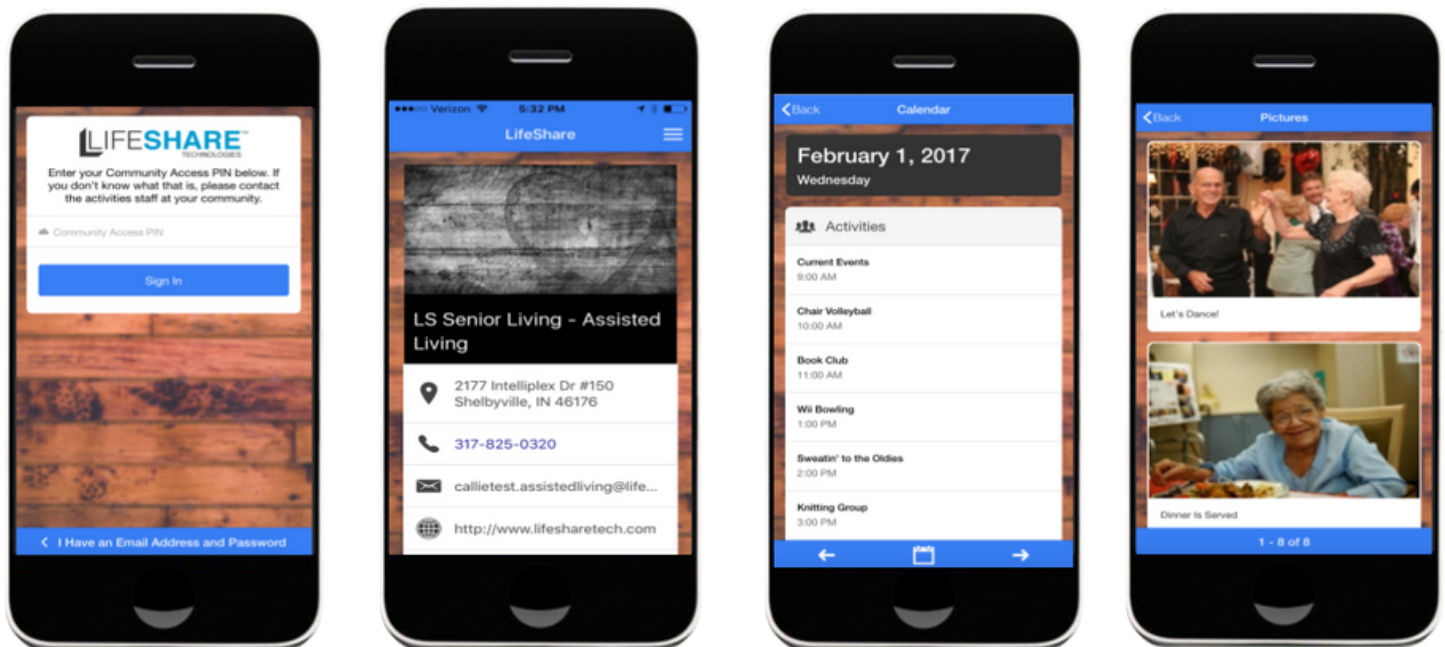


LifeShare Mobile App Community Information Access

Feature Summary:

LifeShare is designed to connect senior communities, residents, and families as easily as possible. Now an additional enhancement is available for all LifeShare clients.



Individuals with mobile devices may now have up to the minute access to what's happening within a community. LifeShare's new Mobile App features access to community information such as activity schedules, scrapbook photos, daily menus, and announcements.

For instance, staff and family members who want to see the activity schedule, scrapbook photos, daily menus, and announcements for a specific section of a campus such as Assisted Living or Health Center can see that information using a special PIN that's managed and shared by their community.

Users may stay connected and engaged with convenient links that make easy work of finding, emailing, or calling the senior living community with which they're connected via their mobile device. The Mobile App continues to offer convenient one-to-one communications and optimization for families and residents who have LifeShare in-room systems. The LifeShare Mobile App is available for free on the Apple App Store and Google Play.

Frequently Asked Questions

1. Where do I get the LifeShare Mobile App?

A. *The LifeShare Mobile App is available for free on the Apple App Store and Google Play Store. You will find it after searching for "LifeShare Family".*

2. Do I need to have the in-room LifeShare product to use this feature?

A. *No. This feature of the LifeShare Mobile App leverages the CommunityShare product and the campus information that is entered for display on the common area televisions.*

3. Do I need to set up special accounts for everyone who wants to use this feature?

A. *No. This feature was designed to use a universal "Community Access PIN" that everyone can use without needing an individual username and password.*

4. Can members of our campus staff use the LifeShare Mobile App?

A. *Yes! Simply give them the Community Access PIN and have them download the LifeShare Mobile App to their smartphone or tablet. Staff will be able to see the menus, activities, and announcements for the community in which they are interested.*

5. How do I know what the PIN is for each of the communities at my campus?

A. *When you navigate to the CommunityShare menu option in the CommunityShare Web App, you will see a new Channel called "Mobile Access" at the bottom of the left-hand list of Channels. Click on "Mobile Access" and you will see a list of your communities and their PINs.*

Channels

- Activities
- Menu
- Scrapbook
- Videos
- Birthdays
- In Memory
- Announcements
- Custom
- Weather
- Therapeutic Music
- Mobile Access**

Keep Up With Your Community on the Go!

You can now offer mobile access to some of the same content available on your CommunityShare displays. Family, staff, and residents can download the "LifeShare Family" mobile app onto their mobile device and see the menus, activities, announcements, and contact information for your community - no account required! Simply follow these instructions to get anyone up and running:

- Download the "LifeShare Family" app to your phone or tablet.
- On the login screen choose the "I have a Community Access PIN" button.
- Type in the PIN for the community you'd like to subscribe to.
- Tap "Log In" and enjoy!

Community	Community Access PIN		
LifeShare - Assisted Living	Xa6alA2n72S	Customize PIN	Edit Contact Info

* Be aware that Community Access PINs are case-sensitive.
** LifeShare Family is currently only available for Apple and Android devices.

A default PIN has been assigned already to every community at every campus. You can customize that PIN for your communities.

6. What happens if I need to change a Community Access PIN?

A. *You can do that! Simply log into the CommunityShare Admin web app, navigate to the CommunityShare menu option and click on the "Mobile Access" Channel. You will see a list of your campus communities and their current Community Access PINs. Click on the "Customize PIN" link. See below for important Best Practices for Maintaining CommunityShare Access PINs.*

7. Can I change my campus community's contact information that displays on the Home Screen of the LifeShare Mobile App?

A. *Yes. You can do that! Simply log into the CommunityShare Admin web app, navigate to the CommunityShare menu option and click on the "Mobile Access" Channel. You will see a list of your campus communities and their current Community Access PINs. Click on the "Edit Contact Info" link.*

Best Practices for Maintaining Community Access PINs:

1. Adopt a naming convention across your campuses so that these PINs are:

- a. Consistent.
- b. Easy to remember.
- c. Easy to type into a mobile phone.

2. PIN Naming Suggestions:

- a. Assisted Living: [Campus Name]-al e.g. springhurst-al
- b. Health Center: [Campus Name]-hc e.g. springhurst-hc
- c. Independent Living: [Campus Name]-il e.g. springhurst-il
- d. Memory Care: [Campus Name]-mc e.g. springhurst-mc
- e. Transitional Care: [Campus Name]-tc e.g. springhurst-tc

3. Be sure to change the PINs for your campus before handing out to anyone.

Important Considerations:

1. You can change the Community Access PIN at any time, but anyone who is currently logged in will be logged off and anyone attempting to use the old PIN will not be logged in until you tell them the new Community Access PIN.
2. PIN access allows viewing information on a specific "campus unit" such as "Assisted Living" or "Health Center." Only information marked to display on that "unit" will be viewable by the Mobile App user. So information marked to display on "Assisted Living" is not visible to someone who logs into the Mobile App with the "Health Center" PIN.