


ACCEPT A CARE CIRCLE INVITATION EMAIL

You receive an email invitation each time you are invited to join a new care circle. Accept each invitation and answer the secret question to gain access to the care circle. Check your junk mail folder if you do not see your invitation. If you lose the invitation, or if it expires, you can ask the sender to resend it.

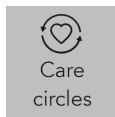
SIGN IN TO MEMORYSPARX CONNECT

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

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

On the sign-in screen, type your email address and password. Click Sign in. If you don't know your password, click Forgot Password. A password recovery link will be sent to your email address. Follow the instructions in the email to reset your password.

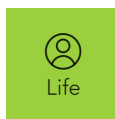
OPEN A CARE CIRCLE



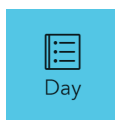
If you have accepted email invitations to more than one care circle, you will see a list of care recipient names in the Care Circles list. Click a name to open the care circle for the selected care recipient. Click Switch circles in the left navigation menu to return to the care circles list.

VIEW AND EDIT A CARE CIRCLE

Inside the care circle, if the left navigation menu does not appear, click the menu icon  to display the following options:



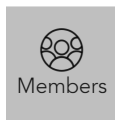
Click Life to see photos, video, and information about the care recipient's life. Tap an album to view the content. Inside the album you can add photos and short videos. You can also update the album names and descriptions, move content between albums, and add audio recordings to photos.



Click Day to view and add events, photos, or videos for each day. Click Add photo or Add video to add media content for the day. Click Add event to add an appointment. Click the chevron icons to move between days. Click Today to return to the current day.




Click Health to see medication lists, personal and family health history, or care provider contact information. You can add notes about the care recipient's wellness in the care journal. Add photos and contact information for care providers in the Care team list. The Health section is only available by permission.



Click Members to see who else has access to the care circle. All members of the care circle can see the content that you add and edit. If you have permission to add new members to the circle or edit existing member details, you can do this in the Members list.

CHAT WITH OTHER CIRCLE MEMBERS


 A red dot appears on the chat icon when you receive a new chat message. You also receive an email notification.

Click the chat icon to view your chat messages or to start a chat with one or more circle members. Click a message to see the conversation history.

Keep chat messages brief and clear. Allow time for other care partners to respond. Do not use chat for urgent matters.

Chat is only available by permission.


SEE CHANGES MADE BY OTHER CIRCLE MEMBERS

 A red dot appears on the notification icon when other circle members make changes to content.

Click the notification icon to see content changes made by other care circle members. Click a notification to view the content change.

Other circle members will see your changes in their notifications list.

MANAGE YOUR ACCOUNT AND FIND MORE INFORMATION

 Click the My account icon to see My account, Help, Privacy, App install, and Sign out.

Click My account to update your account details such as email address, notification preferences, and password.

If you use MemorySparx Connect on an 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.

Email us your questions and feedback at support@memorysparx.com.