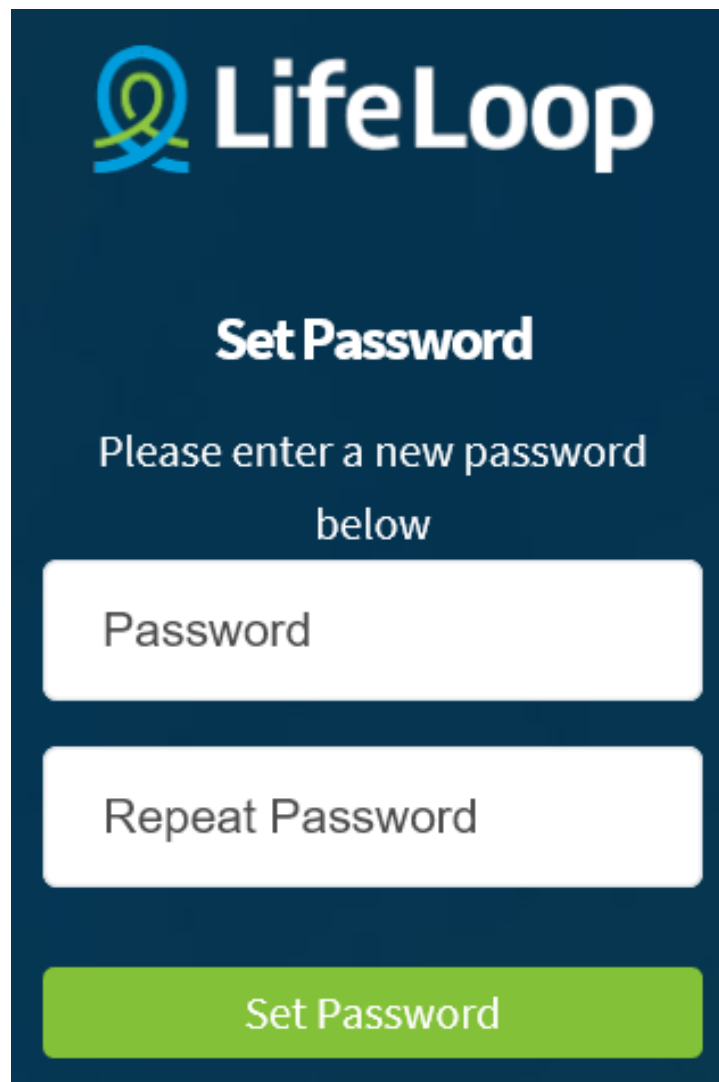



# GETTING LOGGED IN

IF YOU HAVE AN EMAIL ADDRESS

## STEP 3

Create your password and click the green "Set Password" button.

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 two overlapping loops (one blue, one green) followed by the text 'LifeLoop' in white. Below the logo, the title 'Set Password' is centered in white. Underneath the title, the instruction 'Please enter a new password below' is centered 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

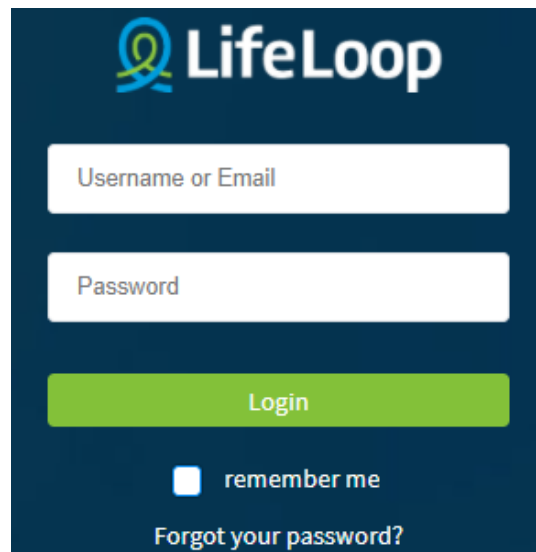
# GETTING LOGGED IN

IF YOU HAVE 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 the password field. At the bottom, there is a checkbox labeled "remember me" and a link that says "Forgot your password?".

LifeLoop

Username or Email

Password

Login

☐ remember me

[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

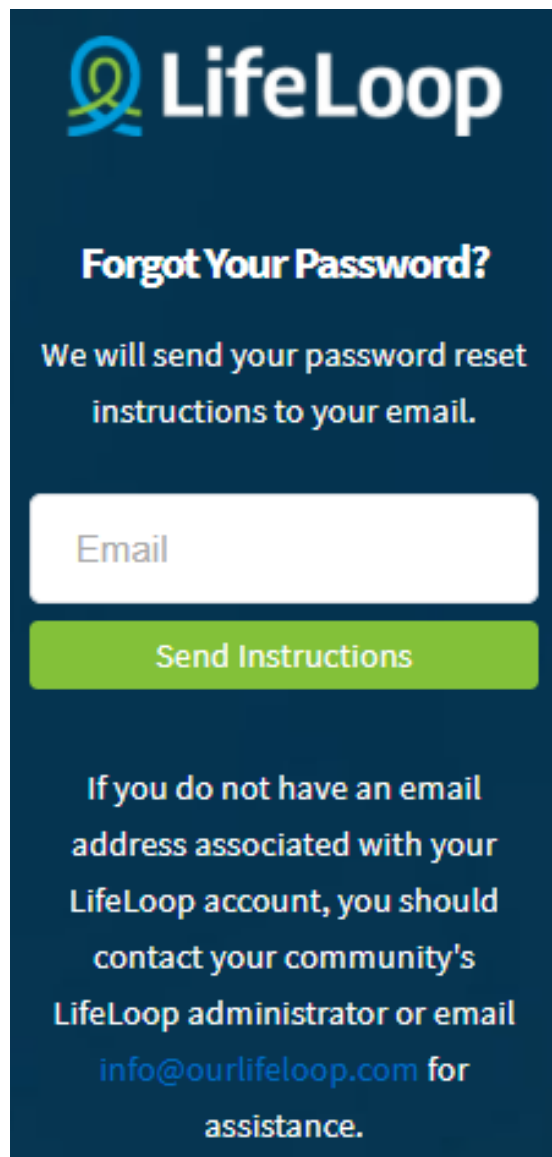
Confirm

# GETTING LOGGED IN

IF YOU HAVE 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.



The screenshot shows a dark blue mobile app interface for the 'Forgot Your Password?' screen. At the top is the LifeLoop logo, which consists of a stylized blue and green 'Q' icon followed by the text 'LifeLoop'. Below the logo, the title 'Forgot Your Password?' is displayed in white. A message in white text states: 'We will send your password reset instructions to your email.' Below this is a white rectangular input field with the placeholder text 'Email'. Underneath the input field is a green rectangular button with the text 'Send Instructions' in white. At the bottom of the screen, there is additional white text: '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.'

# GETTING LOGGED IN

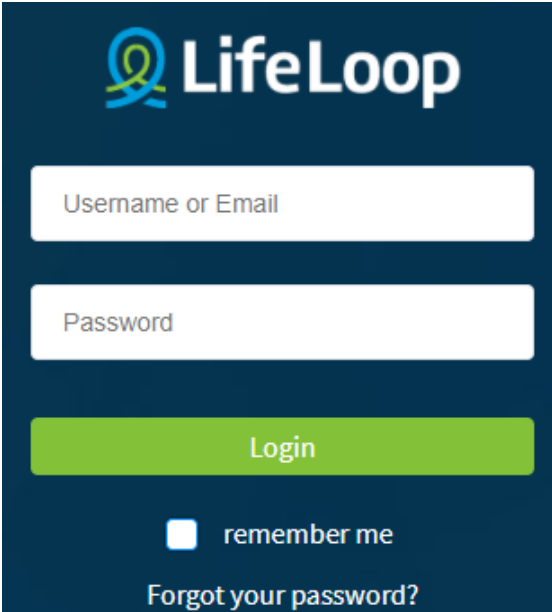
IF YOU DO NOT HAVE AN EMAIL ADDRESS

## 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).

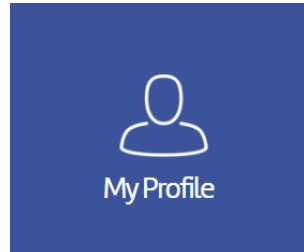
A screenshot of the LifeLoop login interface. It features a dark blue background with the LifeLoop logo at the top. Below the logo are two white input fields: 'Username or Email' and 'Password'. A green 'Login' button is positioned below the password field. At the bottom, there is a 'remember me' checkbox and a link that says 'Forgot your password?'.

## STEP 3

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



# MANAGING NOTIFICATIONS



## STEP 1

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

# MANAGING NOTIFICATIONS

## NOTIFICATION TYPES

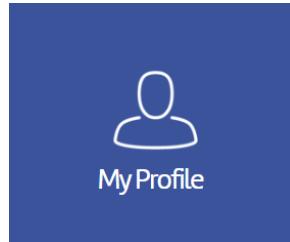
You can choose if you want your notifications to appear in the app, by text message and/or to your email. Just click the corresponding check box to select how you would like to be notified. Then hit the "Save Notifications" button on the bottom when completed.

### Notifications

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

Save Notifications

# 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.
- **Maintenance Status Change \*** - There is a status change on your maintenance request.
- **New Maintenance Comment \*** - Your community has posted a comment on your maintenance request.

\*Only Available at Select Communities

# USING LIFELOOP


## MAIN MENU

### MAIN MENU

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

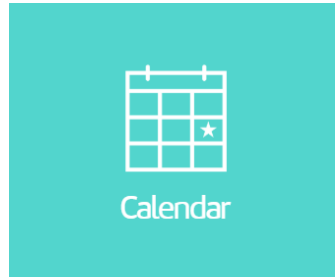


### LEARNING COMMUNITY

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.

# USING LIFELOOP

## CALENDAR



### STEP 1

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

### STEP 2

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

# USING LIFELOOP

## CALENDAR

### STEP 3

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

+ Register

✓ Registered

### STEP 4

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

### STEP 5

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

Community Calendar

My Calendar

# USING LIFELOOP

## CALENDAR

### STEP 6

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 Calendar

My Calendar

### STEP 7

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.

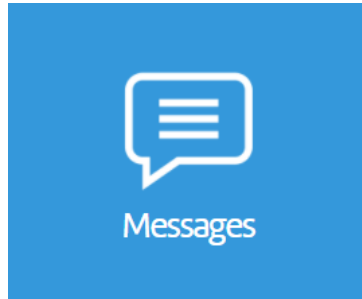
Pending

Approved

Denied

# USING LIFELOOP

## MESSAGES

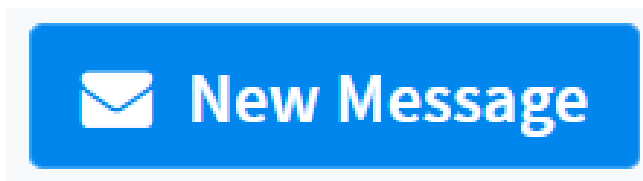


### SENDING A NEW MESSAGE

Easily and conveniently send messages to Family or Staff.

#### STEP 1

Select “New Message” on the top left-hand side.





# USING LIFELOOP

## MESSAGES

### 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

# USING LIFELOOP

## 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

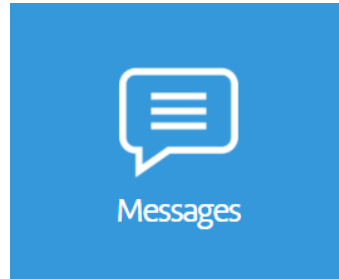
 **Alexa Edwards** 10:24 am  
Hello and welcome to LifeLoop.

 Hello!

Send

# USING LIFELOOP

## MESSAGES



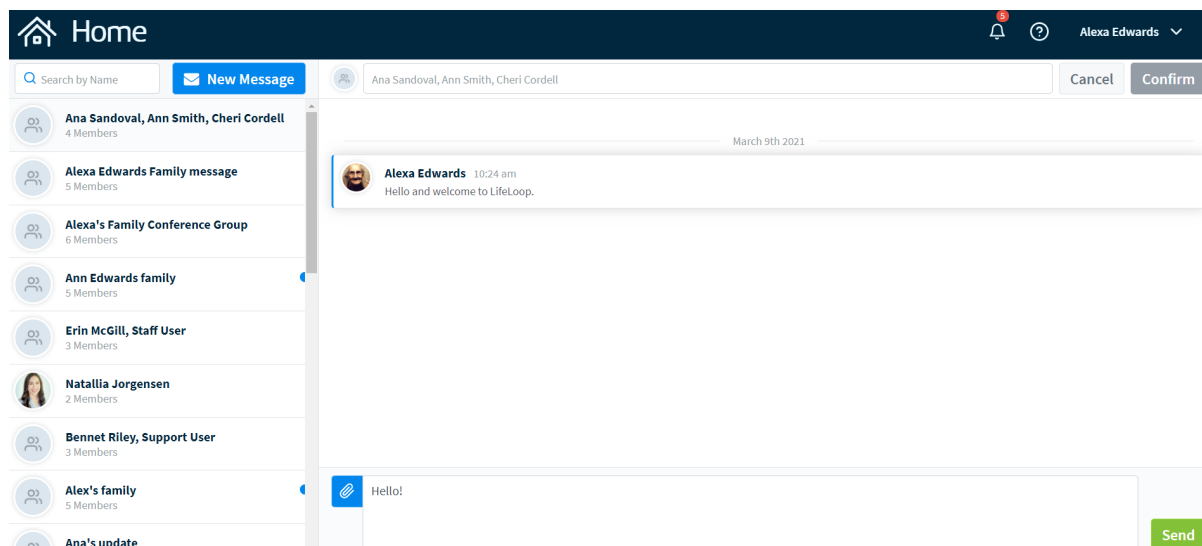
### READING AND REPLYING TO A MESSAGE

#### STEP 1

Click on the person you would like to view in the left panel that displays the list of your current conversations.

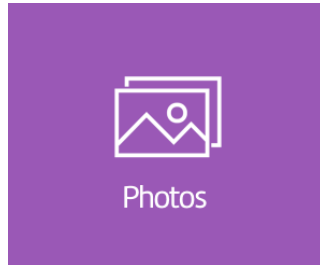
#### STEP 2

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



# USING LIFELOOP

## PHOTOS



### SHARE PHOTOS WITH YOUR LOVED ONES

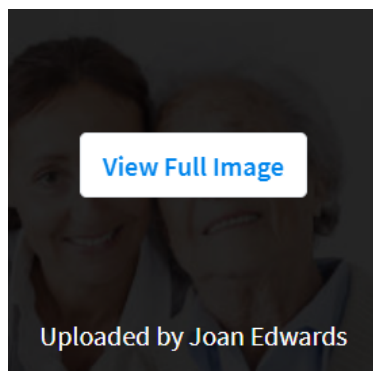
#### STEP 1

You can share photos with family by selecting "Add Photo" on the top right-hand corner. Then select which photos you would like to upload from your device.

A button with a camera icon and the text "Add Photo".

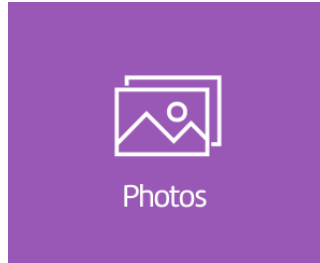
#### STEP 2

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".



# USING LIFELOOP

## PHOTOS



### SAVE PHOTOS TO YOUR DEVICE

#### STEP 1

Click on the image you would like to save, and select "Download" on the top right-hand corner.



# USING LIFELOOP

## TRANSPORTATION



### SUBMITTING A NEW REQUEST

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

#### STEP 1

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".

# USING LIFELOOP

## TRANSPORTATION



### 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.

\*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

# USING LIFELOOP

## TRANSPORTATION



Transportation

### CANCELING A REQUEST

#### STEP 1

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](#)



# USING LIFELOOP

## MAINTENANCE



### SUBMITTING A NEW REQUEST


If your community offers Maintenance within LifeLoop, you will see this icon.


#### STEP 1


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 maintenance request list.

 Open  
In To-Do List

 Completed  
Upcoming

 Cancelled  
Upcoming

 In Progress  
a month ago

# USING LIFELOOP

## MAINTENANCE



### CANCELING A REQUEST

#### STEP 1

Find your maintenance request in the maintenance request list.

**Maintenance**

Filters (0)

[View Details](#)

**Fix my sink**

#MR000544 - Other

Alexa Edwards (338 )

#### STEP 2

If you would like to cancel your request simply click "View Details".

[View Details](#)

#### STEP 3

Click on "Change Request Status" on the top right-hand corner and select "Cancelled".

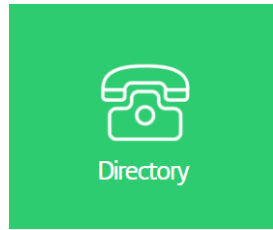
Change Request Status



Cancelled

# USING LIFELOOP

## DIRECTORY - RESIDENTS



### CONNECT WITH OTHER RESIDENTS

#### STEP 1

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

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

# USING LIFELOOP

## DIRECTORY - RESIDENTS

### OPT-OUT OF THE DIRECTORY

#### STEP 1

If you would like to Opt-Out of having your information shared in the Resident Directory, click "Opt-Out of Directory" on the far 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 the green "Opt-Out" button.

**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**

# USING LIFELOOP

## DIRECTORY - STAFF



Directory

### CONNECT WITH STAFF

#### STEP 1

To view staff members email addresses or to message staff, click on the Staff contact group on the left-hand side.

Contact Groups

 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](#)

# USING LIFELOOP

## DIRECTORY- CONNECTIONS



Directory

### CONNECT WITH YOUR LOVED ONES

#### STEP 1

To find your loved ones contact information, message your loved ones, or invite your loved ones to join LifeLoop, click on the "Connections" contact group on the left-hand side.

#### Contact Groups



Connections

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.

# USING LIFELOOP

## DIRECTORY - CONNECTIONS

### 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 the "Invite New Connection" button.

#### 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

# USING LIFELOOP

## DIRECTORY



Directory

## FIND YOUR COMMUNITY INFORMATION

### STEP 1

To access the community address and phone number simply go to the Community Contact Group.

### Contact Groups



Community

## Community Information

### Assisted Living

4029153860

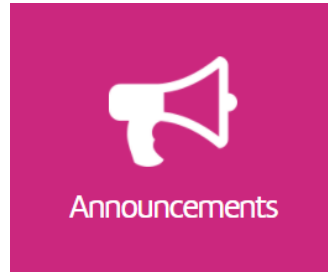
11421 Davenport Street

Omaha, NE 68154



# USING LIFELOOP

## ANNOUNCEMENTS



### VIEWING AND REPLYING TO AN ANNOUNCEMENT

#### STEP 1

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**

# USING LIFELOOP

## 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

# USING LIFELOOP

## ANNOUNCEMENTS



Newsletters

### VIEWING A NEWSLETTER

#### STEP 1

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.

