Managing notifications

Resident portal

A complete overview of managing notifications on the resident portal.

lifeloop.com

Version 11.23

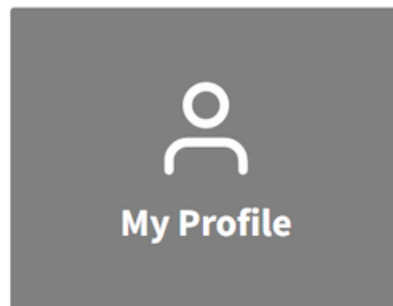lifeloop

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Managing notifications on the web

Step 1

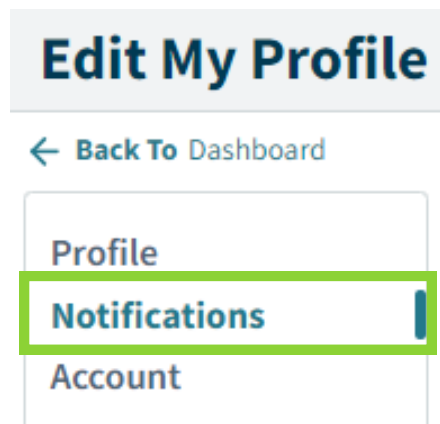Select **my profile** from the home page.

Step 2

Select **notifications** from the light blue menu on the left-hand side of the screen.

Managing notifications on the web

Step 3

Use the **checkboxes** under each category to set notification preferences. Select if you want notifications in the app, by text message and/or email, then select **save notifications** to save any changes.

Notifications

|	IN APP	TEXT	EMAIL
Activity			
↳ Activity - Activity Cancellation	☑	☑	☐
↳ Activity - Activity Reminder	☐	☑	☐
Messages			
↳ Messages - New Announcement	☑	☐	☐
↳ Messages - New Message	☑	☐	☐
↳ Messages - New Video Call	☐	☐	☐
↳ Messages - Newsletter Published	☑	☐	☐
Transportation			
↳ Transportation - New Comment	☑	☑	☐
↳ Transportation - Reminder	☐	☐	☐
↳ Transportation - Status Change	☑	☐	☐
Work Request			
↳ Work Request - New Comment	☑	☐	☐
↳ Work Request - Status Change	☑	☐	☐

Save Notifications

2

Managing notifications on the mobile app

Step 1

Select **my profile** from the feature menu.
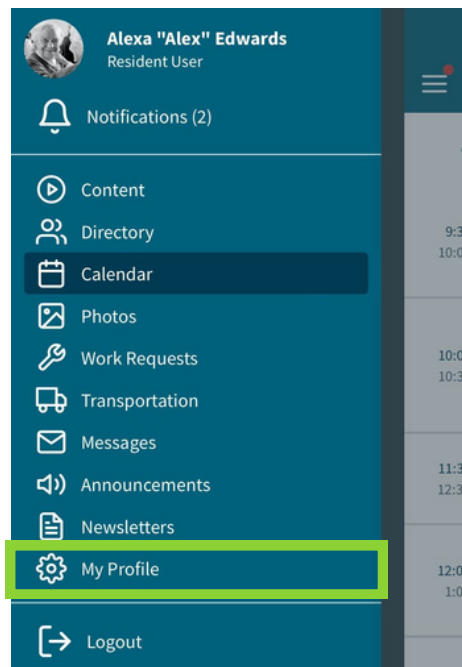
Step 2

Select **notification settings** from my profile
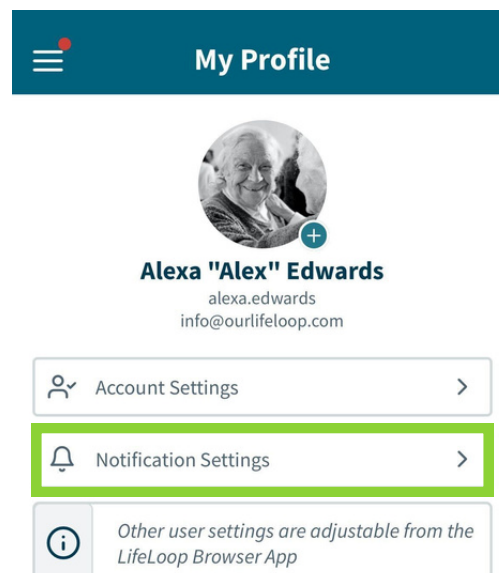
Managing notifications on the mobile app

Step 3

Choose how you would like to be notified for different items by email, text, in app or by push notifications. To receive text notifications, add a text phone number in the space provided and select **save**.

Step 4

To allow push notifications, select the **toggle** to turn it on.

Managing notifications on the mobile app

Step 5

Select the **notification name** to adjust the notification settings.

Step 6

Notification options will appear on the bottom of the screen. Select each type of notification that you would like to receive.

Notification descriptions

Activity

Activity cancellation – Notification of any cancelled activities.
Activity reminder – Reminder 1 hour prior to an activity that you are registered for.

Messages

New announcement – Your community has sent a new announcement.
New message – A new message is in your inbox.
*New video call – A new video call has been started.
Newsletter published – Your community has posted a newsletter.

Transportation

*New comment – Your community has posted a comment on your arranged transportation.
*Reminder – Reminder 1 hour prior to your approved transportation request.
*Status change – There is a status change on your transportation request.

Work requests

*New comment – Your community has posted a comment on your maintenance request.
*Status change – There is a status change on your maintenance request.

*Note: * Only available at select communities.*

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.

Resident web: update my profile information

Resident mobile app: logging in and settings

Continued learning

Visit the Learning Community

Access LifeLoop training resources at your convenience. Find the Learning Community by going to https://training.lifeloop.com/training/resident.

Further questions?

Reach out to support@lifeloop.com.