


WHAT IS MEMORYSPARX CONNECT?

MemorySparx Connect is a secure online tool that gives care providers, family members, and (optionally) care recipients, access to a shared circle of information about the care recipient's day, life, and health. The tool also provides in-the-moment chat and a list of content updates to keep everyone in-the-loop. Learn more at memorysparx.com/support.

SIGN IN TO MEMORYSPARX CONNECT

Turn on your smartphone, tablet, or computer and verify that it is connected to a wi-fi or cellular network.




To sign in to MemorySparx Connect for the first time, click Accept in your email invitation or open MemorySparx Connect and type the login credentials provided by an administrator at your organization. The first time you sign in you must agree to the Terms of Service (www.memorysparx.com/legal).

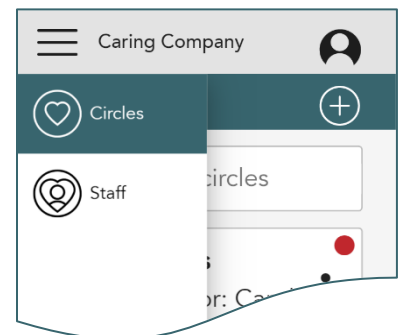
 To open MemorySparx Connect, click the MemorySparx Connect App icon on your mobile device home screen, or open the latest version of a Chrome or Safari web browser on your smartphone, tablet, or computer and visit app.memorysparx.com.

On the sign-in page, type your email address and password. Click Sign in. If you don't know or have forgotten your password, click Forgot Password. A password recovery link will be sent to your email address, or you can request a password reset from an administrator at your organization.





USE THE LEFT NAVIGATION MENU

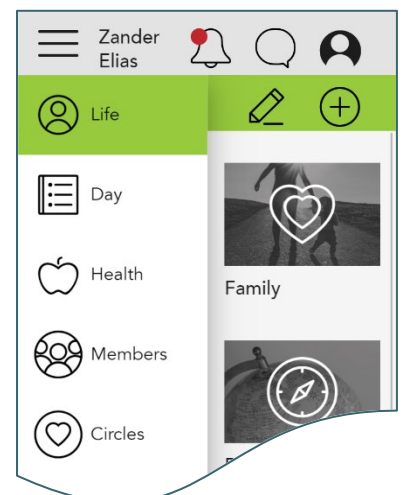
Use the left navigation menu to move between pages in MemorySparx Connect.

-  If you use MemorySparx Connect on a smartphone, click the Menu icon to in the top left corner to expand the left navigation menu.
-  If you have access to more than one circle, click Circles to view a list of the circles that you can access. Click the name of a care recipient to open the circle.
-  If you are an administrator, click Staff to view a list of the staff members and circle administrators in your organization. Click a staff member name to view their account details and circle assignments.




Inside a circle, additional options appear in the left navigation menu:

-  Click Day to view and add events, photos, or videos each day.
-  Click Life to access photos, video, and information about the care recipient's life story.
-  Click Health to see medication lists, health history, care provider contact information, and the care journal. Health is available by permission.
-  Click Members to see who else has access to the circle and to add or manage connections if you have permission to do so.

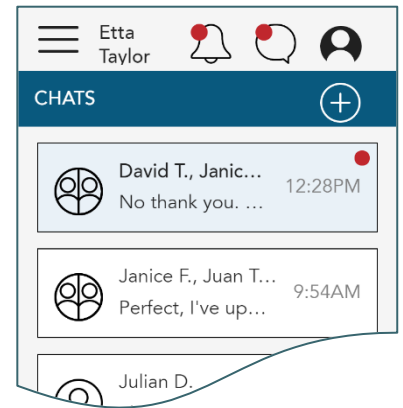


CHAT WITH OTHER CIRCLE MEMBERS

Use chat to send reassuring updates or helpful tips to one or more members of the circle. Some circle members may not have permission to access chat.


 To open the Chats page, in a circle, click the speech bubble chat icon in the top right corner of the page.

Keep chat messages brief and clear. Allow team members time to respond. Do not use chat for emotionally sensitive or emergency communications. Always use a kind and professional tone in your chat messages.



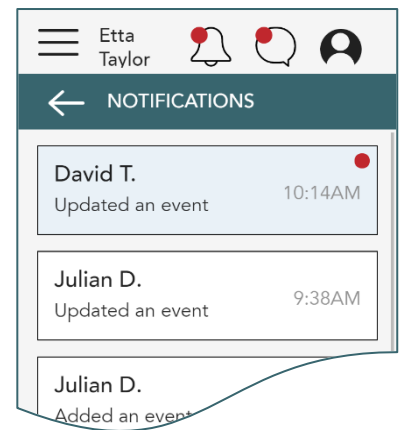
SEE CHANGES MADE BY OTHER CIRCLE MEMBERS

Changes that you make to content are immediately visible to all members of the care circle. Use the Notifications page to quickly get up to speed on what other members have recently added or changed.


 To see content changes made by other members, in a circle, click the bell notification icon in the top right corner of the page.

To view a content change, click the item in the list. The content opens.

New content changes are indicated by a red dot. After you click on an item in the list, the dot disappears.



MANAGE YOUR ACCOUNT AND FIND MORE INFORMATION

 Click My account in the top right corner of the page to open your own account details such as email address, notification preferences, and password.

If you use MemorySparx Connect on an iOS or Android smartphone or tablet, click Install app for easy access from an icon on the device home screen.

Your account will automatically sign out after 60 minutes of inactivity. Click Sign out to sign out immediately.

For more help and product information visit memorysparx.com/support.

Contact us directly with questions and feedback at support@memorysparx.com.