



SHARE helps seniors and their family and friends stay in touch and connected to their senior living community. With a Family Manager account, you can see community info, communicate with your loved one, and help manage their experience through the SHARE mobile app and web portal.

HOW DO I GET A FAMILY MANAGER ACCOUNT?

The community staff can create a Family Manager account for you - just provide them with your name and preferred email address. When the account has been created, you will receive an email that contains a QR Code that you can use to log in via the mobile app.

The image shows an email notification on the left and a smartphone on the right. The email, titled "Welcome to the SHARE App!", is addressed to Alan and informs him that a Family Manager account has been created for him. It provides a username (alan.mitchell123@gmail.com) and a temporary password (AbCd123xYz01). A QR code is included for scanning, with a blue arrow pointing to it. The smartphone displays the SHARE app's login screen, which features the SHARE logo and three options: "Scan QR Code", "Sign Into My Account", and "Use Community PIN". The phone's status bar shows the time as 5:12.

Welcome to the SHARE App!

Dear Alan,

The Pines has created a Family Manager account for you in the SHARE app. You can now log into the SHARE app to see and manage information for Ida Mitchell and the community at The Pines.

Get Started

1. Download the SHARE app on your mobile device from the [Apple App Store](#).
2. Then, use the ID and temporary password below or scan the QR code to log into the app.

Username: alan.mitchell123@gmail.com
Password: AbCd123xYz01

Don't have a mobile device? You can log in [here](#) on your computer.

5:12

SHARE

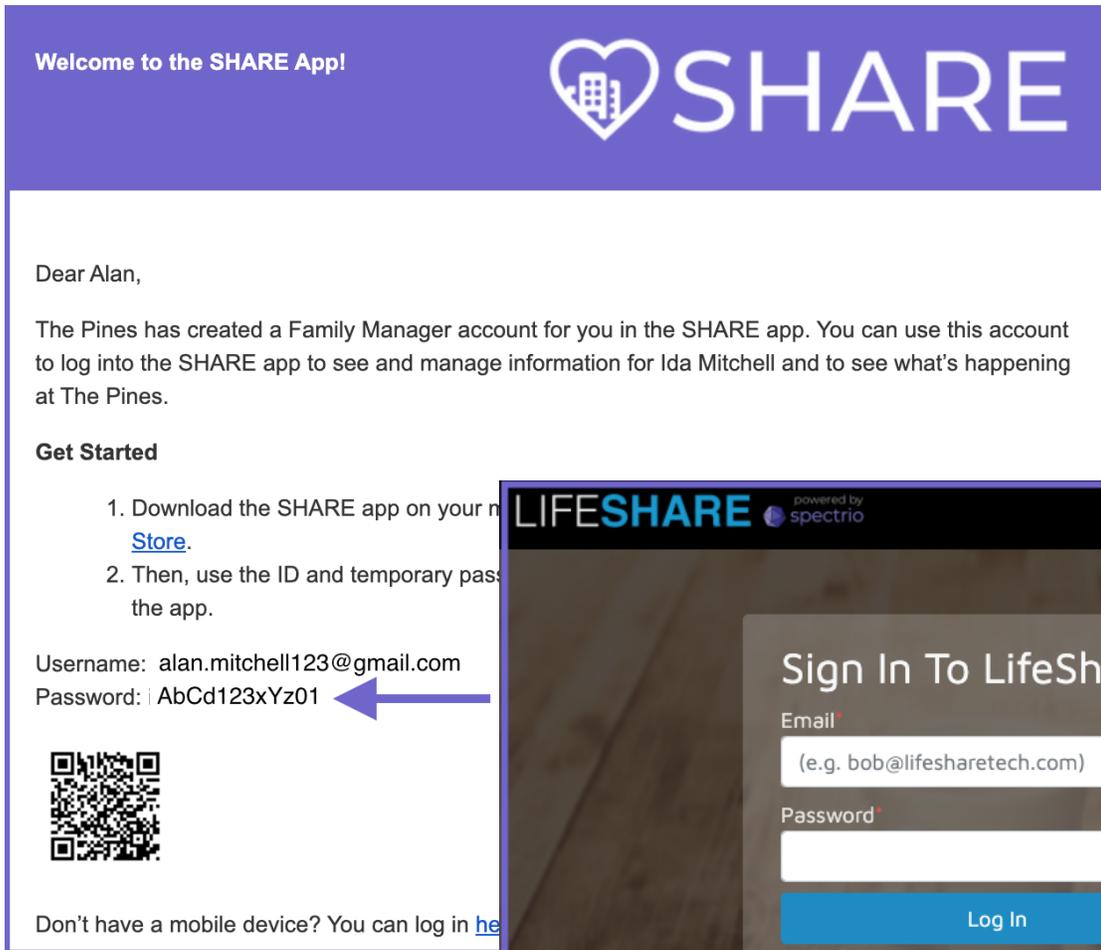
How do you want to sign in?

- Scan QR Code
- Sign Into My Account
- Use Community PIN

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The email also contains a temporary password that you can use to log in on the app or via the web portal at <https://my.lifesharetech.com> if you prefer.



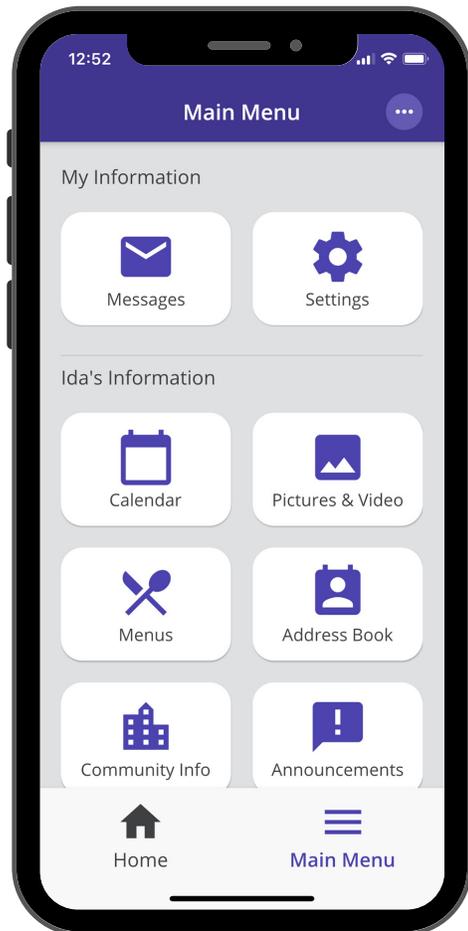
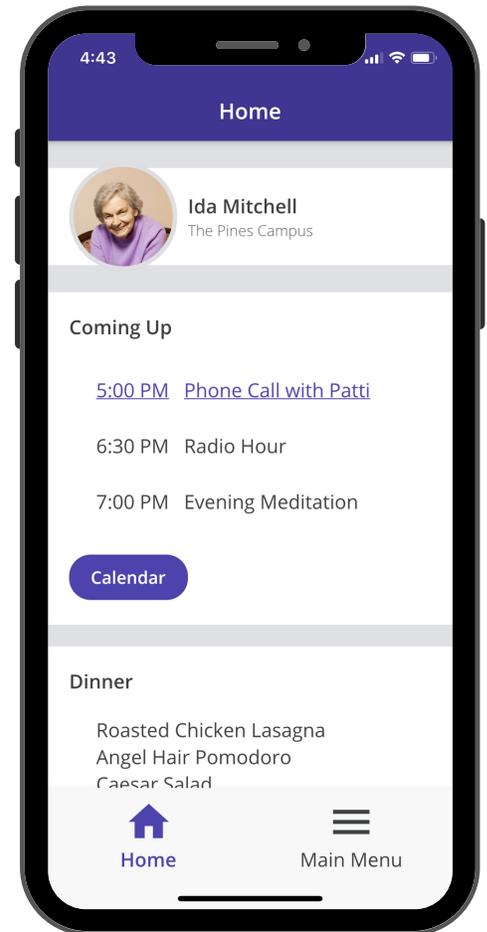
The first time you log in, you will be asked to set your password. If you ever forget your password, you can easily reset it from the app or web portal login screen by using the Forgot Password link.

USING THE SHARE APP

The two main screens in the SHARE app are the Home Screen and Main Menu. Use the icons at the bottom of the app to navigate to either screen.

HOME SCREEN

The SHARE app includes a moment-at-a-glance Home screen that shows you what is currently happening at your loved one's community, including Activities, Menus, Announcements, and Birthdays in the community.



MAIN MENU

The Main Menu allows you to access your own Messages and Settings in the SHARE App.

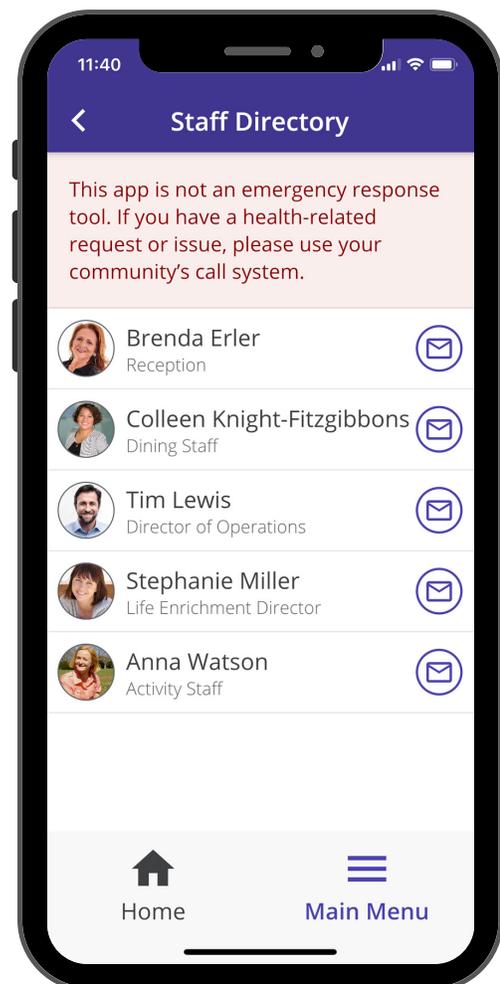
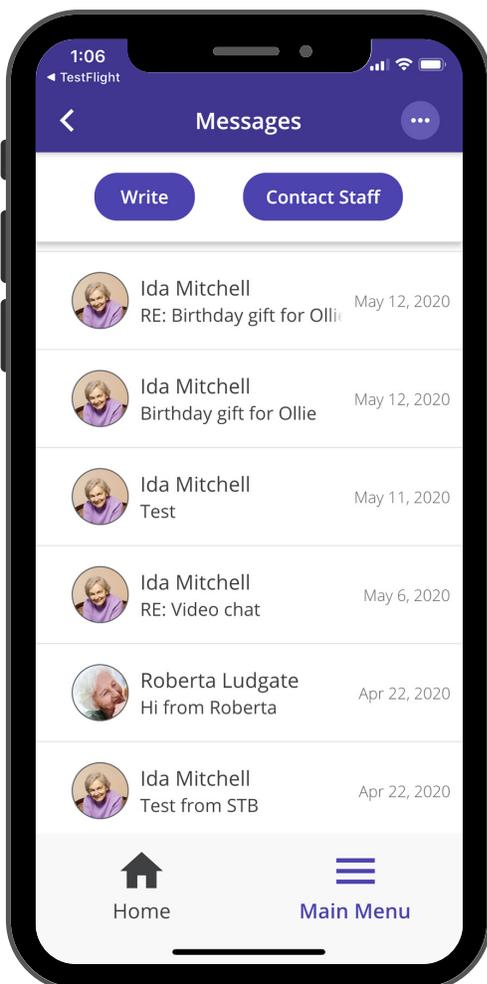
It also allows you access to your loved one's Pictures & Videos and Address Book as well as the Calendar, Menus, Announcements, and Community Info sections.

MESSAGES

The Messages area contains all messages that your loved one sends to you via the SHARE app. Those messages are also forwarded to the email address that you used to set up your SHARE account.

Tap Write on the Messages screen to compose a new message to your loved one. You can also open messages that you have received and tap Reply to send replies from within the app.

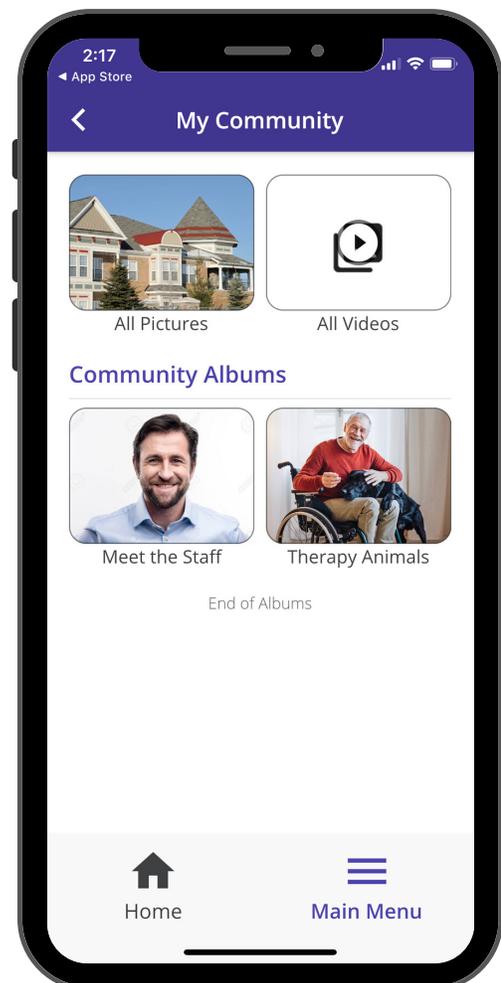
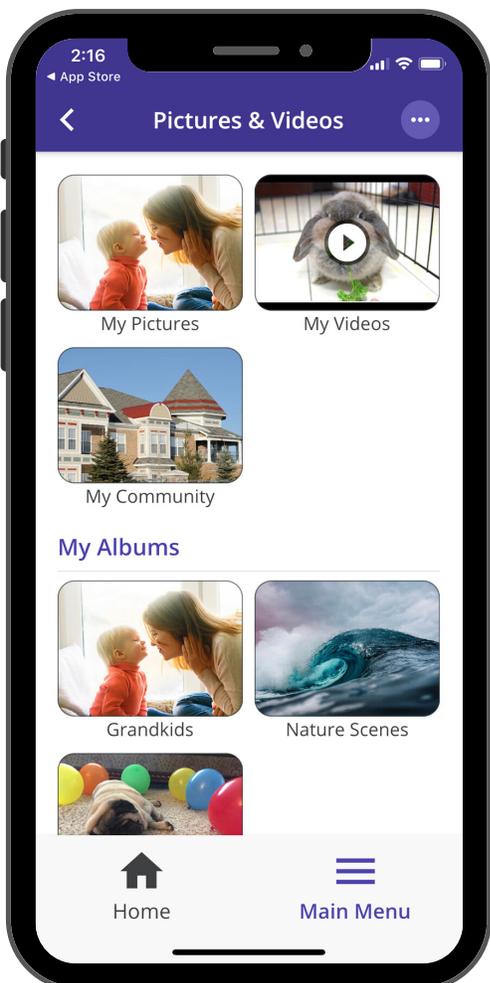
The Contact Staff button in the Messages allows you to access the community's Staff Directory and send a message to a staff member.



PICTURES & VIDEOS

The Pictures & Videos area aggregates all of the pictures and videos that you and others have sent to your loved one through messages to their SHARE email. You can create albums and upload more pictures and videos directly in the Pictures & Videos area using the  menu in the upper right.

Tapping the My Community album on the Pictures & Videos screen allows you to see all of the pictures and videos that the community has added to SHARE.

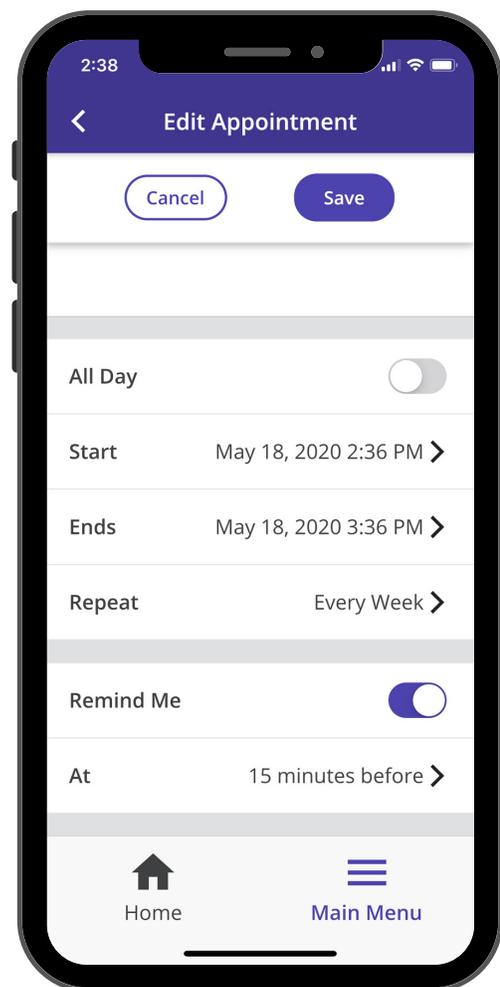
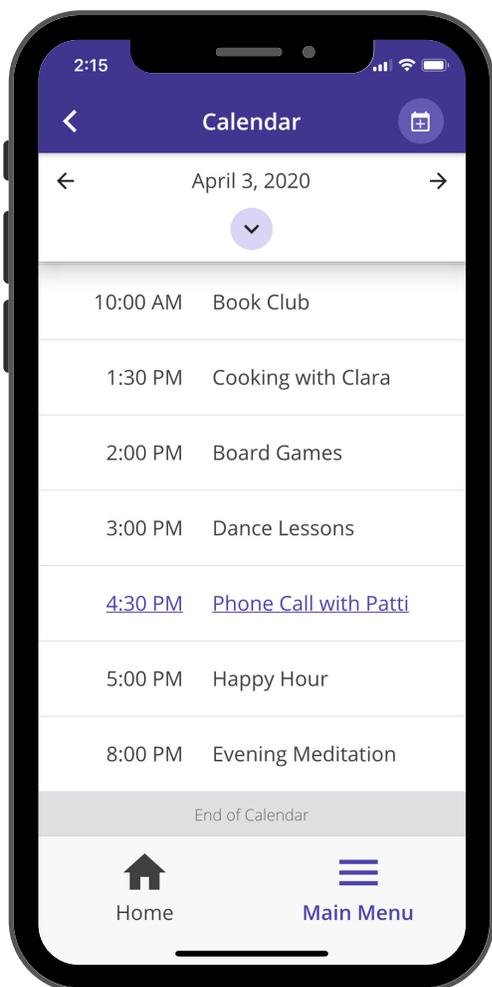




CALENDAR

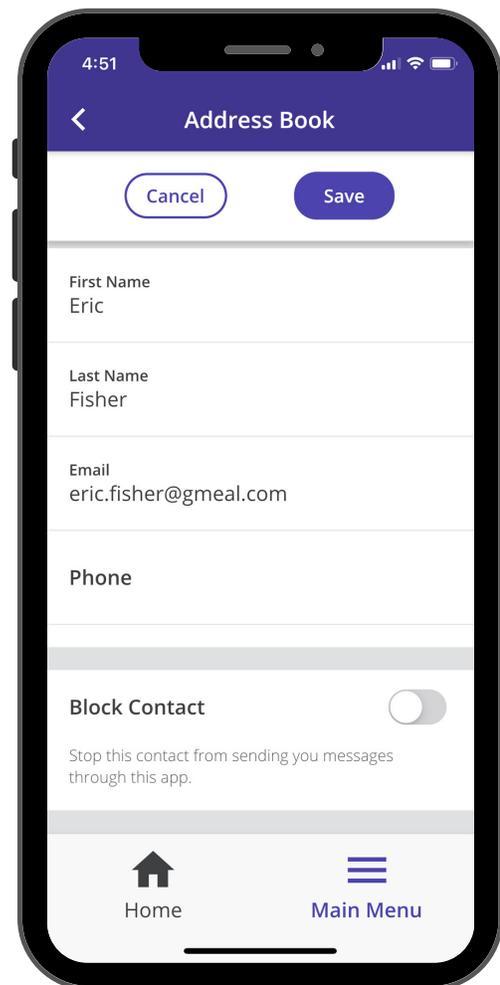
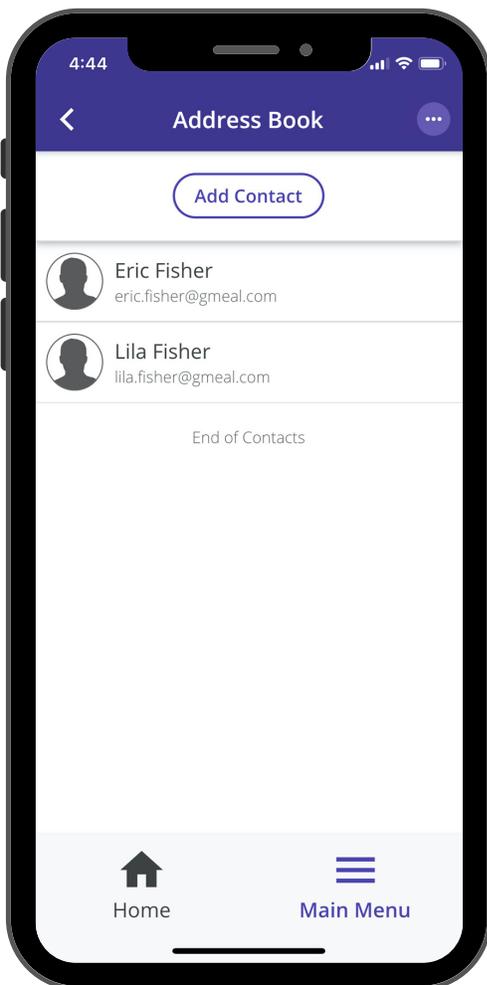
In addition to providing access to all of the community activities, the Calendar area allows you to add appointments for your loved one

Use the  button on the Calendar to add new appointments. You can use the Repeat option on the appointment to make it repeat on a schedule, and you can use the Remind Me option to send a push notification to your loved one's device prior to the appointment start time.



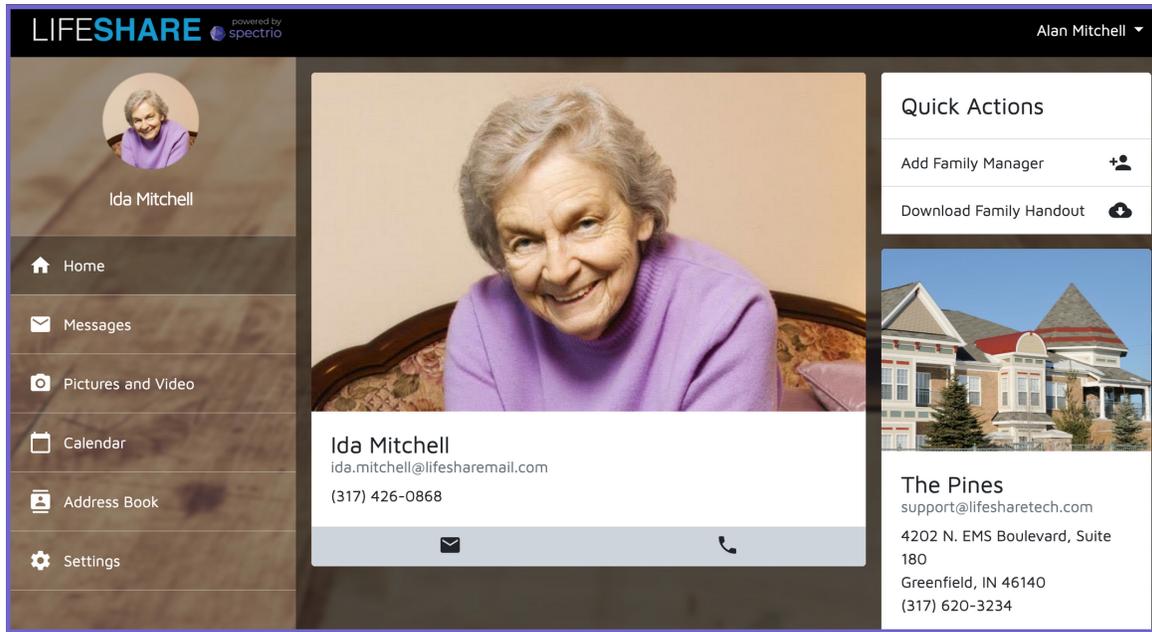
ADDRESS BOOK

You can view and edit your loved one's Contacts in the Address Book. You can add new contacts here, and tap the  button in the upper right to turn on a Whitelist to block incoming messages from addresses that are not listed as contacts. When editing a contact, you can also choose to block that particular contact

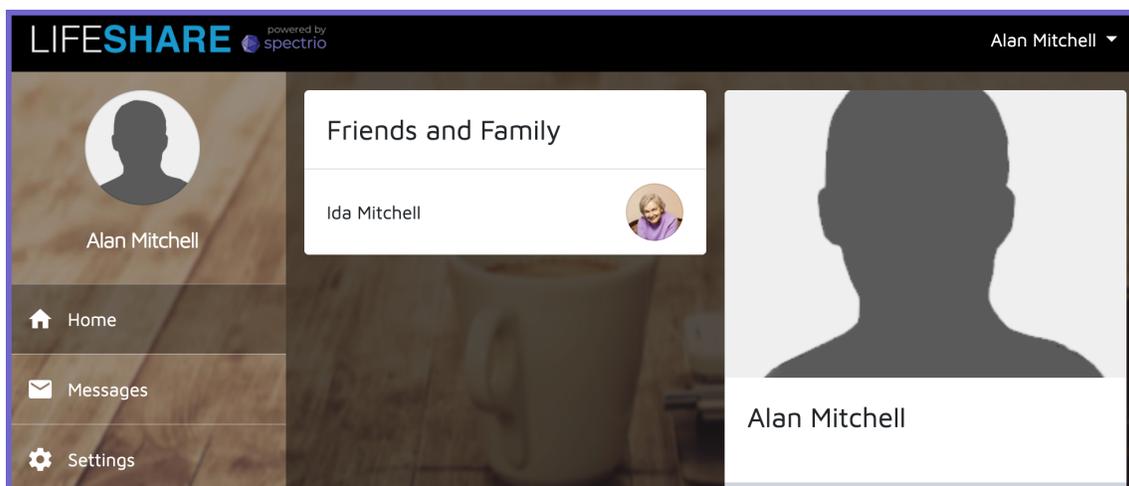


USING THE WEB PORTAL

The web portal at <https://my.lifesharetech.com> provides many of the same features as the SHARE mobile app.

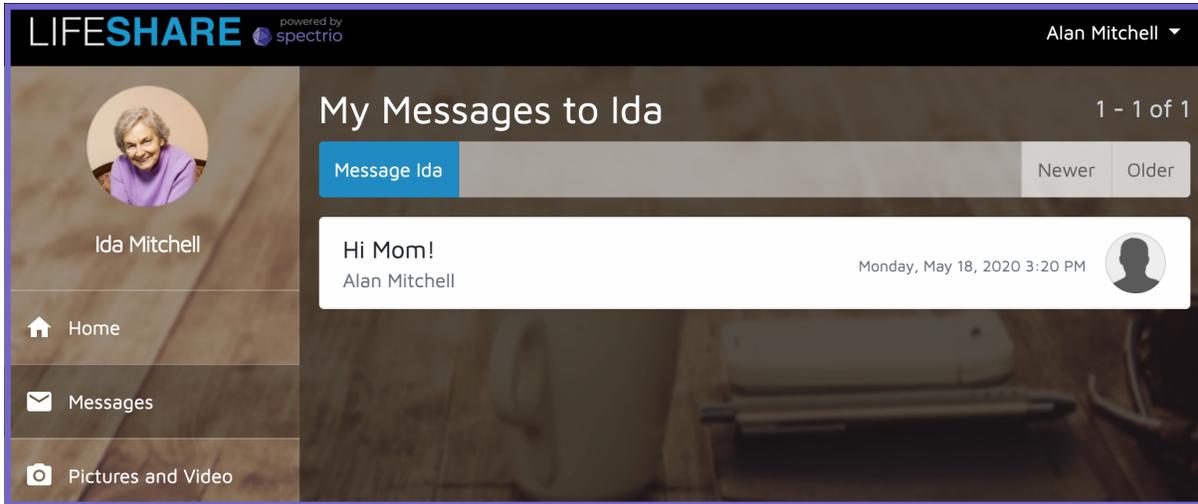


The left side of the screen shows links to access Messages, Pictures and Videos, Calendar, Address Book, and Settings for your loved one. Use these links to navigate and access the options described in the following sections. You can also click the logo in the upper left to access your own Home, Messages, and Settings pages.

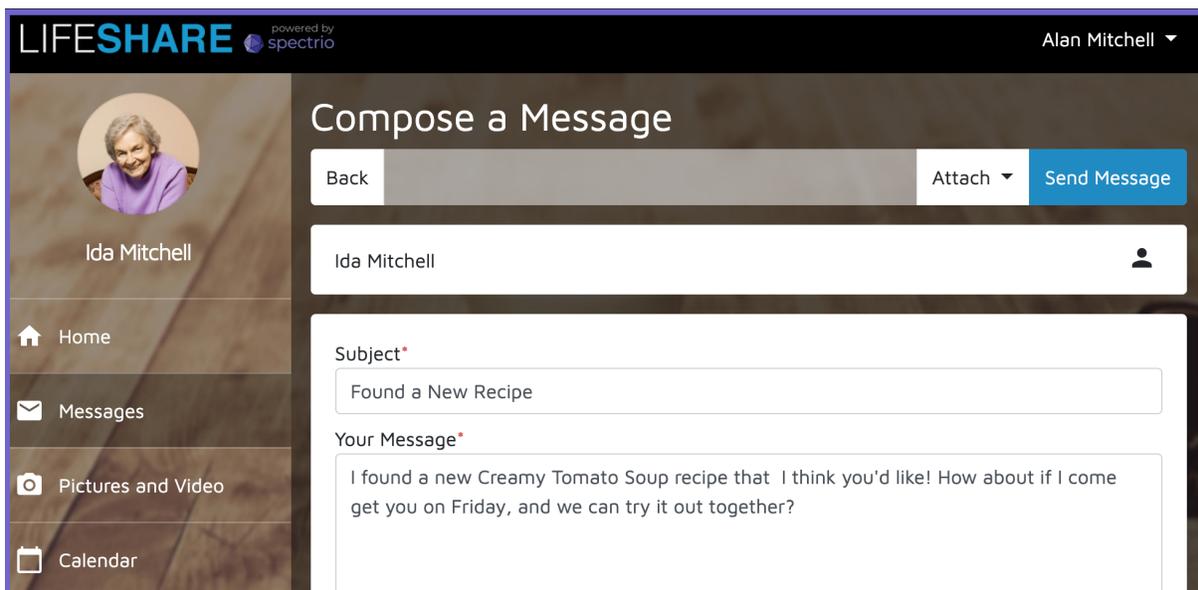


MESSAGES

The Messages page on your loved one's account allows you to see the messages that you have sent to them.

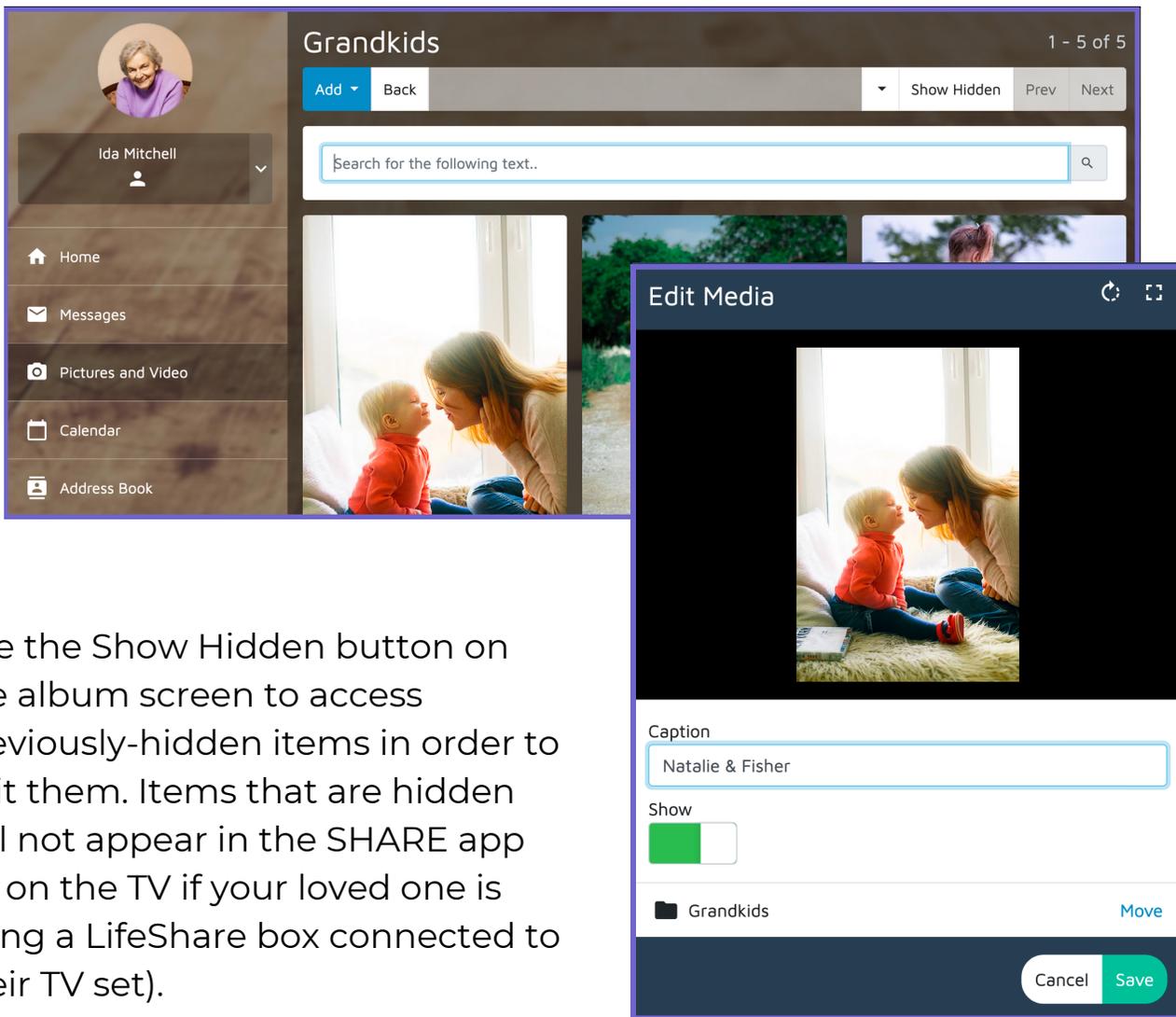


Use the Message button to compose a new message. The Attach button on the message screen allows you to attach photos or videos. You can also include links to YouTube videos in the body of the message, and they will appear as video attachments.



PICTURES AND VIDEO

The Pictures and Video page allows you to edit albums and upload new pictures and videos for your loved one. Click into an album and use the Add button to add new media to the album. Click on an item to edit its caption or album location, or use the Show toggle to hide that item from view for your loved one.



Use the Show Hidden button on the album screen to access previously-hidden items in order to edit them. Items that are hidden will not appear in the SHARE app (or on the TV if your loved one is using a LifeShare box connected to their TV set).



CALENDAR

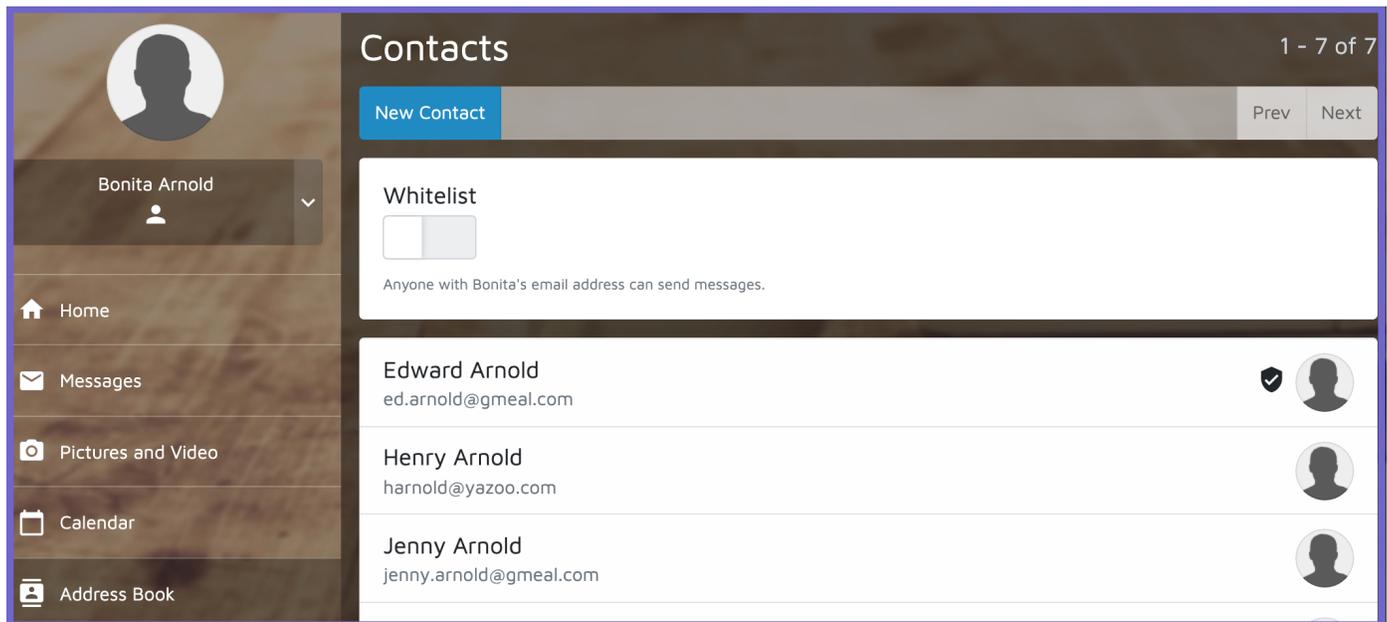
The Calendar screen shows community activities and meals as well as any personal appointments that have been created for your loved one. Use the New Appointment button to add new personal appointments. The Send a Reminder? option on the appointment screen sends a push notification to your loved one's device from the SHARE app by default, and also allows you to send a phone or text message reminder.

The screenshot displays the SHARE app interface. On the left is a navigation menu for user Ida Mitchell, with options: Home, Messages, Pictures and Video, Calendar, Address Book, and Settings. The main screen is titled 'Calendar' and shows a 'New Appointment' button. Below is a calendar for May 2020, with the 18th (Monday) selected. An appointment titled 'Weekly lunch with Melissa' is shown for 12:00 PM. An 'Appointment' detail screen is overlaid, showing fields for Subject ('Weekly lunch with Melissa'), Start (5/18/2020 at 12:00 PM), and End (5/18/2020 at 1:30 PM). It includes a 'Send a Reminder Before This Appointment Starts?' toggle (checked), a 'How long before?' dropdown set to 15 minutes, and 'Reminder Type' options for Text Message and Phone. At the bottom, it shows 'How Often Does This Happen?' set to Weekly, with 'Every 1 Week(s)' and an option for 'On These Specific Days'. A blue informational box at the bottom right states: 'LifeShare will automatically send reminders to the SHARE app as push notifications and to Ida's TV if they are using a LifeShare box.'



ADDRESS BOOK

The Address Book shows all of your loved one's SHARE contacts. You can add new contacts here, and even turn on a Whitelist to block incoming messages from addresses that are not listed as contacts. You can also edit individual contacts to block them if needed.



SETTINGS

The Settings area allows you to adjust your loved one's Profile, including their name, phone number, and photo. If your loved one is using a LifeShare box connected to their TV, the Settings area also allows you to edit their LifeShare feature preferences, news feeds, weather location, and quick text settings.