Estia Health *Connect*
Family and Friends User Guide

Introducing Estia Health *Connect*

A free app to help you stay connected with your loved one living in an Estia Health home.

Information in one easy place on your mobile phone. You'll be able to stay connected with life in our homes, receive the latest COVID-19 advice, provide feedback and easily contact Estia Health.

Purpose of this guide

Please use this guide to help you download and log into Estia Health *Connect*, and understand the features available to you in the app.

If you have difficulty logging in to the app or experience other technical difficulties, please visit estiahealth.com.au/connect.

If your questions can't be answered, you can complete a technical help form and one of our team will assist you to successfully access the app.

Downloading the app

Estia Health *Connect* is available to download from the Apple or Android stores and is available on model 7 and above smartphones and tablets.

To download the app:

1. Scan the QR code or search for 'Estia Health Connect' in the App Store or on Google Play and download it.

2. You can also visit estiahealth.com.au/connect and follow the links to the Apple and Google play stores to download the app.

3. Once the app has downloaded, you can then open the Estia Health *Connect* app on your phone or tablet.

Apple, App Store and the Apple logo are trademarks of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

It's easy to log in with your mobile number
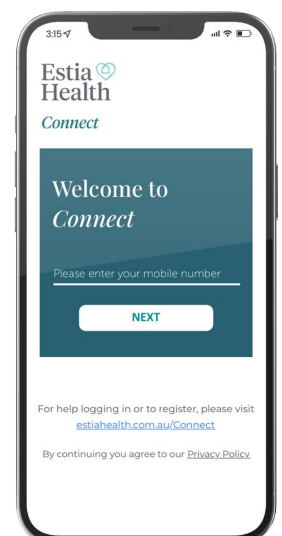
To log in to the app:

1. Once you have downloaded and opened the app, enter your mobile number and click 'Next'.

2. You will then be sent a 6 digit security code as an SMS message.

3. Enter this 6 digit code and click 'Verify'.

You will then be logged into Estia Health *Connect* and can use the app.

By logging in you agree to the Privacy Policy. If you'd like to view the privacy policy click on the link on the screen where you enter your mobile number or visit estiahealth.com.au/privacy-policy.

If ever you log out of the app, when you log back into the app you will be sent a new 6 digit security code. You will receive this security code as an SMS message. Enter this security code to access the app.

There is no need to log out of the app. If you stay logged in you can receive important notifications from the home.

Enriching and celebrating life together

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Overview of features

Life at Estia Health
See what's happening in our homes and even message a resident using the **+** icon to add a post. It will be private to only your loved one and their family and friends using the app.

Recent Updates
View the latest updates related to COVID-19 and view latest resident meeting notes.

Lifestyle Program
View and download the current monthly program of engaging lifestyle activities in the home.

Menu
View and download the current menu in the home or create a meal from the recipe book.

Address Book
Individuals who can view the app for the resident are noted in the address book. Only certain users will see this address book tile and be able to add contacts from their phone contact list.

Feedback
You can send us your general feedback or complete a survey or review. You can even recognise an employee.

Contact Us
Contact or message the home, details for Accounts can be found here and you can also read about the different roles in the home.

Support Resources
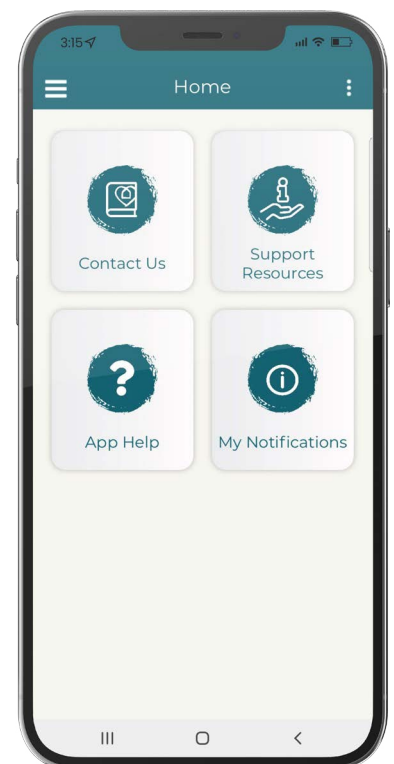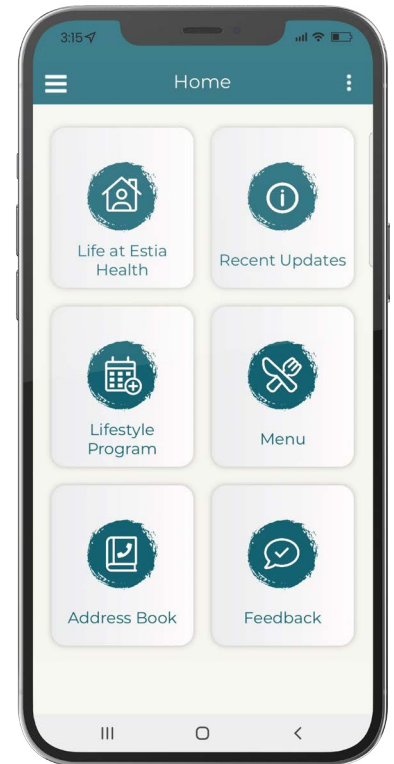Easy access to a number of support resources to assist you.

App Help
Supporting you with technical help and frequently asked questions.

My Notifications
See all the activity on the app for your account.

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Overview of features *...Continued*

Recent Updates

Australian Gov. COVID Advice
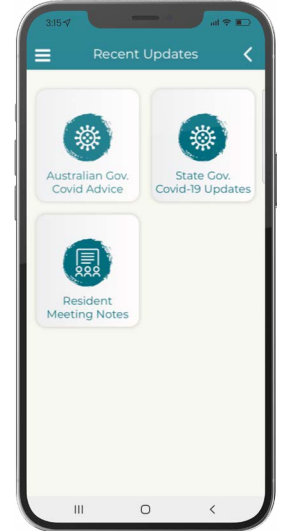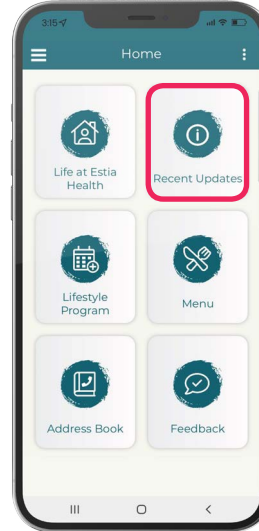Review the current Australian Government COVID-19 advice.

State Gov. COVID-19 Updates
Review the current Department of Health COVID-19 situation and case numbers.

Resident Meeting Notes
Read the minutes from the latest resident meeting, if applicable.
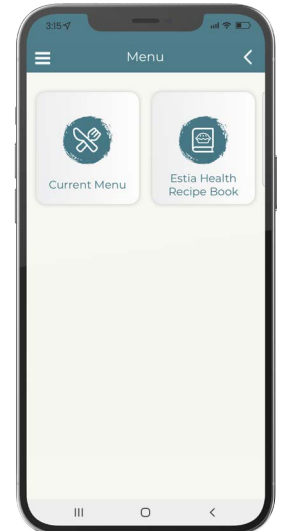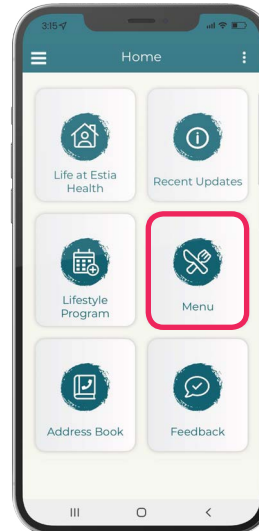
Menu

Current Menu
View the current menu in the home.

Estia Health Recipe Book
Create a meal from the recipe book that our chefs use to make nutritious and delicious meals for our residents.

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Overview of features *...Continued*

Feedback

General Feedback
Send us feedback via our feedback form.

Google Review
Submit a Google review to share your experience with others.

Facebook Review
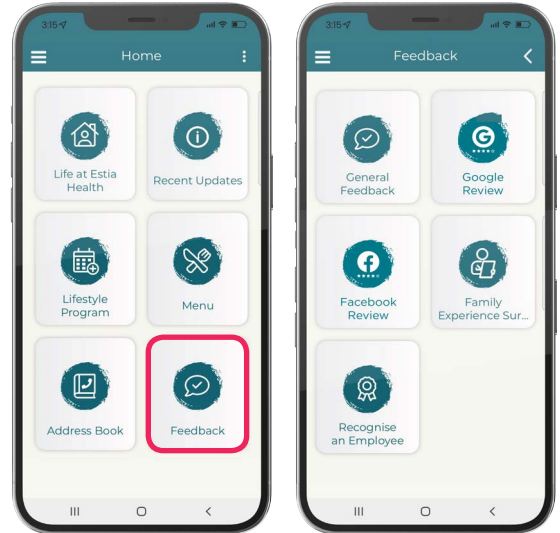Submit a Facebook review to share your experience with others.

Family Experience Survey
Complete the Family Experience Survey which informs us about specifics we need to improve upon.

Recognise an Employee
Recognising outstanding employees is important at Estia Health. If you notice an employee who deserves special recognition, we'd love to hear about it.

Contact Us

Call the Home
Call the home directly from the app.

Message the Home
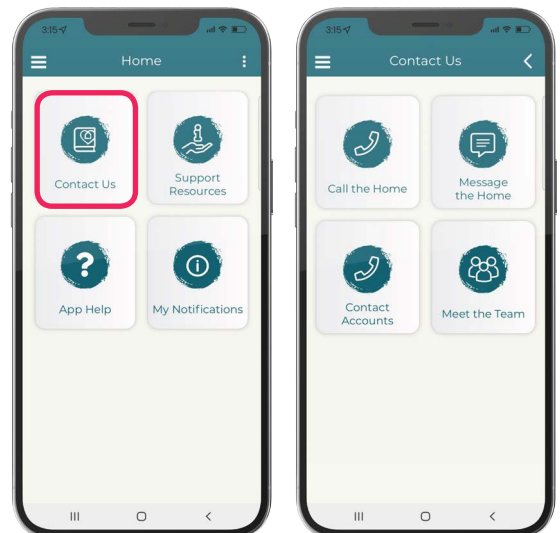Send a short message direct to the home from the app.

Contact Accounts
If you have account or billing queries you can find out where to call or email to seek assistance.

Meet the Team
Information to help you better understand the different roles in the home.

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Overview of features *...Continued*

Support Resources

 MyAgedCare

 Services Australia

 Carers Gateway

 Beyond Blue

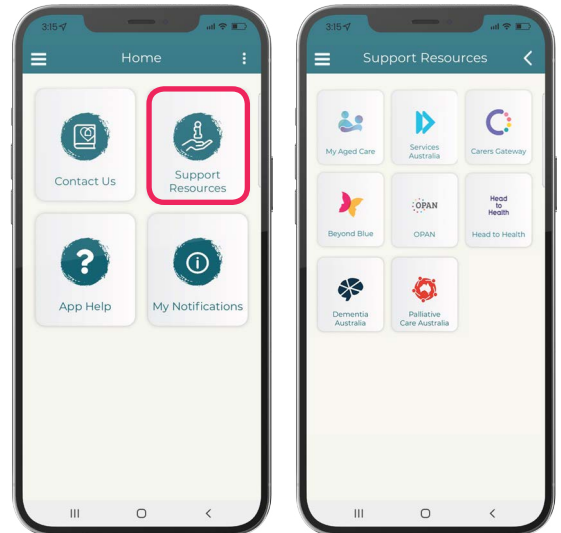 OPAN (Older Persons Advocacy Network)

 Head to Health

 Dementia Australia
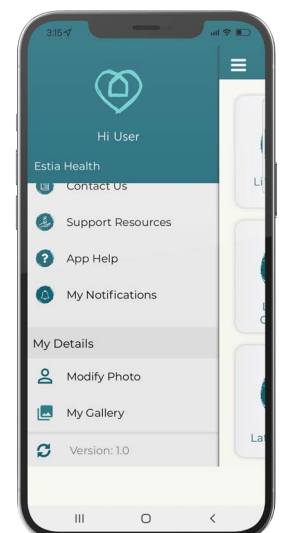
 Palliative Care Australia

Menu features

You can view and modify your stored profile details via the menu icon and selecting 'My Details'. The following options are available:

Modify Photo
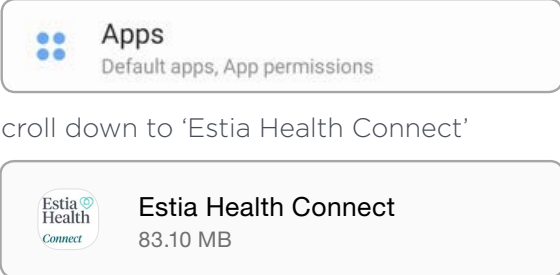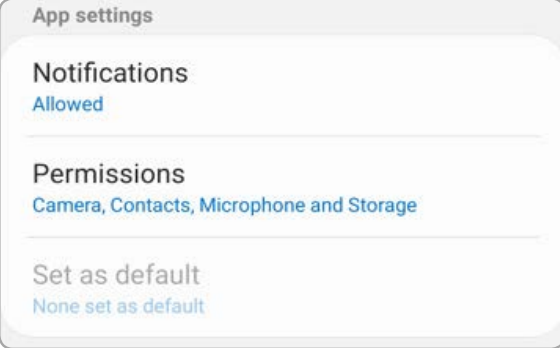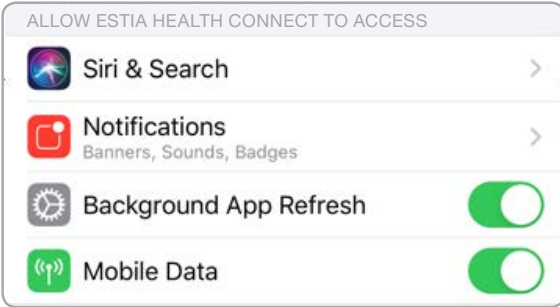This feature enables you to upload or change your photo.

My Gallery
You can upload any pictures you wish to share with your family and friends.
They will see these pictures when they are in the app.

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Notifications

If you are having any problems receiving calls / notifications when using the app, please check the app settings on your phone or tablet.

ANDROID

1. Go to Settings

2. Select 'Apps'

Apps
Default apps, App permissions

3. Scroll down to 'Estia Health Connect'

Estia Health Connect
83.10 MB

4. Check 'Notifications' and 'Permissions'

App settings

Notifications
Allowed

Permissions
Camera, Contacts, Microphone and Storage

Set as default
None set as default

APPLE

1. Go to Settings

2. Scroll down to 'Estia Health Connect'

Estia Health Connect

3. Check Access

ALLOW ESTIA HEALTH CONNECT TO ACCESS

Siri & Search

Notifications
Banners, Sounds, Badges

Background App Refresh

Mobile Data

4. Check 'Notifications' and check allowed

Allow Notifications

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If you would like more detail about the app, please visit estiahealth.com.au/connect