The app that keeps you connected

Family App User Guide
The Homelife Care Family App keeps seniors connected with daily check-ins, and loved ones informed during an emergency. It’s downloadable for free in the App Store and Google Play Store.

Available on iOS and Android devices.

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The Homelife Care **Family App** keeps you and your caregivers connected with daily check-ins, medication and appointment reminders and other important notifications all without disrupting your lifestyle.

Since the Hub is equipped with GPS, in the event of an emergency, the app will send real-time location notifications and directions to contacts keeping them informed during the incident.

The app is available on iOS and Android devices. While the Homelife Care system will work perfectly well without the app, we recommend using the app if you have a smartphone given all the benefits mentioned above. If you choose not to use the Family App, we’ll contact the emergency contacts you’ve provided that are listed on your account.

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Contacts

Up to 5 emergency contacts and caregivers can be added to the app’s contact list. In the event of an emergency, contacts will be notified in the order listed in the app.

As an authorized Family App user, you will receive alerts and notifications – customized to your profile – to keep you connected and informed.
In the event of an incident, one of three things will happen:

1. The Pendant will detect a fall and automatically call for help.
2. You'll press the blue Emergency Call Button on the Pendant.

A Homelife Care Agent will first call the Hub. If there's no response, we'll then call you at the phone number listed on the account.

If we're unable to reach you, we'll contact emergency services and dispatch first responders.

We'll also contact your emergency contacts in the order listed in the Family App. If any of the contacts confirm a false alarm, we'll contact dispatch to cancel the emergency call.

If we're unable to clear the dispatch, our Care Agent will confirm the status with EMS, and keep loved ones informed through the Family App.
Emergencies can be difficult, so the Homelife Care Family App is designed to show important details that are helpful in a stressful situation.

The app will display the following important information:

- Time when emergency was reported
- Time since emergency was reported
- Device that triggered
- Location and direction information
- Button to contact Homelife Care support
With the Homelife Care system, the Family App will display your location at the time of the incident. If you’re transported to the hospital, the address will be updated to the location of the hospital.

The app will send location and directions to the caregiver's phone.
The Family App allows you and your caregivers to schedule helpful daily reminders like doctor appointments, medication times, and more.

Reminders

Simply name the event, set the time, and set the date.

The app will send reminders to you as well as your caregivers.

Once the event is complete, the reminder can be marked “DONE.”

The reminder can be snoozed if you need time to complete the action.
Check-in feature

The daily check-in feature ensures that you and your caregivers stay connected, with the ability to share how you’re feeling each day with the simple press of a button.

When it’s time to check-in, the app will send a push notification reminder to you.

Senior’s view

You’ll tap “check-in now” and share how you’re doing.

Caregiver’s view

Caregivers will then receive a push notification with the news.

Push Notification

Simply schedule the daily check-in and the app will take care of the rest.
Both you and your caregivers can see severe weather alerts based on your home address.

Severe weather monitoring

This special feature helps remind you to wear your Pendant. The Family App keeps track of the Automatic Fall Detection Pendant’s activity and sends a notification if it’s not being worn.

Special pendant notification

It is important for you to wear your Automatic Fall Detection Pendant as much as possible.

While it may be natural to take it off while sleeping, many falls occur when waking in the night when you’re tired or the lights are off.
The Family App displays the battery level of the Hub and the Pendant and will send a notification when there’s approximately 3 months of battery life remaining.

Device battery life

The Pendant has a battery life of up to 18 months.

The Hub has a 24-hour battery charge when it’s not on the charging cradle.

Please see the User Guide for more battery life information.