LifeLoop trainings

Announcements

Communication

A complete guide to understanding and utilizing announcements within the communication feature.

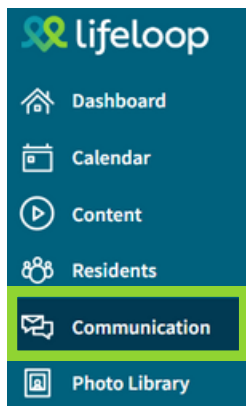**lifeloop.com**

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lifeloop

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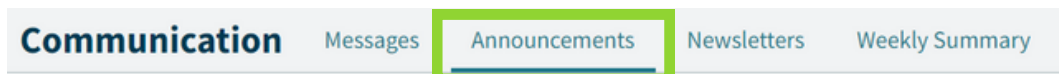# Creating announcements

Step 1

Select communication from the feature menu.

Step 2

Select announcements located at the top of the page.

Step 3

Select + new announcement.

Creating announcements

Step 4

Select the **community** to send the announcement to. Announcements may be sent to one or multiple communities at once.

Step 5

Select recipients to send the announcement to. Announcements can be sent to one or multiple different user types or specific groups.

Step 6

Select specific staff members to also receive the announcement.

← **New Announcement**

ⓘ *New announcements will be sent to the creator and all users of the selected user types and communities. All replies will be sent to you, the creator!*

Communities (required)

Choose Community

Send To

Select Recipient Groups

view 0 recipients

Staff to CC

Select staff to receive announcement replies

From (required)

Limited to 60 characters

Subject (required)

Limited to 120 characters

Step 7

Provide who the announcement is from. This can be a specific person or from a community. Example: Erin at LifeLoop, Prairie Meadows, etc.

Step 8

Enter the subject of the announcement. There is a limit to 120 characters for this field. Example: Memorial Day celebration, special announcement, etc.

Creating announcements

Step 9

In the announcement box, type the full email announcement. There are no character limits for this field.

Step 10

Select **add attachments** to attach a .PDF or .PNG to the email announcement.

Step 11

To customize a text announcement, select the **customize text message notification** checkbox. If the text notification is not customized, the text notification will be the subject of the announcement.

← **New Announcement**

Select staff to receive announcement replies

From (required)

Limited to 60 characters

Subject (required)

Limited to 120 characters

Announcement (required)

Type your announcement here

9

Email Attachments

10 ▢ Add Attachments

Text Message

11 ☑ Customize text message notification.

12 Text message announcements have a maximum limit of 160 characters

Step 12

Once the checkbox is selected, a text box will appear underneath. Enter the customized text message announcement into the text box provided. There is a 160 character max for this field.

Step 13

Once the form is complete, select **send announcement** on the bottom right-hand corner. This announcement will be sent immediately.

Send Announcement

Archiving announcements

Step 1

To archive announcements, select the checkbox to the left of the announcement.
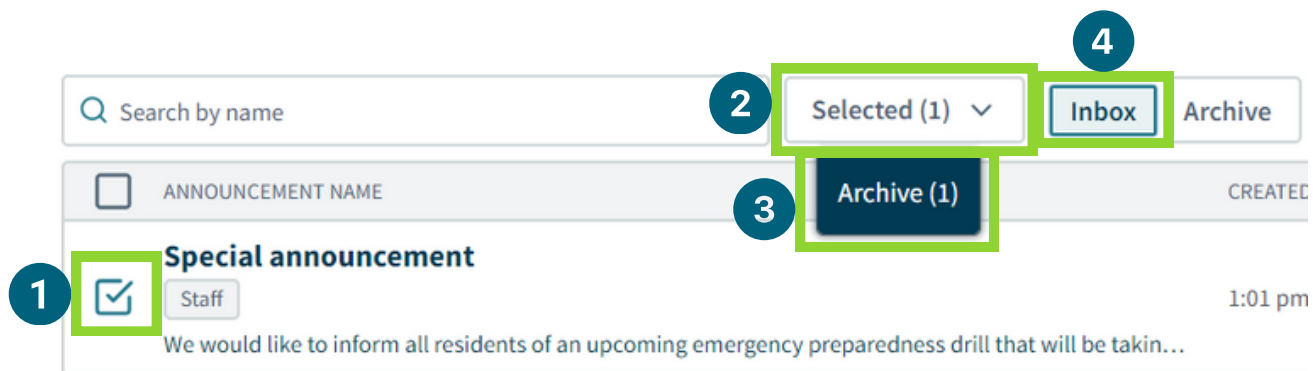
Step 2

Click on **selected** to the right of search bar at the top of the screen.

Step 3

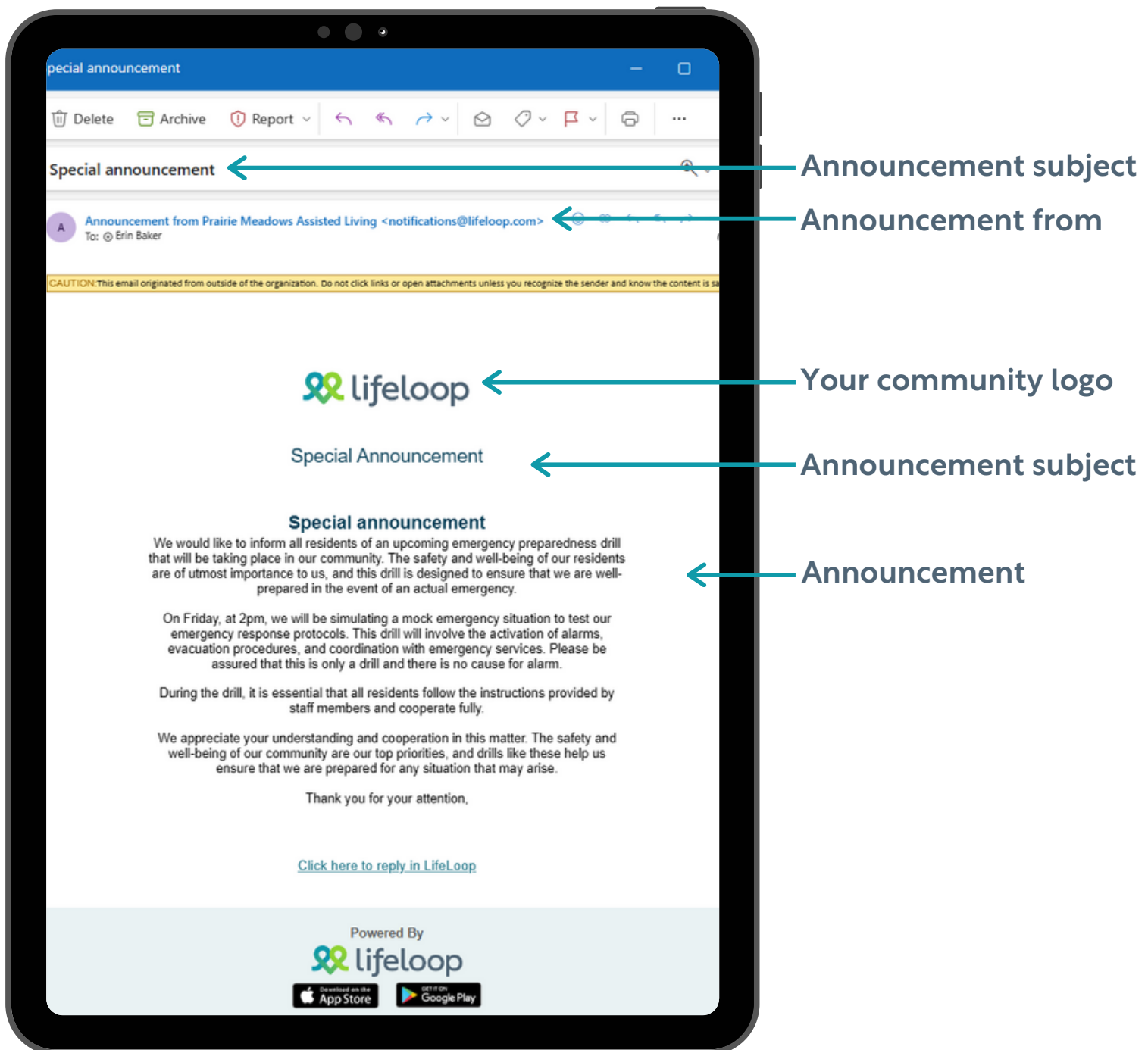Choose **archive** from the drop down.

Step 4

To view archived announcements, select **archive** at the top right-hand side of the screen.

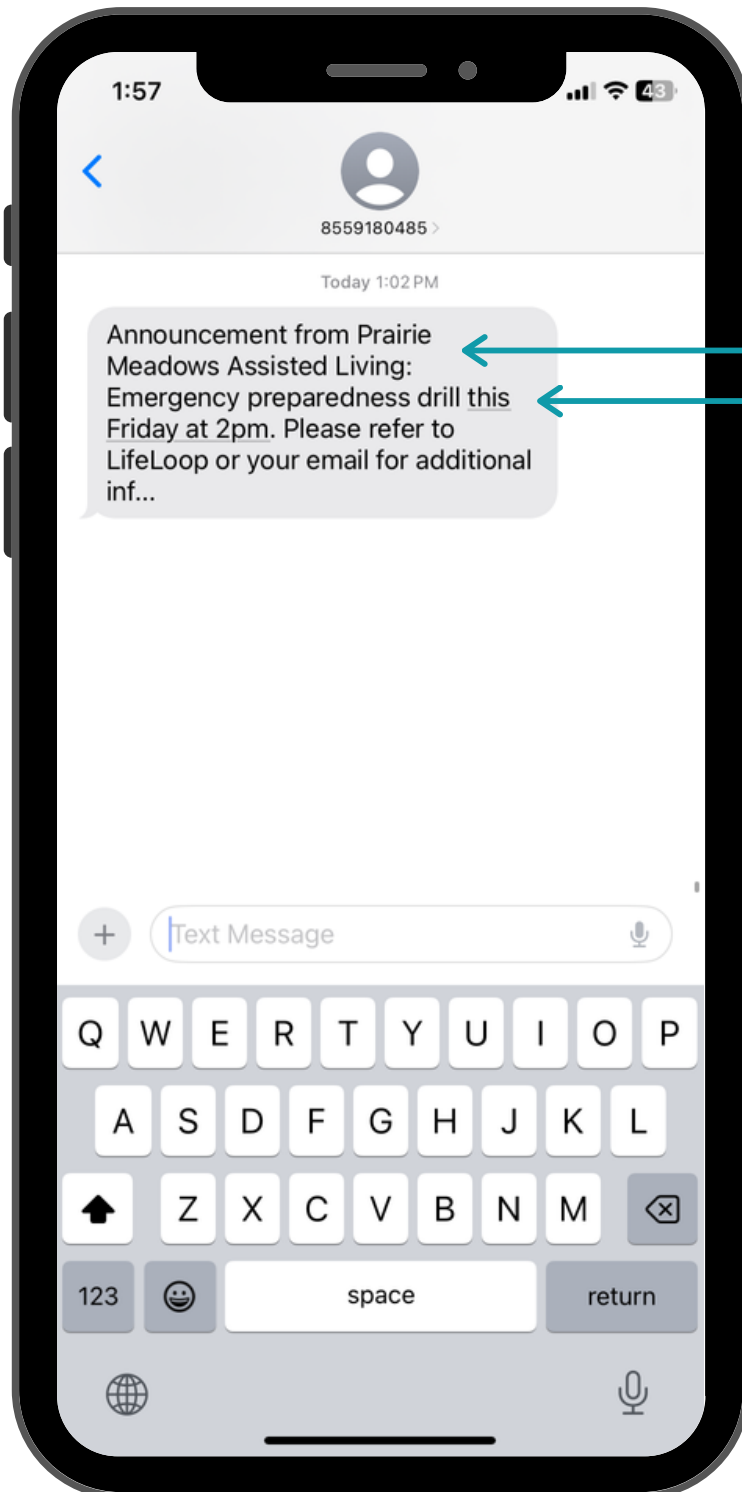# Email announcement example

Text announcement example

Announcement from Prairie Meadows Assisted Living: Emergency preparedness drill this Friday at 2pm. Please refer to LifeLoop or your email for additional inf...

Announcement from

Announcement

FAQ

Who can receive announcements?

All LifeLoop user types, connections, residents and staff, can receive announcements. An announcement can be sent to individual user types, multiple user types or specific groups. The users do not need to be a registered LifeLoop user to receive an announcement.

What is an annnouncement used for?

Announcements are used to get information out quickly to a large group at once.

Can announcements be sent to a specific group?

Yes! They can be sent to any group that has been identified within LifeLoop with a group tag. Announcements can also be sent to all user types that do not have a LifeLoop account as long as a phone number or email address has been provided.

Can anyone reply to an announcement?

Only users with a LifeLoop account can reply to an announcement.

Can announcements be archived?

Yes. Old announcements can be moved to the archive tab.

How can an announcement be received?

Announcements can be received within the app, by text message or by email. The notifications for announcements can be set in each user's notification settings. If the user does not have an account, the announcement will be sent to their phone number or email address that was used to add them to LifeLoop.

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.

Create and send announcements

Archive announcements

Continued learning

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://training.lifeloop.com/training/staff.

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.

Further questions?

Reach out to support@LifeLoop.com or your Customer Success Manager.