GrandCare Customization Guide



Overview

The GrandCare touchscreen is highly customizable to reflect an individual's personal hobbies as well as their schedule and tasks. This guide will show you how to customize individual touchscreens and set up "peer" touchscreens (touchscreens talking to each other and reflecting discreet notifications in the same home.)

Customization is done by logging in through the <u>Caregiver Portal</u>. Follow the <u>instructions to</u> <u>access your individual's account</u>. *Please note that the touchscreen must be turned on and connected to the Internet for most of these changes to be made*. They are indicated with an asterisk*

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Caregiving

•

• Add Caregivers



Access individual account

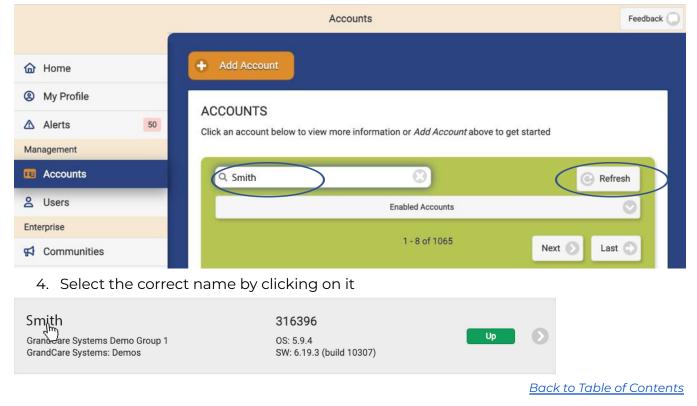
Most customization you will do will require you to log into the individual account.

- 1. Log in to the Caregiver Portal using any Internet-connected device
- 2. Select Accounts in the left submenu

		Dashboard Feedback	0
	HomeMy Profile	 You are logged in. Your last login was on 2023-07-12 18:06:34. You have new unchecked managed alerts. Go to Alerts to view them <u>View</u> 	}
	▲ Alerts 50 Management	LAST VIEWED ACCOUNTS	
\langle	Accounts	Amanda desing room 🔉 NOSE 400495 🔉 14 Sec View Apartments 🔉	
	은 Users	13 Sec View Agentments > Chantagine C 7368 > Sinc A 7367 >	
	Enterprise		
	Bistributors	ACTIVE ACCOUNTS SYSTEMS BY ALL STATUSES	

Need help logging in? Click "forgot password". You will receive an email from GrandCare to reset your password. Make sure to check your junk/spam folder.

3. Type the name into the search area and click Refresh (account is typically the name of the individual or room)





Customize Account Info* (account is typically the name of the individual or room)

You will need to enter typical information like the individual's name and address.

- 1. Make sure you're logged in
- 2. Select Details tab



3. Click Edit Account button

		Amanda dining room							
	A	() Details	Data		Communicate				
🔂 Home	Summary	Details	Data	Caregiving	Communicate				
My Profile									
▲ Alerts	50	Open Care M	enu 🕕 Show Touchscreen	🗞 Video Call					
Management									
Accounts	5 Back (Edit Account	Edit Resident	Cisable					

4. Add Name, address, city, state, zip, timezone

	Edit Account	Feedback 🔘
🟠 Home	ACCOUNT INFORMATION	
Ø My Profile		
▲ Alerts 50	Name (required) Amanda dining room	
Management		
Accounts	Address 1	
은 Users	303 N Main St.	
Enterprise	Address 2	
📢 Communities	Suite 200	



5. Scroll to the bottom and click Save Account

	Edit Account	Feedback 🔵
K Hide	ACCOUNT SETTINGS	
	+ Caregiving Settings	
	Community Directory Settings	
	Date/Time Settings	
	Device Settings	
	 Touchscreen Settings Video Call Settings 	
	Wellness Settings	
	5 Cancel + Save	Account

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Customize screen on/off time (touchscreen must be online)

Since the touchscreen may be bright and individuals will not be using it while sleeping, GrandCare gives you the option to set times for sleep mode. Sleep mode turns the screen black during these designated hours. To wake it up during "sleep" times, the individual can simply touch the screen. While in "sleep" mode, GrandCare will still be listening to sensors, sending alerts and be available for video calling.



1. Click Details tab



2. Click Edit Account button

		Amanda dining room							
	↑								
🔂 Home	Summary	Details	Data	Caregiving	Communicate				
My Profile									
▲ Alerts	50	🕜 Open Care M	enu 🕕 Show Touchscre	en 🗞 Video Call					
Management									
Accounts	• Back	Edit Account	Edit Resident	X Disable					

- 3. Scroll down to Account Settings
- 4. Click on Touchscreen Settings

	Edit Account	Feedback 💭
K Hide	ACCOUNT SETTINGS	
	+ Caregiving Settings	
	Community Directory Settings	
	Date/Time Settings	
	+ Device Settings	
	+ Touchscreen Settings	
	+ Video Call Settings	
	+ Wellness Settings	

- 5. Enter Screen Off Start Time (when the screen should go to "sleep mode" at night)
- 6. Enter Screen Off End Time (when the screen should "wake" in the morning)
- 7. Click Save in the bottom right corner



Touchscreen Sett	ngs
Language	Weather Units
American En	glish 📀 Imperial (°F / mph) 📀
Screen Off Start Time	Screen Off End Time
Religious Holidays	Reminder Snooze Time
Christian	n 📀 10 Minutes 📀

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Set hours for individual video call access (when an individual can call their contacts)

You can choose to limit when an individual can access the video call feature.

- 1. Log into the individual's account
- 2. Details tab

			Feedback				
		6	$\left(\right)$				
🔂 Home		Summary		Details	Data	Caregiving	Communicate
(2) My Profile							
▲ Alerts	50			Open Care Men	Show Touchscreen	🗞 Video Call	
Management		_					
Recounts		5 Back					

3. Edit Account button





- 4. Scroll down to Account Settings
- 5. Click on Video Call Settings

	Edit Account	Feedback
K Hide	ACCOUNT SETTINGS	
	+ Caregiving Settings	
	+ Community Directory Settings	
	 Date/Time Settings 	
	+ Device Settings	
	+ Touchscreen Settings	
	✔ Video Call Settings	
	Wellness Settings	

- 6. Set available start time and end time
- 7. Click Save Account when done

	Ring Seconds (required) ③
	30
Ć	Available Start Time (?) Available End Time (?)
	06:30 AM © 10:00 PM ©
	+ Wellness Settings
	S Cancel + Save Account

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Add individual's personal info (for the benefit of caregivers logging into account)

You should add personal information such as name, nickname (if applicable), date of birth, and a short bio.

- 1. Log into the individual's account
- 2. Details tab



			Feedback 🔘				
		$\mathbf{\Omega}$	$\left(\right)$			1	
🔂 Home		Summary		Details	Data	Caregiving	Communicate
My Profile				_			
▲ Alerts	50			Open Care Men	Show Touchscreen	& Video Call	
Management							
Accounts		5 Back					

3. Edit Resident button

			Amanda dining room							
		A			.					
🔂 Home		Summary	Details	Data	Caregiving	Communicate				
Ø My Profile										
▲ Alerts	50		Open Care M	enu 🕕 Show Touchscreen	🗞 Video Call					
Management										
Accounts		🕤 Back (Edit Account	Edit Resident	Cisable					

4. Add first name, last name, nickname (optional), date of birth, and a photo of them.

	Edit Resident	Feedback 🔵
🔂 Home	First Name (required)	
My Profile	Amanda	
▲ Alerts 50	Last Name (required)	
Management	Smith	
Accounts		
은 Users	Nickname Mandy	
Enterprise		
📢 Communities	Date of Birth	
ക Distributors	06/14/1996	
😤 Groups		
🖵 Systems		
Connectors		
A Maaaaaa Cantar		



- 5. Add brief bio in the Resident Profile / Biography / General Notes field
- 6. Click Save Resident when done



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Add calendar events*

Examples of calendar events include work, day services, and appointments. Calendar events do not have a checkbox to check off. You can choose to have a popup reminder with or without a sound, or just listed as an event in the Calendar and Today's Schedule.

- 1. Log into the individual's account
- 2. Communicate tab

		Feedback 🔘			
				٩	
Home	Summary	Details	Data	Caregiving	Communicate
Ø My Profile					
▲ Alerts 50		Open Care Me	enu 🕕 Show Touchscreen	🗞 Video Call	
Management				_	
Accounts	5 Back				

3. Add Event button

		Amanda dining room				
	↑ Summary	: ≡ Details	III Data		Communicate	
🔂 Home	Summary		Dala	Calegivilig	Communicate	
My Profile						
▲ Alerts	50	🕜 Open Care Men	u III Show Touchscreen	🗞 Video Call		
Management						
Accounts	5 Back +	Add Event				



4. Fill out the fields

	Add Event				
🔂 Home	ADD EVENT TO AMANDA DINING ROOM CALENDAR				
Ø My Profile	Event Type				
▲ Alerts 50	Calendar Event				
Management					
Accounts	Event Name (required)				
은 Users	Work				
Enterprise	Location				
Communities	Goodwill				
ൿ Distributors	Start Date (required)				
😤 Groups	07/10/2023	Θ			
🖵 Systems	End Date				
🔊 Connectors	Never	Θ			
Message Center	Repeat				
🚱 Content	Weekly on specified days	\odot			
Administration					
This Server	Sunday Monday Tuesday Wednesday Thursday Friday Saturday				

- 5. If you'd like a reminder to pop up and display over other information on the touchscreen, check the Show Pop-up Reminder box and choose the audio tone (optional) and time for the pop-up to appear
- 6. Click Save Event



🚱 Content	Weekly on specified days					
Administration		-				
This Server	Sunday Monday Tuesday Wednesday Thursday Friday Saturday					
Secondary Servers	All Day Event					
📥 Updates	All Day Event					
	Start Time					
⑦ Help	10:00 AM 0	9				
〔⇔ Log Out	End Time					
K Hide	04:00 PM	٩				
	Show Pop-up Reminder					
	Comments	_				
		1				
	S Cancel + Save Event					

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Add "TO DO" ADL reminders*

Examples of ADL reminders include showering, brushing teeth, cleaning and meals. Each To Do has a checkbox for the individual to check off upon completion.

- 1. Log into the individual's account
- 2. Communicate tab

		Feedback 🔘			
🟠 Home	Summary	Details	Data	Caregiving	Communicate
My Profile					
▲ Alerts	50	Open Care Menu	Show Touchscreen	🗞 Video Call	
Management				_	
Accounts	5 Back				

3. Add Event button



	Amanda dining room					Feedback 🔘
		f) Summani	: ≡ Details	Data	• Corociving	Communicate
🟠 Home		Summary	Details	Data	Caregiving	Communicate
My Profile						
▲ Alerts	50		Open Care Menu	Bhow Touchscreen	🗞 Video Call	
Management	_					
Accounts		ゥ Back 🕂	Add Event			

4. From the Event Type dropdown menu select Todo

	Edit Event	Feedback 🔵
🔂 Home	EDIT EVENT ON AMANDA DINING ROOM CALENDAR	
My Profile	Event Tune	
▲ Alerts 50	Event Type	
Management		

- 5. Fill out the fields
- 6. Click Save Event



Accounts	Event Name (required)	
A Users	Take out garbage	
Enterprise	Start Date (required)	
😭 Communities	04/03/2023	0
Bistributors	End Date	
👺 Groups	Never	•
Systems	Repeat	
Connectors	Weekly every Monday	\bigcirc
A Message Center		
Content	Start Time	
dministration	07:00 PM	O
This Server	Pop-up Tone	
Secondary Servers	Bazouki	
🛓 Updates		
3 Help	Comments	
🗢 Log Out		le
≪ Hide	5 Cancel F Say	ve Event

Add all day to-dos

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In some cases, like vacuuming or laundry, an individual may not need a specific reminder time, only that the task must be completed that day.

- 1. Log into the individual's account
- 2. Communicate tab

		Feedback 🔘			
🔂 Home	Summary	Details	Data	Caregiving	Communicate
(2) My Profile					
▲ Alerts	50	Open Care N	Menu Bhow Touchscreen	🗞 Video Call	
Management					
Recounts	5 Bacl				

3. Add Event button



			Feedback 🔘			
		f			1	<u></u>
🟠 Home		Summary	Details	Data	Caregiving	Communicate
My Profile						
▲ Alerts	50		Open Care Menu	Bhow Touchscreen	🗞 Video Call	
Management	_					
Recounts		5 Back 🕂	Add Event			

4. From the Event Type drop-down menu select "Todo"

		Edit Event	Feedback 🔵
Home		EDIT EVENT ON AMANDA DINING ROOM CALENDAR	
My Profile		Event Ture	
▲ Alerts	50	Event Type Todo	
Management			

- 5. Fill out the fields
- 6. Click All Day Event
- 7. Click Save Event

😤 Groups	Never
🖵 Systems	Repeat
© Connectors	Weekly every Friday
Message Center	
Content	All Day Event
Administration	
🗔 This Server	Pop-up Tone
Secondary Servers	Preview Tone
🛃 Updates	© Freview Tone
	Comments
⑦ Help	
🔄 Log Out	
≪ Hide	S Cancel Save Event

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Add medication reminders*

Medication reminders can be added individually as separate medications or grouped as a name, for example morning medications.

- 1. Log into the individual's account
- 2. Click Open Care Menu

		Amanda dining room			Feedback
🔂 Home	Sumr	i≡ nary Details	iii Data	Caregiving	Communicate
My ProfileAlerts	50	Ca Open Ca	re Menu	en 🛯 🗞 Video Call	
Management					
Accounts		Back			

3. Click Medication button



4. Click New Medication



Options	Medication	Help
Medications and Sch	nedules	New Medication
Rasprin Aspirin	n	0
Medication Rules		New Rule 🗘

5. Choose either a simple med reminder (morning, evening) or an advanced reminder. If doing a simple med reminder click the appropriate button for the time of day you want. These are editable after you make them if you would like to fine-tune the times on them.

Simple Medications Create Morning Medications Schedule (7 - 9) Create Midday Medications Schedule (11 - 1) Create Evening Medications Schedule (4 - 6)

6. If choosing an advanced med reminder, fill out the form. You may find it easier just to look up the medication in the NDC database. If you do, it will fill out many of the fields for you.



Advanced Medications
Rx Information
Pill 📀
Ingredient / Generic Name
Losartan Potassium
Proprietary / Brand / Display Name
Losartan
National Drug Code (NDC)
0054-0123-22
Dosage
50 mg/1
Rx Directions
Example: Take one pill by mouth with water
ORAL
Rx Prescription
Doctor
Abigail Davis
Pharmacy
Walgreens
Purpose (Symptoms treated)
High Blood Pressure
Cancel Submit

7. Click Submit



Rx Prescription
Doctor
Pharmacy
Purpose (Symptoms treated)
Cancel Submit

8. Click New Schedule (when you want the medication reminder to show up on the touchscreen)

Type Pill Proprietary / Brand / Simple Name Morning Medications Dosage Morning Medications Doctor None Purpose None	Ingredient / Generic Name Morning Medications National Drug Code (NDC) Morning Medications Instructions Take morning medications Pharmacy None
Schedules	
• New	Schedule
e Edit M	Nearcation
6 Chan	ge Picture
© Delete	Medication

- 9. Select day(s) and time(s) for the medication reminder
- 10. Click Submit



Back	Add Schedule	() Help
New Schedule		
Create a schedule b	by selecting the day of week and a ti	meframe
	Every Day	\odot
	8:00am	\odot
	9:30am	0
Car	ncel	Submit

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Add instructional video reminders

For more complex tasks that require multiple steps, use instructional video reminders. Examples include: household chores such as dishes, operating a household appliance like a washing machine, or meal prep like making pasta.

- 1. Log into the individual's account
- 2. Caregiving tab

		Amanda dining room			Feedback	
		G Summary	: ≡ Details	Data		Communicate
🔂 Home		Summary	Details	Dala	Caregiving	Communicate
My Profile						
▲ Alerts	50		Open Care Menu	Show Touchs	creen 🕓 Video Call	
Management	_					
🕫 Accounts		• Back				

- 3. Scroll to Instructional Video Reminders
- 4. Click Add Reminder

	Amanda dining room	Feedback
Secondary Servers	INSTRUCTIONAL VIDEO REMINDERS	٩
📥 Updates	Instructional video reminders may take up to 10 minutes before showing up on a system	
	There are no instructional video reminders	
Help	+ Add rem	inder

5. Add title (e.g. Cleaning your room)

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- 6. Upload photo, video or use a YouTube video link
- If using YouTube video, add the URL link and click Process YouTube video.
 Some YouTube videos do not allow for embedding. These will not work on the GrandCare touchscreen and will come up as "private."

INSTRUCTIONAL VIDEO REMINDER		
How to Make a PB & J Sandwich		
Photo upload (JPG or PNG files)	STEP BY STEP	•
	1. Optional	
Choose File No file chosen		
Video upload (.webm or .mp4 files)	-	
Choose File No file chosen	_	
Or use YouTube video (replaces any uploaded video)		
! Certain YouTube content may not allow reuse. It is your responsibility to ensure the video you provide here has an appropriate license. Tip: look for videos with the Creative Commons Attribution license (reuse allowed) license.		
https://www.youtube.com/watch?v=N9GxhnKO9aA)	
Process YouTube video		

8. Add Steps that you wish to be written and read out loud. To add more steps, click the green + sign

How to Make a PB & J Sandwich		
Photo upload (JPG or PNG files)	STEP BY STEP	•
	1. Get bread	
	2. Get jelly and peanut butter	۲

- 9. Schedule
- 10. Click save



御 Process YouTube video	
SCHEDULE	
○ One time	
• Recurring	
Every Su Mo Tu We Th Fr Sa	
At 05:30 PM (S)	
	Cance Save

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Add account documents for onsite caregivers

If caregiving staff need to access a document onsite, it can be uploaded to a touchscreen.

- 1. Log into the individual's account
- 2. Caregiving tab

			Amanda dining room			
		\bigcirc				
🔂 Home		Summary	Details	Data	Caregiving	Communicate
My Profile						
▲ Alerts	50		Open Care Mer	u 🕕 Show Touchsc	reen 🗞 Video Call	
Management						
E Accounts		• Back				

- 3. Scroll to Account Documents
- 4. Add document



		Amanda dining room	Feedback
Help		+ Add rem	ninder
〔◆ Log Out	lide	ACCOUNT DOCUMENTS	
		Caregiving documents for this account. These will be available on the touchscreen under Caregiving after logging in as a caregiver.	g
		C Refresh	
		No Documents	
		+ Add docu	Iment

5. Upload a Document (must be in PDF format)

		Add Account Document Feedback
🔂 Home		ADD ACCOUNT DOCUMENT
My Profile		
▲ Alerts	50	Upload a Document
Management	_	View Document
Real Accounts		
2 Users	_	Document Description (required)
Enterprise		
Communities		5 Cancel + Save Document
器 Distributors		

- 6. Add a Document Description
- 7. Click Save Document



	Add Account Document Feedback
🔂 Home	ADD ACCOUNT DOCUMENT
Ø My Profile	
▲ Alerts 50	C Upload a Document
Management	Supplements Guide.pdf - 71.6kB
🕫 Accounts	
은 Users	Upload completed.
Enterprise	View Document
📢 Communities	
器 Distributors	Document Description (required)
😤 Groups	Supplementation Guide
🖵 Systems	5 Cancel + Save Document
connectors	

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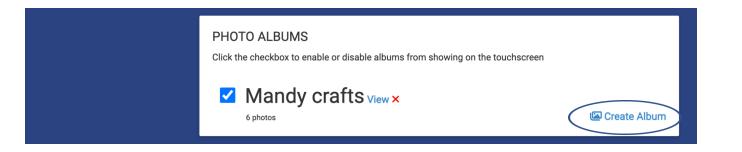
Add personal photos

Adding personal photos of family, pets, and hobbies is a great way to customize the touchscreen for an individual.

- 1. Log into the individual's account
- 2. Communicate tab

		Amanda dining r	oom		Feedback 🔘
		: ≘ Details			
🟠 Home	Summary	Details	Data	Caregiving	Communicate
Ø My Profile					
▲ Alerts	50	Open Care Mer	nu 🕕 Show Touchscreen	🗞 Video Call	
Management					
Accounts	5 Back				

- 3. Scroll to Photo Albums
- 4. Click Create Album



- 5. Name album
- 6. Click Save

РНО	TO ALBUMS	
Click	CREATE PHOTO ALBUM	buchscreen
	Family Photos	🖾 Create Album
	Cancel Save	
STC	stock photo albums will also be shown on the member's syste	

7. Click View next to the album you created



8. Click Upload Photos

	Amanda dining room	eedback 🔘
🔂 Home		
My Profile	Back to account Rename album	
▲ Alerts 50		
Management	This album is SHOWING	otos
Recounts	No Photos in Album	
2 Users		

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CARE

qra



9. Click Choose Files and select photos from your computer We recommend no more than 12 at a time or the upload may time out and fail.

Accounts	
2 Users	UPLOAD PHOTOS Browse and select photos to upload
Enterprise	
Communities	Choose Files to file chosen
ക Distributors	Close 🕹 Upload
😤 Groups	

10. Click Upload

Accounts		
2 Users	UPLOAD PHOTOS Browse and select photos to upload	
Enterprise		
Communities	Choose Files Mandy and Sarah at the Park.jpg	
쁆 Distributors	Mandy and Sarah at the Park.jpg	
😤 Groups		
🖵 Systems	2.5MB	
Connectors		

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Add stock/shared photos

We have created a library of stock (shared) photos that you can add to a touchscreen.

- 1. Log into the touchscreen account (might be an individual account or the account name of a shared touchscreen)
- 2. Communicate tab

		Amanda dining	room		Feedback 🔾
	Summary	: ≡ Details	III Data	Caregiving	Communicate
🔂 Home	Summary	Details		Calegiving	communicate
My Profile					
▲ Alerts	0	🕜 Open Care M	enu 🔛 Show Touchscreen	🗞 Video Call	
Management					
E Accounts	5 Back				



- 3. Scroll to Stock Photos section
- 4. Click Add Stock Albums

STOCK PHOTOS These stock photo albums will also be shown on the member's system. Note that stock photos can also be added from this account's associated communities.	
Add Stock Albums Q Search Refresh	
No Photo Albums	

- 5. Select which stock photo album you wish to add
- 6. Click Add Albums

	Add Stock Albums Feedbac	k 💭
🟠 Home	ADD STOCK PHOTOS	
My Profile	Select one or more stock photo albums to add to Amanda dining room	
▲ Alerts 50		
Management	Q Search	
Recounts	Star Wars	
은 Users	SHOWING 14 photo(s), last added 07/10/2023 3:00pm CDT	
Enterprise		
📢 Communities	S Cancel + Add Albums	
윪 Distributors		

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Add YouTube videos*

YouTube videos can be added to the touchscreen under the Video button. Only the videos you choose will be available on the touchscreen.

- 1. Log into the individual or shared touchscreen account
- 2. Click Open Care Menu



		Amanda dining room			Feedback 🔘	
	(Ω	>	
🟠 Home	Sumi	mary Details	Data	Caregiving	Communicate	
Ø My Profile						
▲ Alerts	50	Ope	n Care Menu D Show Touchs	creen & Video Call		
Management		_				
Accounts	•	Back				

3. Click Touchscreen button



- 4. Scroll to Favorite Websites
- 5. Change Category from Favorites to Videos (Note: the Videos button on the touchscreen must be enabled)



- 6. Add short title and link to YouTube video (note: YouTube videos that do not allow embedding will not work on the GrandCare System and will show up as a blank black screen that says "private video."
- 7. Click Save Favorites

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	Favorite Websites				
Category	Description	URL			
Videos ~ Main?	DFB Amanda Smith ~	https://www.youtube.col			
Favorites V		Save Favorites			

8. OPTIONAL: Click Change Icon to upload custom photo (can be any small photo)

Touchscreen Icon Add Icon
You can now Add Icon for this URL. Use the browse button to find a picture (jpg,png,gif) file you want and then press SAVE.
Picture filename: Choose File DFB-guide.jpg
Cancel Save

9. Click Save Favorites again

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Order touchscreen buttons*

You can choose what order you'd like the buttons to be displayed, placing the most frequently used buttons first.

- 1. Log into the individual's account
- 2. Click Open Care Menu



		Amanda dining room			Feedback
				٩	
🔂 Home	Summary	Details	Data	Caregiving	Communicate
My Profile					
▲ Alerts	50	Open Care N	1enu Show Touchscr	een & Video Call	
Management					
Accounts	5 Back				

3. Click Touchscreen button

Ca	Care Menu				
TOUCHSCREEN	LETTERS	PHOTOS			
((木))					
ACTIVITY	WELLNESS	MEDICATION			
	75°				
SMART HOME	WEATHER	NOTIFICATIONS			
CALLER ID	ANALYTICS				
Amanda dini	ing room	🕜 Help			

4. Click setting gear icon in the upper right corner

Touchscreen Setup
Show Touchscreen
Slide Show Features
 Headline News Weather Forecast Word Definitions Nostalgia Trivia Quotations Spiritual Offerings Stock Photos Today's Schedule Monthly Calendar
Save Features

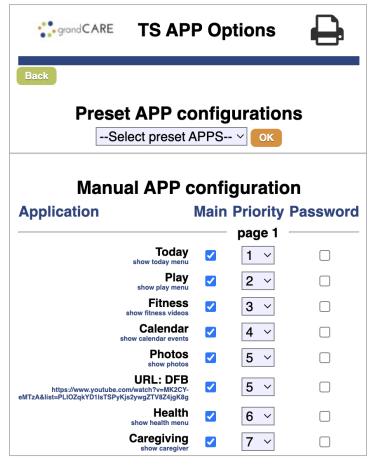
5. Click Manage Apps button

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grand CARE	Touchscreen Options	₽
Manage Music		anage Apps
Slide Show Timer	: 30 seconds	
Screen off betweer	10:00pm ~ to 8:00am	\checkmark
Banner Speed	Slow ~	
Scrolling Speed	Slow ~	

6. Arrange buttons in the order you wish them to appear on the touchscreen, with 1 being the first button



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Creating groups

Every touchscreen account must be in a group, and only one group. Creating groups with multiple accounts in them is a handy way to assign staff roles by giving them Group level roles. A Group Caregiver, for example, will have the Caregiver role for all accounts in that Group. That way, when new accounts are moved into that Group the staff permissions will automatically be assigned.

1. Select Groups in left sidebar

	Groups	Feedback 💭
습 Home	+ Add Group	
My Profile	CROURS	
▲ Alerts 50	GROUPS Groups are organizational units. Click a Group below to view more information about that Group or, if av	vailable
Management	at your user role, click <i>Add Group</i> above to create a new Group.	
🖭 Accounts	Q Search	ah
2 Users		
Enterprise	Filter to Active	\odot
Communities	1 - 8 of 248 Next 🕥 Last	0
& Distributors		
😤 Groups		Θ

2. Click Add Group

	Groups	ack 🔵
🔓 Home	+ Add Group	
Ø My Profile		
▲ Alerts 50	Groups are organizational units. Click a Group below to view more information about that Group or, if available	
Management	at your user role, click Add Group above to create a new Group.	
🖪 Accounts	Q Search	
2 Users	Q Search	
Enterprise	Filter to Active	
Communities	1 - 8 of 248 Next 🕥 Last 🔿	
品 Distributors		
😤 Groups	0	



3. Fill in info

4. Click Save Group



5. Click on the group you just created

6. Click Accounts tab

GrandCare Systems: QA Test Systems					Feedback 🔘
	\bigcirc	(≡		£	
🟠 Home	Info	Accounts	Systems	Users	Log
My Profile	5 Back	✓ Edit	S 🗙 Disable	🖆 Change Distributor	
· · · · ·					

7. Add Account

		GrandCare Systems: QA Test Systems			
	f		۲	٤	•
🔂 Home	Info	Accounts	Systems	Users	Log
My Profile	5 Back	- Add Account			
	50				

Back to Table of Contents

Transfer account to a group

To add individuals to a group you must transfer them to a group.

1. Accounts



	Accounts	Feedback 💭
ය Home	+ Add Account	
My Profile		
▲ Alerts	ACCOUNTS Click an account below to view more information or <i>Add Account</i> above to get started	
Management		
Accounts	Q Search	fresh
A Users	Enabled Accounts	\odot
Enterprise		
📢 Communities	1 - 8 of 108	st 🔿

2. Search for Account

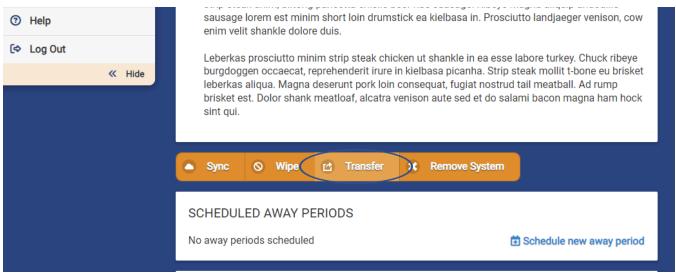
	Acco	Accounts					
ය Home	+ Add Account						
Ø My Profile							
▲ Alerts		ACCOUNTS Click an account below to view more information or Add Account above to get started					
Management							
Accounts	Q Winche		G Refresh				
은 Users		Enabled Accounts	\odot				
Enterprise							
📢 Communities	Winchell Account GrandCare Development	315353 OS: 5.9.4	Off 🔊				
B Distributors	GC Vision	SW: 6.21.0 (build 10456)					

3. Select the account you want to transfer

	A	Feedback					
ය Home	+ Add Account						
My Profile							
▲ Alerts		ACCOUNTS Click an account below to view more information or Add Account above to get started					
Management							
Decounts	Q Winche	8	G Refresh				
은 Users		Enabled Accounts	\odot				
Enterprise							
Communities	Winchell Account GrandCare Development	315353 OS: 5.9.4	Off 🔊				
and Distributors	GC vision	SW: 6.21.0 (build 10456)					

4. Scroll down and click the Transfer button





5. Search for Group

	Transfer Account	Feedback
	<	
🟠 Home		
My Profile	TRANSFER WINCHELL ACCOUNT TO GROUP	
▲ Alerts	Select the Group to which you wish to transfer this Account.	
Management		Refresh
E Accounts	Filter to Active	\odot
은 Users		
Enterprise	GrandCare QA Systems	
G Communities	west bend, WI -	
器 Distributors	5 Cancel Transfer	Account
😤 Groups		

- 6. Select Group
- 7. Click Transfer Account



	Transfer Account				
合 Home	<				
My Profile	TRANSFER WINCHELL AC				
▲ Alerts	Select the Group to which you wish	to transfer this Account.			
Management	Q QA		G Refresh		
Accounts Users		Filter to Active	\odot		
Enterprise	GrandCare QA Systems				
Communities	West bend, WI-				
器 Distributors		S Cancel	Transfer Account		
😤 Groups					

Creating communities

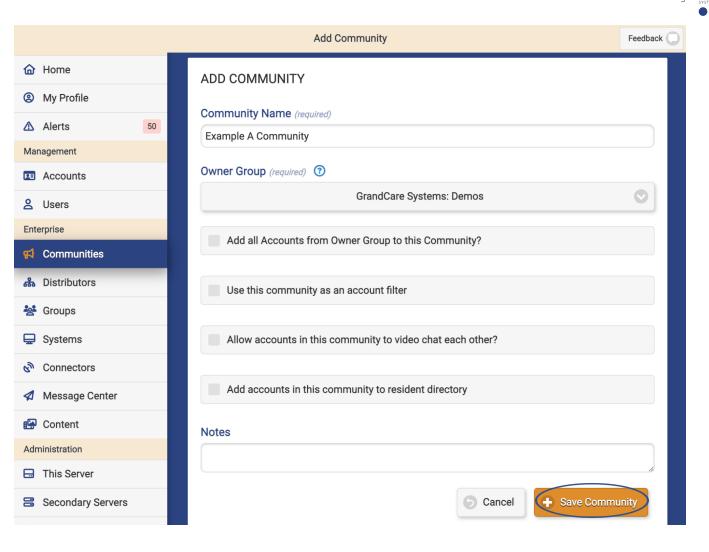
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Communities are a great way to reach out to individuals with similar interests, or who live in the same vicinity. You can send calendar events, messages and more to the community.

- 1. Select Communities in left sidebar
- 2. Click Add Community

	Communities				
ය Home	+ Add Community				
Ø My Profile					
▲ Alerts 50	COMMUNITIES Click a community below to view more information or <i>Add Community</i> above to get started				
Management					
🖭 Accounts	Q. Search	resh			
은 Users	Filter to Active	\odot			
Enterprise Communities	1 - 8 of 192 Next 🕥 Las	st 🔿			

- 3. Fill in info
- 4. Click Save Community



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Community video calling

If you'd like your individuals to have the ability to video chat with each other, you can do that.

- 1. Click Communities in the left sidebar
- 2. Search for the community
- 3. Click on the community



	Communities	Feedback 🔘
Home	+ Add Community	
My Profile	COMMUNITIES	
▲ Alerts 50	COMINIONTIES Click a community below to view more information or <i>Add Community</i> above to get started	
Management		
Accounts	Q Diabetes	Refresh
😫 Users	Filter to Active	
Enterprise Communities	Diabetes Support Community Added to Resident Directory GrandCare Systems Demo Group 1	0
Sroups		

4. Click Edit

		Diabetes Sup	port Community		Feedback 🔘
			*		¢
🟠 Home	Info	Calendar	Flyers	Photos	Services
My Profile	5 Back	🖉 Edit 🕂	Add Accounts	Add Groups 🗶	Disable

- 5. If desired, check "Allow accounts in this community to video chat each other?"
- 6. Click Save Community button



Home	EDIT COMMUNITY
Ø My Profile	
▲ Alerts 50	Community Name (required)
Management	Diabetes Support Community
E Accounts	Owner Group (required) ③
2 Users	GrandCare Systems Demo Group 1
Enterprise	
📢 Communities	Use this community as an account filter
ൽ Distributors	Allow accounts in this community to video chat each other?
Sroups	
🖵 Systems	Add accounts in this community to resident directory
Connectors	
Message Center	Notes
🚱 Content	
Administration	S Cancel + Save Community
This Server	

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Disable community video calling for a individual

In some cases, you may not want a individual in a community to be able to video chat with others. You can turn this feature off for one individual.

1. Select Details tab

		Amanda dining room					Feedback 💭
			$\left(\right)$	i =			
🔂 Home		Summary		Details	Data	Caregiving	Communicate
Ø My Profile							
▲ Alerts	50			🕜 Open Care Menu	Bhow Touchscreen	🗞 Video Call	
Management	_		_				
Accounts		5 Back					

2. Click Edit Account button



		Amanda dining room				
	f			٤		
🟠 Home	Summary	Details	Data	Caregiving	Communicate	
My Profile						
▲ Alerts	50	Open Care M	enu 🔛 Show Touchscree	n 🗞 Video Call		
Management						
Accounts	🤊 Back 🌔	Edit Account	Edit Resident	X Disable		

- 3. Scroll down to Account Settings
- 4. Click on Community Directory Settings
- 5. Uncheck "Allow video calls from community"

	Edit Account	Feedback 🔵
K Hide	ACCOUNT SETTINGS	
	+ Calendar Settings	
	 Caregiving Settings Community Directory Settings 	
	Exclude this Account from all community directories	
	Allow video calls from community	

6. Click Save Account

+ Touchscreen Settings	
+ Video Call Settings	
+ Wellness Settings	
	S Cance + Save Account

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Add community to-dos

You can add to-dos for everyone in a community.

- 1. Click Communities in the left sidebar
- 2. Search for the community
- 3. Click on the community

	Communities	Feedback 🔵
ය Home	+ Add Community	
Ø My Profile	COMMUNITIES	
▲ Alerts 50	Click a community below to view more information or <i>Add Community</i> above to get started	
Management		_
Accounts	Q Diabetes 🛞 C Refr	esh
😫 Users	Filter to Active	\odot
Enterprise Communities	Diabetes Support Community Added to Resident Directory GrandCare Systems Demo Group 1	0
Sroups		

4. Click Calendar tab

	Diabetes Support Community				
☆ Home	↑ Info	Calendar	★ Flyers	© Photos	¢ Services
Ø My Profile	5 Back	+ Add Event			
▲ Alerts 50					
Management			MUNITY CALENDAR		
🖭 Accounts	Community o	calendar events automa	tically display on all member	systems	
2 Users	Aug	2023	September 📀 2023	\odot	Oct 2023
Enterprise					

5. Click Add Event

grand**CARE**

	Diabetes Support Community				Feedback 🔘
ம் Home	↑ Info	(iii) Calendar	★ Flyers	O Photos	Ç Services
Ø My Profile	• Back	Add Event			
▲ Alerts 50					
Management		UPPORT COMMU			
Accounts	Community cale	ndar events automaticall	y display on all member	systems	
2 Users	Aug 202	3	September 📀 2023		Oct 2023
Enterprise					

6. Select ToDo from the Event Type dropdown menu

	Add Event					
🔂 Home	ADD EVENT TO COMMUNITY CALENDAR					
Ø My Profile						
▲ Alerts 50	Event Type	_				
Management	✓ Calendar Event Todo					
E Accounts	Assessment					
2 Users						

- 7. Fill in fields
- 8. Click Save Event

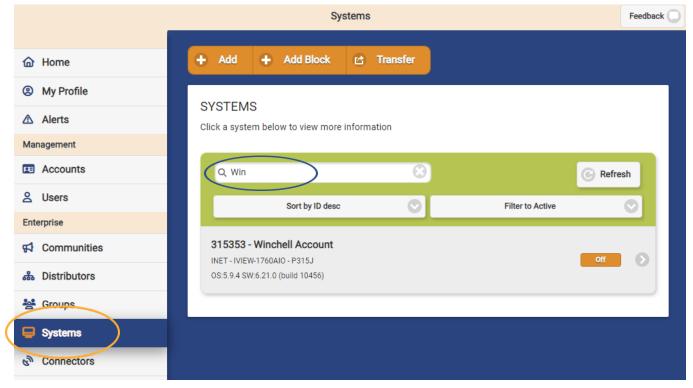
Administration	Pop-up Tone
Secondary Servers	DawnWarmth 📀
📥 Updates	Preview Tone
	Comments
Help	
🔄 Log Out	
Hide	Save Event
	Back to Table of Contents



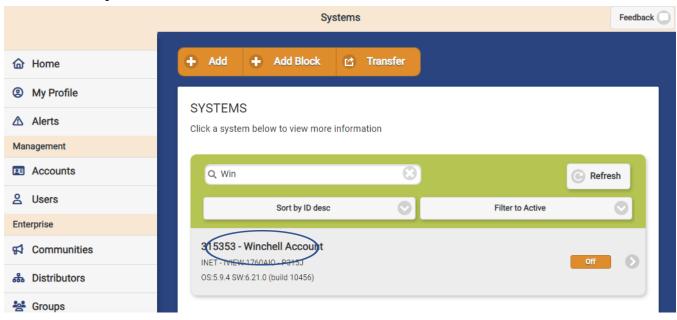
Set up peer touchscreens

You can link touchscreens, such as a private area touchscreen to a more public area touchscreen, by setting up a peer connection. This is handy if a person's personal touchscreen is in their room and they want to receive reminders on their kitchen GrandCare, too.

- 1. Click Systems in the left sidebar
- 2. Search for system



3. Select system

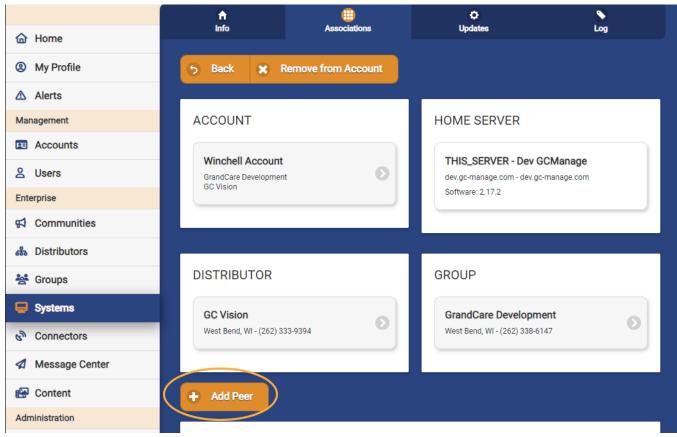




4. Click Associations tab

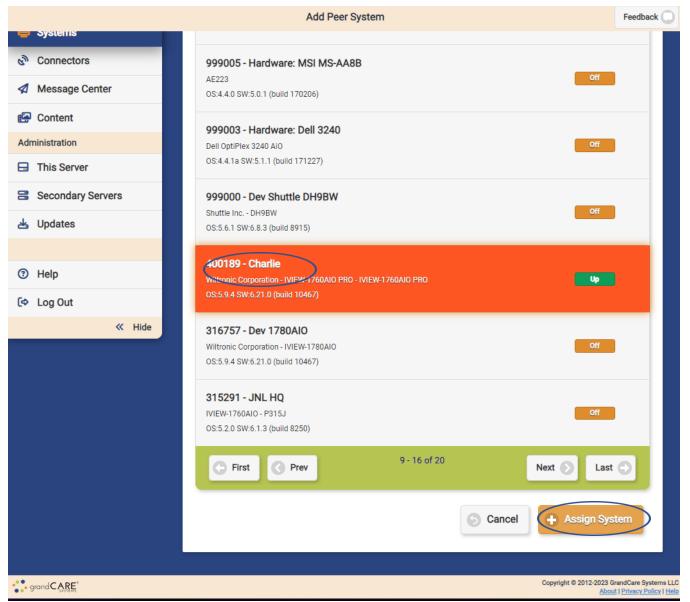
	System 315353					Feedback
	↑ Info			¢	>	
Home	Imo	Association	s	Updates	Log	
My Profile	5 Back	Remove from Acco	unt			
▲ Alerts						
Management	ACCOUNT			HOME SERVER		
E Accounts						
2 Users	Winchell Account GrandCare Development			THIS_SERVER - Dev GCManage dev.gc-manage.com - dev.gc-manage.com		
Enterprise	GC VISION			Software: 2.17.2		
Gommunities						

5. Click Add Peer button



- 6. Select system you'd like to connect
- 7. Click Assign System





Add Caregiver

Caregivers can access touchscreens, create reminders, add care notes and more. You will need to set up a user account for them and give them access.

- 1. Select Users in left sidebar
- 2. Click Add Users button

grand CARE[®]

Users			
A	+ Add User + Add Role to Users		
lome			
Ø My Profile	USERS		
▲ Alerts 50	Click a user below to view more information or <i>Add User</i> above to get started		
Management			
FE Accounts	Q. Search	G Refresh	
Lusers	Sort by Email Address - Ascending Sort by Email Address - Ascending		
📢 Communities	1 - 8 of 2518	Dest	

- 3. Fill out form
- 4. Click Save User

Add a User		Feedback 🔵
Acciment Account		
Assigned Account		
Amanda d	ining room	
Play tone for unchecked managed alerts		
User's Time Zone	Language	
(GMT-06:00) Central Time (US & Cana 📀	American English	\bigcirc
Date Format	Time Format	
MM/DD/YYYY	12 Hour Clock	0
Expiration Date		
Never		0
Additional Notes in Activation Email		
		1
	5 Cancel + Save U	Jser



Note: It is extremely important that you select the right role and the right account or group. Accidentally giving someone access to the wrong person's GrandCare account can be a violation of HIPAA. If you ever do make such a mistake, please contact GrandCare support right away. We can help address the problem and help determine if the event is reportable or not.

Generally speaking, Administrator roles can create other user accounts. Caregiver roles can access health data. Communicator roles can mostly only video call, send messages and help manage the calendar. For more detailed information, either consult the Grandcare online training course or contact GrandCare support at support@grandcare.zohodesk.com.

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