

Loved Ones

help.grandcare.com → help for caregivers → loved ones

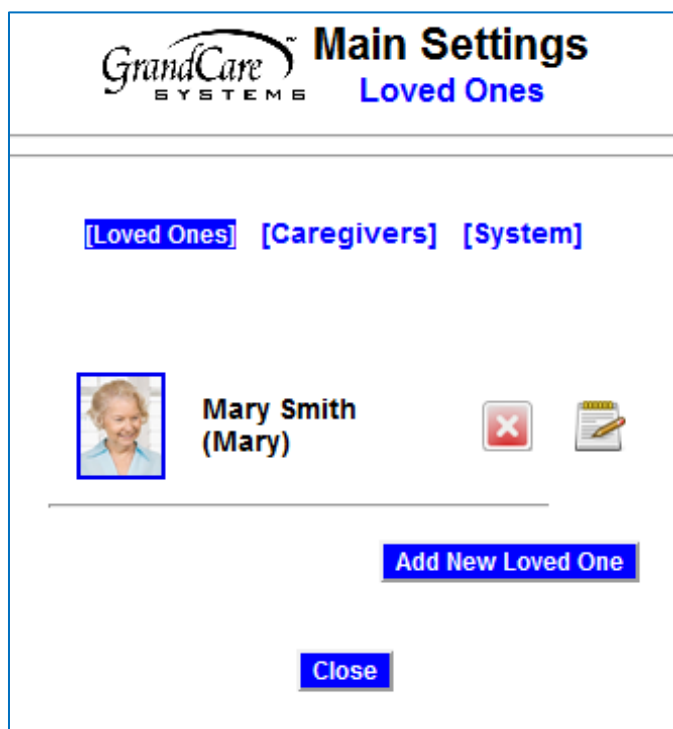
Adding a Loved One

Every resident using the system needs to be added to the system as a "Loved One". Users with high enough security permissions can add and edit Loved Ones.

To add a new Resident:

1. Open the Care Menu from the Online Care Portal
2. Click the "People" icon
3. Click the "Add New Loved One" button
4. Enter the information - only the name fields are required
5. Click the "OK" button

Optional - The 4-digit PIN number is optional. Enter it if you want to protect health information on the touchscreen from other people using the touchscreen.



Changing the Picture

Every Resident is assigned a picture. The default picture is a simple cartoon, but it can and should be replaced with a photo of your loved one. Click on the picture to change it by uploading a photo from your computer.

Changing the Resident

If you need to view or change the Resident's information, click the edit button.

Troubleshooting

Is the Add New Loved One button missing?

The average in home system is set up to support two Residents. If you need to add additional Residents, and the button is unavailable, contact your installer or support specialist to edit your advanced system settings.

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