

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 [Caregiver Portal](#). Follow the [instructions to access your individual's account](#). **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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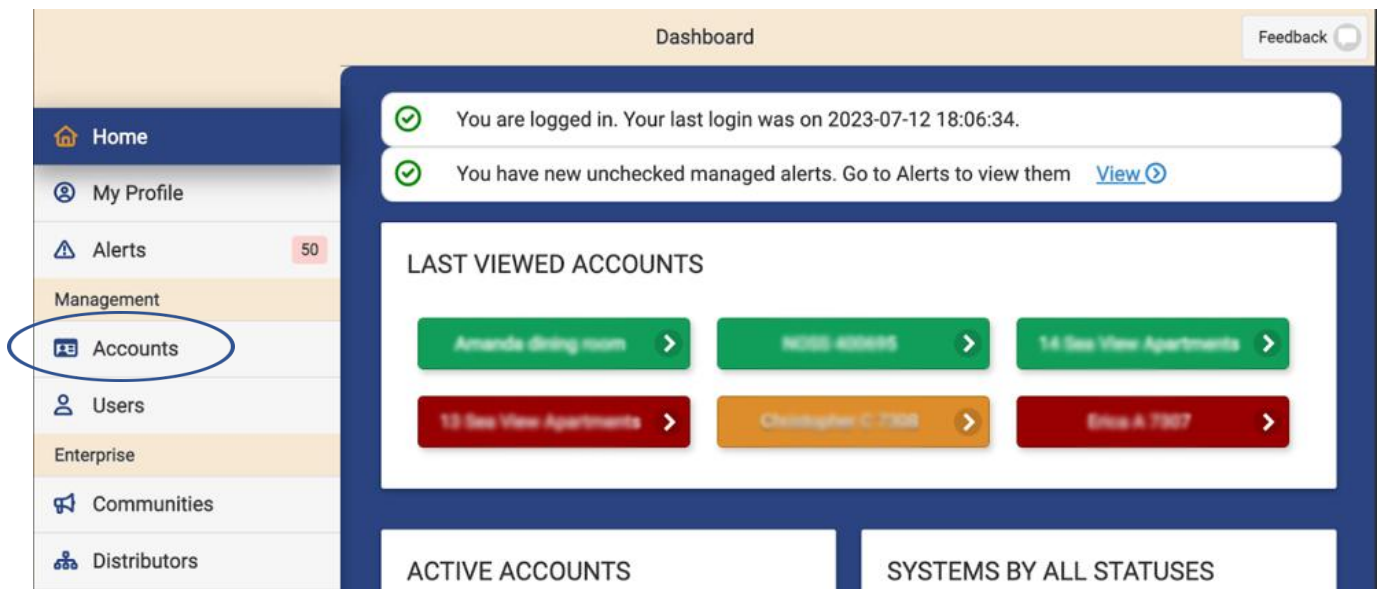
Caregiving

- [Add Caregivers](#)
-

Access individual account

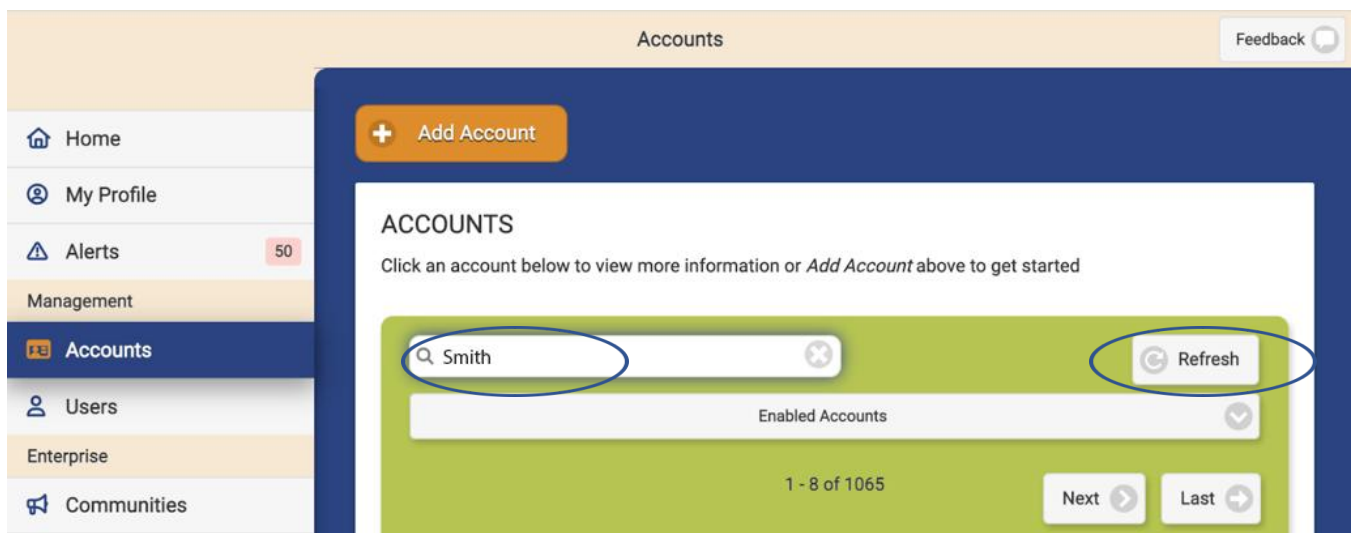
Most customization you will do will require you to log into the individual account.

1. Log in to the [Caregiver Portal](#) using any Internet-connected device
2. Select Accounts in the left submenu

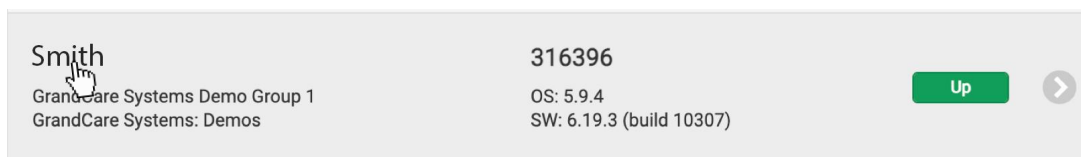


Need help logging in? Click "forgot password". You will receive an email from GrandCare to reset your password. Make sure to check your junk/spam folder.

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



4. Select the correct name by clicking on it

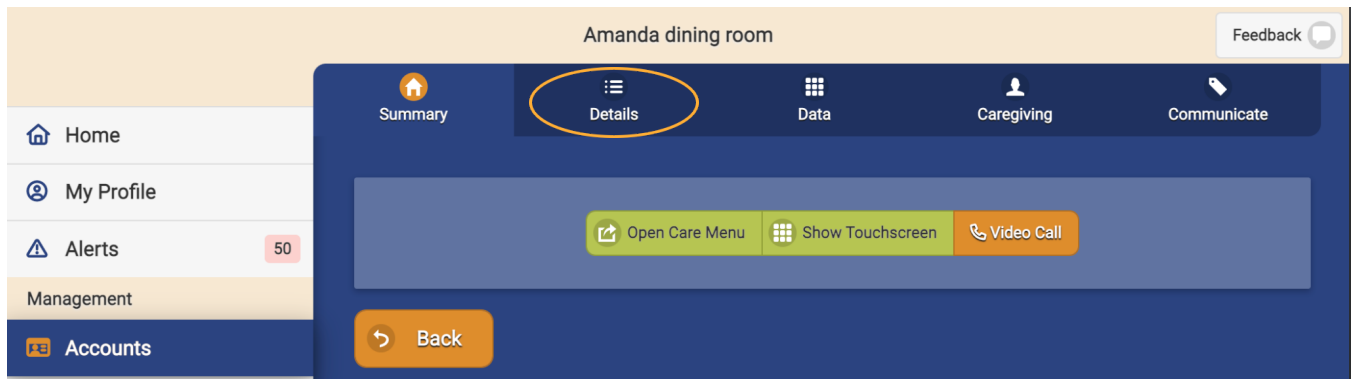


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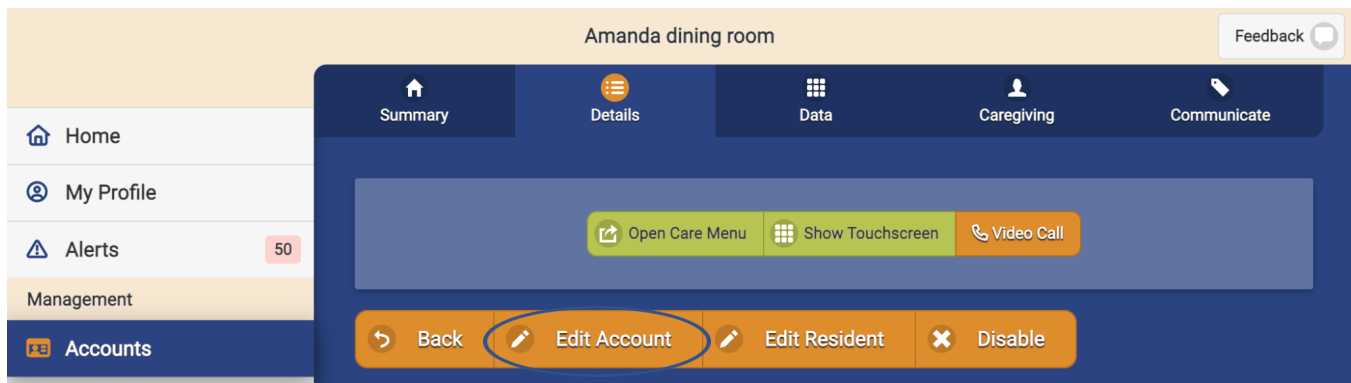
Customize Account Info* (account is typically the name of the individual or room)

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

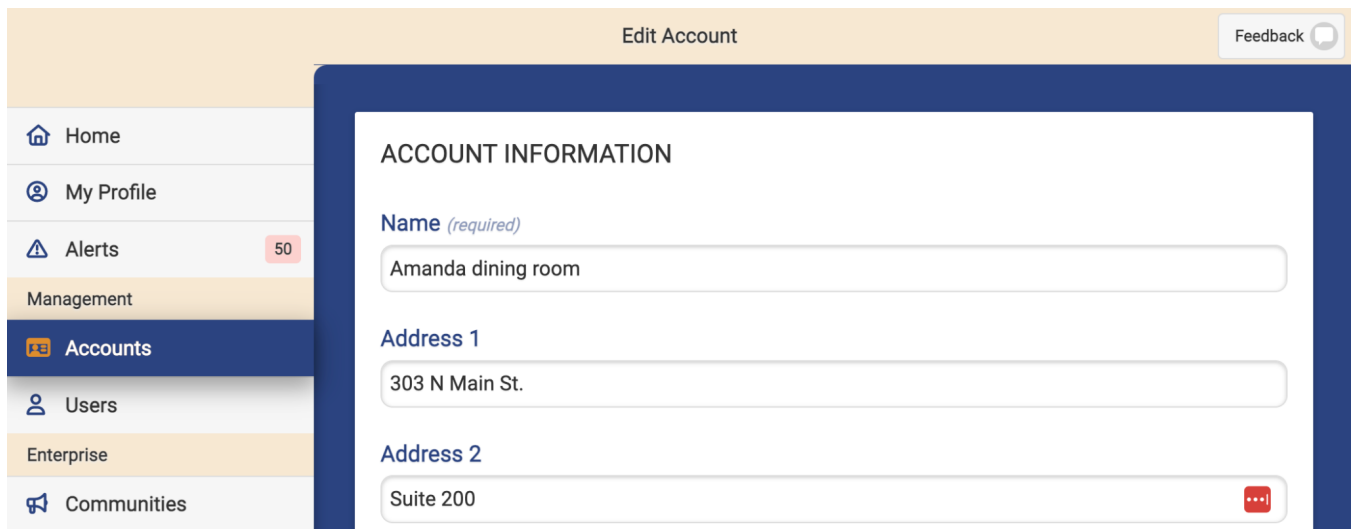
1. Make sure you're logged in
2. Select Details tab



3. Click Edit Account button

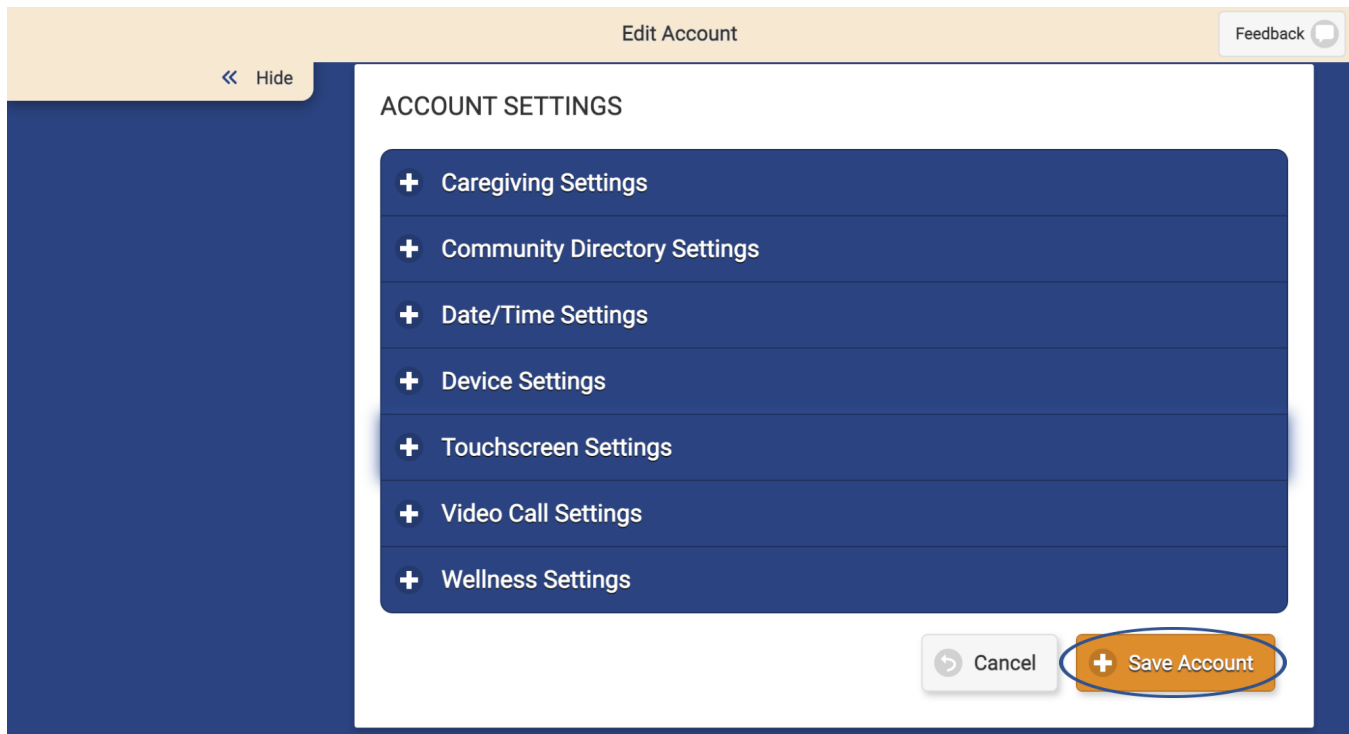


4. Add Name, address, city, state, zip, timezone



The screenshot shows the 'Edit Account' form. The title bar is 'Edit Account' with a 'Feedback' button. The left sidebar is the same as before. The main content area has a form titled 'ACCOUNT INFORMATION'. It contains three input fields: 'Name (required)' with the value 'Amanda dining room', 'Address 1' with the value '303 N Main St.', and 'Address 2' with the value 'Suite 200'. There is a red '...' button next to the 'Address 2' field.

5. Scroll to the bottom and click Save Account

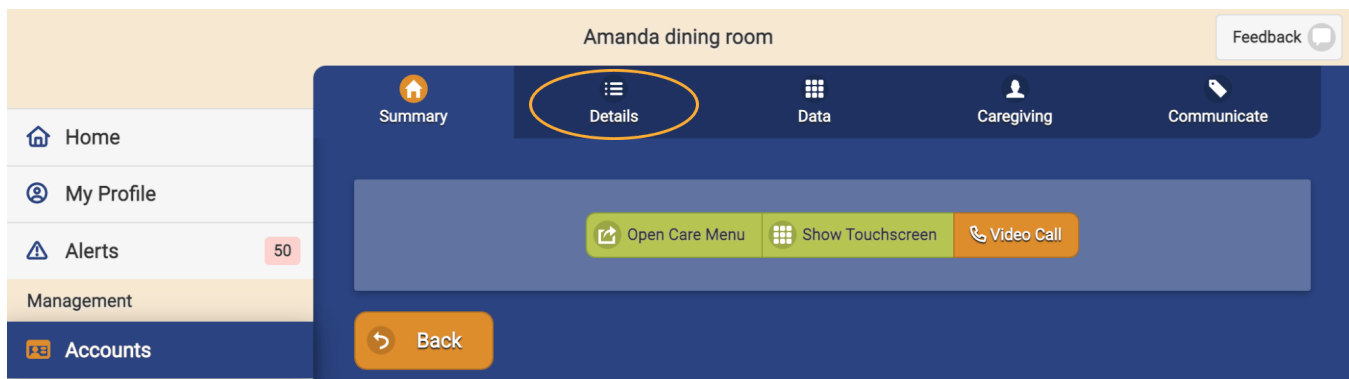


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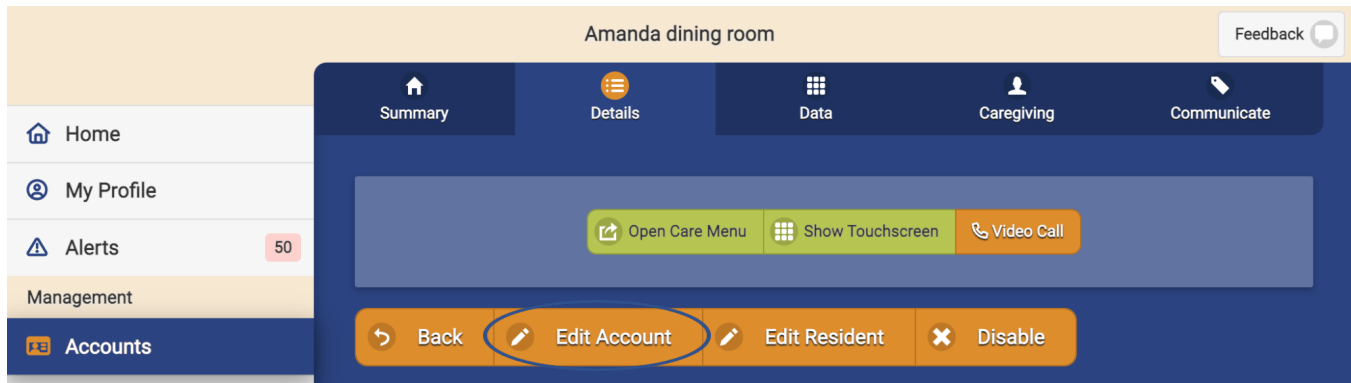
Customize screen on/off time (touchscreen must be online)

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

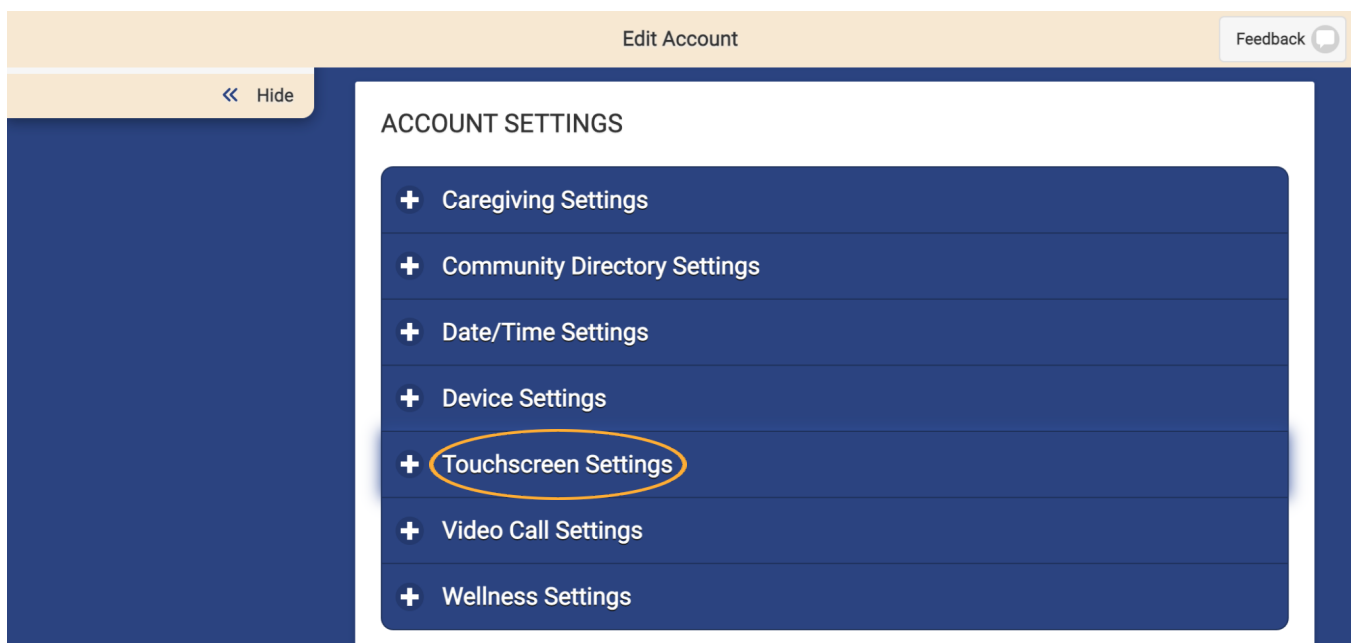


2. Click Edit Account button



3. Scroll down to Account Settings

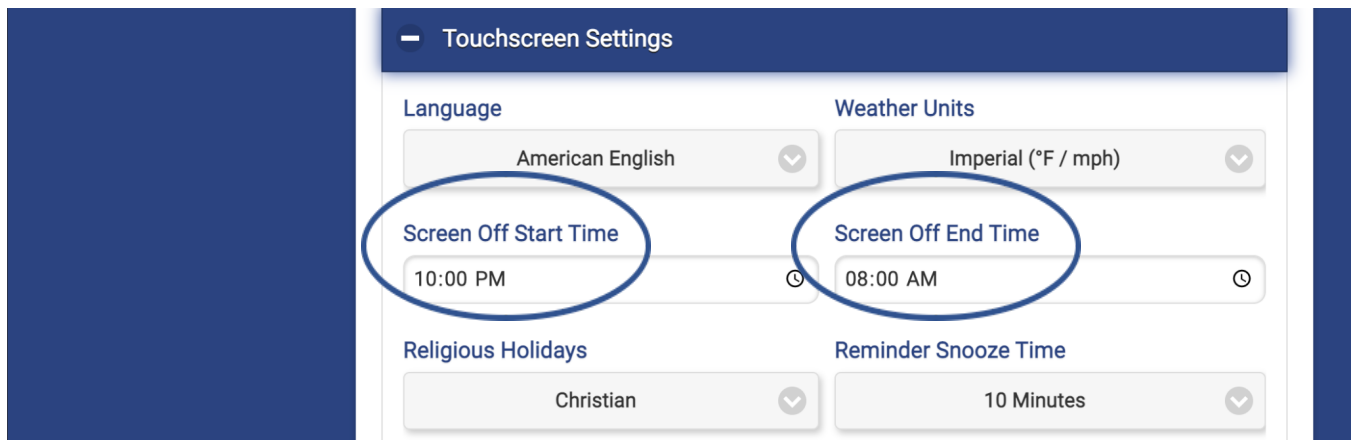
4. Click on Touchscreen Settings



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

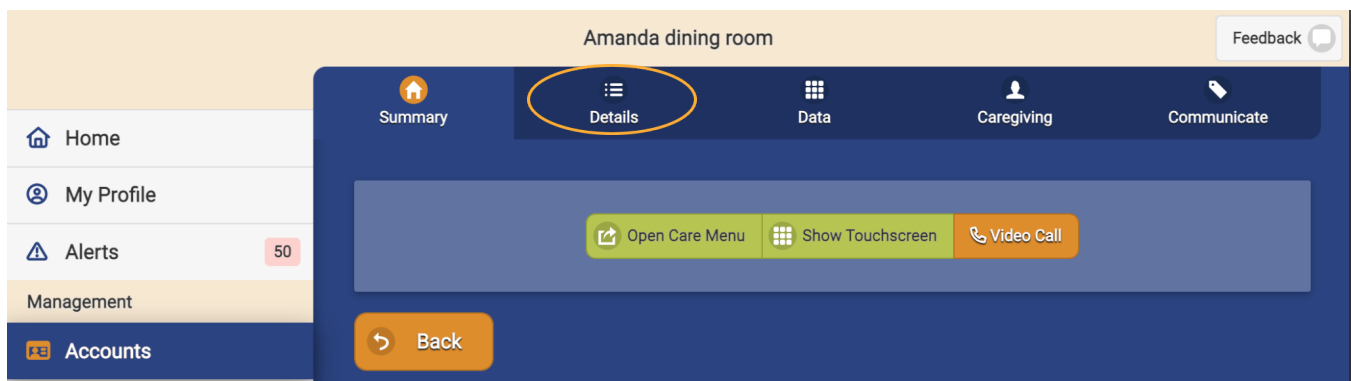


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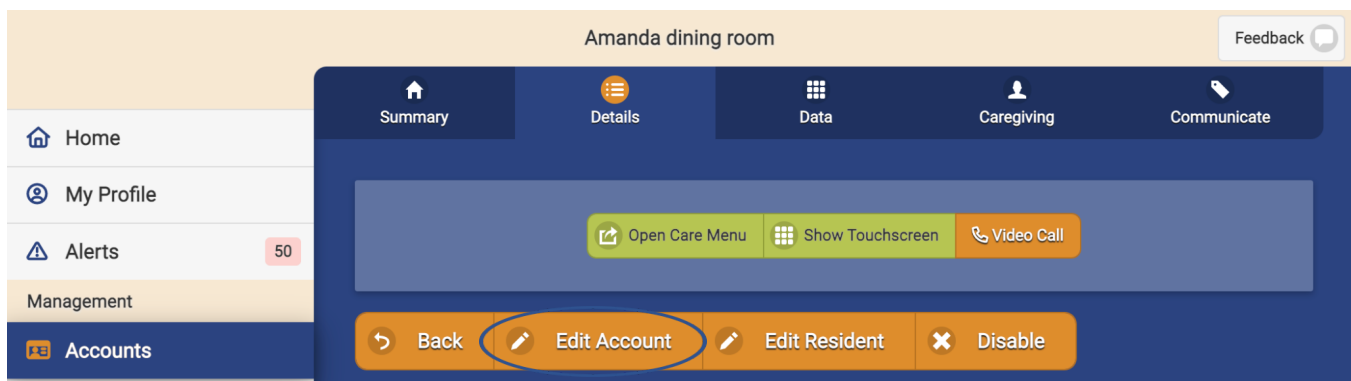
Set hours for individual video call access (when an individual can call their contacts)

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

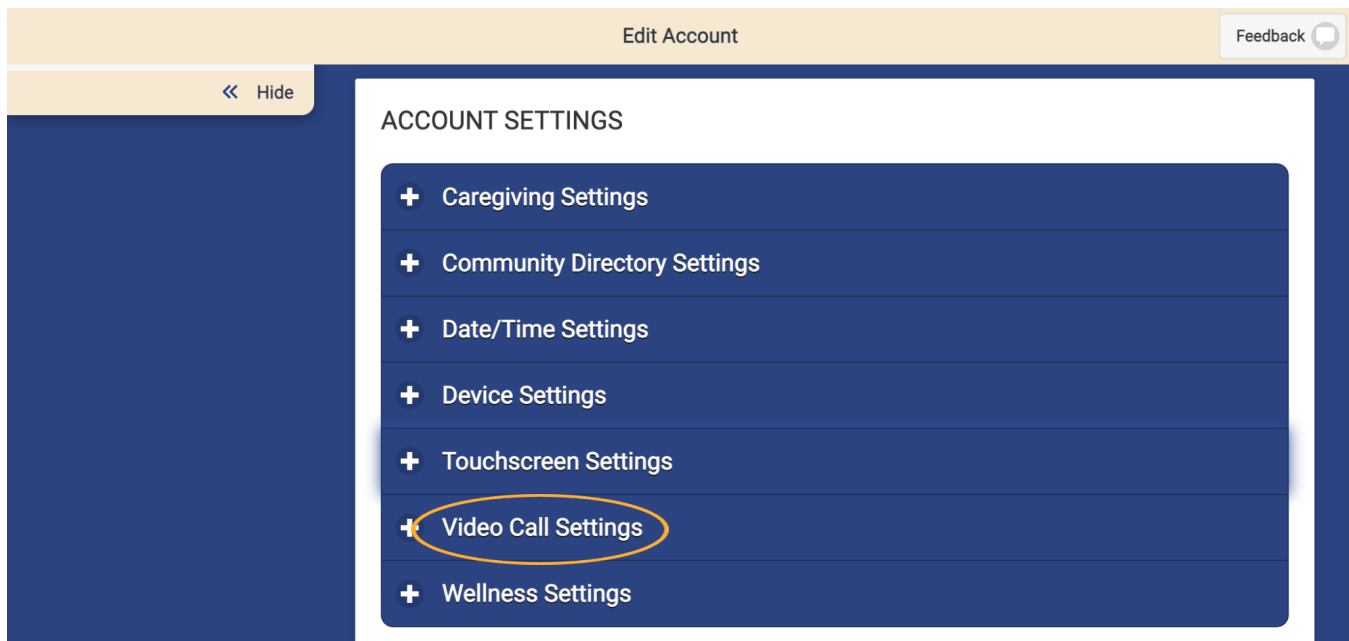
1. Log into the individual's account
2. Details tab



3. Edit Account button

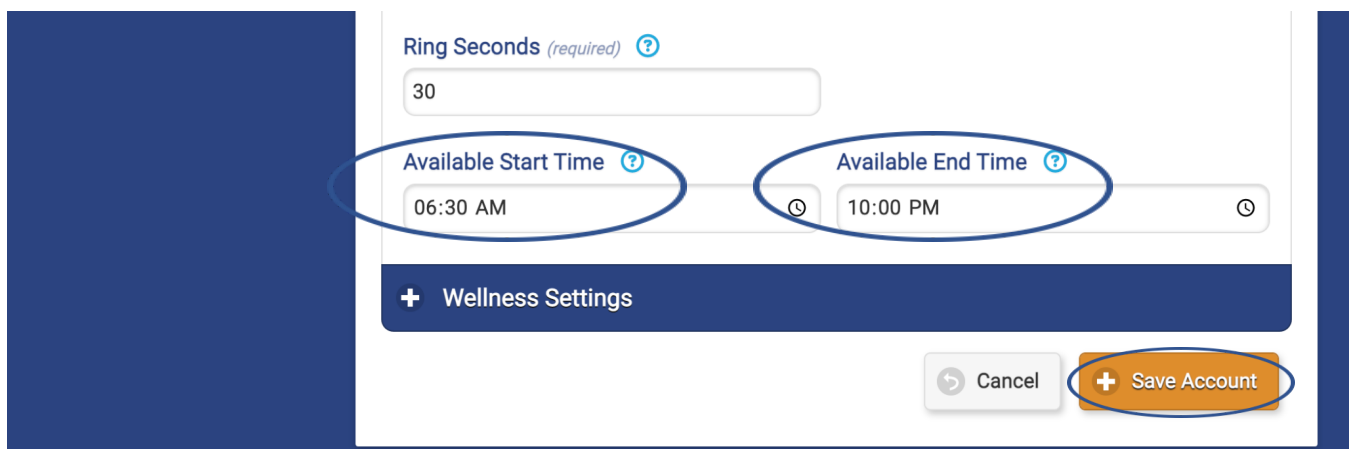


4. Scroll down to Account Settings
5. Click on Video Call Settings



The screenshot shows the 'Edit Account' interface. At the top, there's a header bar with 'Edit Account' and a 'Feedback' button. Below this is a sidebar with a 'Hide' button. The main content area is titled 'ACCOUNT SETTINGS' and contains a list of settings categories: Caregiving Settings, Community Directory Settings, Date/Time Settings, Device Settings, Touchscreen Settings, Video Call Settings (highlighted with an orange circle), and Wellness Settings.

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



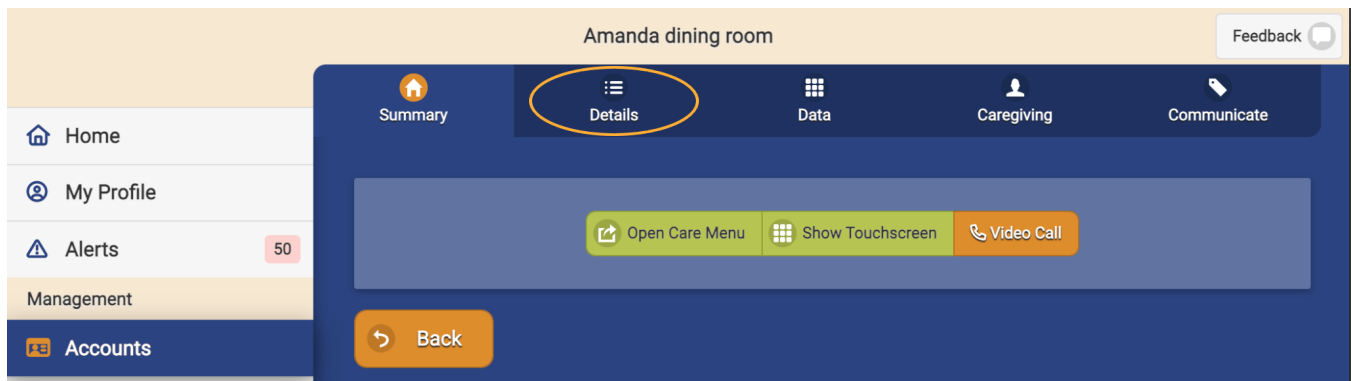
The screenshot shows the 'Video Call Settings' form. It includes a 'Ring Seconds (required)' field with a value of 30. Below this are two time selection fields: 'Available Start Time' (set to 06:30 AM) and 'Available End Time' (set to 10:00 PM), both highlighted with blue circles. At the bottom, there is a 'Wellness Settings' section and two buttons: 'Cancel' and 'Save Account' (highlighted with an orange circle).

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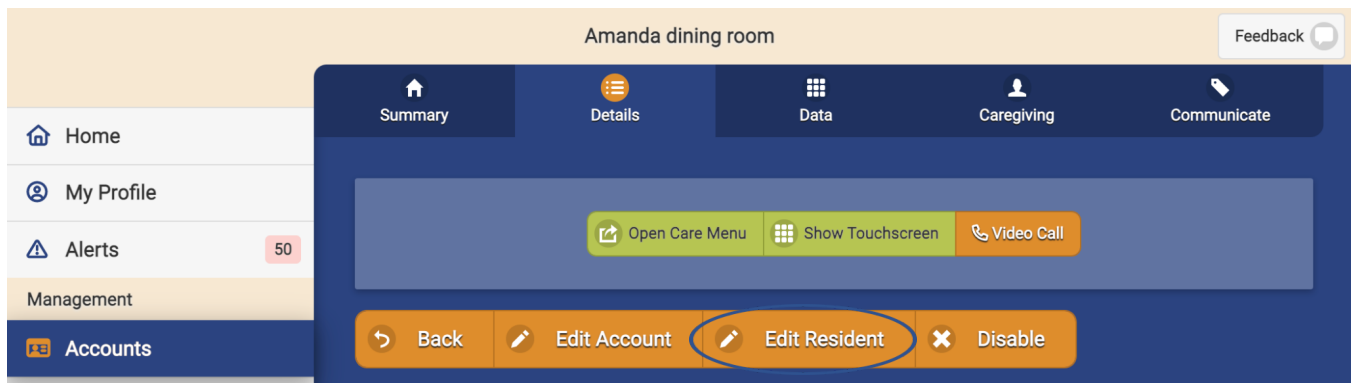
Add individual's personal info (for the benefit of caregivers logging into account)

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

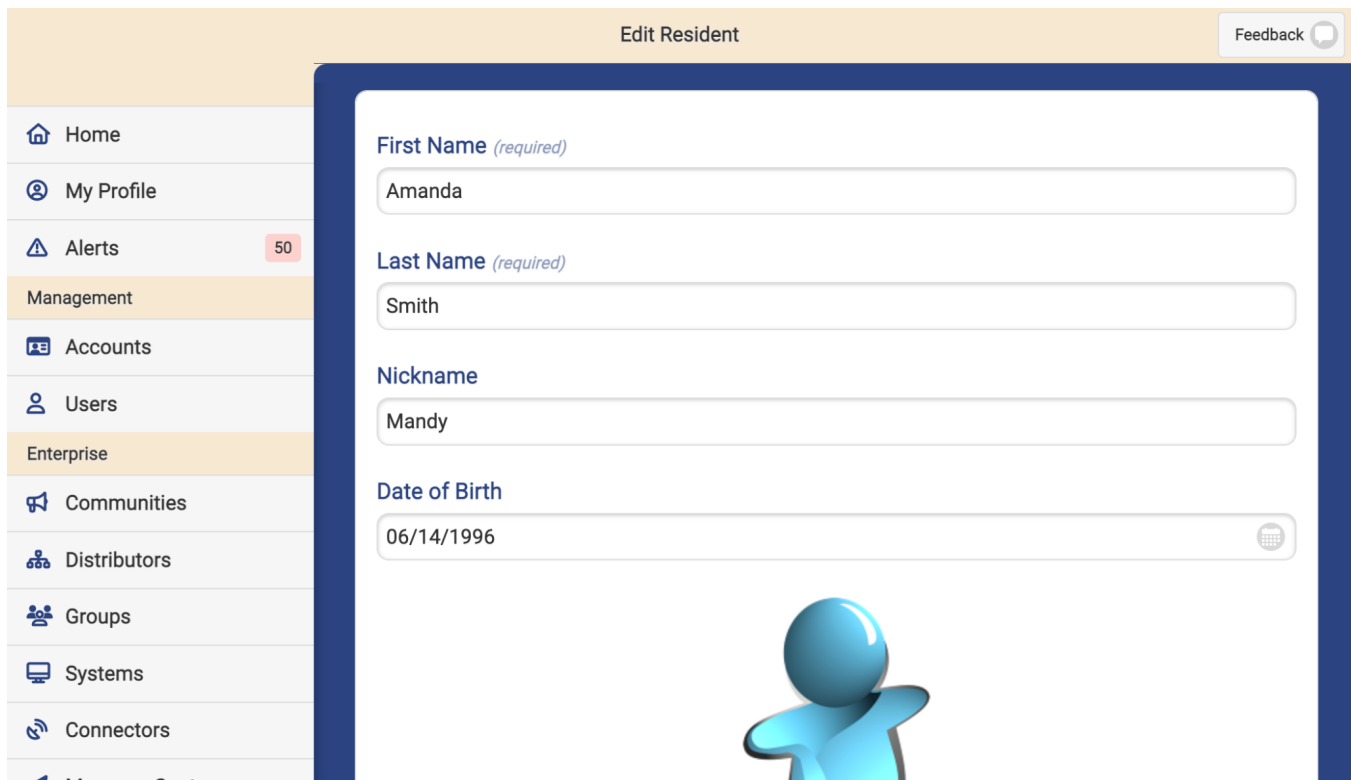
1. Log into the individual's account
2. Details tab



3. Edit Resident button



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



Edit Resident


First Name *(required)*
Amanda

Last Name *(required)*
Smith

Nickname
Mandy

Date of Birth
06/14/1996

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

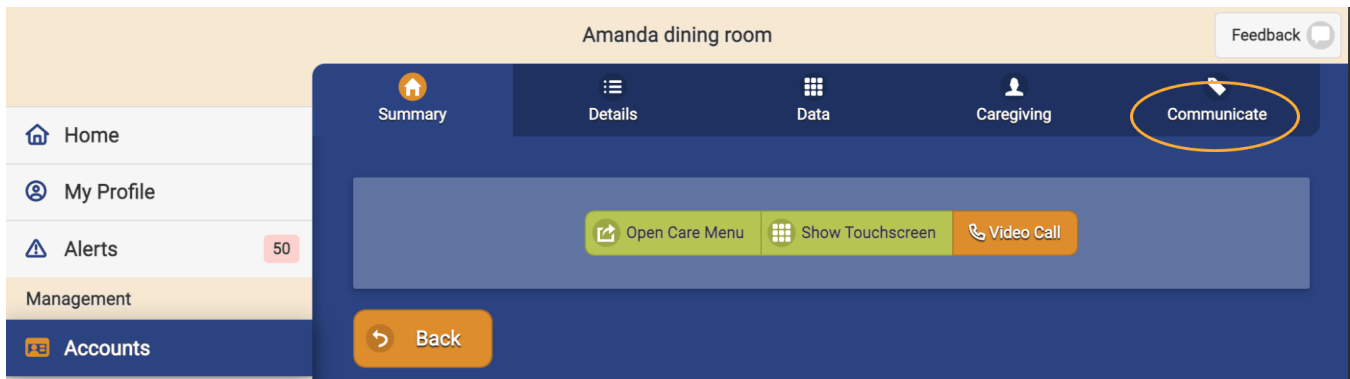


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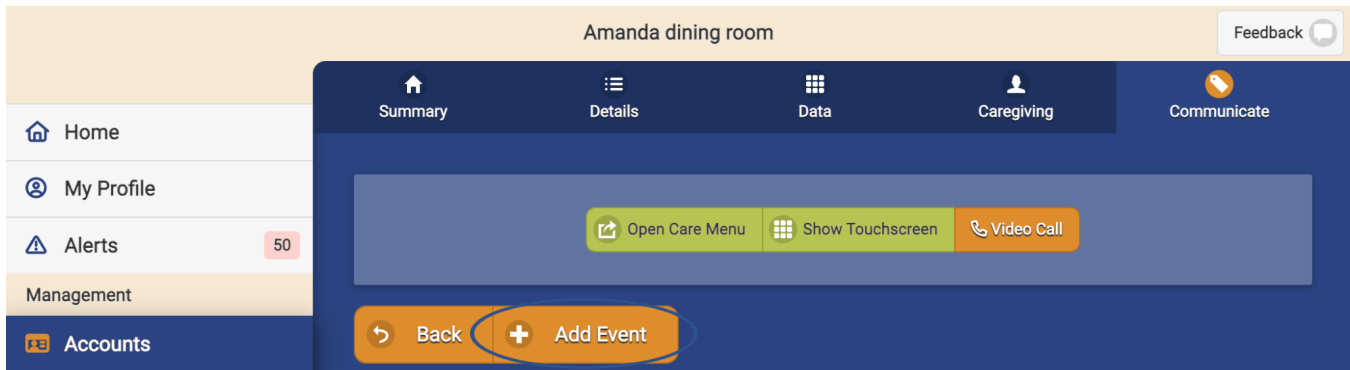
Add calendar events*

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



3. Add Event button



4. Fill out the fields

Add Event
Feedback 

Home

My Profile

Alerts 50

Management

Accounts

Users

Enterprise

Communities

Distributors

Groups

Systems

Connectors

Message Center

Content

Administration

This Server

ADD EVENT TO AMANDA DINING ROOM CALENDAR

Event Type

Calendar Event
▼


Event Name (required)

Work


Location

Goodwill

Start Date (required)

07/10/2023


End Date

Never


Repeat

Weekly on specified days
▼

Sunday

Monday

Tuesday

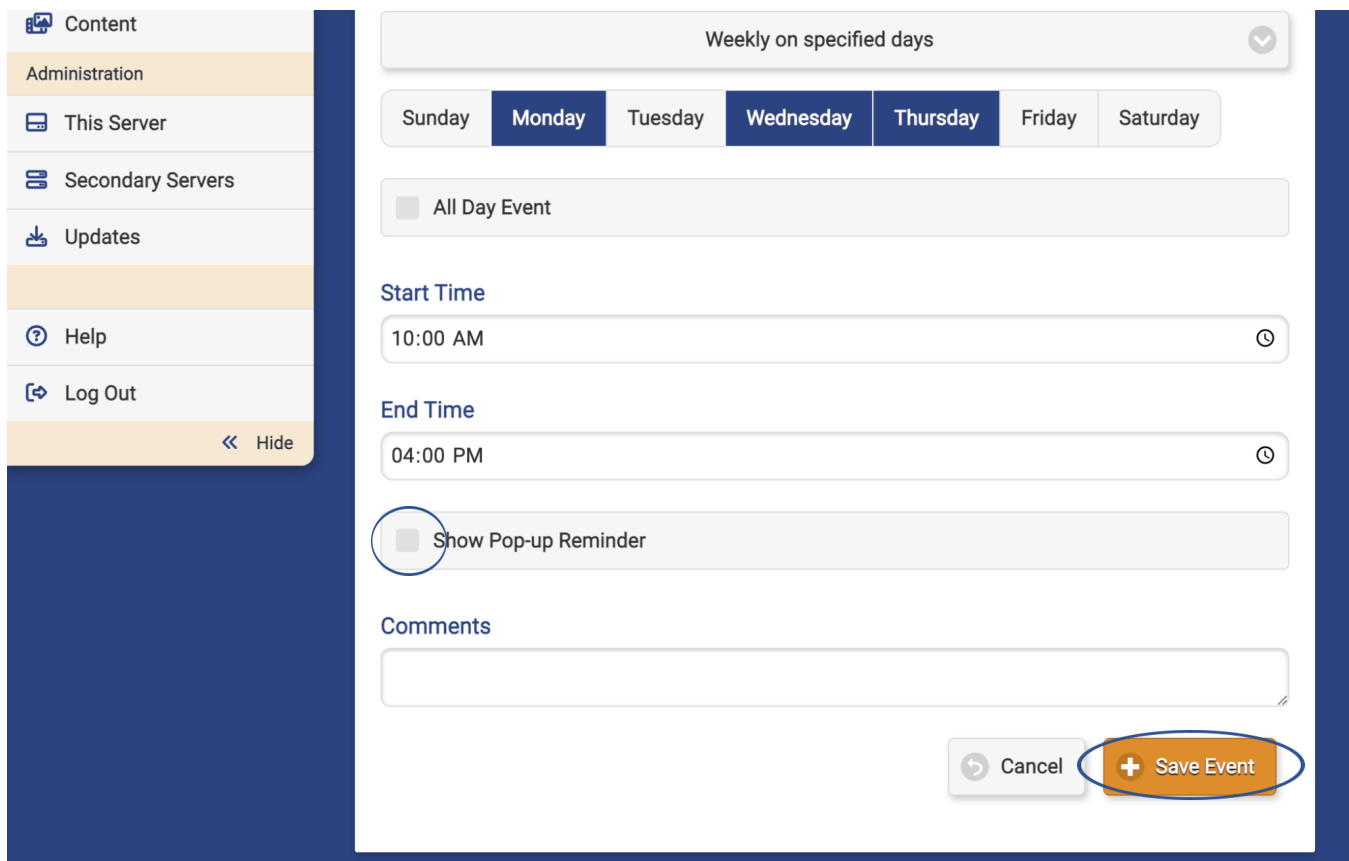
Wednesday

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

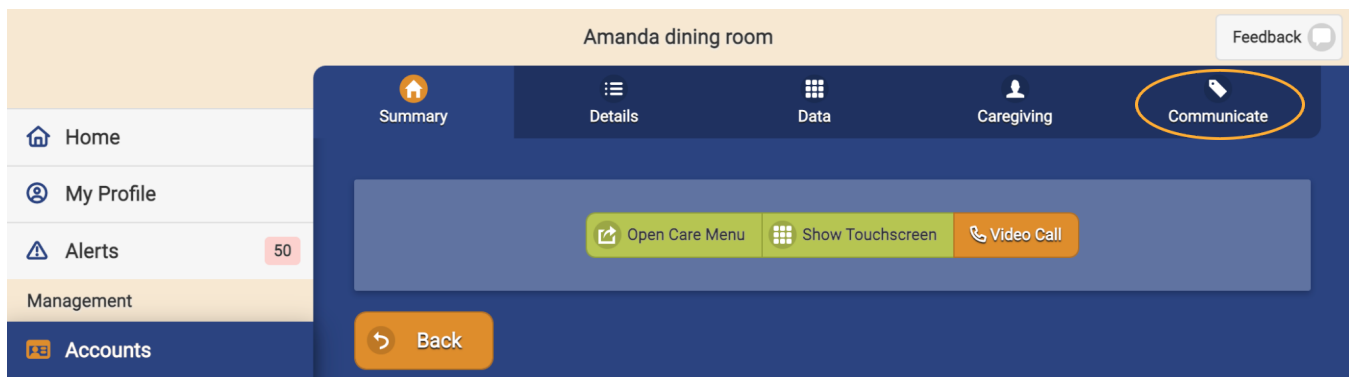


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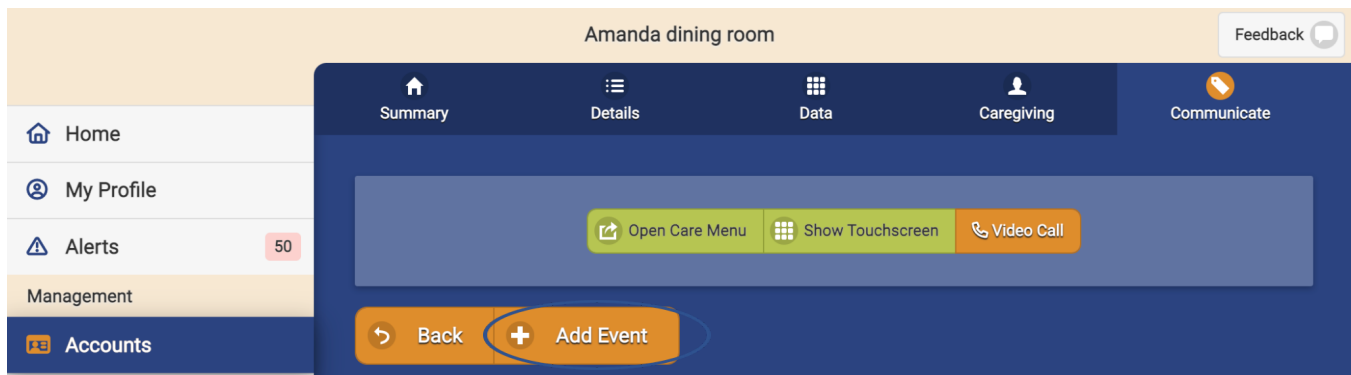
Add “TO DO” ADL reminders*

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.

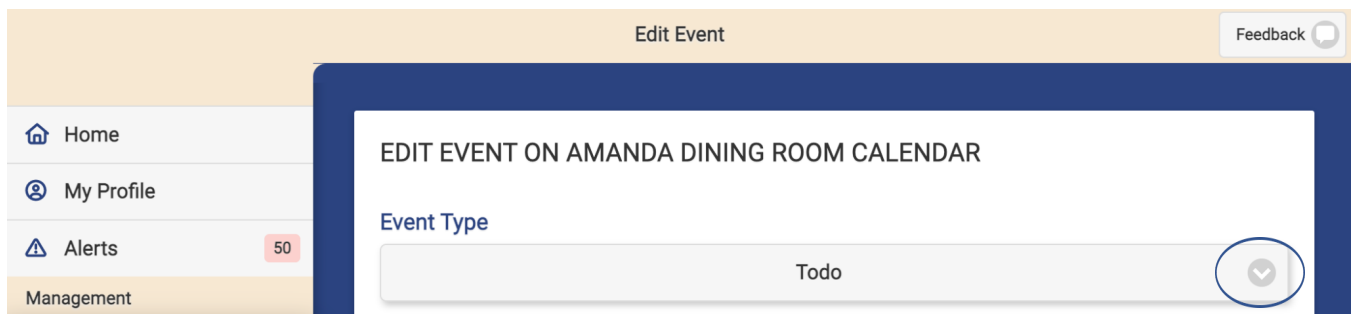
1. Log into the individual’s account
2. Communicate tab



3. Add Event button

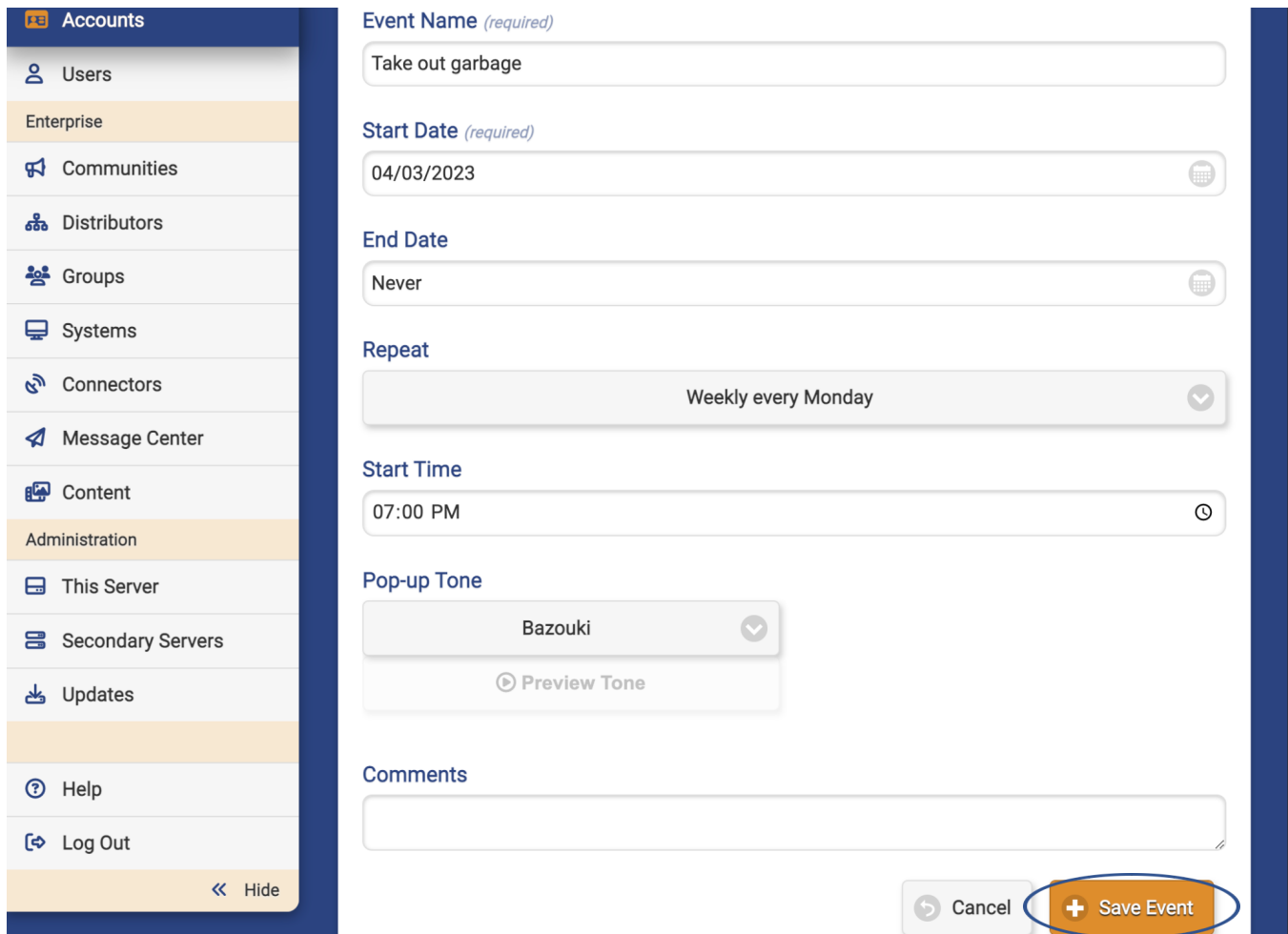


4. From the Event Type dropdown menu select Todo



5. Fill out the fields

6. Click Save Event



Accounts

- Users
- Enterprise
- Communities
- Distributors
- Groups
- Systems
- Connectors
- Message Center
- Content
- Administration
- This Server
- Secondary Servers
- Updates
- Help
- Log Out

Event Name (required)
Take out garbage

Start Date (required)
04/03/2023

End Date
Never

Repeat
Weekly every Monday

Start Time
07:00 PM

Pop-up Tone
Bazouki
Preview Tone

Comments

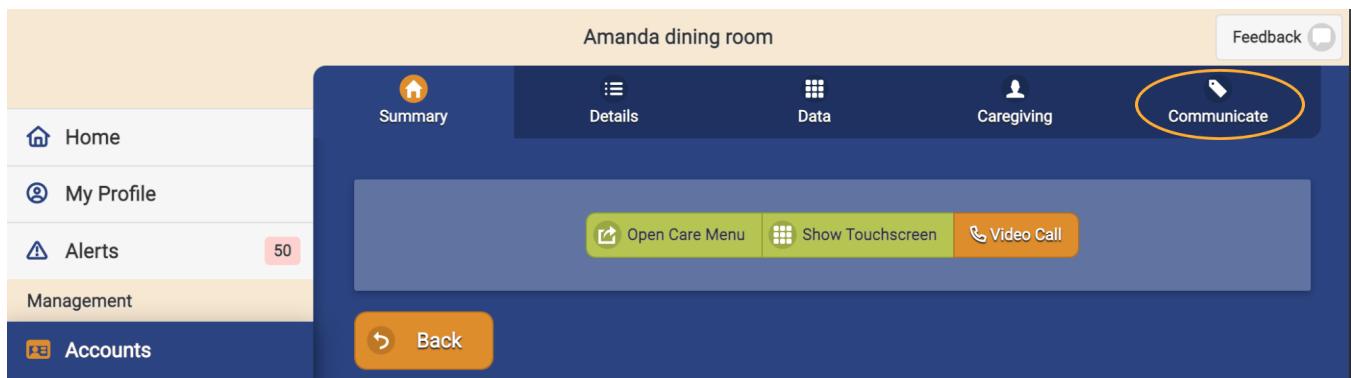
Cancel Save Event

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Add all day to-dos

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



Amanda dining room

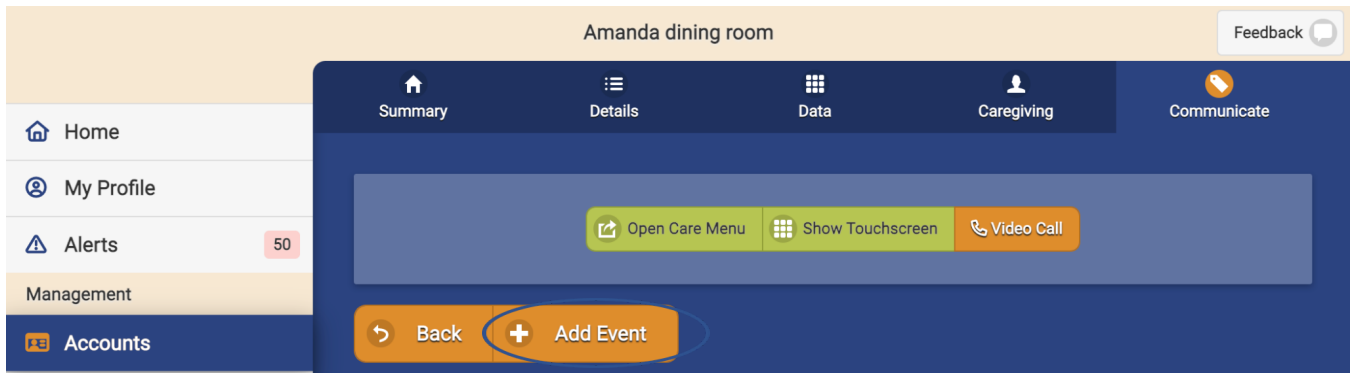
Feedback

Summary Details Data Caregiving **Communicate**

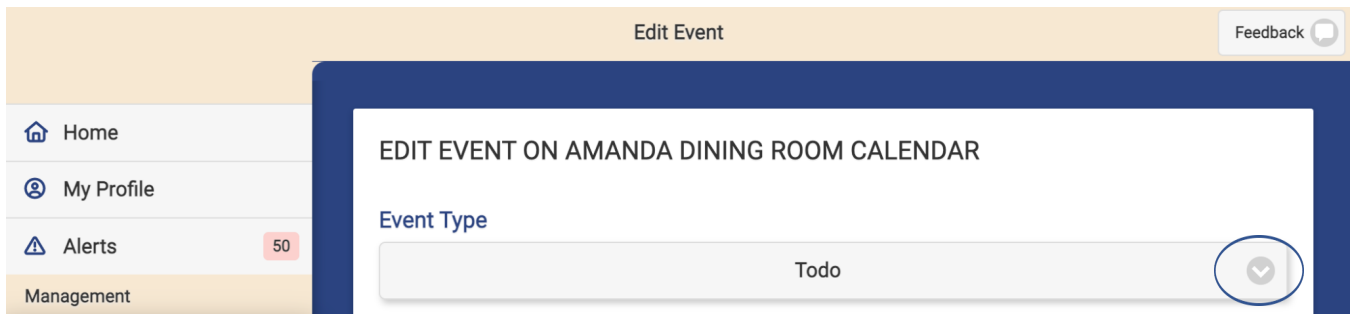
Open Care Menu Show Touchscreen Video Call

Back

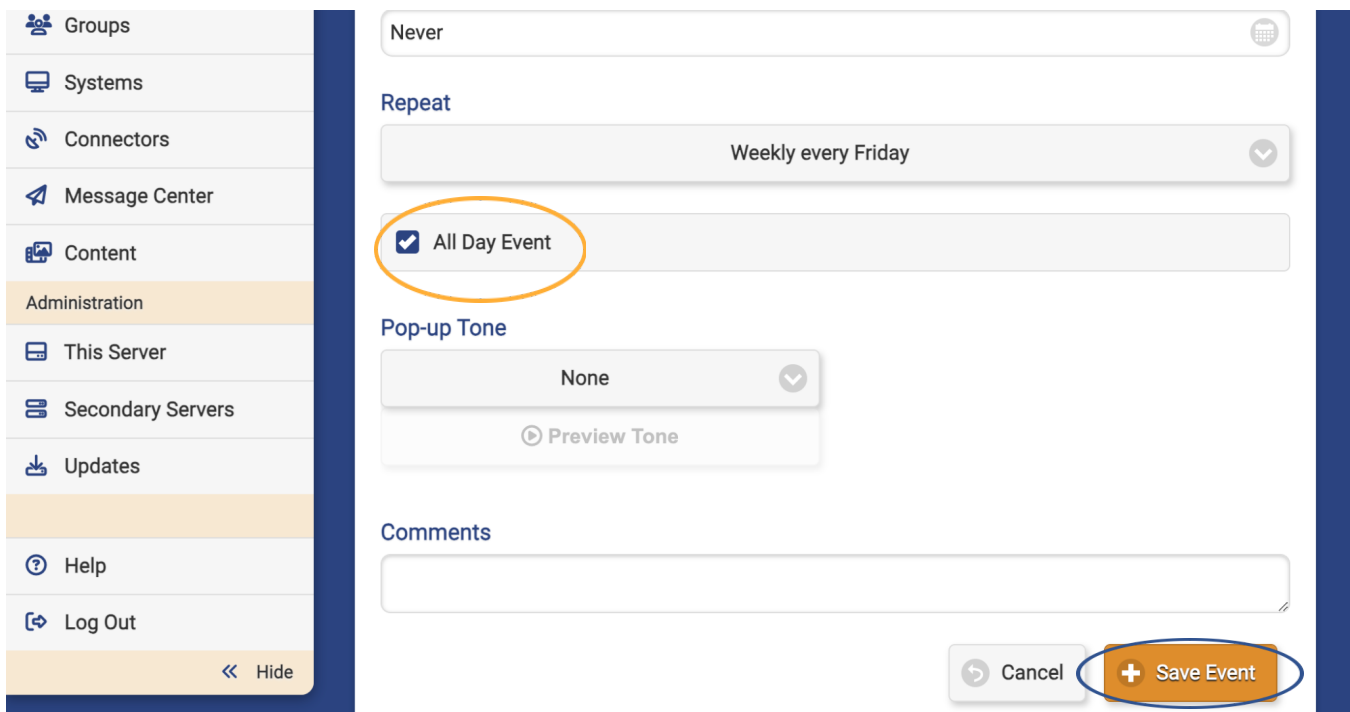
3. Add Event button



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



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

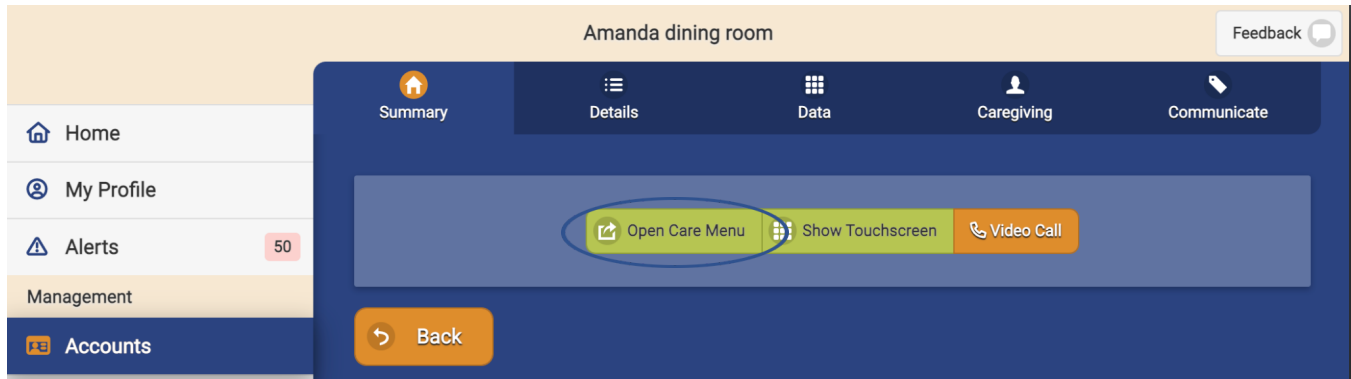


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Add medication reminders*

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

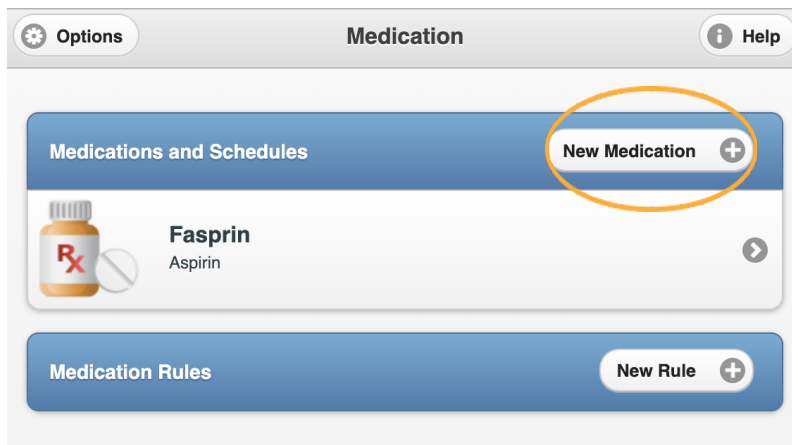
1. Log into the individual's account
2. Click Open Care Menu



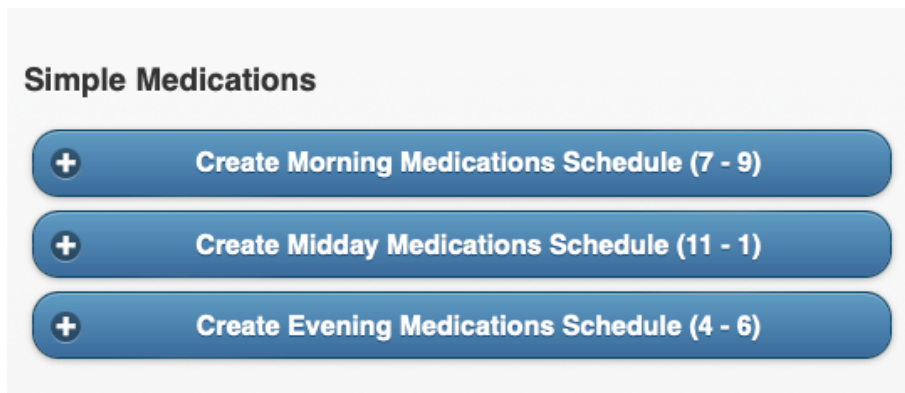
3. Click Medication button



4. Click New Medication



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.



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)

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



Type	Ingredient / Generic Name
Pill	Morning Medications
Proprietary / Brand / Simple Name	National Drug Code (NDC)
Morning Medications	Morning Medications
Dosage	Instructions
Morning Medications	Take morning medications
Doctor	Pharmacy
None	None
Purpose	
None	

Schedules

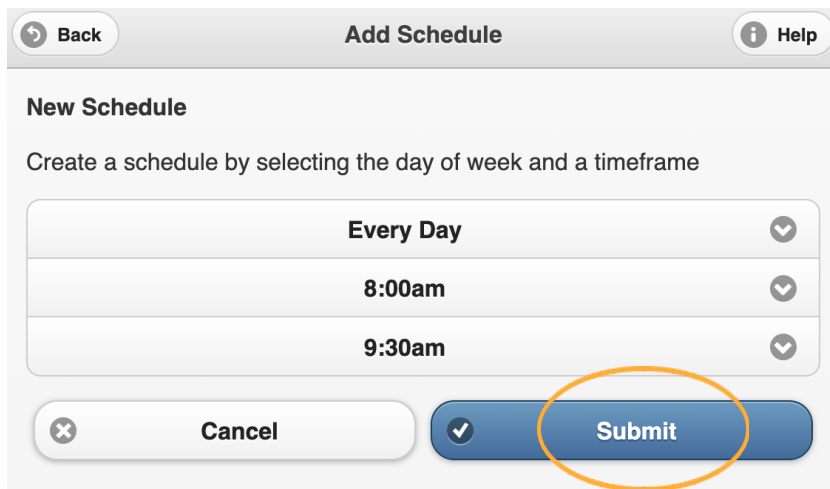
New Schedule

Edit Medication

Change Picture

Delete Medication

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

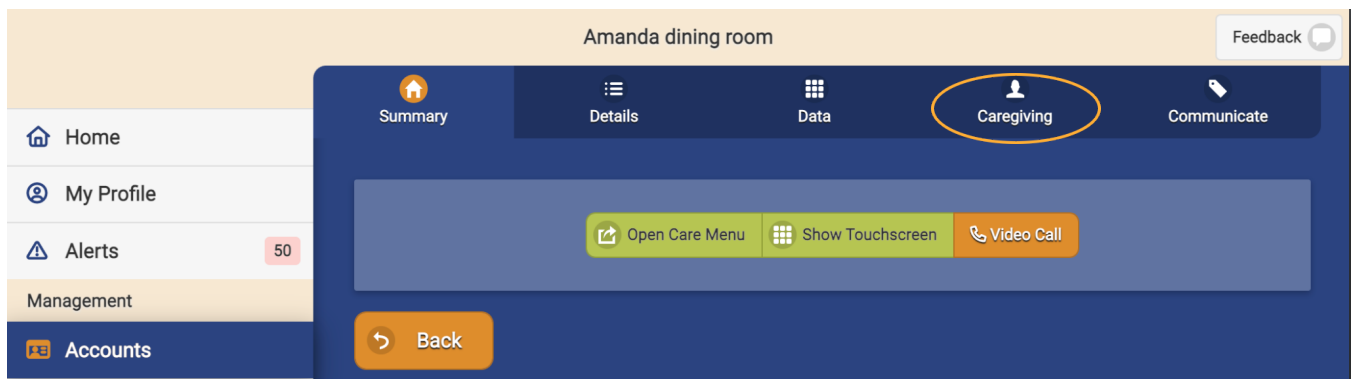


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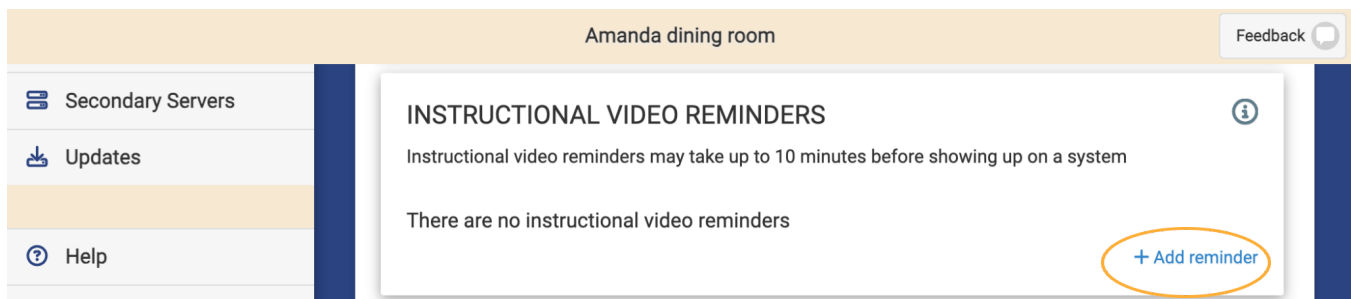
Add instructional video reminders

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



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





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

6. Upload photo, video or use a YouTube video link
7. 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)

 Video upload (.webm or .mp4 files)

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


STEP BY STEP


1. Optional

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

INSTRUCTIONAL VIDEO REMINDER

How to Make a PB & J Sandwich


 Photo upload (.JPG or .PNG files)

 Video upload (.webm or .mp4 files)

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

STEP BY STEP

1. Get bread

2. Get jelly and peanut butter

9. Schedule
10. Click save

Process YouTube video

SCHEDULE

☐ One time
 ☒ Recurring

Every

Su

Mo

Tu

We

Th

Fr

Sa

At

05:30 PM

Cancel

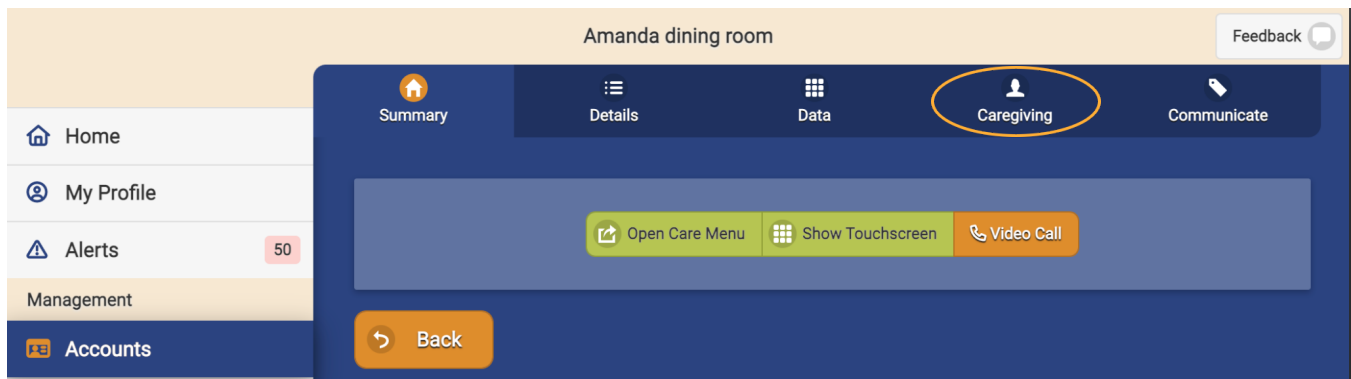
Save

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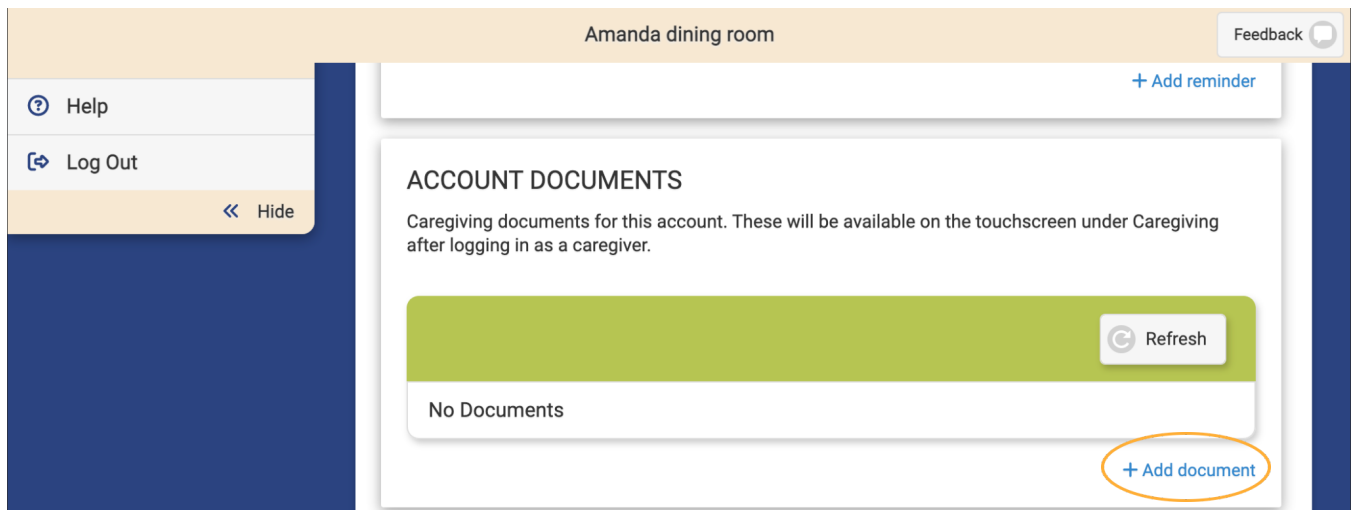
Add account documents for onsite caregivers

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

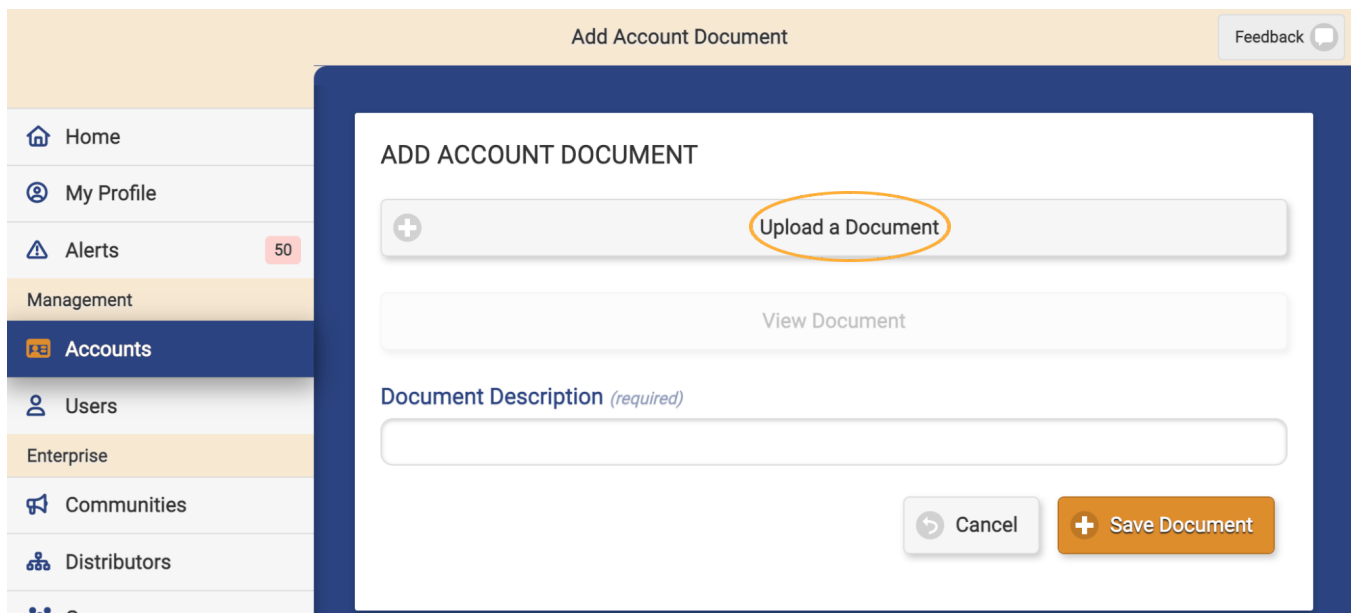
1. Log into the individual's account
2. Caregiving tab



3. Scroll to Account Documents
4. Add document

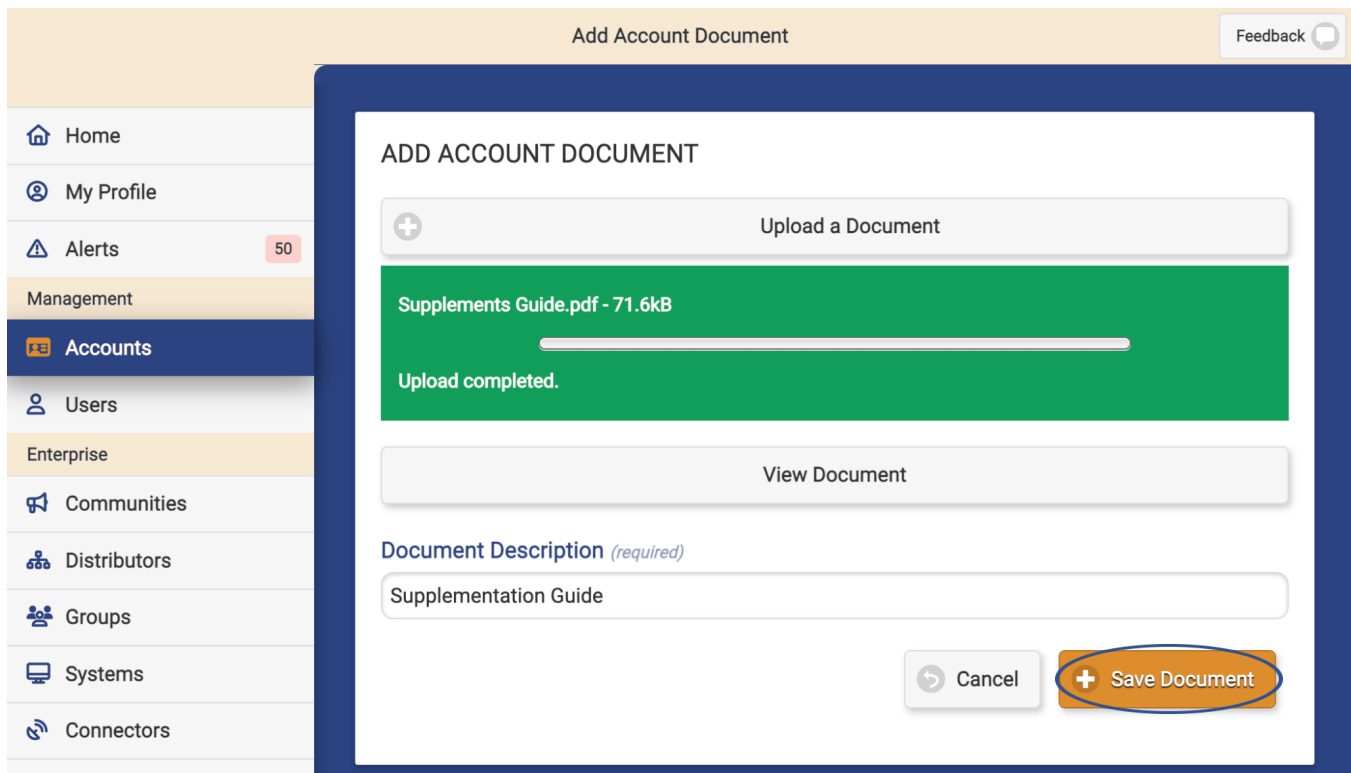


5. Upload a Document (must be in PDF format)



6. Add a Document Description

7. Click Save Document

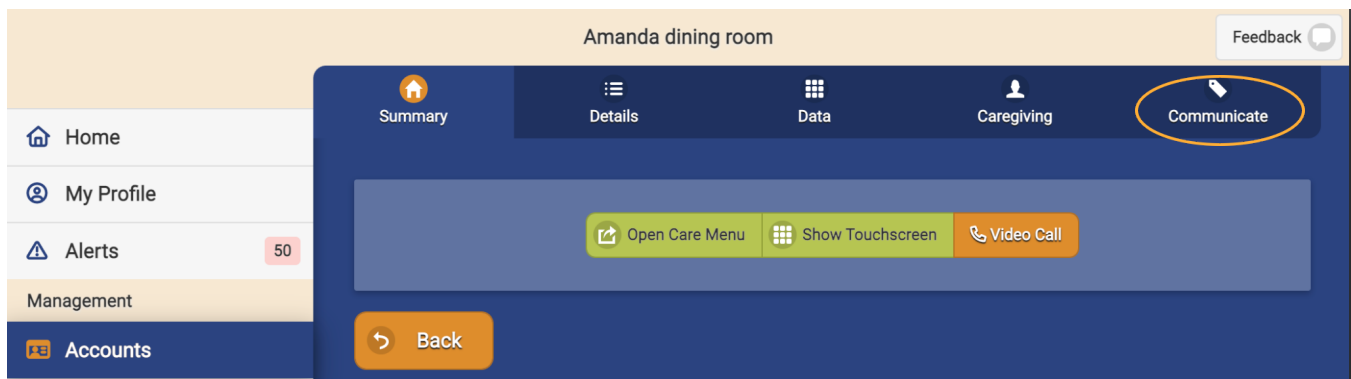


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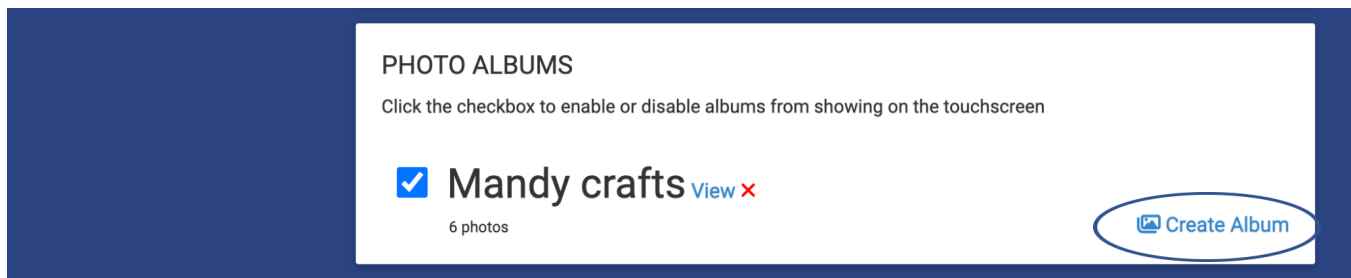
Add personal photos

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

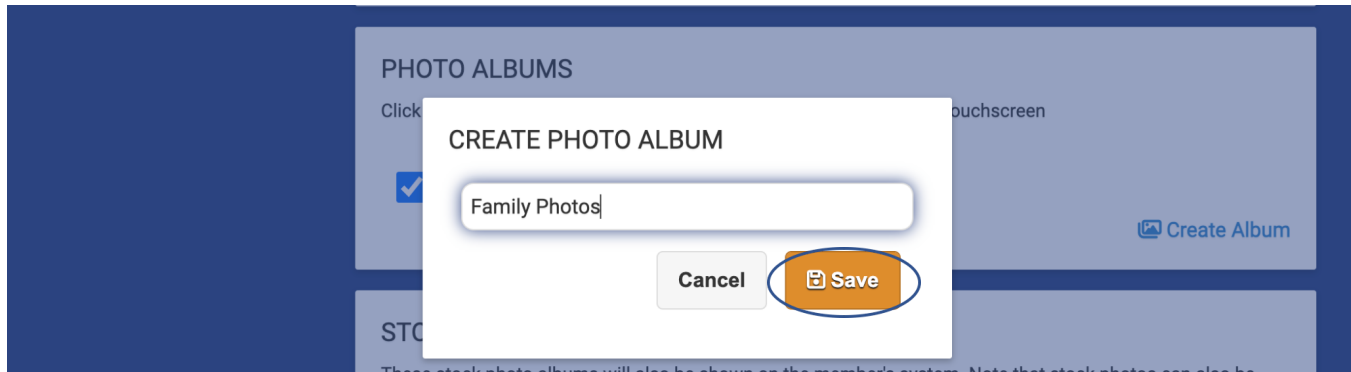
1. Log into the individual's account
2. Communicate tab



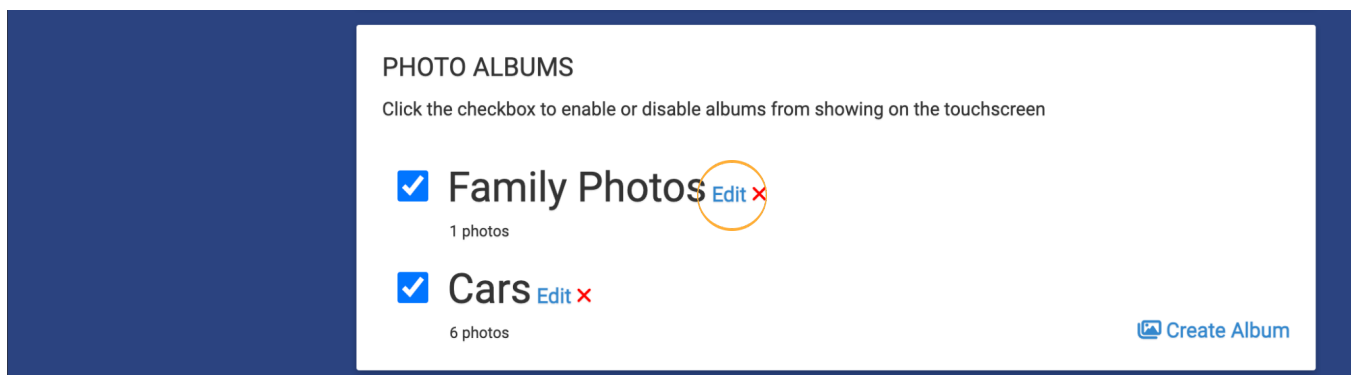
3. Scroll to Photo Albums
4. Click Create Album



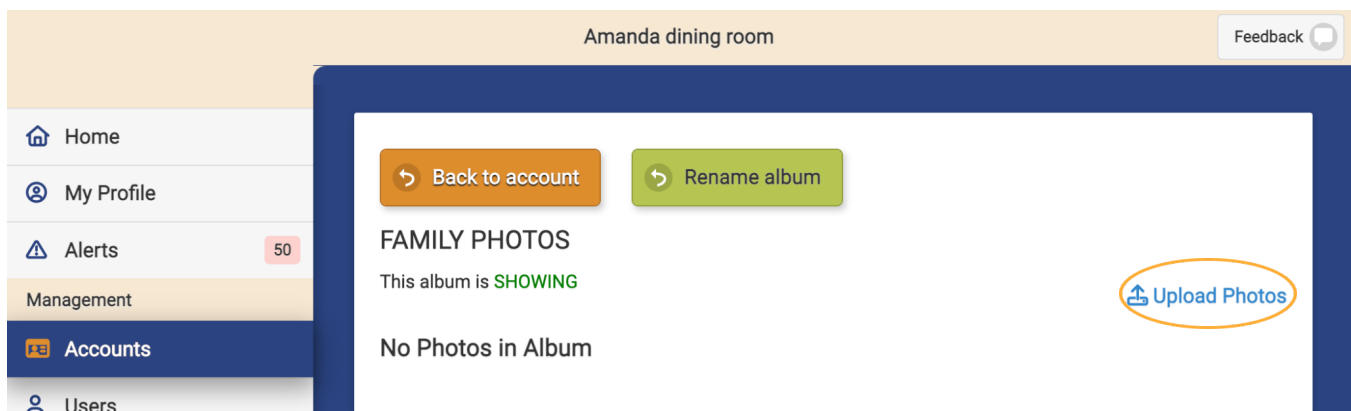
5. Name album
6. Click Save



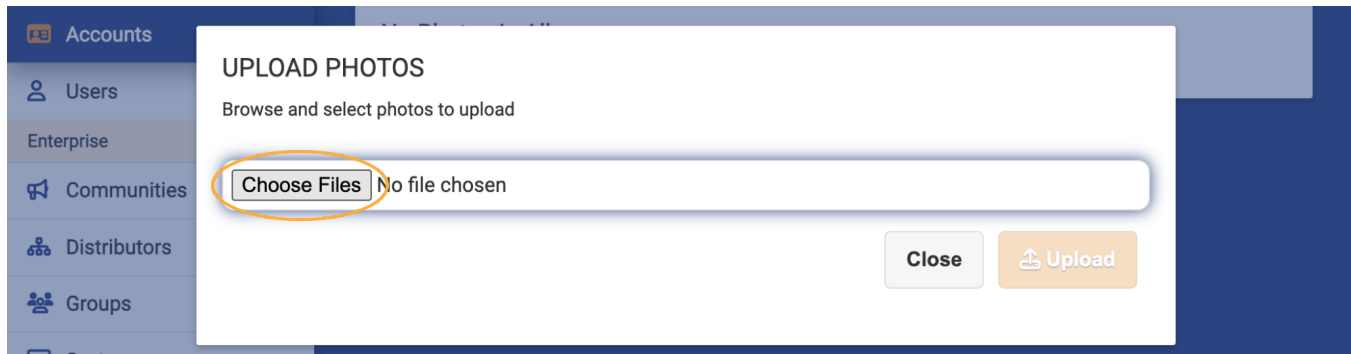
7. Click View next to the album you created



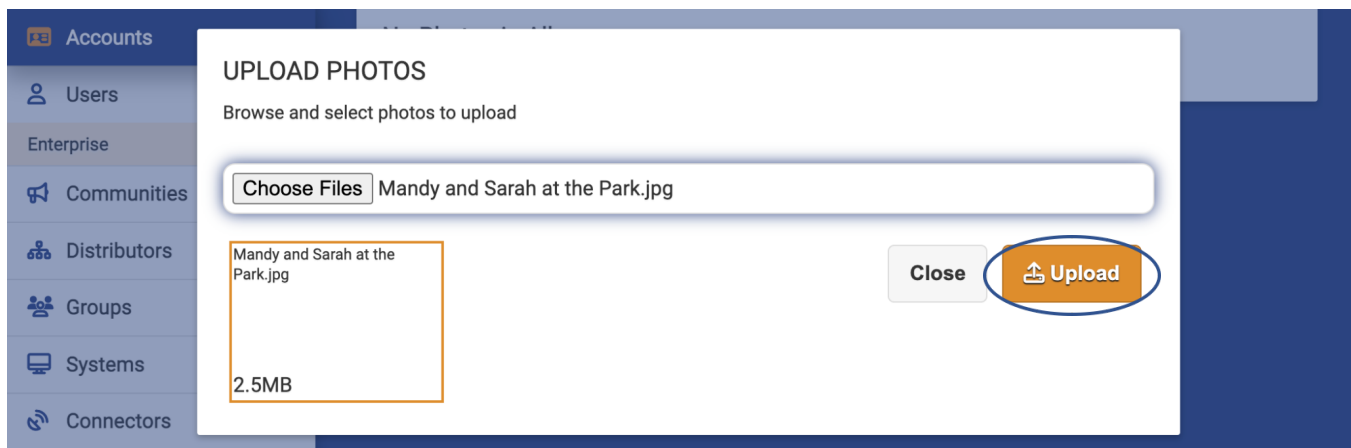
8. Click Upload Photos



- 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.



- Click Upload

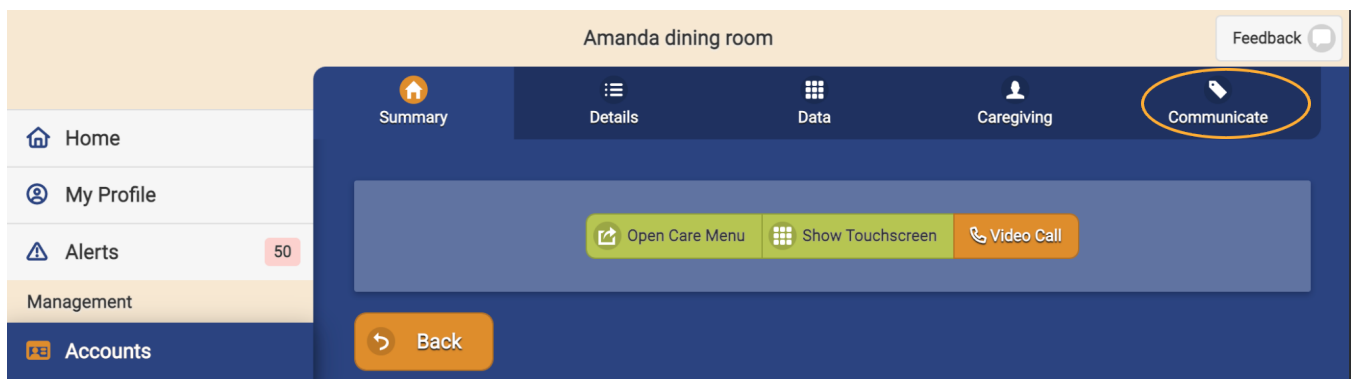


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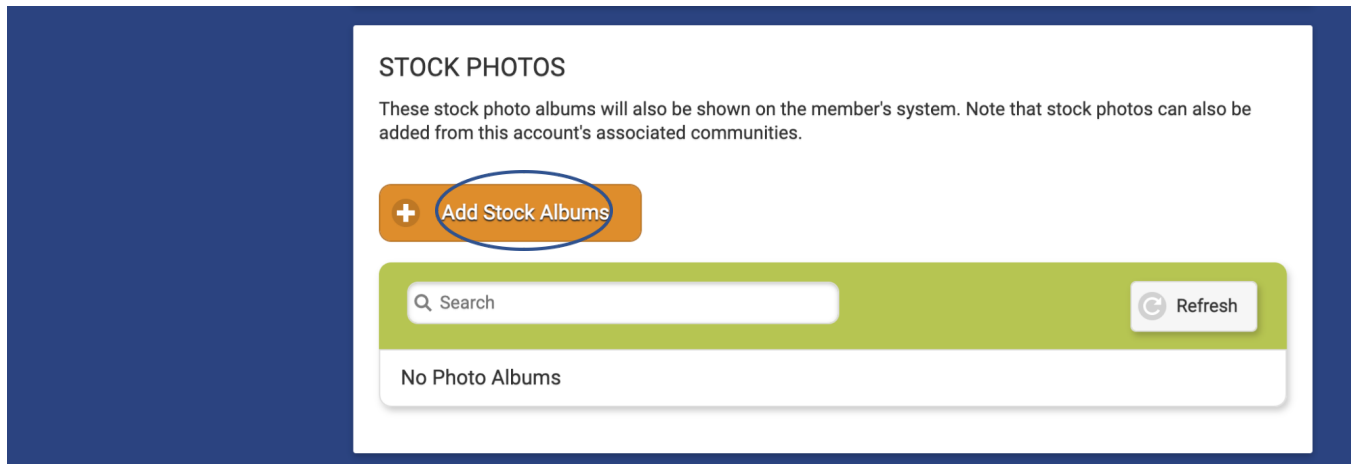
Add stock/shared photos

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

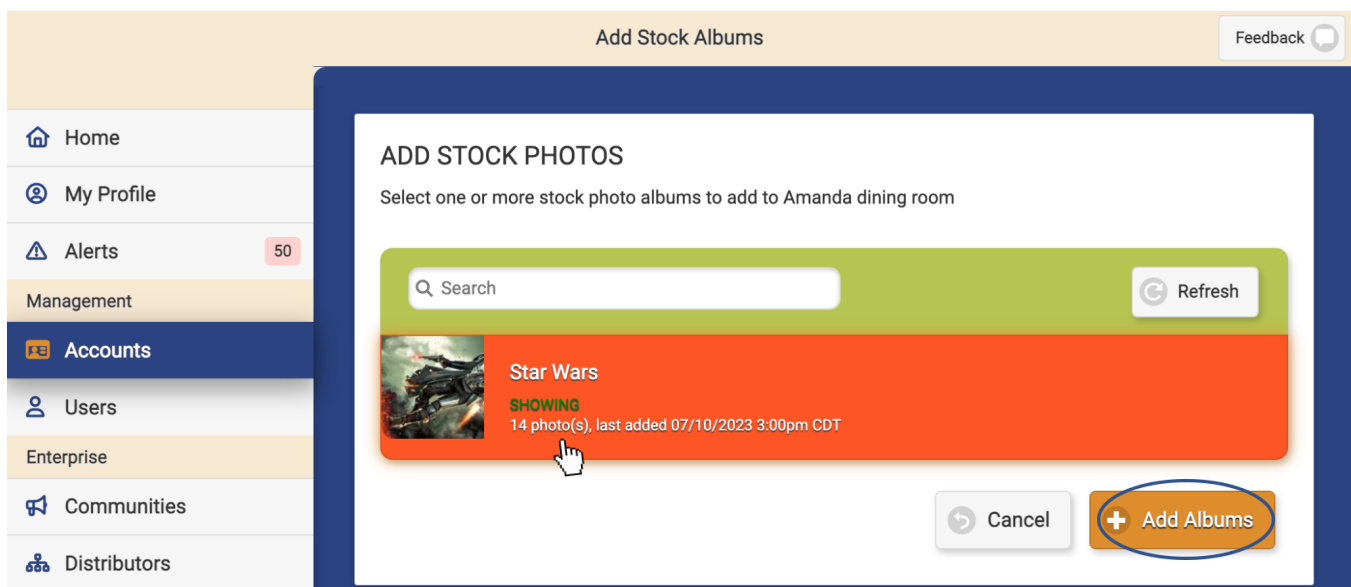
- Log into the touchscreen account (might be an individual account or the account name of a shared touchscreen)
- Communicate tab



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



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

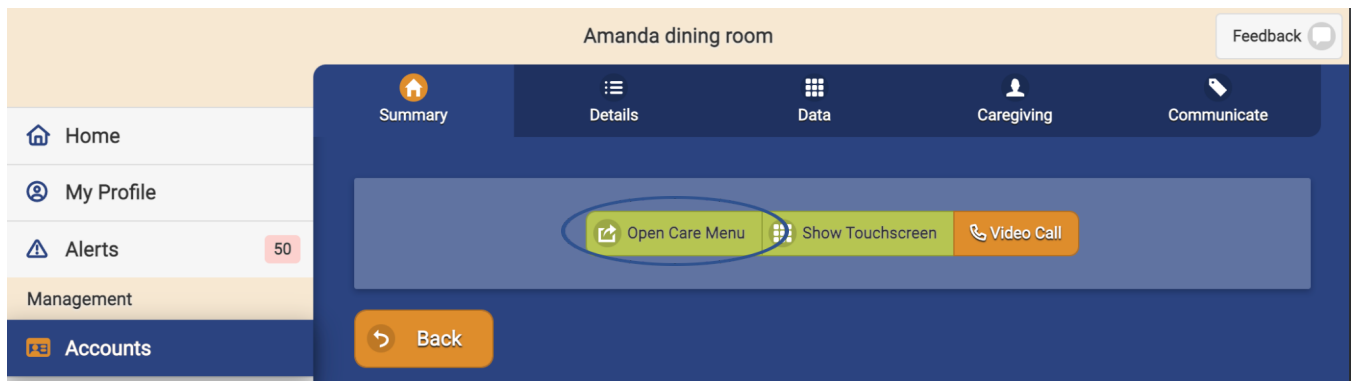


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Add YouTube videos*

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

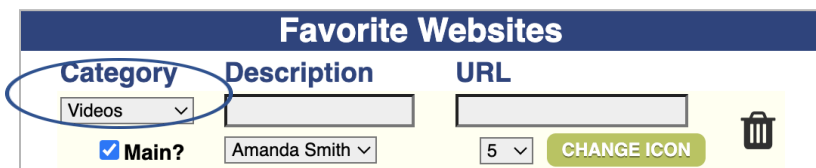


3. Click Touchscreen button



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

Favorite Websites			
Category	Description	URL	
Videos ▾	DFB	https://www.youtube.coi	
<input checked="" type="checkbox"/> Main?	Amanda Smith ▾	5 ▾	CHANGE ICON
Favorites ▾			


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:

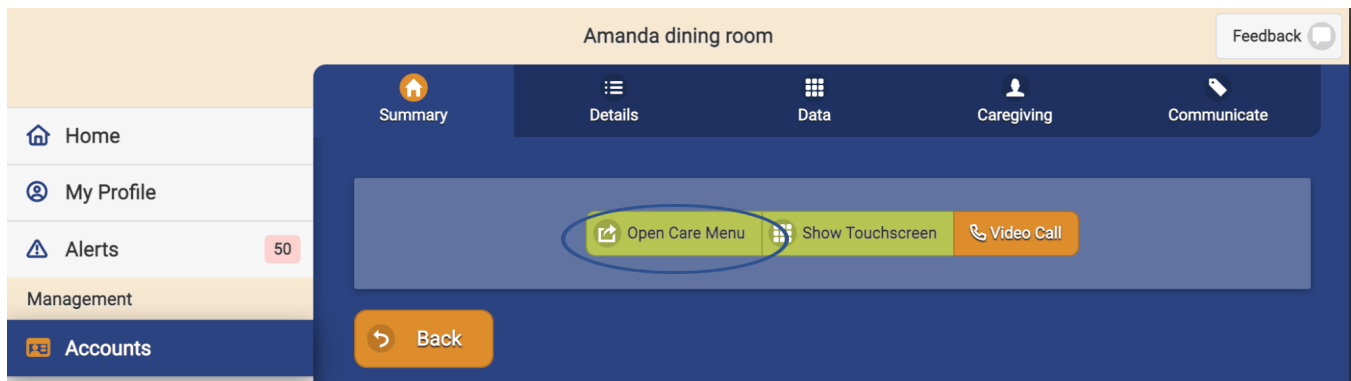
9. Click Save Favorites again

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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.

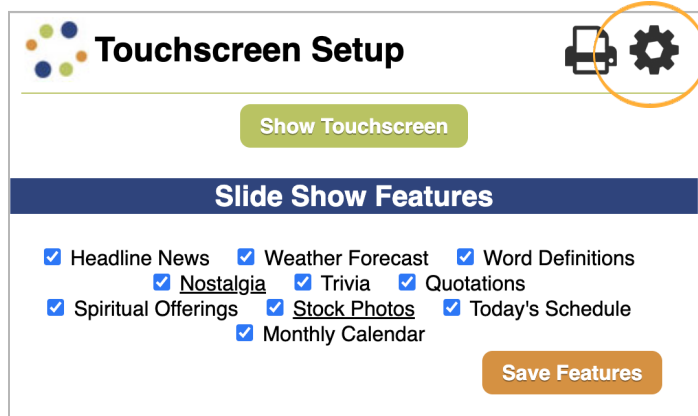
1. Log into the individual's account
2. Click Open Care Menu




3. Click Touchscreen button




4. Click setting gear icon in the upper right corner



5. Click Manage Apps button



Touchscreen Options



Manage Music
Manage Apps


Slide Show Timer: 30 seconds

Screen off between 10:00pm to 8:00am


Banner Speed: Slow

Scrolling Speed: Slow

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



TS APP Options



Back

Preset APP configurations

--Select preset APPS-- OK

Manual APP configuration

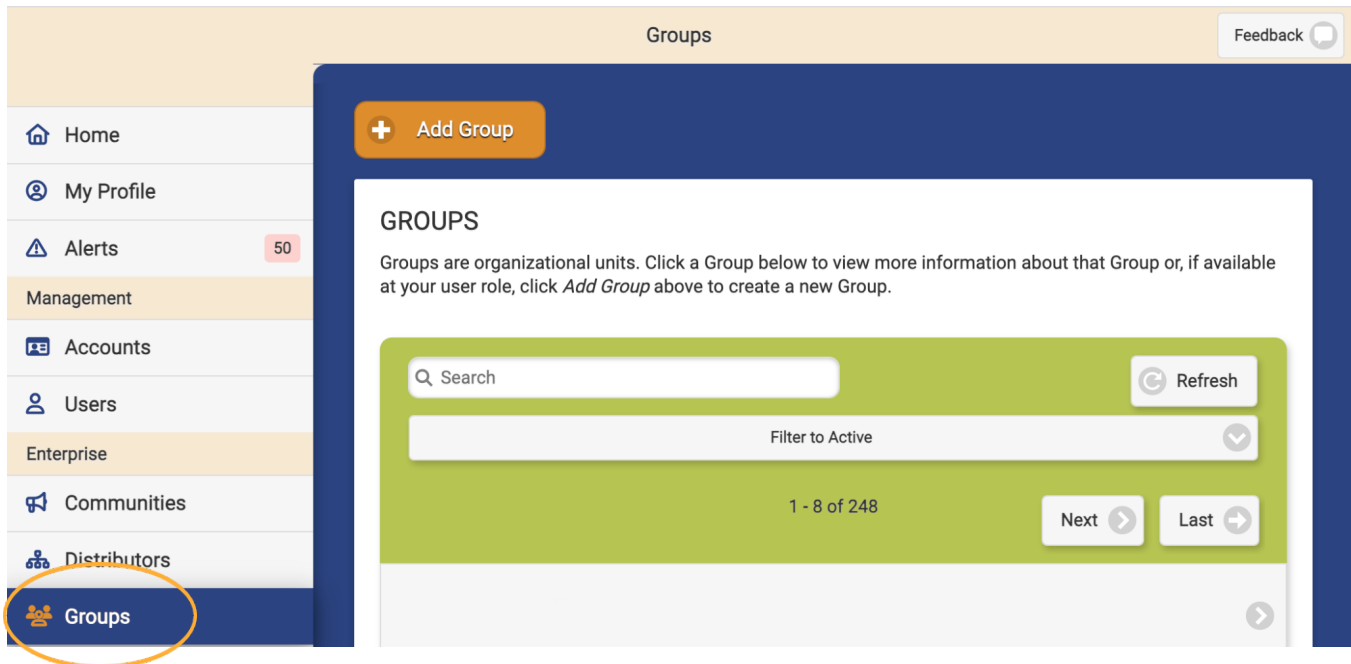
Application	Main	Priority	Password
page 1			
Today show today menu	<input checked="" type="checkbox"/>	1	<input type="checkbox"/>
Play show play menu	<input checked="" type="checkbox"/>	2	<input type="checkbox"/>
Fitness show fitness videos	<input checked="" type="checkbox"/>	3	<input type="checkbox"/>
Calendar show calendar events	<input checked="" type="checkbox"/>	4	<input type="checkbox"/>
Photos show photos	<input checked="" type="checkbox"/>	5	<input type="checkbox"/>
URL: DFB https://www.youtube.com/watch?v=MK2CY-eMTzA&list=PLIOZqkYD1IsTSPyKjs2ywgZTV8Z4jgK8g	<input checked="" type="checkbox"/>	5	<input type="checkbox"/>
Health show health menu	<input checked="" type="checkbox"/>	6	<input type="checkbox"/>
Caregiving show caregiver	<input checked="" type="checkbox"/>	7	<input type="checkbox"/>

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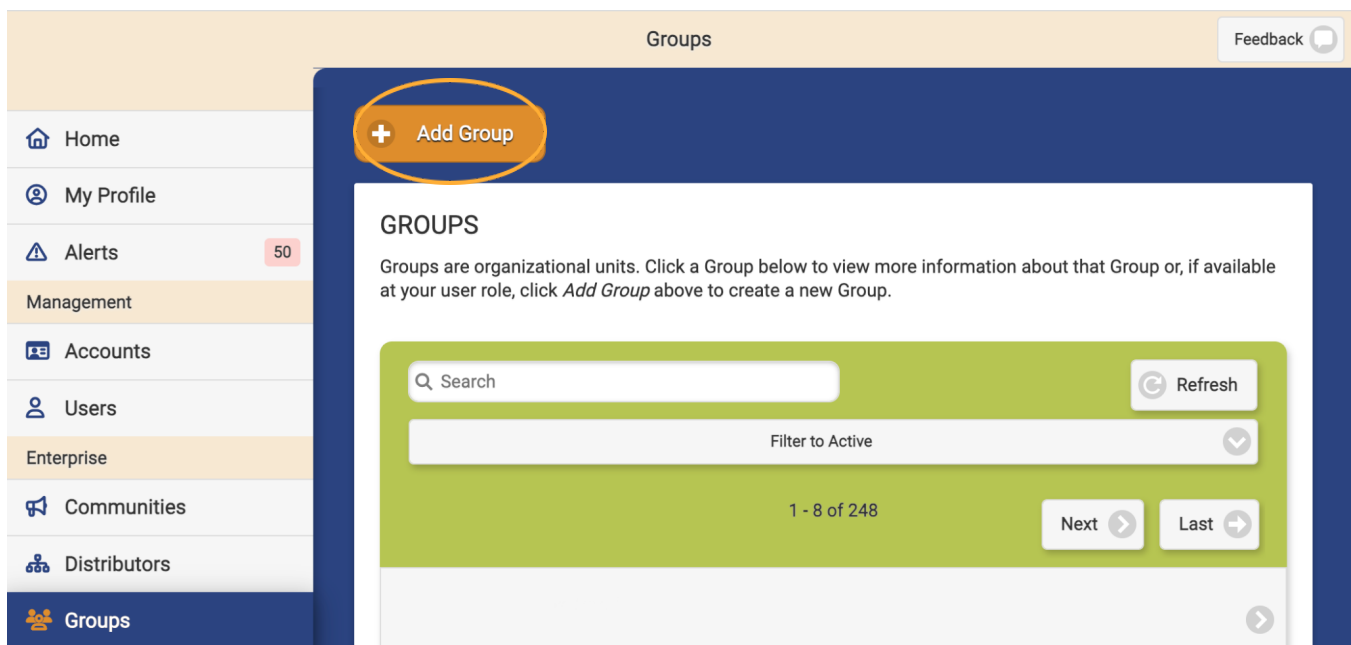
Creating groups

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.

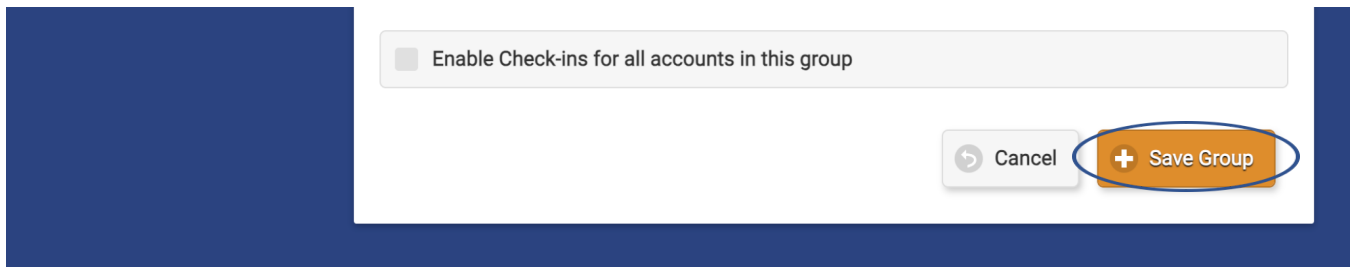
1. Select Groups in left sidebar



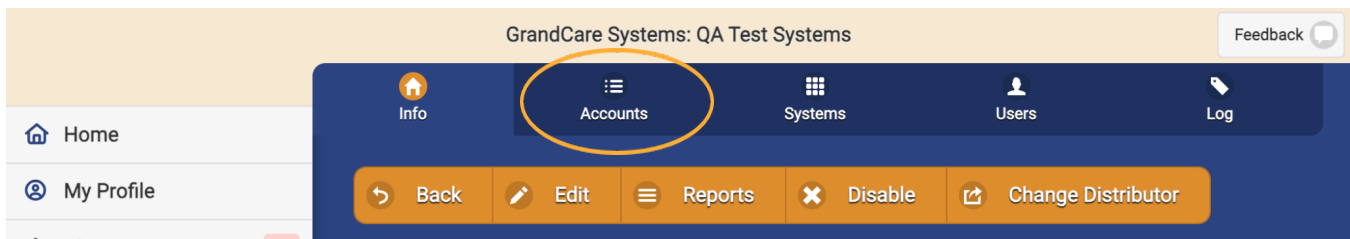
2. Click Add Group



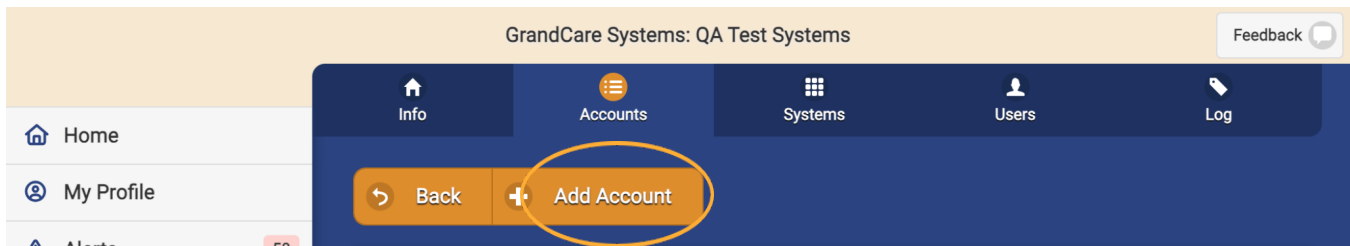
3. Fill in info
4. Click Save Group



5. Click on the group you just created
6. Click Accounts tab



7. Add Account

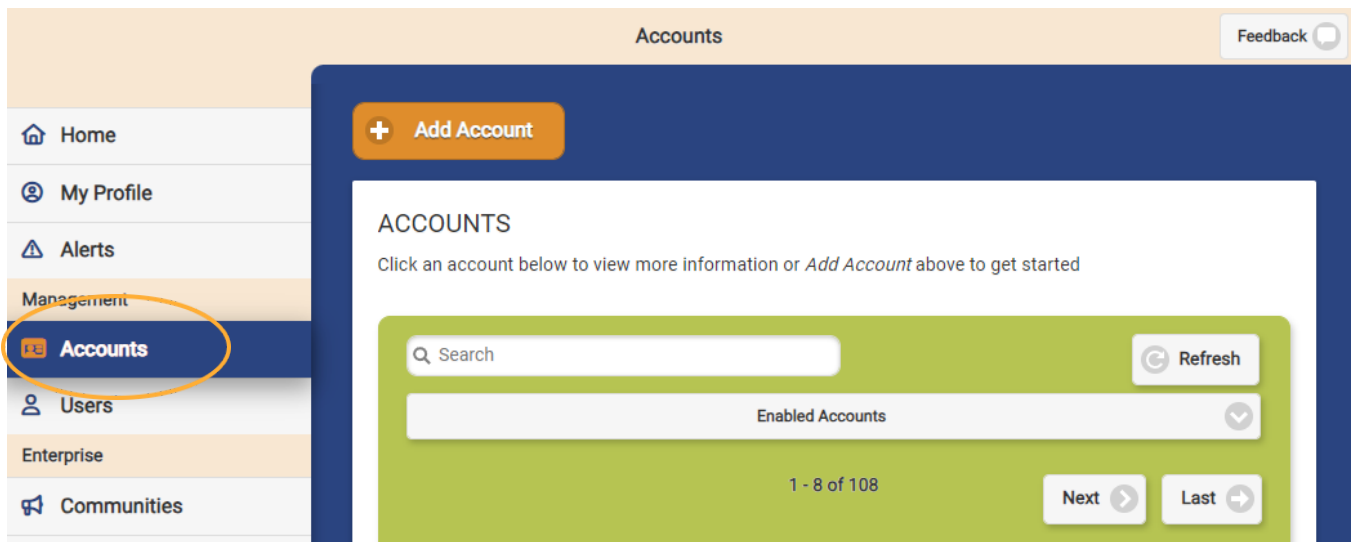


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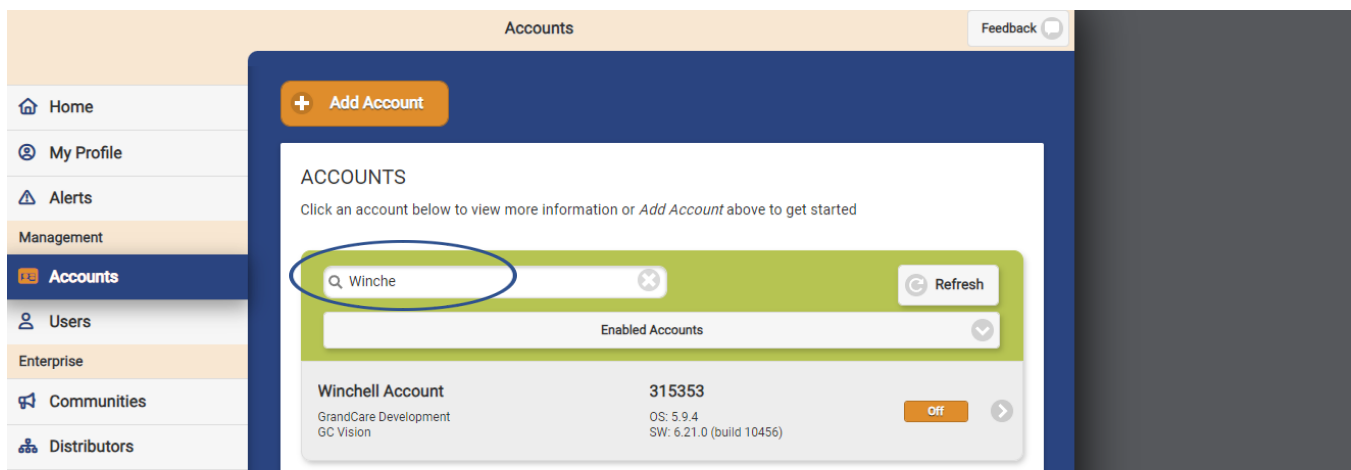
Transfer account to a group

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

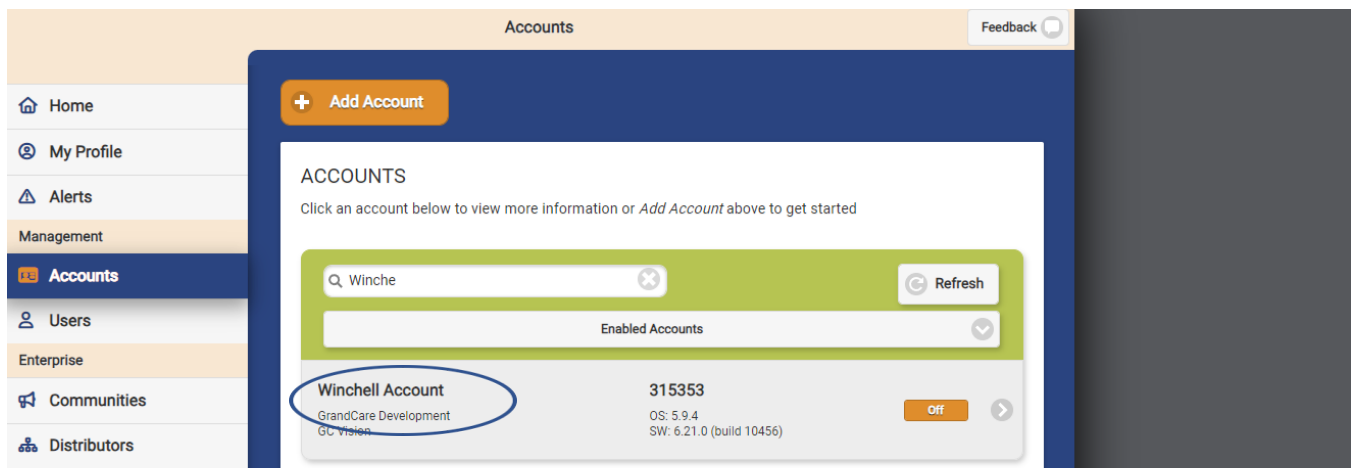
1. Accounts



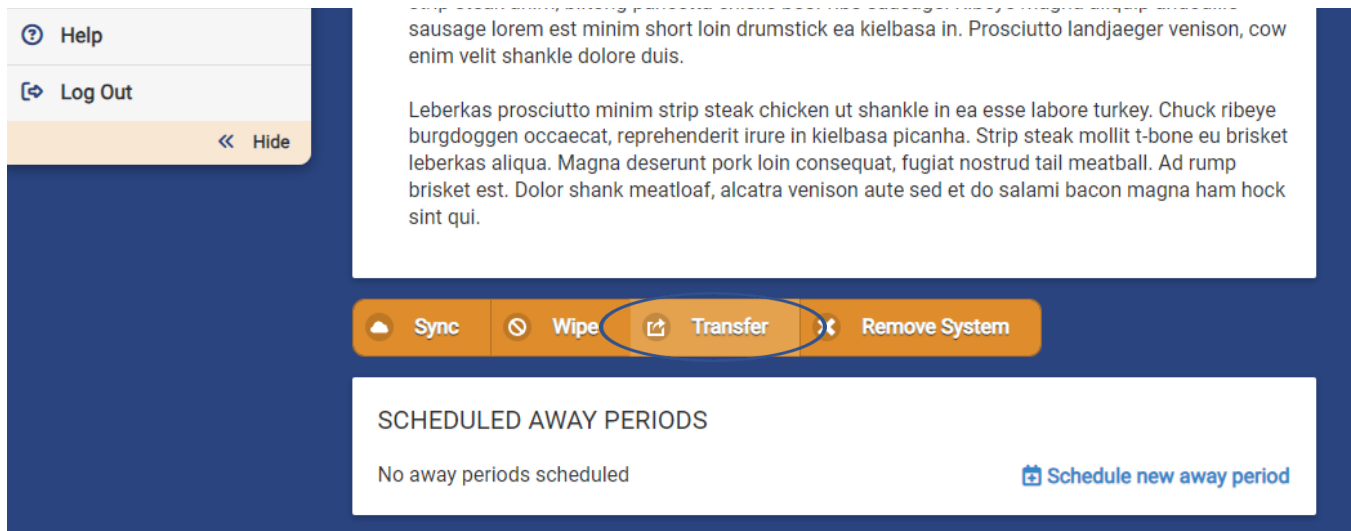
2. Search for Account



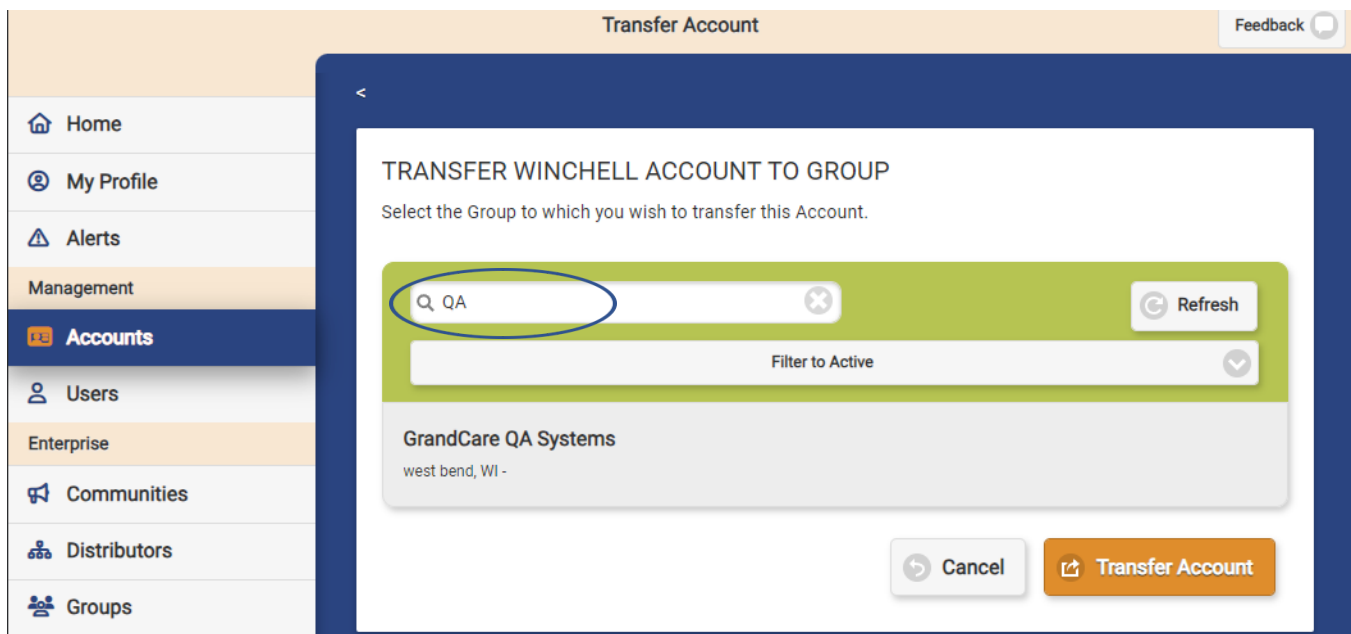
3. Select the account you want to transfer



4. Scroll down and click the Transfer button

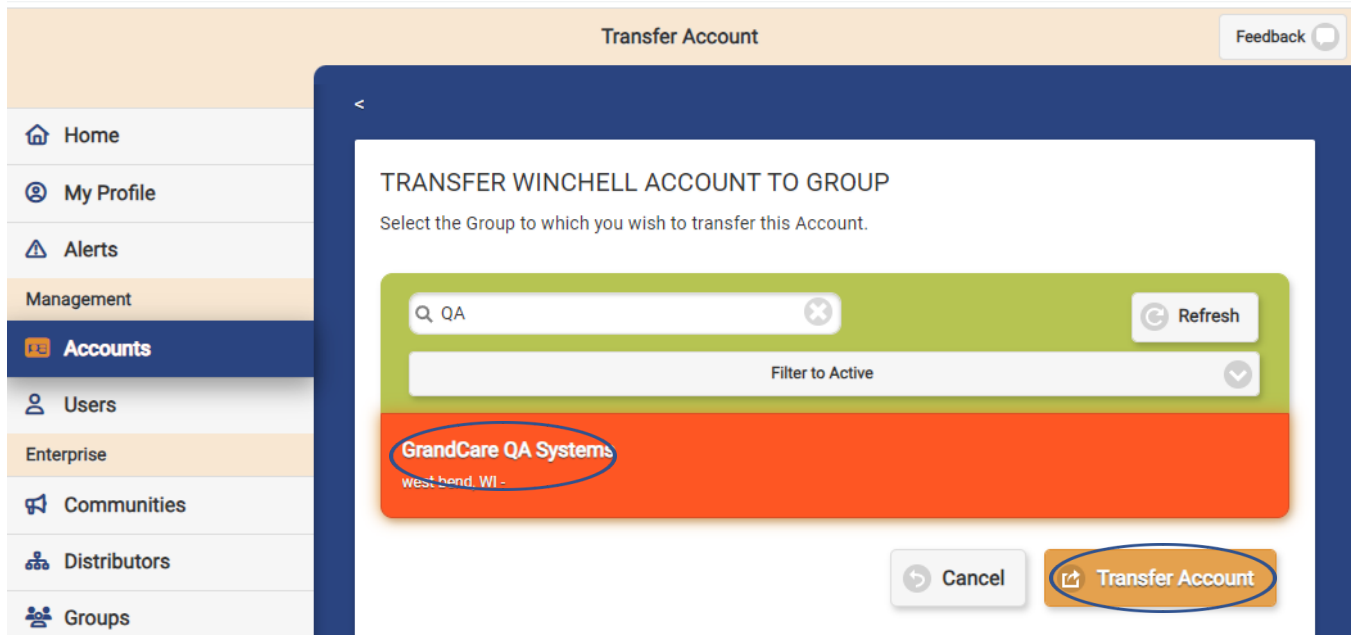


5. Search for Group



6. Select Group

7. Click Transfer Account

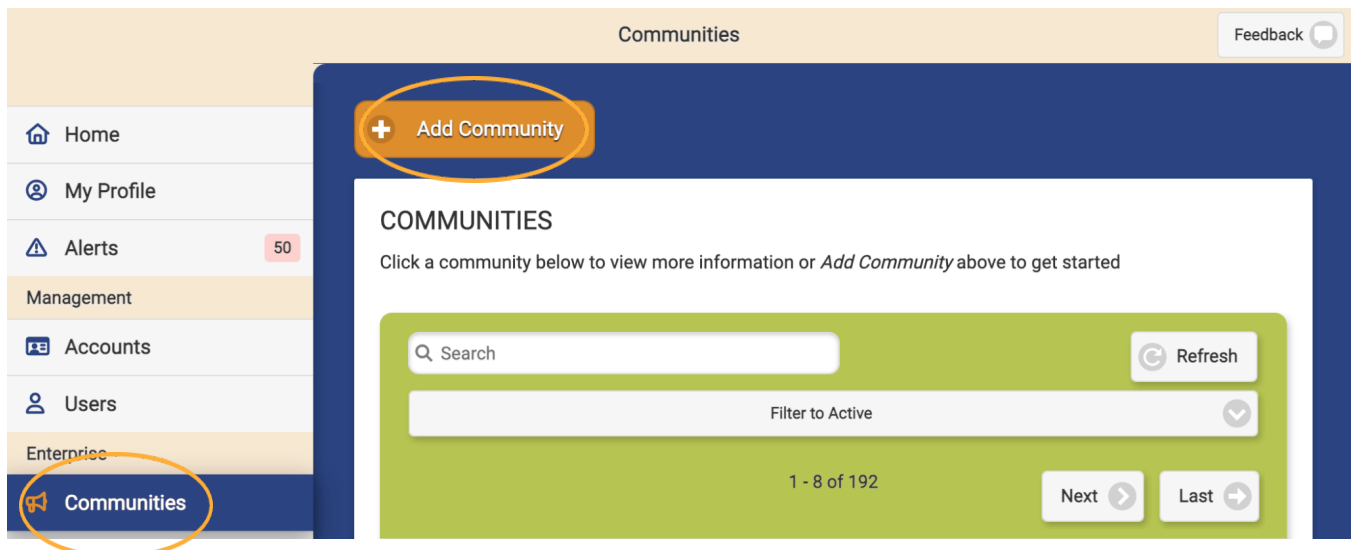


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Creating communities

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



3. Fill in info
4. Click Save Community

Add Community
Feedback 

- [Home](#)
- [My Profile](#)
- [Alerts 50](#)
- Management
- [Accounts](#)
- [Users](#)
- Enterprise
- Communities
- [Distributors](#)
- [Groups](#)
- [Systems](#)
- [Connectors](#)
- [Message Center](#)
- [Content](#)
- Administration
- [This Server](#)
- [Secondary Servers](#)

ADD COMMUNITY

Community Name (required)

Owner Group (required) ?

GrandCare Systems: Demos ▼

☐ Add all Accounts from Owner Group to this Community?

☐ Use this community as an account filter

☐ Allow accounts in this community to video chat each other?

☐ Add accounts in this community to resident directory

Notes

→ Cancel

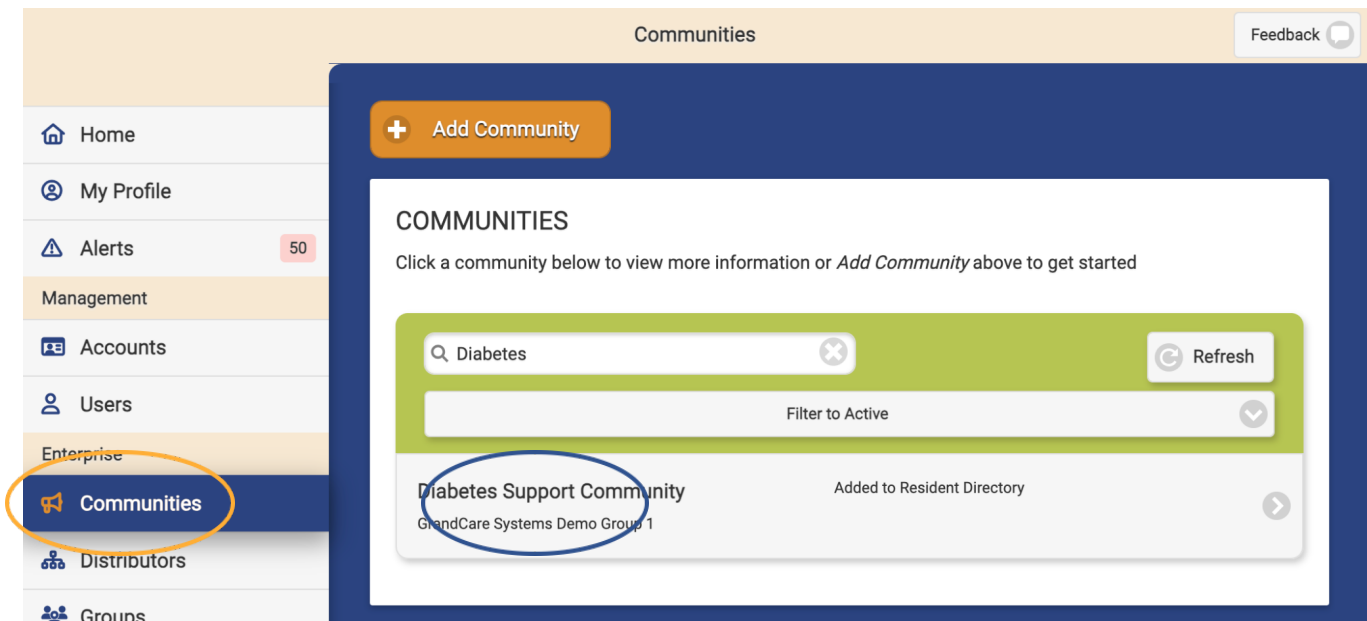
+ Save Community

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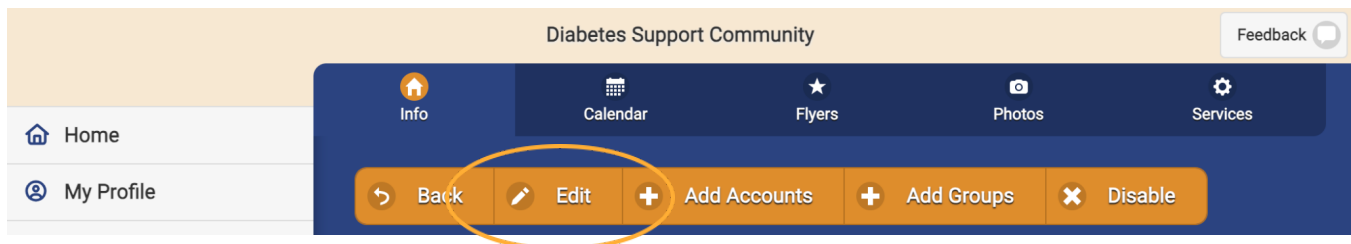
Community video calling

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



4. Click Edit



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

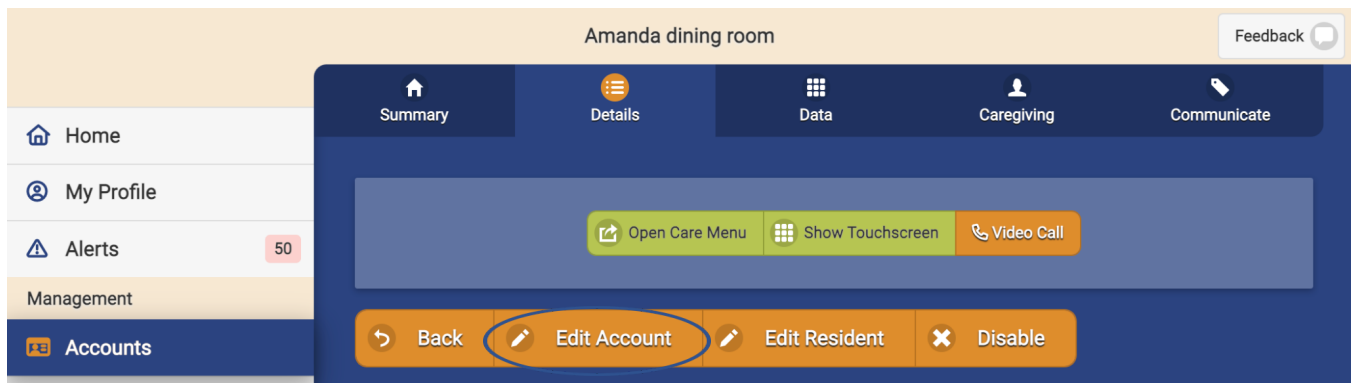
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Disable community video calling for a individual

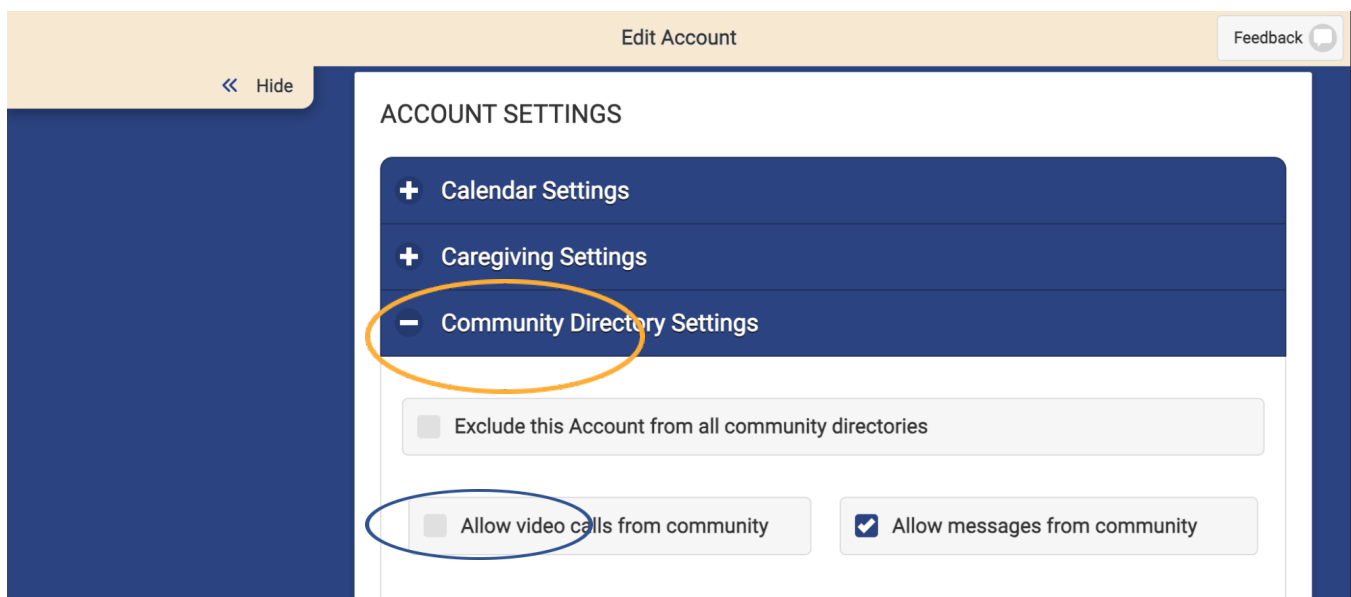
In some cases, you may not want a individual in a community to be able to video chat with others. You can turn this feature off for one individual.

1. Select Details tab

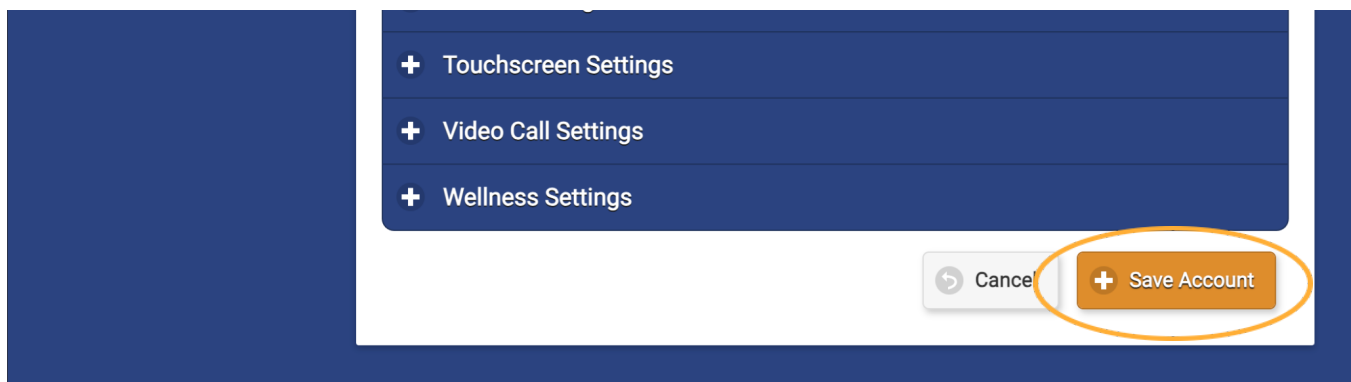
2. Click Edit Account button



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



6. Click Save Account

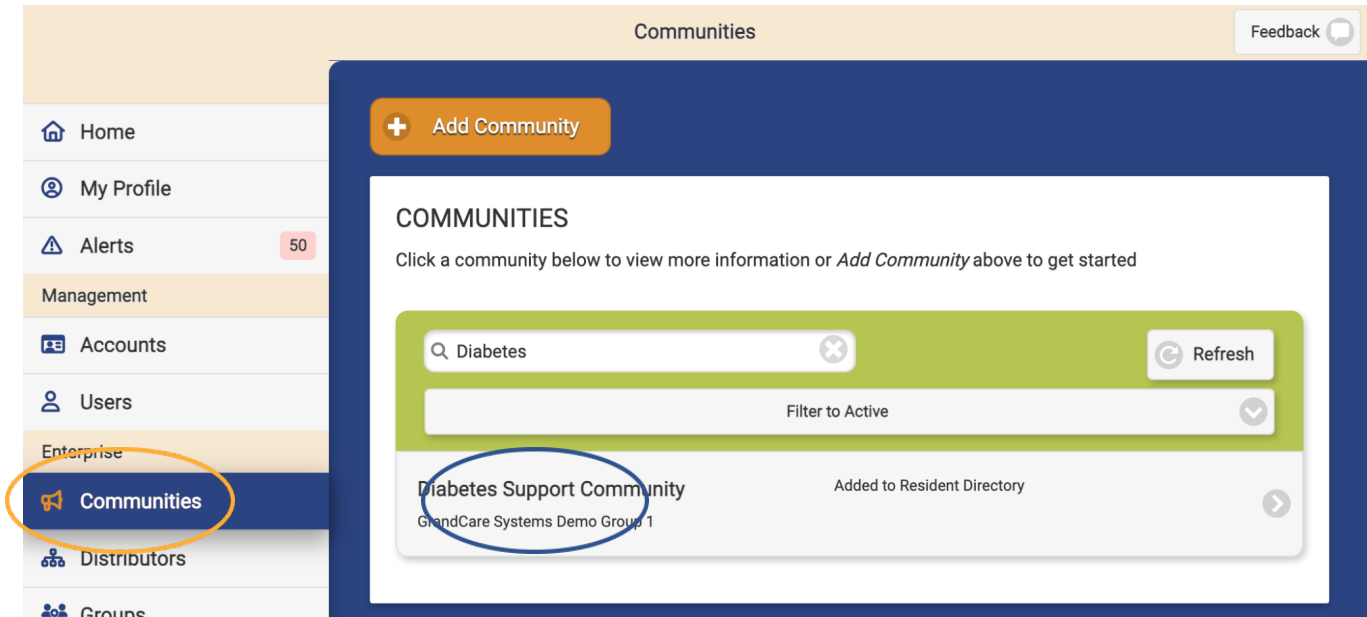


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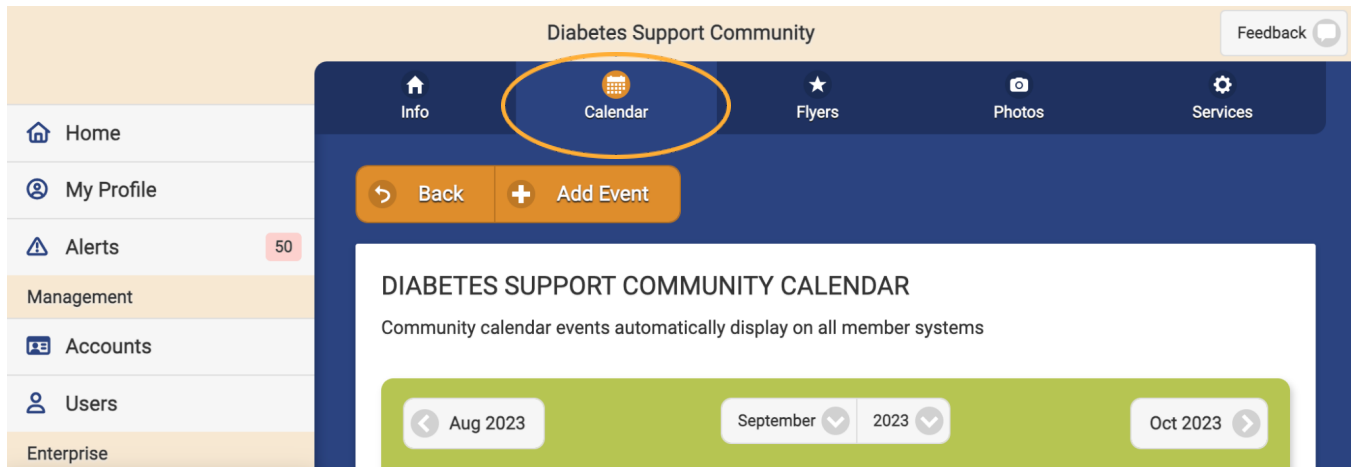
Add community to-dos

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

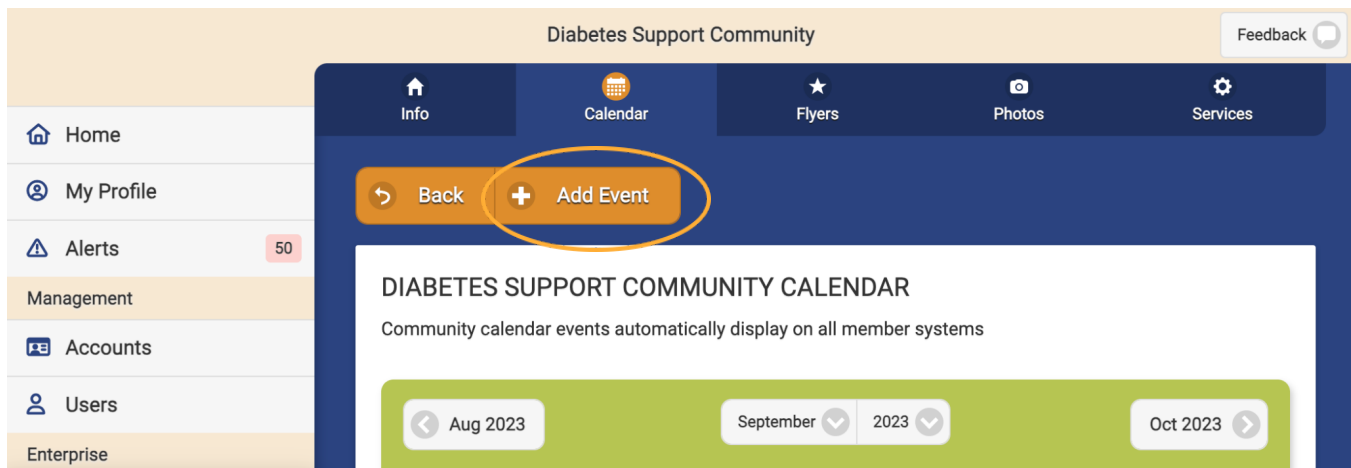
1. Click Communities in the left sidebar
2. Search for the community
3. Click on the community



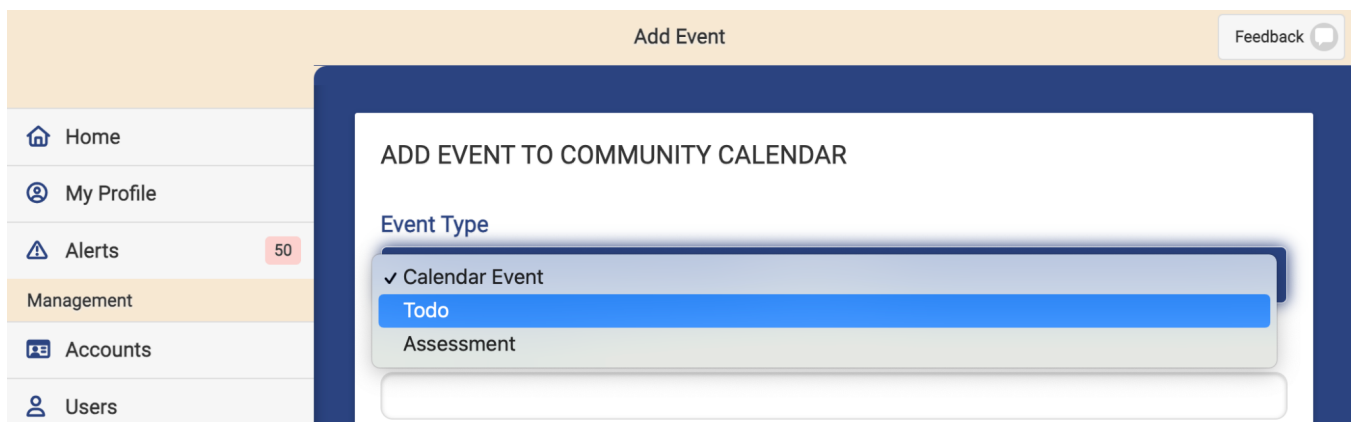
4. Click Calendar tab



5. Click Add Event

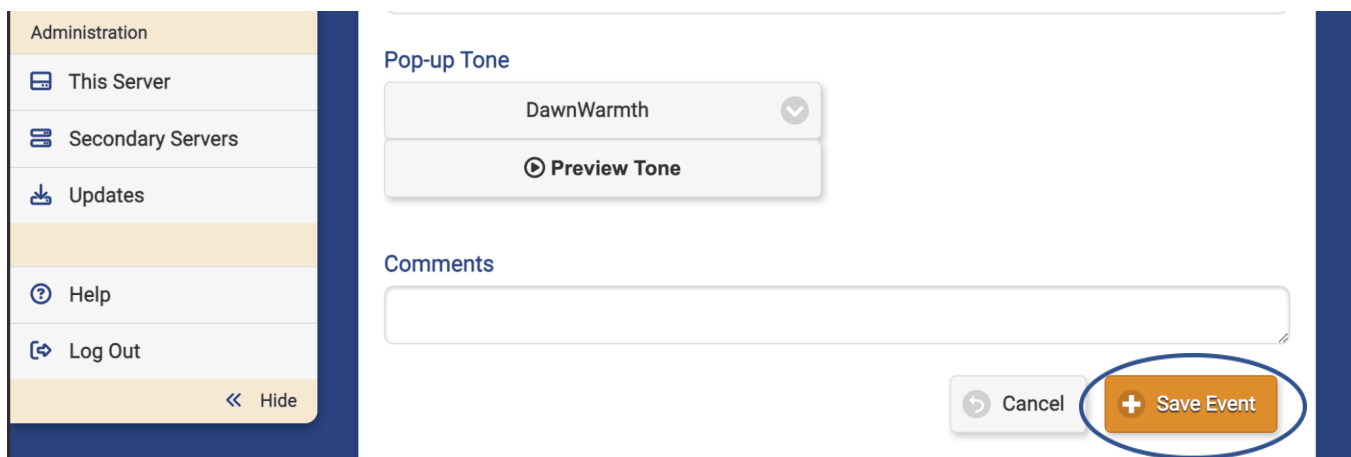


6. Select ToDo from the Event Type dropdown menu



7. Fill in fields

8. Click Save Event

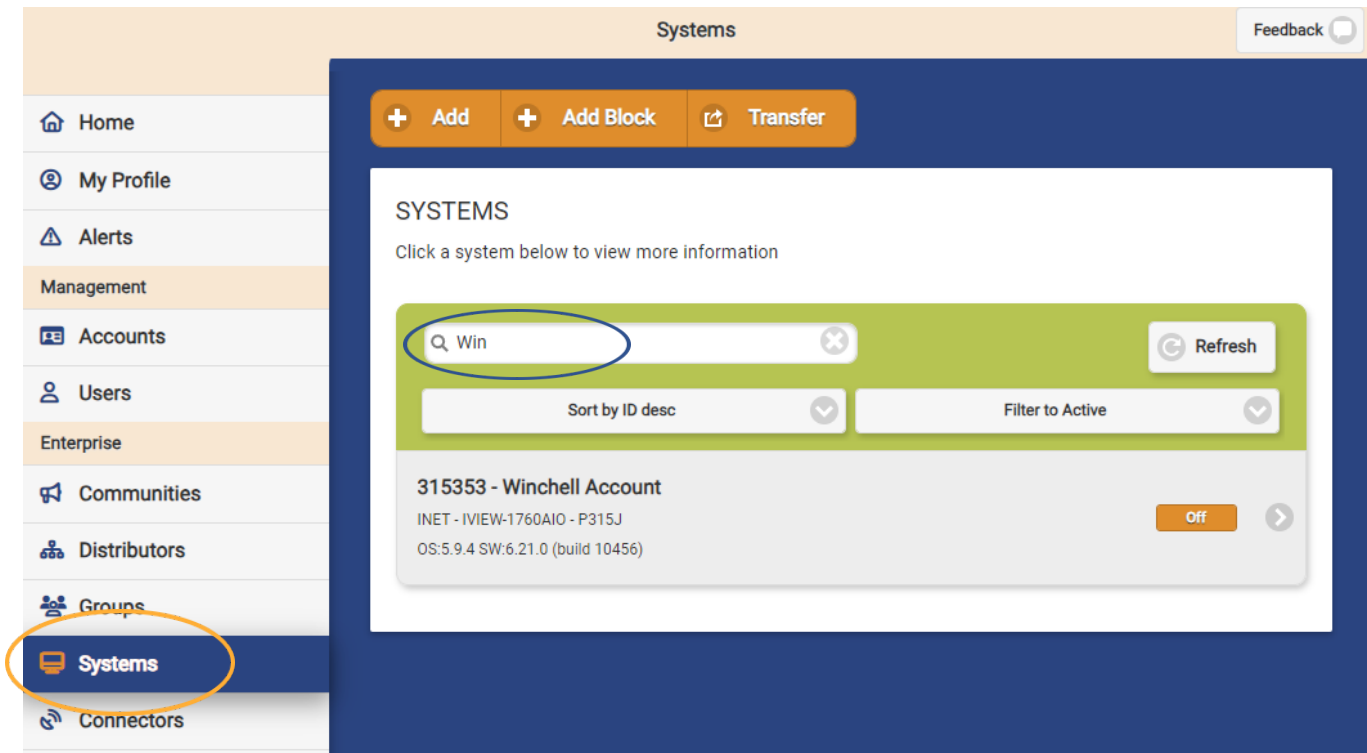


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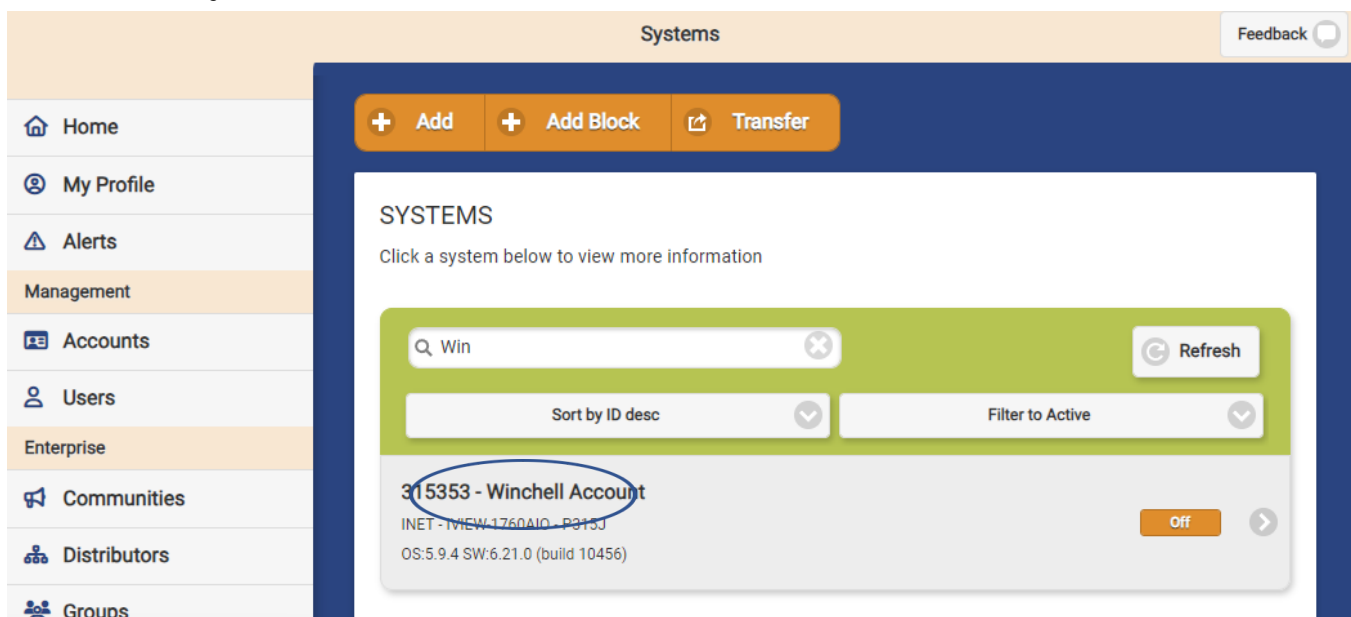
Set up peer touchscreens

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.

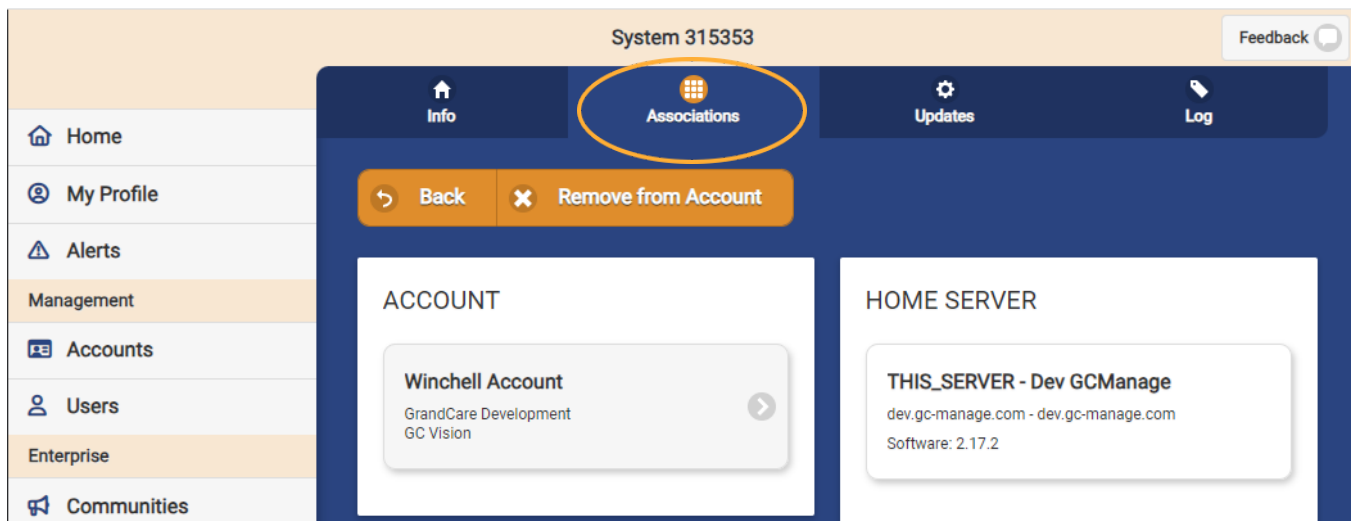
1. Click Systems in the left sidebar
2. Search for system



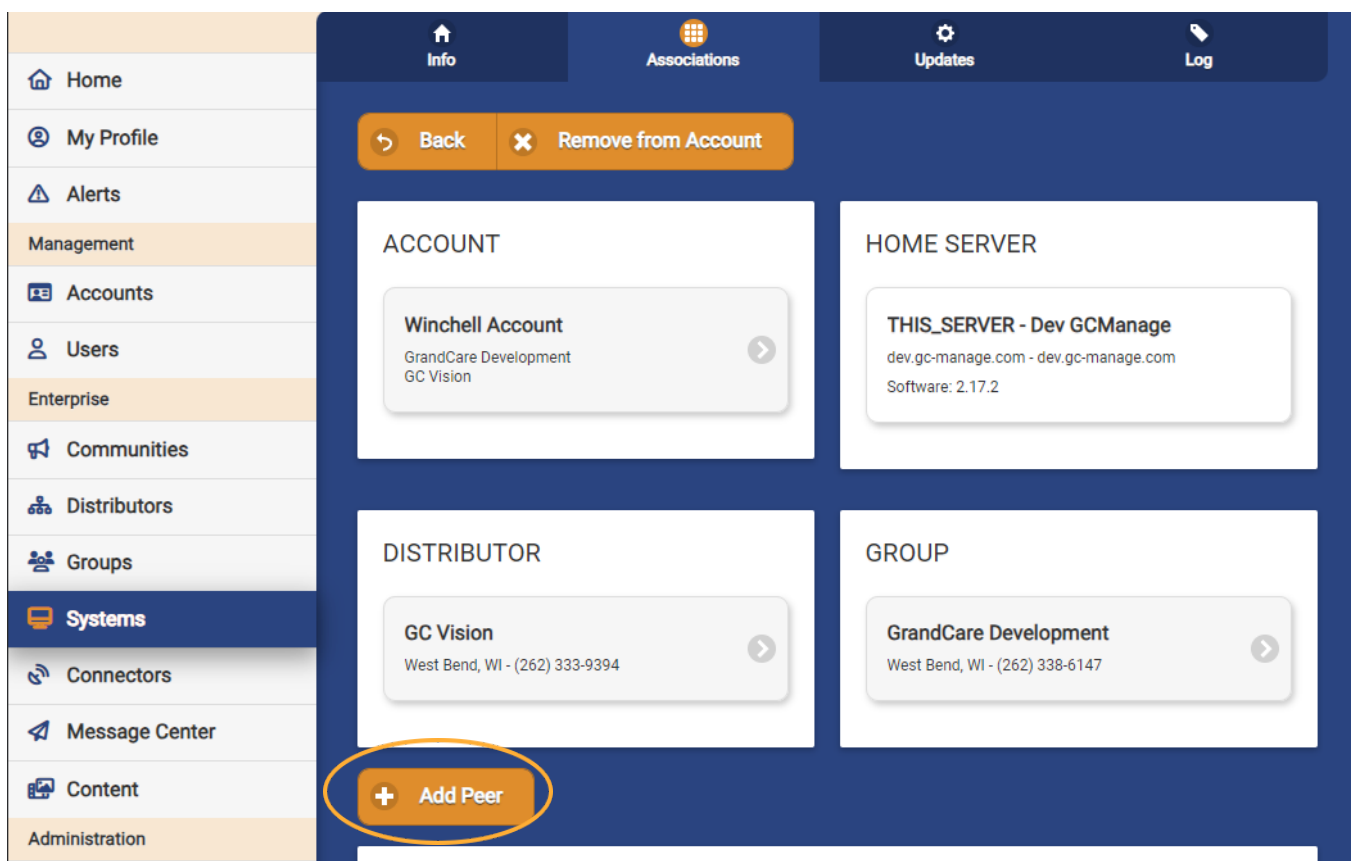
3. Select system



4. Click Associations tab



5. Click Add Peer button



6. Select system you'd like to connect

7. Click Assign System

Systems

Connectors

Message Center

Content

Administration

This Server

Secondary Servers

Updates

Help

Log Out

Hide

Add Peer System

Feedback

999005 - Hardware: MSI MS-AA8B	Off
AE223 OS:4.4.0 SW:5.0.1 (build 170206)	
999003 - Hardware: Dell 3240	Off
Dell OptiPlex 3240 AiO OS:4.4.1a SW:5.1.1 (build 171227)	
999000 - Dev Shuttle DH9BW	Off
Shuttle Inc. - DH9BW OS:5.6.1 SW:6.8.3 (build 8915)	
400189 - Charlie	Up
Wiltron Corporation - IVIEW-1760AIO PRO - IVIEW-1760AIO PRO OS:5.9.4 SW:6.21.0 (build 10467)	
316757 - Dev 1780AIO	Off
Wiltron Corporation - IVIEW-1780AIO OS:5.9.4 SW:6.21.0 (build 10467)	
315291 - JNL HQ	Off
IVIEW-1760AIO - P315J OS:5.2.0 SW:6.1.3 (build 8250)	

First

Prev

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Next

Last

Cancel

Assign System

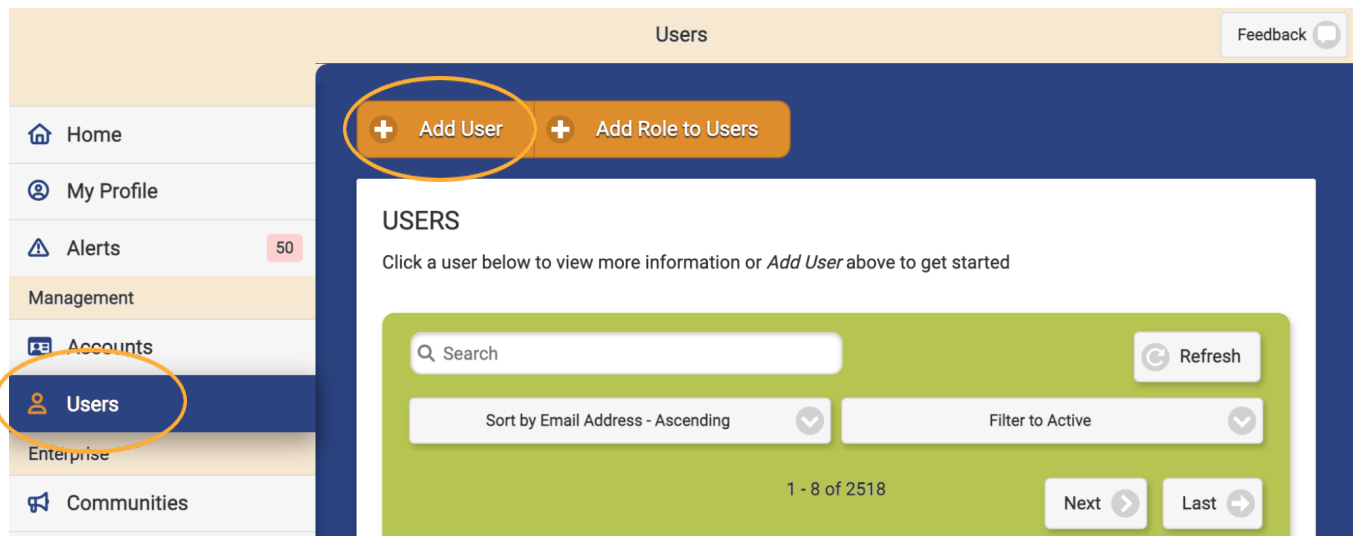
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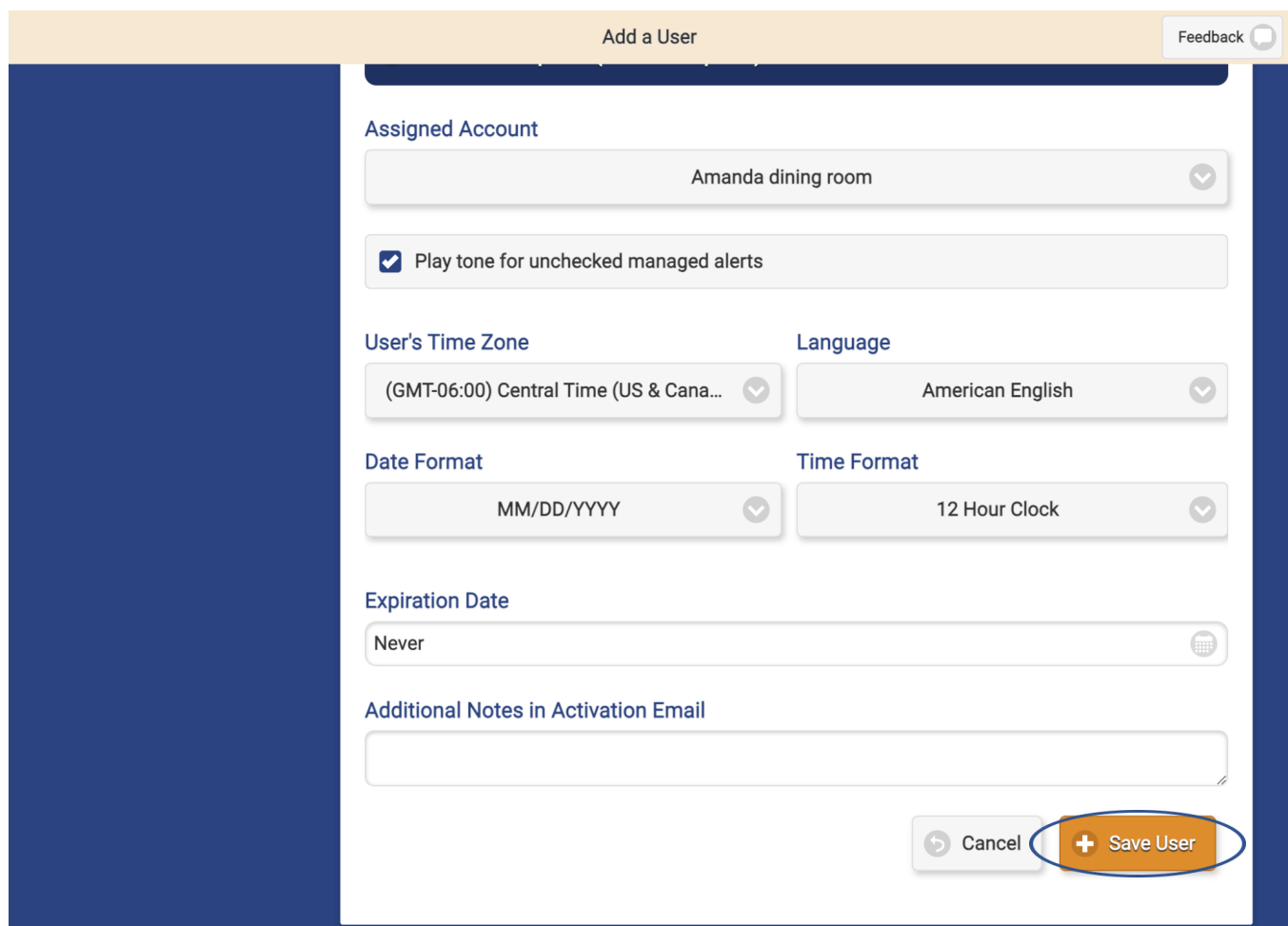
Add Caregiver

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



3. Fill out form
4. Click Save User



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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