



LifeFone Caregiver Tools Portal[™] | **User's Guide**

Table of Contents

Welcome	3
Overview	3
Home Page.....	4
Events Panel	5
Locations Panel and Page	6
My Circle Panel and Page	7
Settings.....	8
Personal Information	8
Medication Reminders.....	9
Notification Settings	11
Contact Us and Support.....	12

Welcome

Thank you for choosing LifeFone and welcome to the new LifeFone Caregiver Tools™ web portal. We have created a suite of tools to help you actively participate in the care of the subscriber.

This guide will help you get familiar with how the portal works and how to take advantage of all the features LifeFone Caregiver Tools has to offer.

LifeFone Caregiver Tools is available for all LifeFone customers who subscribe to a GPS-enabled or Fall Detection service. Certain features may or may not be available depending on the service subscribed.

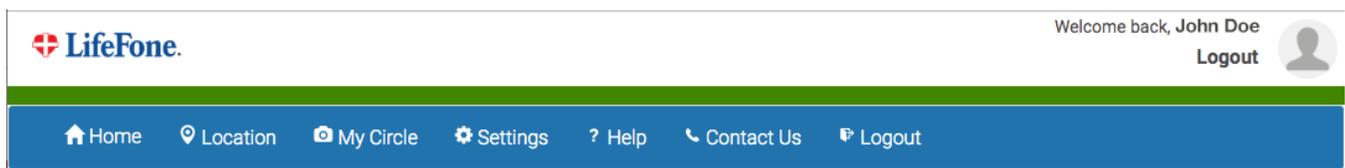
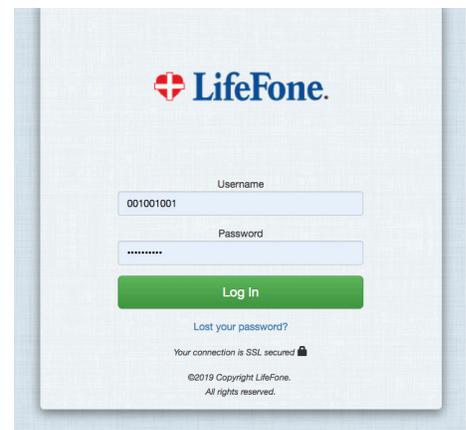
Features include automatic email and/or text message notifications and the ability to send a location request that searches for a Mobile Device's current location, making it easier to care for a subscriber no matter how far away from them you are.

Overview

LifeFone Caregiver Tools will allow you to be notified when an event happens, whether it is a system test or an actual emergency. You will also be able to get battery related alerts and locate a subscriber by searching for the Mobile Device's location, assuming the user subscribed to a system which includes a Mobile Device. You can also customize your settings and chose which notifications you prefer to receive and how you want to receive these notifications: email, text message or both.

LifeFone Caregiver Tools is intended to be accessed by a person authorized by the user. Every time you log in to the portal you will be asked to agree to the terms and conditions of use. This is to ensure you have been given permission by the user to access LifeFone Caregiver Tools.

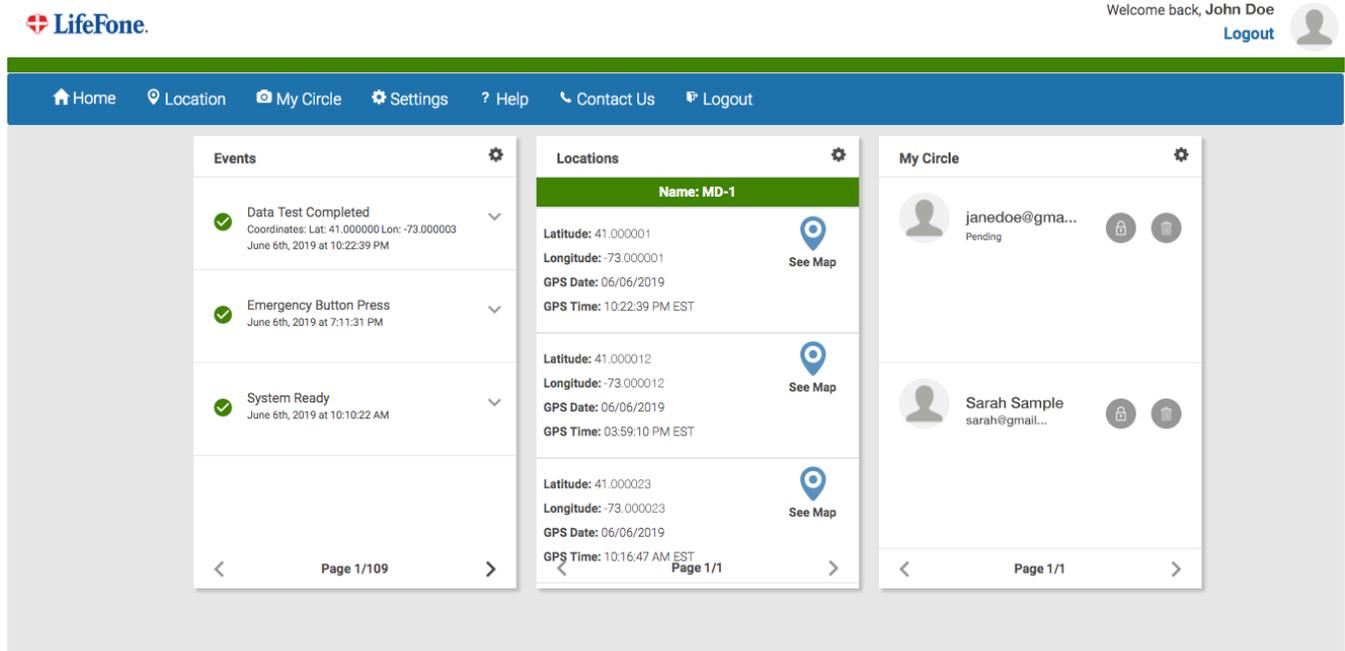
Once you are logged in and have accepted the terms and conditions, you will see the menu options at the top of your screen. Each of these menu options and all the features offered in this portal will be explained in this guide.



If you have any questions you can always contact our customer support team at **1-800-940-0262** and select the customer service option. Support on the Caregiver Tools Portal is available Monday through Friday, from 9:00 AM to 5:00 PM EST. Tech Support for all other LifeFone products and services is available 24/7.

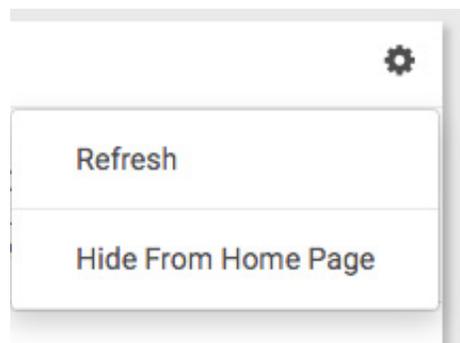
Home Page

Once you login to your LifeFone account, you will reach the home page. This screen will overview different sets of information that will be useful to you. If you ever need to return back to this home page, simply click on Home at the top of your screen. At the top right hand corner of your screen, you will be able to see your name and a link to Logout.



The tabs on the top menu allow you to view Location information, My Circle contacts, and Settings. Help will link to an online copy of this manual. Contact Us brings you to a form, and Logout signs you out of your Caregiver Tools account.

Your home page will include different panels that will display your information. The default panels are Events, Locations and My Circle. You may choose to remove a panel from the home page by clicking on the Gear Icon, then selecting "Hide From Home Page". You can display a hidden panel by clicking on the plus sign in the last panel and choosing the item you want to add and clicking Save. If you do not have any hidden panels to add, you will not see a plus sign in the last panel.



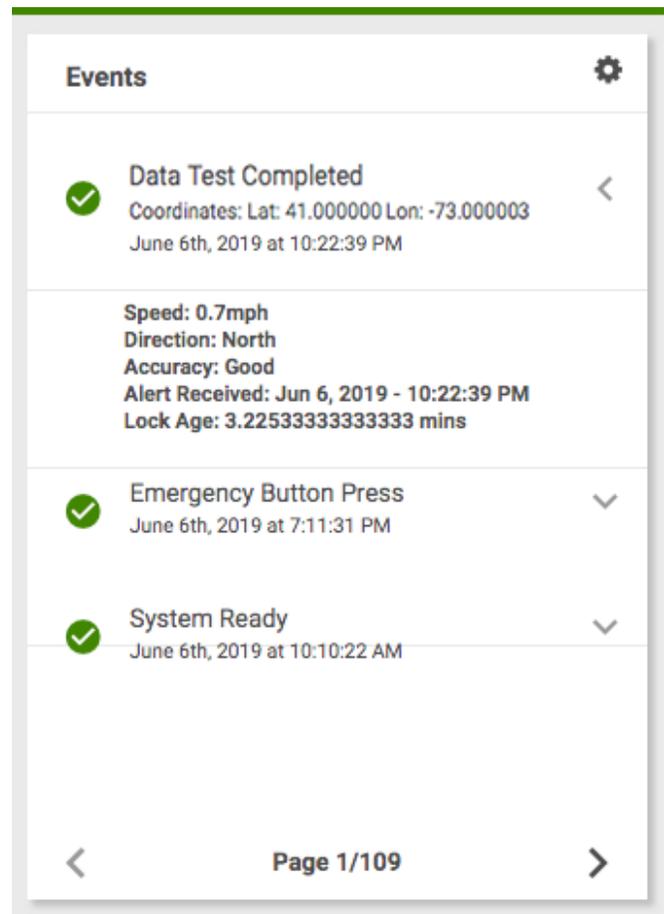
Events

The Events panel provides a detailed view of all Emergency and Non-Emergency Events logged in our system. To view more information about any Event, click on the down arrow to expand each event. Click the arrow again to close the event details.

The Events panel will display the date and time when signals are received, either on the Mobile Device or the Cellular Base Station. The Mobile Device attempts to obtain a GPS lock upon button press and periodically throughout the day. Upon button press, the Mobile Device will send the coordinates of the device along with the date and time of the event which is displayed in this Events section.

***Out of Range:** If you see this on your screen, it means that Mobile Device was not in range of the Cellular Base Station or that there is no Cellular Base Station associated with this account.

***N/A:** The Cellular Base Station is a home based system which does not obtain GPS coordinates. This is why you will see "N/A" next to "Coordinates."

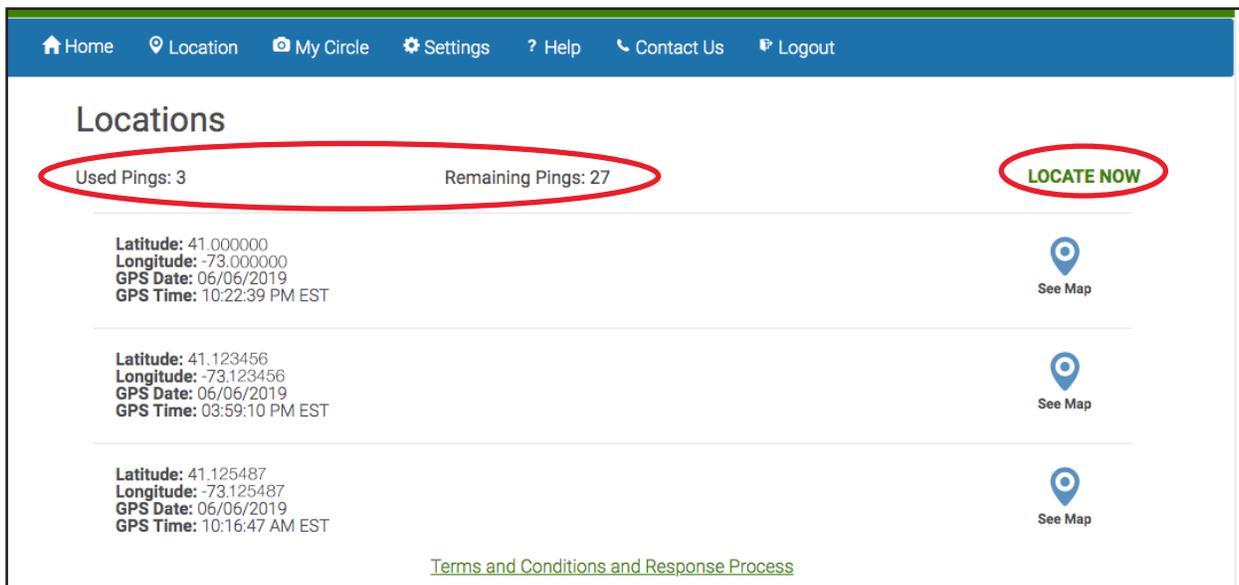
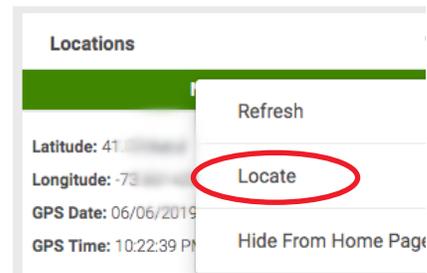
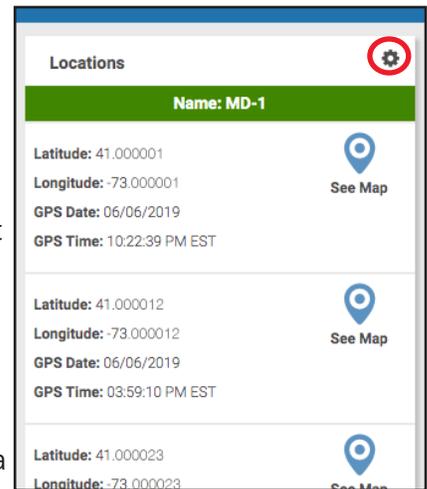


Location

Requires System with Mobile Device

If you received a Mobile Device with your system, the Locations panel will show the last known locations that were captured by the Mobile Device when the help button was pressed. To submit a Location request to the Mobile Device, you can click on the gear at the top of the Location panel and choose "Locate." Or you can click on the Location menu link at the top of the page, and choose "Locate Now" on the top right of the Locations screen. **Note:** This will only allow you to send a request for the current location of the Mobile Device if the subscriber received a Mobile Device with their system.

Location results are shown in Google Maps. Results may take up to five minutes in some cases and the success or accuracy depends on the current location and status of the Mobile Device. If you press this button, it will disappear while it searches for the device location. It can be up to 30 minutes for the button to reappear because the device might still be processing the last request. The button disappears to avoid multiple requests being sent at the same time which might increase the time it takes for the Mobile Device to respond.



To the left of the LOCATE NOW button you will see how many location requests you have remaining. The number of Used Pings and Remaining Pings appears at the top of the screen. Every time you press the LOCATE NOW button, you use a location request. Location requests are available to subscribers that have a system which includes a Mobile Device. Each user is allotted 30 location requests per month, and your location requests expire at the end of every month.

My Circle

This section will allow you to view a list of your responders, if applicable. The subscriber can send an email invitation to any call list responder to log into LifeFone Caregiver Tools Portal and view designated information regarding the subscriber. The subscriber may also add new users to the Circle by clicking on the Settings Icon  in the My Circle Panel and selecting **Invite Friend**.

Enter their email address and click **INVITE**.

Once you click **INVITE** you will see the message to the right. An invitation will be sent to their email address and they will be able to login to their profile and receive information on the subscriber, depending on the permissions the subscriber has allowed.

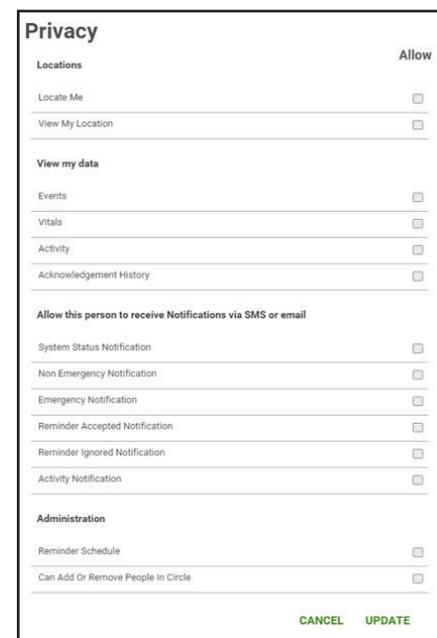
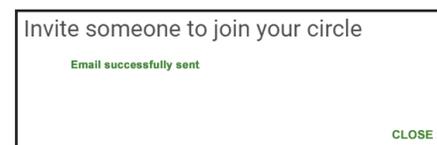
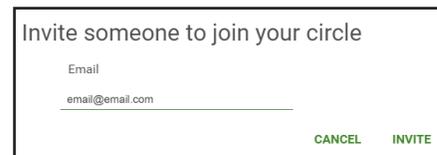
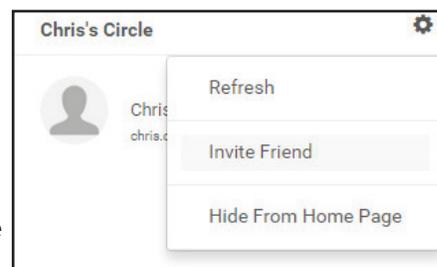
The users under My Circle may have some icons next to their name and email address. Click on this icon  to modify the permissions that your responder can see. When you click on the lock icon, the Privacy screen to the right will appear. Select the permissions you wish that specific user to see. Click **UPDATE** at the bottom of the screen when you wish to save your changes and then exit the screen. Click **CANCEL** to leave the screen without saving any changes.

Please Note: If you allow a responder administrative access by checking the boxes in the screen shown above, they will be able to view your reminders and to have the ability to add or remove people in the subscriber's circle.

This trash icon  will allow you to remove the responder's account and relinquish the capability to view the subscriber's information. If you see this icon  next to a responder, that means they are a Call List Responder. They are added to the subscriber's personal LifeFone account as an Emergency Responder and can't be removed via the portal.

- **Notification/Connect Only Responder:** If the responder was added through MobileHelp Connect and is not a Call List Responder that is listed on your personal LifeFone account, then they may update their name, phone number, password, and photo by logging into the account and clicking on Settings. The subscriber may delete this type of responder's ability to log in and view the profile by removing them from My Circle.
- **Call List Responder:** The Call List Responder may only change their password or photo when they login to their account.

Call Customer Service at 1-800-940-0262 to add or remove Call List Responders, or if you would like more information on the My Circle section.



Settings

Settings Menu: Personal Information, Reminders and Notification Settings.

Settings: Personal Information

In this section, you will be able to view your personal information, add a profile picture or change your password. Updating information in this section will not affect the LifeFone subscriber information. Please remember to click **SAVE** after updating any information.

 Welcome back, John Doe
[Logout](#) 

Account Settings [Home](#) [Personal Information](#) [Reminders](#) [Notifications](#)

Personal Information

Avatar

First name:

Last name:

Account ID:

Mobile Number: [CLICK HERE TO VERIFY](#)

Email address:

New password:

Retype password:

SAVE

LifeFone Caregiver Tools is intended to be accessed by a person who the user authorized. Upon activation an email is sent containing an account ID, a temporary password and an internet link to access the portal. The first time you log in to the portal you will be able to create a new password of your choosing. Your password must be at least 8 characters long, contain a number or special character, and a capital letter. You will receive an email and/or a text message confirming your new password.

Settings: Reminders

Requires Cellular Base Station

If you subscribed to the Medication Reminders service, please read the following instructions.

Scheduling Reminders

Click **Settings**, then on the **"Reminders"** tab on the top your screen, or click the menu button on the right hand side of the screen that looks like three lines, and select **"Reminders"**. Click **ADD NEW** at the bottom of your screen. Select **Medication** under **Type**.

Next to **Name**, type in the name of your medication. This is the name that will be displayed on your Cellular Base Station screen when it is time for the reminder.

Add in **Dosage** and **Amount** information if desired. Select **Days to take**, or **Daily**, if you would like to be reminded every day. Set **Times to take** by selecting up to four different times of day. You may add notes in the **Comments** section at the bottom.

Reminder Details

Type: --

Name:

Dosage:

Amount:

Daily

Sun Mon Tues Wed Thu Fri Sat

Times to take:

Time 1: -- Time 2: --

Time 3: -- Time 4: --

Comments:

CANCEL SAVE

Click **SAVE** when you are finished, or **CANCEL** if you wish to exit this screen without saving.

Always remember to click **UPDATE DEVICE** at the bottom right of the Reminders screen when you have made any changes in order to send the update(s) to the Cellular Base Station.

Reminders

Please click "Update Device" to sync your outstanding reminders changes.

You can delete any reminders by clicking "Delete" next to the medication name. If you do this, you will see a message asking you to confirm you want to delete this medication reminder. You can click OK to delete or cancel to go back to the list of medications. If you click OK, the medication will be deleted from the list.

To change a medication dosage, schedule or name you can click on "Edit" next to the medication name. Once you make the change, click to save. Again you will see a message asking you to confirm if you would like to proceed with the change, if you click OK the change will be saved. If you click cancel your change will not be recorded.

Settings: Reminders

Important:

Every time you make a change or add a new medication you will need to click "Update Device" to sync the information you have in the portal with what is currently being sent to the Base Station. It will take up to five minutes for the Cellular Base Station to process the reminder list.

ADD NEW UPDATE DEVICE

If an error message appears indicating the device failed to be updated, please call technical support at **1-800-940-0262**. Support on the Caregiver Tools Portal is available Monday through Friday, from 9:00 AM to 5:00 PM EST. Tech Support for all other LifeFone products and services is available 24/7.

Reminder Acknowledgments

Each time you accept or ignore a reminder, it will appear in this section. You will be able to see what type of reminder it was, the date and time it was accepted or ignored.

When you navigate to the **reminder history** page, you will see that the **Accepted** reminders are shown in green and the **Ignored** ones will be displayed in red.

Reminder Acknowledgements	
 Lipitor - Reminder Accepted	Every day December 1, 2014 12:00 PM
 Plavix - Reminder Accepted	Every day December 1, 2014 12:00 PM
 Metoprolol - Reminder Ignored	Every day November 30, 2014 01:00 PM

Medication Reminders Subscriber User Experience

The name of the medication will be displayed on the Cellular Base Station screen just like it has been entered in the portal.

The Cellular Base Station will announce "Medication Reminder - Please Press Reset to Accept" once a minute for 30 minutes and the blue "reset" button will flash until "reset" button is pressed.

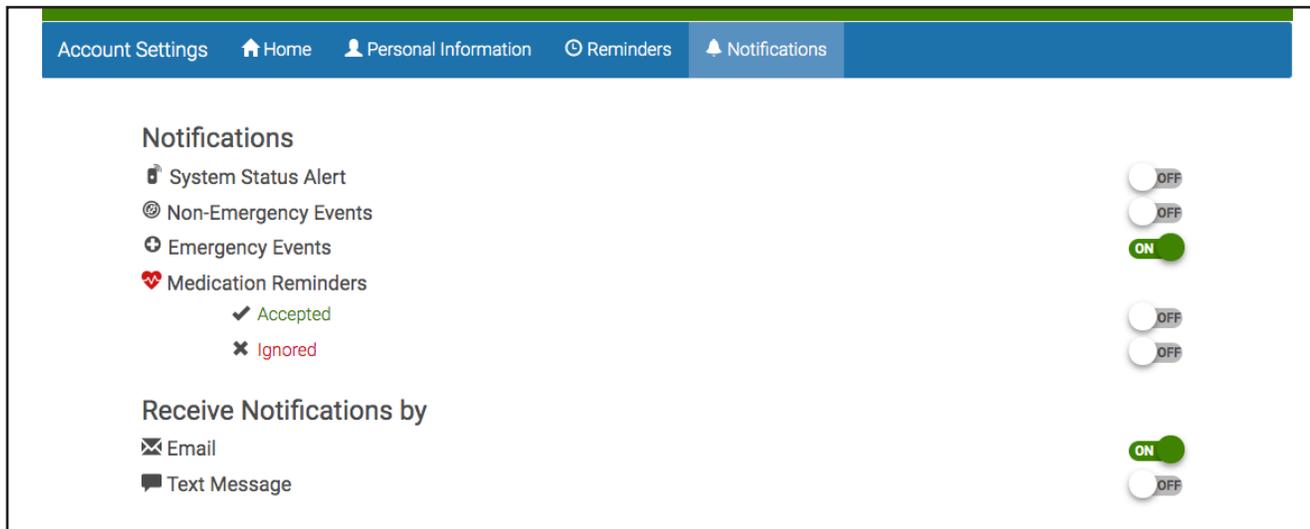
If the user presses the blue "reset" button the reminder will be recorded as accepted. If the user does not press the "reset" button within 30 minutes, the reminder will be recorded as ignored.

If you have questions, please contact our customer support department at **1-800-940-0262**. Support on the Caregiver Tools Portal is available Monday through Friday, from 9:00 AM to 5:00 PM EST. Tech Support for all other LifeFone products and services is available 24/7.

Notification Settings Page

This page will allow you to control what notifications you will receive and in what way you will receive your notifications. You can have as many Notification Responders as you want listed on your account and you can choose for each responder to receive: **system status alert notifications, non-emergency event notifications, emergency event notifications, and medication reminder status** via text message and/or email message.

Call List Responders listed in the subscriber's emergency profile can also receive notifications. This would be set up by customer service.



Depending on what system the user subscribed to, Notification Responders and Call List Responders might get the following notifications via text and/or email:

System Status Alerts

- The Mobile Device is low on battery
- The Mobile Device shut down due to 0 battery life
- The Cellular Base Station was disconnected from a power outlet
- The Cellular Base Station is low on battery
- The Cellular Base Station was re-connected to a power outlet or power was restored while in battery power mode

Non – Emergency Event

- The user is doing a system test
- Help button was inadvertently pressed / false alarm

Emergency Event

- Help has been dispatched (emergency help or call list responders, depending on the type of emergency and the user's preferences listed in their security profile)

Contact Us

At the top of the home page you will see a Contact Us link. By clicking on this, you can view contact information to reach Customer Support by phone or by filling out a form and clicking send. A Customer Support associate will contact you as soon as possible.

Support

If any information is no longer accurate, or if you need to make changes to the user's profile, please have the user contact our customer service team at **1-800-940-0262** and select the customer service option. Support on the Caregiver Tools Portal is available Monday through Friday, from 9:00 AM to 5:00 PM EST. Tech Support for all other LifeFone products and services is available 24/7.

If the user subscribed to an At-Home system and would like to upgrade to a GPS-enabled Mobile system or if you need to add more location requests to your account you can do so by calling our customer support team at **1-800-940-0262** and selecting the customer service option. Support on the Caregiver Tools Portal is available Monday through Friday, from 9:00 AM to 5:00 PM EST. Tech Support for all other LifeFone products and services is available 24/7.



MEDICAL ALERT SERVICES

16 Yellowstone Avenue,
White Plains, New York 10607-1324
Web: www.LifeFone.com
Phone: 1-800-940-0262

Saves Lives When Seconds Count®

Copyright ©2019. All Rights Reserved.