



LifeLoop trainings

Work requests

Connections portal

How to navigate and utilize the work requests feature on the Connections portal.

lifeloop.com

Version 6.24





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Work requests

Note: This is only viewable if the community offers the transportation feature within LifeLoop.

Step 1

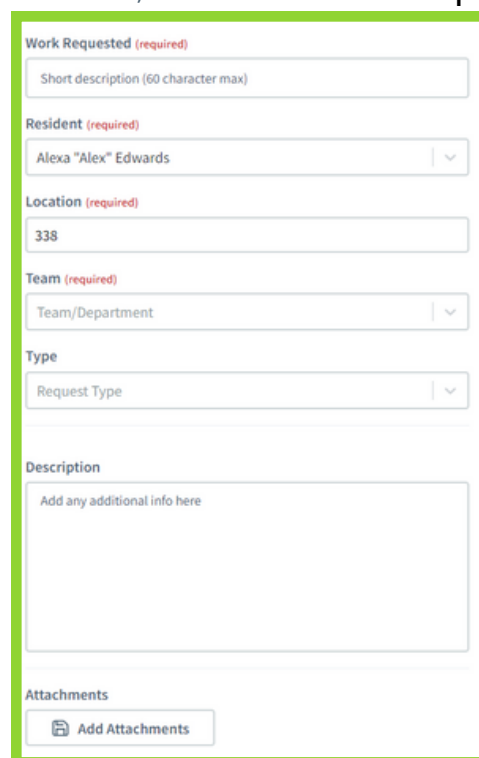
To submit a new work request, select + new request on the top right-hand side of the screen.



+ New Request

Step 2

Provide a short description of the work requested. The resident's name and room number will auto-populate. Select a team that best represents the work requested. Add any additional information, attachments, or photos. Then, select create request.



Work Requested (required)

Short description (60 character max)

Resident (required)

Alexa "Alex" Edwards

Location (required)

338

Team (required)

Team/Department

Type

Request Type

Description

Add any additional info here

Attachments

Add Attachments

Cancel

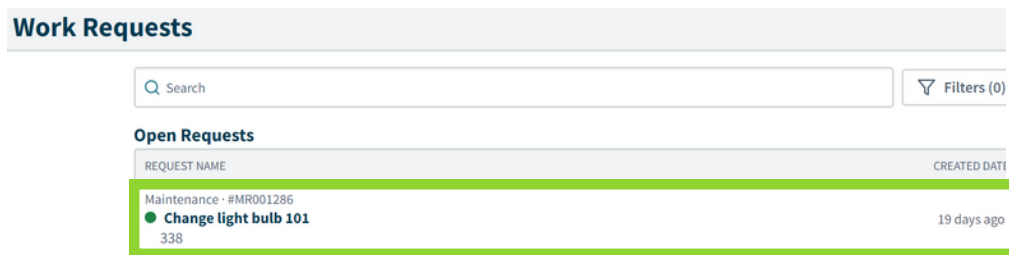
Create Request



Work requests

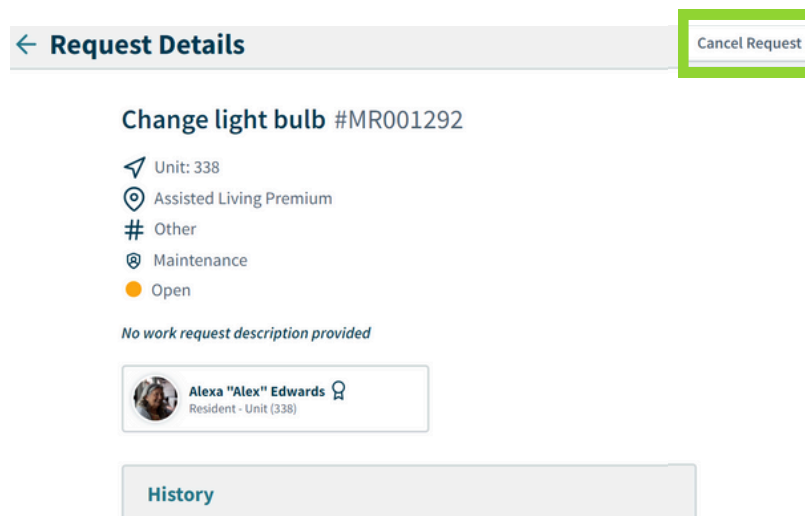
Step 3

To cancel a request, select the request from the open requests list.



Step 4

Select cancel request on the top right-hand corner of the screen.



Note: Connections can only cancel requests they submitted themselves. They do not have the permissions to cancel a request submitted by staff or the resident.



Work requests

Step 5

To add a comment to a request, select the work request to open the details of the request.

Work Requests

Filters (0)

Open Requests

REQUEST NAME	CREATED DATE
Maintenance - #MR001286 ● Change light bulb 101 338	19 days ago

Step 6

Select + new comment under history at the bottom of the request.

← Request Details

Change light bulb 101 #MR001286

📍 Unit: 338


🏠 Assisted Living Premium

Electrical

🔧 Maintenance

● In Progress

No work request description provided

 **Alexa "Alex" Edwards**
Resident - Unit (338)

History

+ New Comment

● **Updated to In Progress by LifeLoop Support**
09:26 am on 05/23/24



Work requests

Step 7

Type in the comment, add any attachments or photos, then select **save**.

New Comment X

Comment

Type your comment here

Attachments

Add Attachments

Cancel Save

Step 8

Edit or delete comments by selecting the trash can icon to delete or the pencil icon to edit.

Joan Edwards

02:57 pm on 06/11/24

Please keep me posted on this work request.





Work requests

View the status of a request

The status of each request will be indicated by the colored dot on the left-hand side within the work requests tab.

Open Requests	
REQUEST NAME	
Maintenance · #MR001292	● Change light bulb 338
Maintenance · #MR001286	● Change light bulb 101 338
Maintenance · #MR001177	● Lamplight bulb 338
Maintenance · #MR001240	● Help moving couch to new area 338

View details of request

To view the specific details of a request, select the specific work request.

Work Requests	
<input type="text" value="Search"/> Filters (0)	
Open Requests	
REQUEST NAME	CREATED DATE
Maintenance · #MR001286 ● Change light bulb 101 338	19 days ago



Resources

Video QR codes

How to scan QR codes



Open the Camera app on a mobile device. Hold the device so the entire QR code is visible in the camera frame (you don't need to take a picture). Once the QR code has been read, a notification will appear at the top of your screen.

Connections overview video





Continued learning

Visit the Learning Community

Access LifeLoop 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://training.lifeloop.com/training/connection>.

Further questions?

Reach out to support@lifeloop.com.