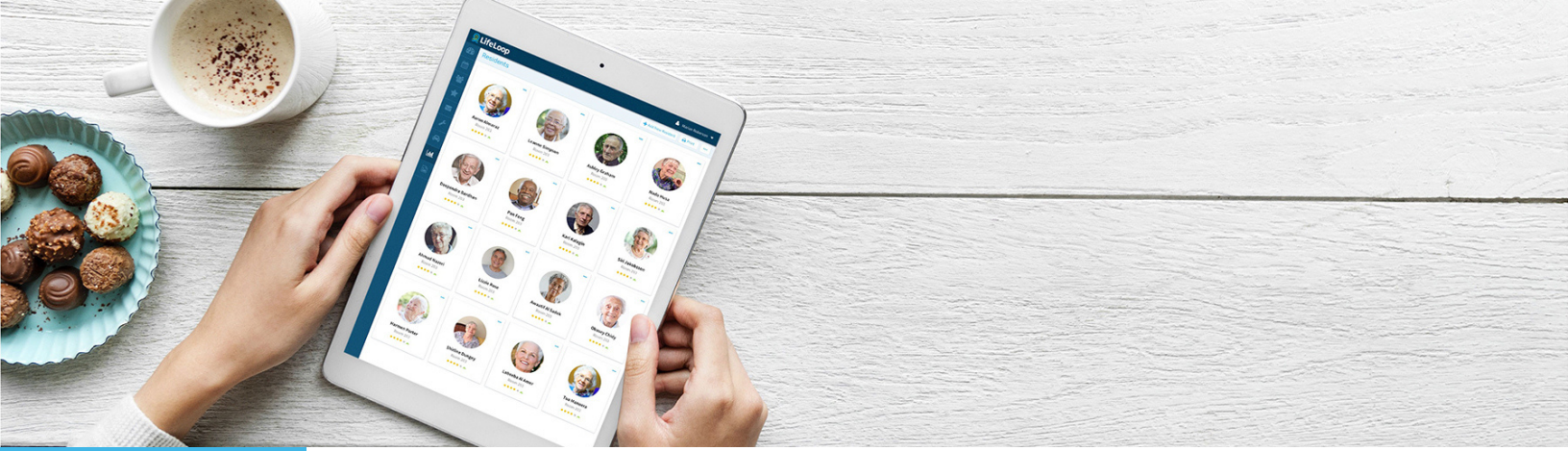




CONNECTIONS PORTAL

User Instructions



INDEX



Section 1 LifeLoop Connections Portal Benefits

Section 2 Getting Logged In

Section 3 Managing Notifications

Section 4 Using LifeLoop

LIFELoop CONNECTIONS PORTAL BENEFITS



**STAY IN TOUCH WITH
YOUR LOVED ONE**



**RECEIVE WEEKLY
UPDATES FROM THE
COMMUNITY**



**REGISTER FOR
COMMUNITY ACTIVITIES**



**SHARE SPECIAL
MOMENTS WITH PHOTOS
& MESSAGES**



**REQUEST MAINTENANCE
& TRANSPORTATION IF
OFFERED BY YOUR
COMMUNITY**

GETTING LOGGED IN

STEP 1

Provide your email to the staff at your loved one's community. They will add you to LifeLoop and send an invitation to your email address.

STEP 2

Login to your email inbox & locate the "Invitation to connect with [Community Name]" email. To register for your account, click the green "Register Today" button.



erinlifeloop@gmail.com has been invited

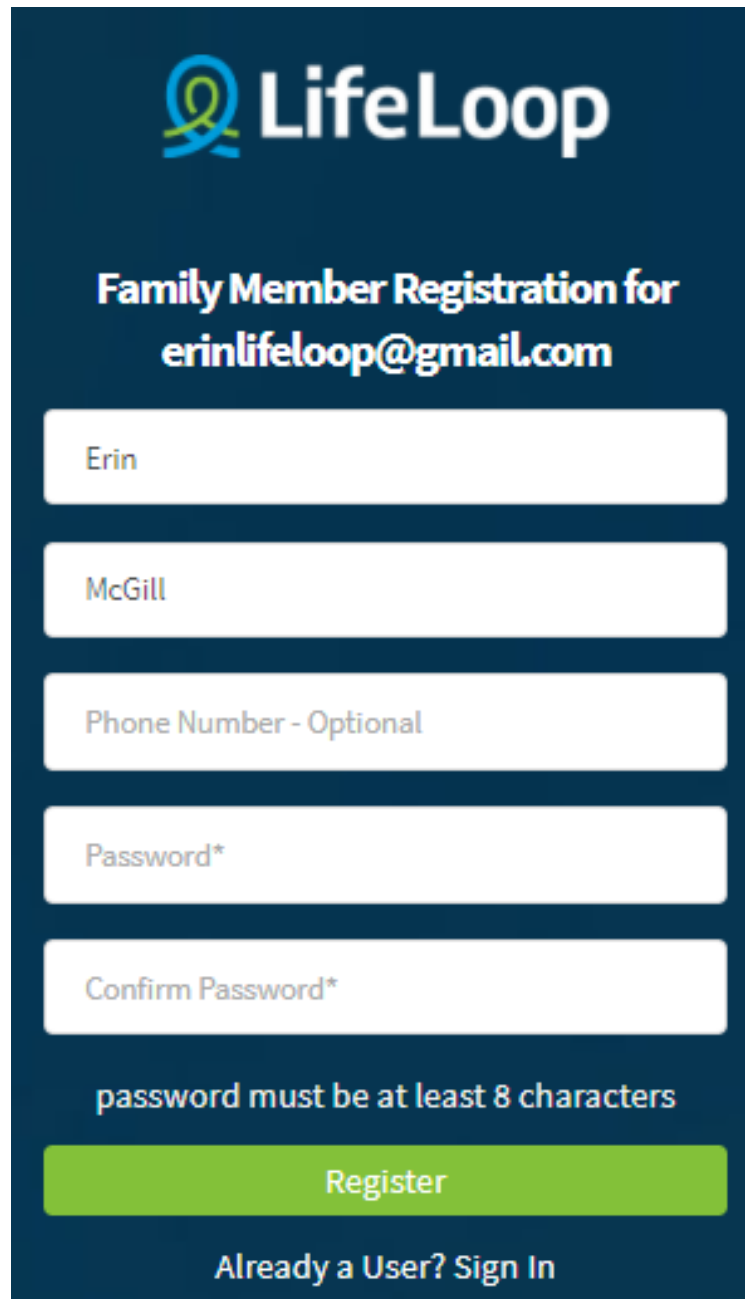
Assisted Living welcomes you! You have been invited to connect with your loved ones Bennet R. and Alexa E. If you would like to invite others to connect through LifeLoop, please notify the community and they will send a unique invitation.

Register Today!

GETTING LOGGED IN

STEP 3

Create your password and click the green "Register" button.



The image shows a registration form for LifeLoop. 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'. Below the logo is the title 'Family Member Registration for erinlifeloop@gmail.com'. The form contains five input fields: 'Erin', 'McGill', 'Phone Number - Optional', 'Password*', and 'Confirm Password*'. Below these fields is a note 'password must be at least 8 characters'. At the bottom is a green 'Register' button and a link 'Already a User? Sign In'.

LifeLoop

**Family Member Registration for
erinlifeloop@gmail.com**

Erin

McGill

Phone Number - Optional

Password*

Confirm Password*

password must be at least 8 characters

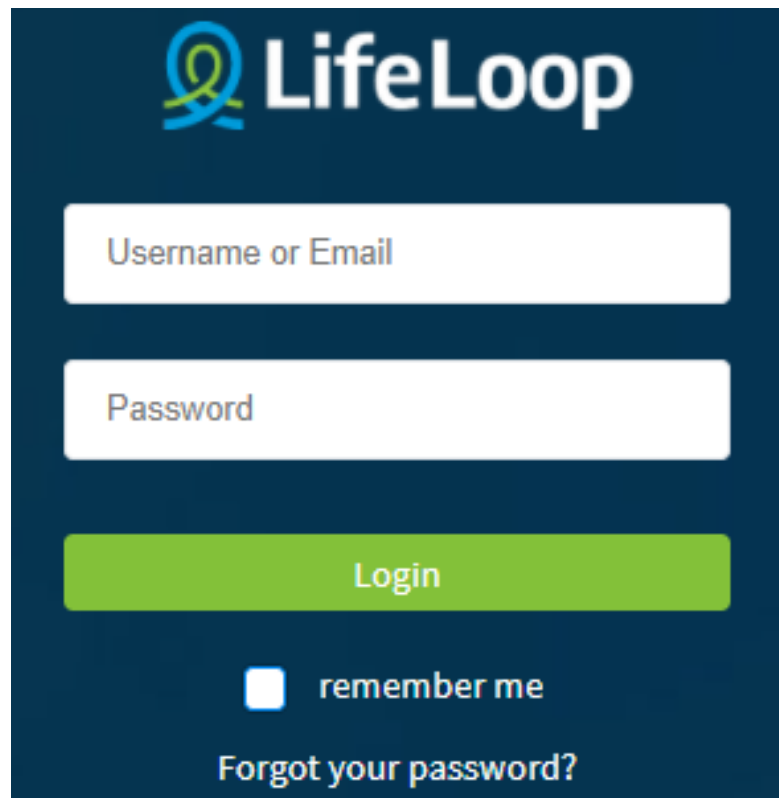
Register


[Already a User? Sign In](#)

GETTING LOGGED IN

STEP 4

Log in with your email and set password, on a computer, at LifeLoopApp.com, or on the LifeLoop Mobile App.

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?](#)

GETTING LOGGED IN

IF YOU HAVE AN EMAIL ADDRESS

CHANGING YOUR PASSWORD

If ever you would like to change your password, click on your name at the top right-hand corner in LifeLoop and select "My Profile". Next, select Account. Here you can change your password at any time by entering the new password twice and hitting "Save Account".

Edit My Profile

[← back to Dashboard](#)

Profile

Notifications

Account



Every user in LifeLoop requires either a unique username or a valid email address.

Email

erinlifeloop@gmail.com

Username

erinlifeloop@gmail.com



Password must be at least 8 characters long.

Password

.....

Confirm Password

Save Account

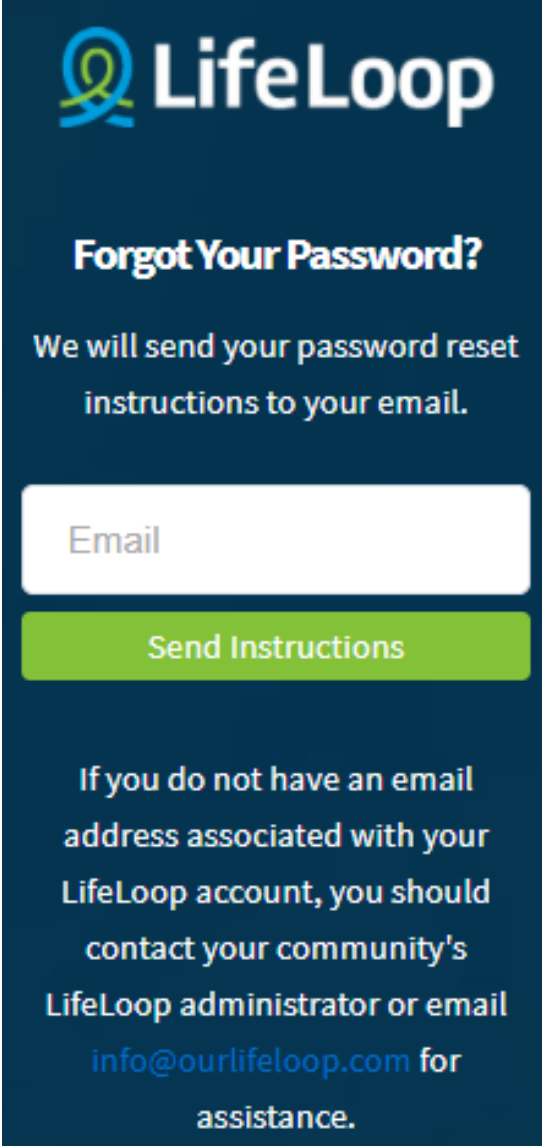
Delete Account

GETTING LOGGED IN

IF YOU HAVE AN EMAIL ADDRESS

FORGOT YOUR PASSWORD

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.



Forgot Your Password?

We will send your password reset instructions to your email.

Send Instructions

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 for assistance.

MANAGING NOTIFICATIONS

STEP 1

You have the option to choose how you would like to be notified for different items. On the top right-hand corner, in LifeLoop, click on the arrow next to your name. Then click "My Profile".



Change Resident

My Profile

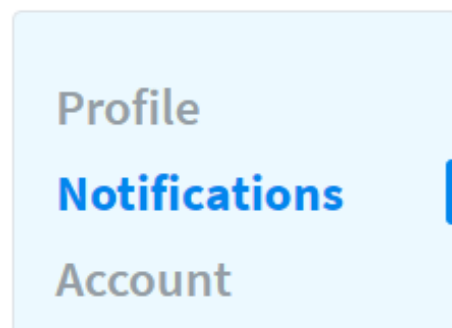
Logout

STEP 2

Click "Notifications" from the options to your left to set your preferences.

Edit My Profile

[← back to Dashboard](#)



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. For each notification offered, check the box(es) under how you would like to receive it. Once completed, hit the "Save Notifications" button on the bottom.

Notifications

	IN APP	TEXT	EMAIL
Anniversary Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Birthday Reminder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Messages			
↳ Messages - New Announcement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Messages - New Message	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Messages - Newsletter Published	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Messages - Weekly Summary	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Maintenance			
↳ Maintenance - Maintenance Status Change	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
↳ Maintenance - New Maintenance Comment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transportation			
↳ Transportation - New Transportation Comment	<input checked="" 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"/>

Save Notifications

MANAGING NOTIFICATIONS

NOTIFICATION DESCRIPTIONS


- **Anniversary Reminder** - Reminder of your loved ones Anniversary.
- **Birthday Reminder**- Reminder of your loved ones birthday.
- **Activity Registration Reminder** - Reminder 1 hour prior to an activity that you are registered for.
- **New Announcement** - The community has sent a new announcement.
- **New message** - A message is in your inbox.
- **Newsletter Published** - The community has posted a newsletter.
- **New Weekly Summary** - The community has sent a new weekly summary.
- **Maintenance Status Change** *- There is a status change on your maintenance request.
- **New Maintenance Comment** *- The community has posted a comment on your maintenance request.
- **New Transportation Comment***- The community has posted a comment on your transportation request.
- **Transportation Status Change** *- There is a status change on your transportation request.

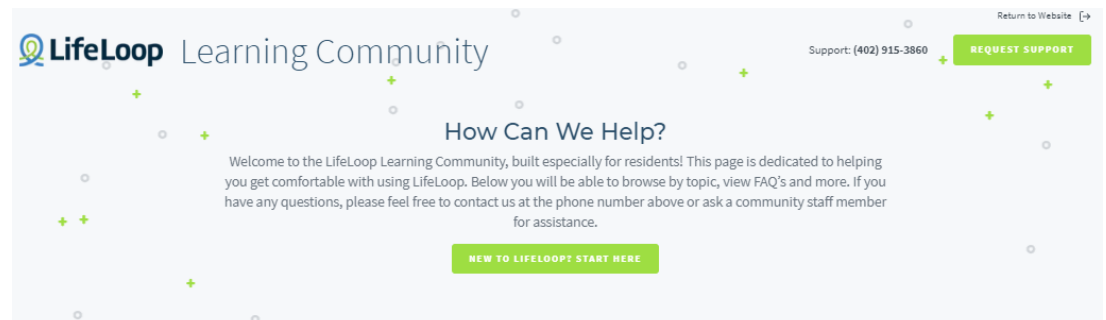
*Only Available at Select Communities

USING LIFELOOP

LEARNING COMMUNITY

LEARNING COMMUNITY

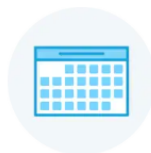
If you have questions on LifeLoop, the  in the top right-hand corner will take you to the LifeLoop Learning Community. The Learning Community provides frequently asked questions, videos, and documents to give you a better user experience.



Browse by Topic



Getting Started



Activity Calendar



Activity Feed



Communication



Connection Portal



Maintenance



Photos



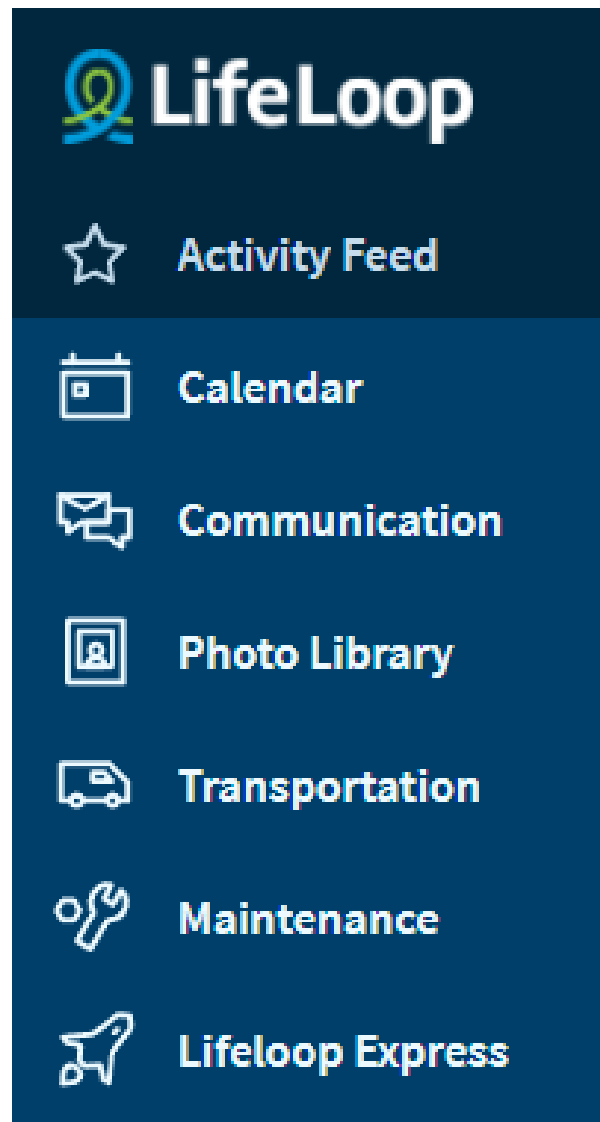
Transportation

USING LIFELOOP

ACCESSING THE TOOL BAR

NAVIGATING LIFELOOP

Hover your mouse to the far left-hand side of the screen to display the tool bar. From here you can select any of the tabs seen below.



*If your community does not provide Maintenance and Transportation access on LifeLoop, you will not see these options.



ACTIVITY FEED

UNDERSTANDING THE ACTIVITY FEED

When you log into LifeLoop, your loved one's activity feed will be displayed on the screen.

The Activity Feed will show any activities your loved one has attended or declined in the past month as well as any photos your loved one has been tagged in.

Choose to view the Activity Feed from the past month, year, or a custom time range by using the selector at the top.

Past Month

Past Year

Custom Range

If at any time you want to get back to the activity feed, you can select "Activity Feed" from the toolbar.



ACTIVITY FEED

UNDERSTANDING THE ACTIVITY FEED CONT.

The percentages at the top of the activity feed give you a breakdown of what types of activities your loved one has attended within the selected time frame.

Social

32%

Personal

29%

Physical

24%

Entertainment

8%

Spiritual

3%

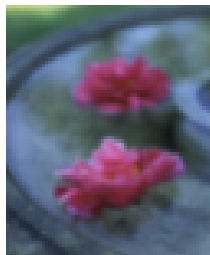
Emotional

3%

Meal

3%

If there were photos taken at an activity, you can view them closer or download the images by clicking on the image preview next to the activity.



USING LIFELOOP

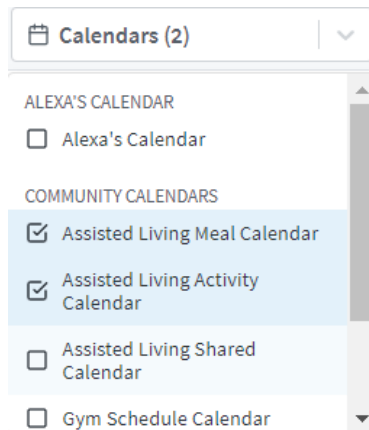


Calendar

CALENDAR

VIEWING CALENDARS

To view the Community Activity Calendars or your loved one's My Calendar, click on the Calendar tab in the toolbar. Select the Calendars Drop-Down. Press the check box next to the calendar(s) you would like to view.



COMMUNITY CALENDARS

These calendars will show what activities staff have planned within the community each month.

RESIDENT "MY CALENDAR"

This view is a calendar of any activities your loved one registered for or attended, as well as any transportation you requested for them.

USING LIFELOOP

CALENDAR



Calendar

NAVIGATING THE CALENDAR

To navigate to different days use the single arrow at the top right, to navigate to a different month use the double arrows. View the calendar in a day, week, or month format by selecting "Day", "Week" or "Month".

« < Today > »

Day

Week

Month

VIEWING ACTIVITY DETAILS

View all of the details for an activity by selecting it within the calendar. Press "Print" on the far right-hand side to print these activity details.



Activity Details

Gardening with Natallia

2:00 pm to 2:45 pm



Wednesday June 9th, 2021



Location: Gazebo



Memory Care Activity



5 of 5 Registered




Spiritual

No activity description provided



CALENDAR

REGISTERING FOR ACTIVITIES

If the community has designated an activity as one that family members can attend, you will see a  next to the activity. To register for that activity, simply click the "+ Register" button on the right-hand side of your chosen activity. Once registered, the button will turn blue.

+ Register

✓ Registered

FILTER YOUR VIEW

Filter the calendars to view specific activity types, activity names, or locations. Press "Filters" on the top right-hand side to customize your view.

 Filters (0)

Filter By

All Activities



Type

Activity Type



Search

Name or location

Clear Filters

Done



PRINTING


To print any of the calendars, press "Print / Export" in the upper right-hand corner. This will open up your options to print the calendar in various views.

 **Print/Export**


Calendar Exports



 **Copy/Paste September 2021**

 **Print Day September 1st**

 **Print Week of Aug 29th-Sep 4th**

 **Print Month September 2021**

 **Embed Month View**

 **Embed Day View**

 **Generate iCal**

USING LIFELOOP



Communication

COMMUNICATION BREAKDOWN

MESSAGES

Personal messages can be sent between staff, residents, and connections. They can be 1:1 messages or group messages with multiple users.

ANNOUNCEMENTS

Announcements are a way for the community to communicate to a large group of users. They are typically used to keep you informed on general happenings and important information. Replies to announcements can only be seen by the sender.

NEWSLETTERS

Newsletters may be shared by your community on a monthly basis. Newsletters are a way to highlight the community each month with articles and photos.

USING LIFELOOP



Communication

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.



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

x

Cheri Cordell
Related to Alexa Edwards

x

Ann Smith

x

Note: Replies to message threads are seen by all participants.

Cancel

Start Message Thread

USING LIFELOOP

MESSAGES



Communication

STEP 3

Type your message in the white text box and hit "Send".

You also have the option to attach images or documents from your device by selecting the blue paperclip image to the right of the text box.



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



Communication

MESSAGES

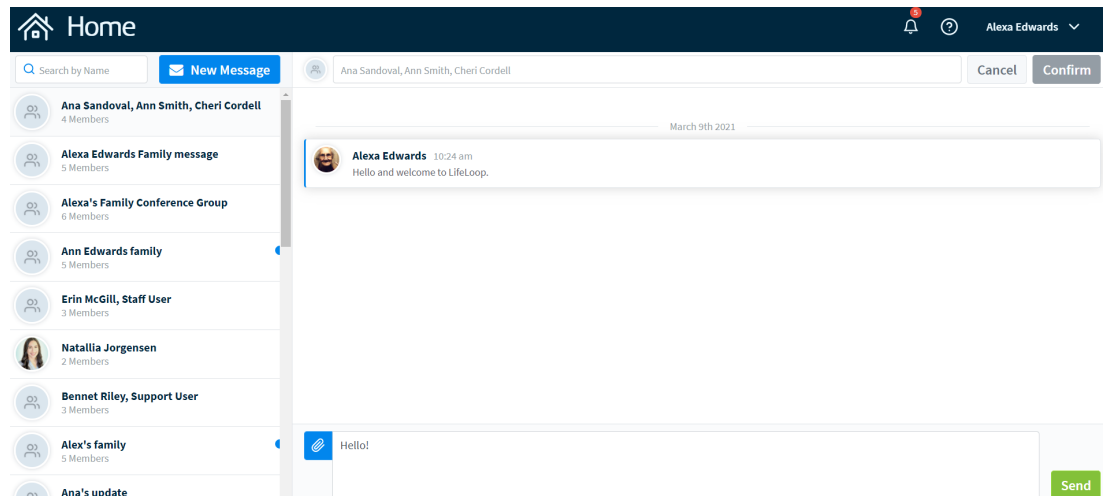
READING AND REPLYING TO A MESSAGE

STEP 1

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

STEP 2

To reply, click in the empty, white text box at the bottom of your screen and type your response. When you are finished, hit send.



USING LIFELOOP



Communication

ANNOUNCEMENTS

VIEWING AND REPLYING TO AN ANNOUNCEMENT

STEP 1

Click on the Announcements Icon.

[Announcements](#)

STEP 2

Click on the name of the announcement you would like to view.

Introducing Lifeloop!

We are excited share this family engagement tool!

Sent by Support User
2:30 pm Aug 13th

STEP 3

If your community has added an attachment to an announcement, you can click on the attachment at the bottom of the announcement to view it.

Menus

Assisted Living

Residents

Email Announcement Body

Attached

Sent By
Sent On

Megan King
March 13th 2020

Attachments

 [comment1.png](#)



ANNOUNCEMENTS

STEP 3

To reply, click the empty text box on the bottom of the page and start typing. When your message is complete, click "Send Reply". This reply will only be seen by the announcement sender and any cc'd staff members.

Send Reply

PRINTING

Click "Print" on the top-right hand corner to drink the announcement details.



Print

USING LIFELOOP

NEWSLETTERS



Communication

VIEWING A NEWSLETTER

STEP 1

Click on the Newsletters Icon.

Newsletters

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.



USING LIFELOOP



Photo Library

PHOTOS

SHARING PHOTOS

You can share photos with your loved one by selecting “Add Photo” in the top right-hand corner of your screen. Next, select which photos you would like to upload from your device. These images will be added to your loved one's personal gallery and are viewable by the resident if they log in themselves and select staff at the community.



Add Photo

VIEWING PHOTOS

To view photos provided by your loved one or their community, simply hover your mouse over the image you would like to view and click on "View Full Image".

View Full Image

Uploaded by Joan Edwards

USING LIFELOOP



Photo Library

PHOTOS

SAVE PHOTOS TO YOUR DEVICE

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



Download

 Download 



Donuts & Coffee - August 28th





TRANSPORTATION

SUBMITTING A NEW REQUEST

If your community offers transportation within LifeLoop, you will see it listed in the tool bar. From there you will be able to request transportation for your loved one.

STEP 1

Select "New Request" at the top right of your screen.

+ New Request

STEP 2

Fill out the request form with as much information as you can.

Once completed, click "Create New Request".

Create New Request



TRANSPORTATION

REQUEST STATUS

Once a request is submitted you will see the request and if it is "Approved", "Pending" or "Denied" in the transportation request list.

*Transportation requests are also viewable on your loved one's "My Calendar".



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, click "View Details" on the request.

[View Details](#)

STEP 3

Click "Cancel Request" on the top right-hand corner.

Note: You may only cancel a request in LifeLoop if it has a status of "pending". To modify any requests that have already been approved, please contact the community directly.

[Cancel Request](#)

USING LIFELOOP



Transportation

TRANSPORTATION

FILTER REQUESTS

You have the option to filter requests based on status or type, as well as search the list by name or destination.

Simply click the filter button and set your preferences within the dropdown.



Filters (0)

Status

● All



Type

Choose Type(s)



Search

Search by resident or destination

Clear Filters

Done



TRANSPORTATION

ADD A COMMENT TO A REQUEST

STEP 1

Open the details of the request by clicking on "View Details".

[View Details](#)

STEP 2

Click "New Comment" on the far right-hand side of the screen.

[+ New Comment](#)

STEP 3

Type in your comment, add an attachments or photos and click Save.

Save

STEP 4

Edit or Delete your comments by hitting the trash can to delete or the pencil to edit.






MAINTENANCE

SUBMITTING A NEW REQUEST

If your community offers Maintenance within LifeLoop, you will see it listed in the tool bar.

STEP 1

Select "New Request" at the top right of your screen.



+ New Request

STEP 2

Fill out what work is requested and a short description. Click "Create Request".



Create New Request



MAINTENANCE

CANCELING A REQUEST

STEP 1

Find your maintenance request in the maintenance request list and select "View Details".

Maintenance

 Filters (0)

[View Details](#)

Fix my sink

#MR000544 - Other
Alexa Edwards (338)

STEP 3

Click "Cancel Request" at the top right-hand corner.

Note: You may only cancel a request in LifeLoop if it has a status of "Open". To modify any requests that have already been moved to in progress, please contact the community directly.

[Cancel Request](#)

USING LIFELOOP



Maintenance

MAINTENANCE

FILTERING REQUESTS

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

STEP 1

Select "Filter" at the top left of your screen.

 Filters (0)

STEP 2

Choose a specific Type, sort from oldest to newest or by urgent and search for a specific request.

Type

Choose Type



Sort

Choose Sort



Search

Search for request

Clear Filters


Done



MAINTENANCE

VIEW THE STATUS OF A REQUEST

The status of each request will be on the far right-hand side within the maintenance tab.

 Open
a day ago

 Completed
3 months ago

 Cancelled
3 months ago

VIEW DETAILS OF REQUEST

To view the specific details of a request, click "View Details" on the left-hand side of the request in the maintenance tab.

[View Details](#)



MAINTENANCE

ADD A COMMENT TO A REQUEST

STEP 1

Open the details of the request by clicking on "View Details".

[View Details](#)

STEP 2

Click on "New Comment" on the far right-hand side of the screen.

[+ New Comment](#)

STEP 3

Type in your comment, add an attachments or photos and click Save.

[Save](#)

STEP 4

Edit or Delete your comments by hitting the trash can to delete or the pencil to edit.





LIFELOOP EXPRESS

SEND YOUR LOVED ONE A POSTCARD

STEP 1

Choose the postcard you would like to send.



STEP 2

Add a personal message (up to 600 characters) and verify the delivery address.

Order Postcard



Message **(required)**

Hi Mom! I miss you and will be visiting shortly! I Love You!

USING LIFELOOP



Lifeloop Express

LIFELOOP EXPRESS

STEP 3

When you're ready, press "Submit Order". We will print and send the postcard to your loved one.

Submit Order

Note: You are allotted to send one free postcard per week.

Your postcard will be sent out to your loved one within 2 business days and be delivered via USPS.