

IRT Connect - Aged Care Centres Family User Guide

Introducing IRT Connect

We're making it easier for our residents and their families to stay connected and manage their services with IRT with the introduction of our new app, IRT Connect.

IRT Connect is free and has been designed to meet the needs of each individual, dependent on the services they have with IRT.

Purpose of this guide

Please use this guide to help you download and log into IRT Connect, and understand the features available to you in the app.

If you have difficulty logging in to the app or experience other technical difficulties, please contact IRT on 134 478. App support is also available online. Simply visit irt.org.au/irt-connect/ then select Aged Care, then User Guides.

Downloading the app

IRT Connect is designed to be downloaded and used across all Apple and Android smartphone and tablet devices.

To download the app:

1. Search for 'IRT Connect' in the App Store or on Google Play and download it.
2. Alternatively you can visit irt.org.au/irt-connect/ for more information and follow the links to the App Store or Google Play.
3. Once the app has downloaded, you can then open the IRT Connect app on your phone or tablet.



How to log in using your mobile number

The communications you received from IRT inviting you to use the IRT Connect app includes your log in details.

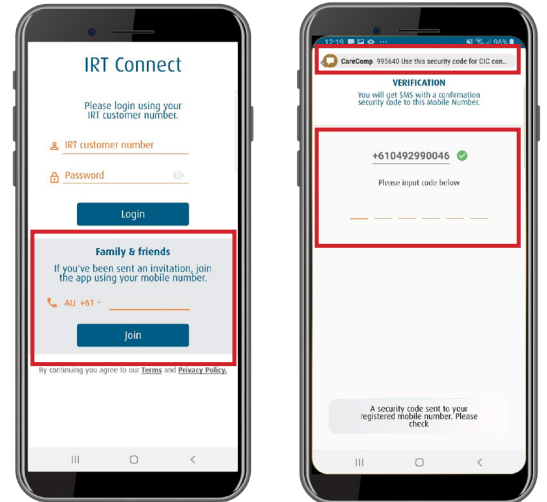
To log in to the app:

1. Enter your mobile number in the 'Family & friends' section.
2. Select 'Join'.
3. You will then be sent a 6 digit security code as an SMS message.
4. Enter this 6 digit code on IRT Connect.

You will then be logged into IRT Connect and can use the app.

The first time you log into the app you will be asked to accept the terms and conditions and enter a new password.

If ever you log out of the app, when you log back into the app you will be sent a new 6 digit security code. You will receive this security code as an SMS message. Enter this security code to access the app.



How to log in using your email address

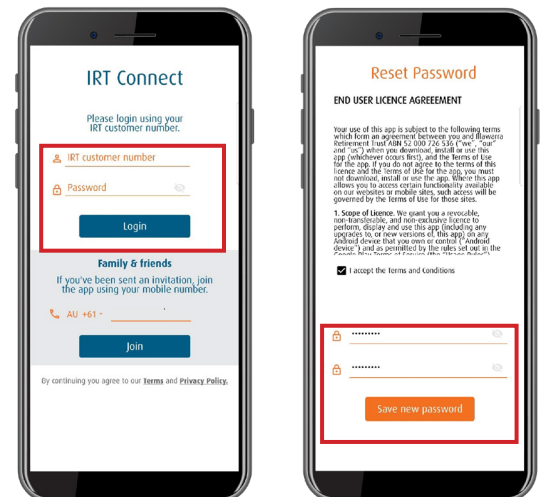
The communications you received from IRT inviting you to use the IRT Connect app includes your log in details.

To log in to the app:

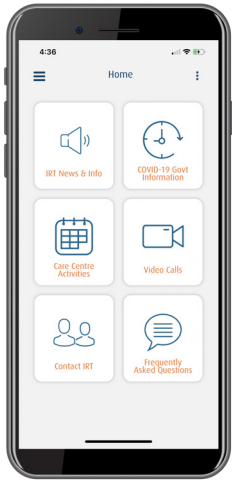
1. Enter your email address in the 'IRT customer number' field.
2. Enter your password in the 'password' field. The letter you received would have included your temporary password.
3. Select 'Login'.

The first time you log into the app you will be asked to accept the terms and conditions and enter a new password.

Use the new password to log back into the app if ever you log out.



Overview of features



Read IRT announcements and The Good Life.



View the latest health information relating to COVID-19.



See what activities are offered at IRT aged care centres.



Make a video call to your loved one.

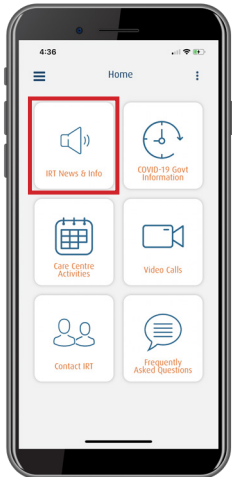


Access IRT's contact details when you need to get in touch.



View answers to frequently asked questions about IRT Connect.

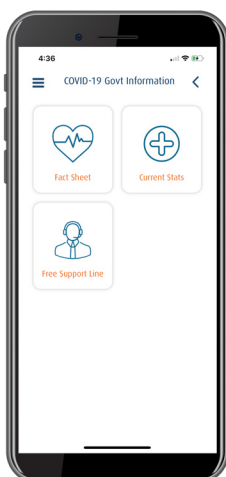
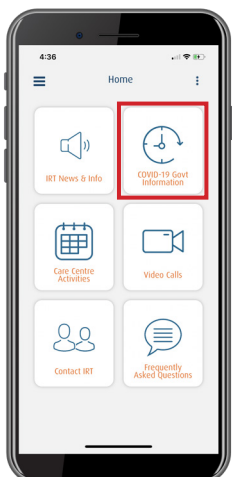
IRT News & Info



IRT Group Announcements: read the latest IRT Announcements.

The Good Life: The Good Life provides expert advice, inspiring stories and information for older Australians. You can keep up to date with news from IRT and our communities, and learn more about housing, health and wellbeing for over 55s.

COVID-19 Government Information

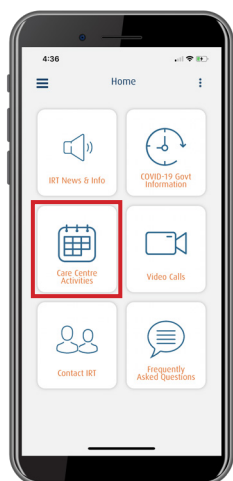


Fact Sheet: view a fact sheet provided by the Department of Health for older Australians on COVID-19.

Current Stats: review the current Department of Health COVID-19 situation and case numbers.

Free Support Line: access contact details for a free Older Persons COVID-19 Support Line.

Care Centre Activities



You can see what activities are available to resident living in our aged care centres.

To find out which activities are available at your loved one's aged care centre, please call the site directly.

Video Calls

Making a video call

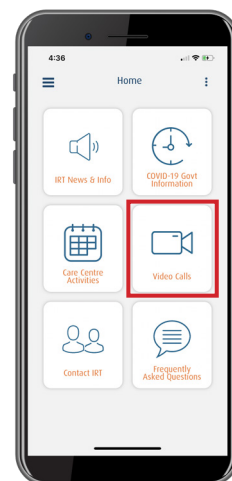
If your loved one has their own phone or tablet:

You can use IRT Connect to video call them at any time.

1. Once logged into IRT Connect, select the 'Video Calls' icon. The app will start calling your loved one.

Please note: Your loved one will need to have downloaded IRT Connect and be logged into the app for the video call to ring on their device.

2. The name of your loved one will be displayed along with a picture of them, where they have set this up in the app under 'Modify Details'.
3. At any time you can end the call by selecting the red phone button.



If you are using IRT's shared device:

Our aged care centres have a number of shared devices available for residents to facilitate video calls using IRT Connect. Please contact the aged care centre where your loved one lives to schedule a time to call them using the app.

1. Call the aged care centre where your loved one lives to book an available time. Calls can be booked between Monday and Friday, 9.30am to 3pm.
2. One of our employees will help your loved one initiate the video call via the app at your scheduled time.

Receiving a video call

If your loved one has their own device, or they are calling you using an IRT shared device:

Android phone or tablet

1. You will see your loved one's name displayed on the screen.
2. Select the green button to receive the call or the red one to decline the call.

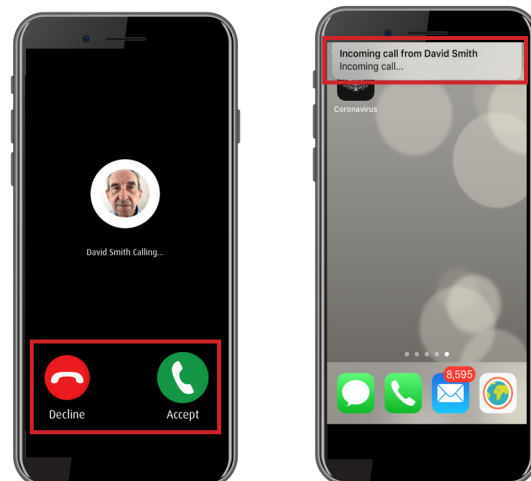
Apple phone or tablet

1. If the IRT Connect app is open on your phone or tablet at the time of the call you will see your loved one's name displayed on the screen.
2. Select the green button to receive the call or the red one to decline the call.
3. If you do not have the IRT Connect app open at the time of the call you will receive a notification on your phone or tablet that you have an incoming call. Tap on the notification to answer.

ANDROID

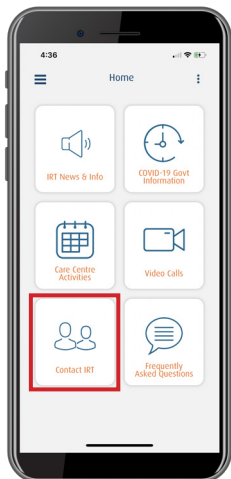


APPLE



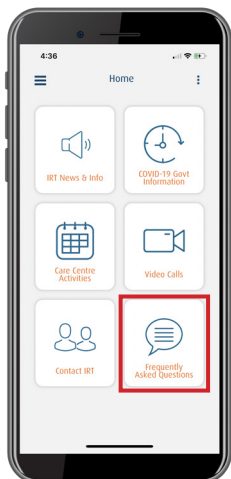
Remember to have Notifications selected on your phone or tablet

Contact IRT



Access IRT's contact details when you need to get in touch. This includes IRT's Customer Service number, live chat feature, feedback form and other important contact details.

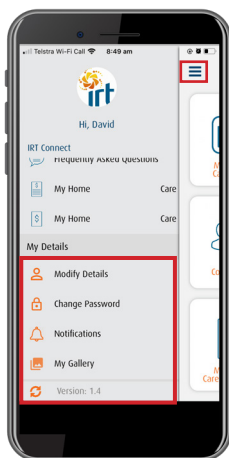
FAQs



Read our answers to a series of frequently asked questions about IRT Connect. If you require further support, please contact our Customer Service team on 134 478.

Menu features

You can access the IRT Connect menu by the clicking on the hamburger (3 lines on the top left of your screen).



Modify Details: enables you to add a profile picture.

Change Passwords: allows you to change your password.

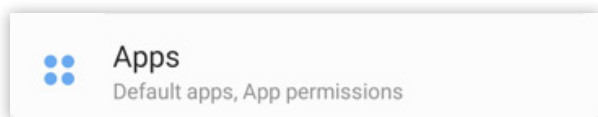
Notifications: allows you to change your notification settings. If you are having any problems receiving calls / notifications when using the app, please check the app settings on your phone or tablet.

ANDROID

1. Go to Settings



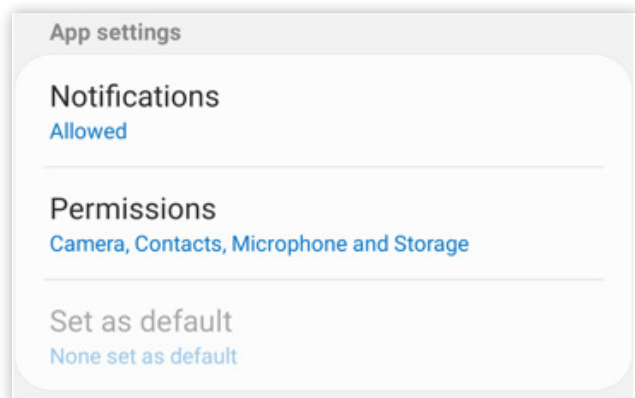
2. Select Apps



3. Scroll down to 'IRT Connect'



4. Check Notifications & Permissions

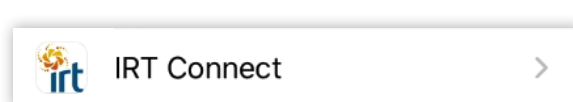


APPLE

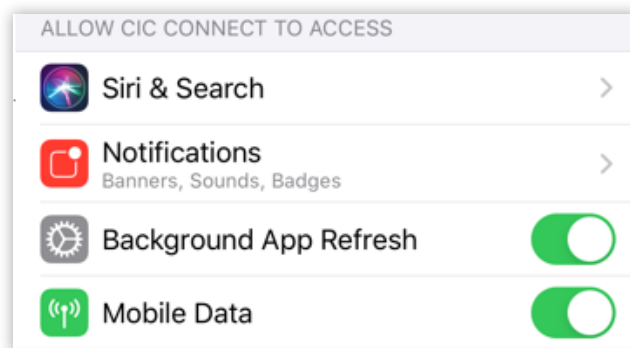
1. Go to Settings



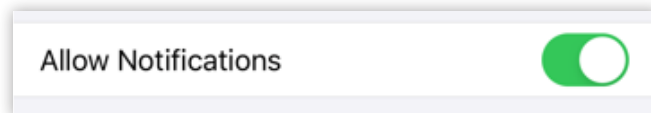
2. Scroll down to 'IRT Connect'



3. Check Access



4. Check 'Notifications' and check allowed



My Gallery: you can upload any pictures you wish to share with your family. They will see these pictures when they are in the app.