QUICK START GUIDE: SIMPLYHOME RESPONDER APP

Efficient care from anywhere

The *Simply*Home Responder App is available both on Apple and Android devices. **Once you have received your username and password from *Simply*Home,** simply go to the app store on your smart device and search for "SimplyHome Responder" to download the free app. For more information, visit the product troubleshooting library on our website at www.simply-home.com/troubleshooting.

1. Download app and log in

After downloading the app, log in using the username and password assigned to you by a *Simply*Home Customer Service Representative. If you do not have a login or forgot your password, click on the appropriate link to either reset your password or become a new user. If you need additional help, please contact us at help@simply-home.com.
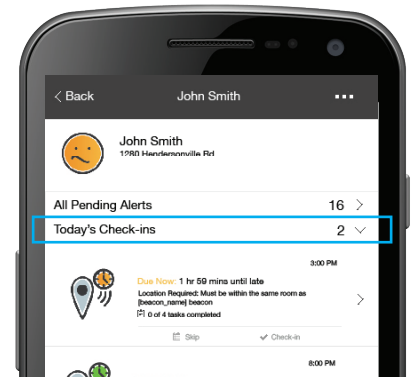
2. View client list
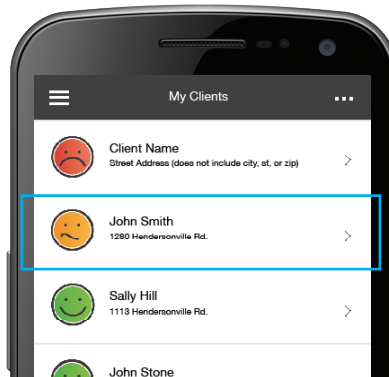
You will see your list of clients along with their current status on the main dashboard page. *Client John S. has a yellow icon indicating he has a check-in that is due now.*

- Red = missed/late check-in or check-out
- Yellow = pending check-in/check-out
- Green = no late, missed, or pending check-ins

3. View today's check-ins

Clicking on an individual client allows you to view all of their check-ins for the day. Press "skip" or "check-in" to address any pending check-ins. Get more details about each check-in by clicking on the right arrow. *Thirty minutes prior to the 3:00 PM check-in, two of John's responders were reminded via text and email, for example.*

- Red icon = late (check-in/out)
- Yellow icon = due now (check-in/out)
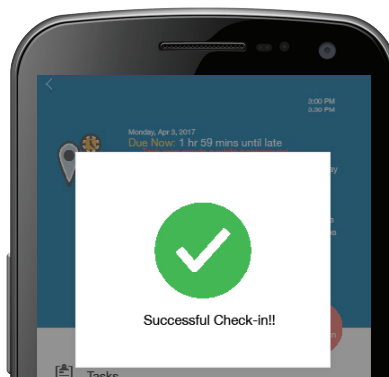- Green icon = check-in coming up

4. Check-in
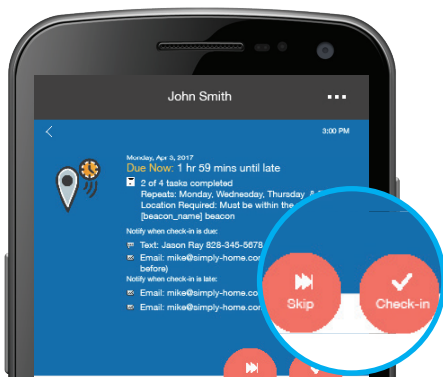
Click on the "Check-in" button to complete a check-in. Click on the "Skip" button and leave a comment if you are unable to complete the check-in.

Check-in detail page includes:

- Time and day(s) of this check-in
- Beacon location (if applicable)
- Who gets notified and how

5. Verify location (optional)

If you are utilizing a proximity beacon, you will see your device scanning for location verification. Once you are within range of a beacon, you will be able to complete the check-in.

Range Option #1.   Within the same room
Range Option #2.   Within the home

John's support staff was on schedule and within range, allowing a seamless check-in.

6. Manage tasks (optional)
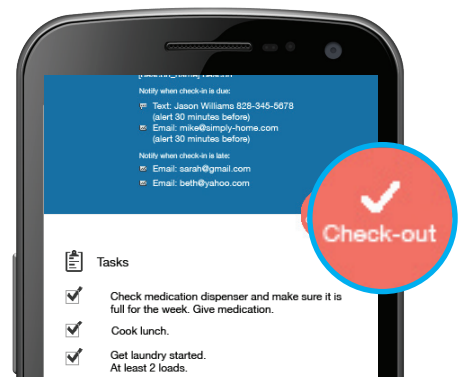
Once checked in, you can complete each task associated with this check-in and "check-out" to document your progress. (Check-out is required only when there are tasks to complete.)

After checking out, you will be redirected to the main dashboard *where you will see a green happy face icon, indicating John's updated status.*

GENERAL QUESTIONS

Q. What type of device do I need to access the *Simply*Home Responder App?

The app is compatible with Android and Apple smartphones and tablets. The Android operating system must be 4.1 or later, and the Apple device must be iOS 10 or later (iPhone 5 or later). Additionally, the device must have either a cellular or Wi-Fi connection at all times while using the app. The device must support Bluetooth 4.0 in order to validate location using beacons.

Q. How do I create a new check-in or edit an existing check-in?

Authorized users can easily update the responders and the check-in days/times on our secure web portal. Our Customer Service team is available to assist authorized users with these changes; email us at help@simply-home.com.

Q. Can multiple people check-in at the same time at the same place?

Multiple staff or caregivers can be assigned to a check-in at the same time and place. However, once any person assigned to that check-in completes that check-in, it will be completed and cleared for all staff (users).

Q. How do I skip a check-in due to a change in schedule?

If you need to skip a check-in, you may do so by pressing the skip button on the Responder App. The check-in will be documented as skipped, and it will be cleared from your check-ins for that client for that day. If a check-in needs to be deactivated, marked as inactive temporarily, or adjusted, this change can be made by authorized users on the secure web portal, or by contacting a *Simply*Home representative at help@simply-home.com.

Q. Who receives alerts of upcoming check-ins and how do they get these alerts?

During the setup process on the web portal, you will customize your list of responders, and select whether each person is alerted when a check-in is due or late. Both email and text alerts are available. You may list as many people as you would like on your contact list.

Q. What exactly is a beacon?

Beacons are small wireless devices that can be placed on flat surfaces (such as doors and walls) in a client's location. They use Bluetooth low-energy transmitters to communicate a signal that contains location-specific data.When a responder's smartphone (or tablet) detects the Bluetooth signals, the app is able to document whether the responder is in the same room as the client (or in the same home, depending on how it was configured on the web portal). Beacons are available for $49.95/beacon (including programming fees).

Q. I'm trying to update the Responder App on iTunes / Google Play, but my device is asking for a password. I don't know my password. Can *Simply*Home provide this password?

No, *Simply*Home does not maintain records of clients' iTunes or Google Play passwords, which are necessary to download or update the Responder App. If you are a new user logging into the Responder App, your username and password will be issued by *Simply*Home. If you have purchased Check-in services but have not received these credentials, contact us at help@simply-home.com.