IRT Connect - Aged Care Centres Resident 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.

Apple, App Store and the Apple logo are trademarks of Apple Inc. Google Play and the Google Play logo are trademarks of Google LLC.

How to log in to the app

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

To log in:

1. Enter your customer number 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 of the app.
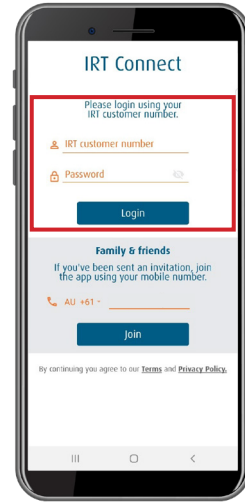
Overview of features
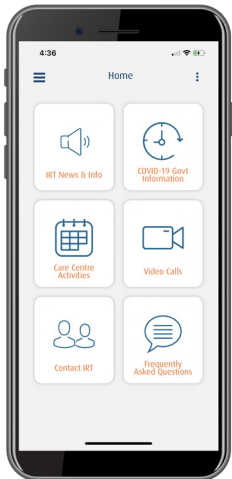
Read IRT announcements and The Good Life.

See what activities are offered at IRT aged care centres.

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

View the latest health information relating to COVID-19.

Make a video call to your family.

View answers to frequently asked questions about IRT Connect.
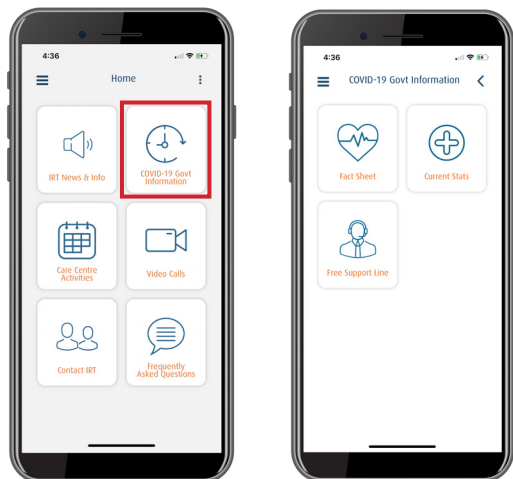
IRT News & Info
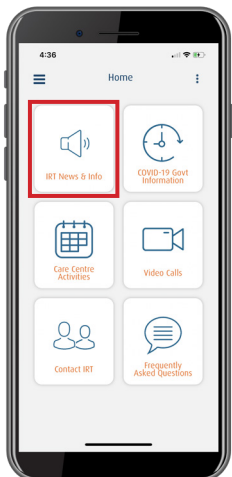
IRT Group Announcements: read the latest IRT Announcements.

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.
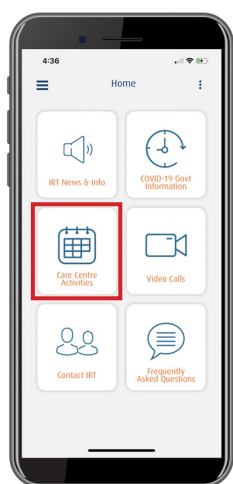
COVID-19 Government Information

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 of these activities are available for you to enjoy at your site, or to express interest in participating in these activities, please speak to your Care Manager.

Video Calls

Making a video call

If you have your own phone or tablet and you're not relying on one of the shared devices on site, you can use IRT Connect to video call your family at any time.

1. Once logged into IRT Connect, select the 'Video Calls' icon. You will then be able to choose the person you wish to call.

   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. Select the 'Call' button for the person you wish to call and the app will start calling them.

3. At any time you can end the call by selecting the red phone button.

Note: in the initial rollout of IRT Connect you will only be able to call your nominated representative. Future features will include being able to invite other family members to chat to you via video calling. We'll let you know when this and other features become available.
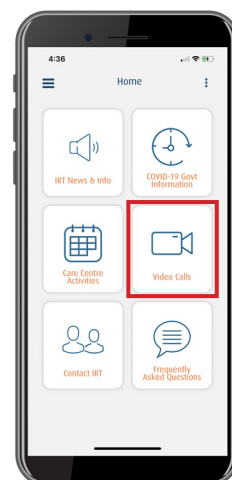
Receiving a video call

If you have your own phone or tablet and you're not relying on one of the shared devices on site, you can receive video calls from your family at any time.

When your family calls you, your phone or tablet will ring.

Android phone or tablet

1. You will see your family'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 family'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.
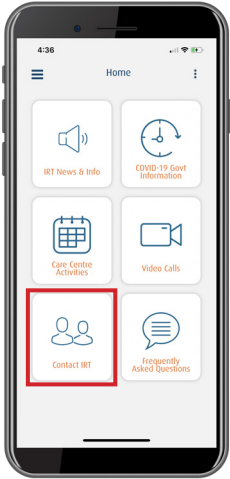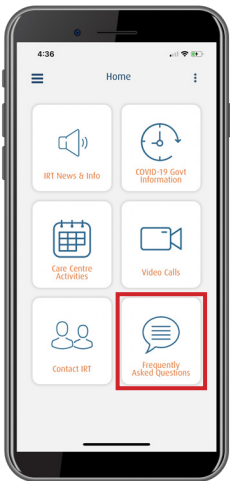
ANDROID

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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.
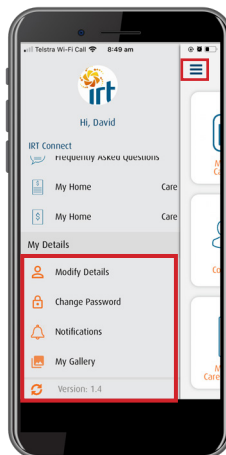
FAQs

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.

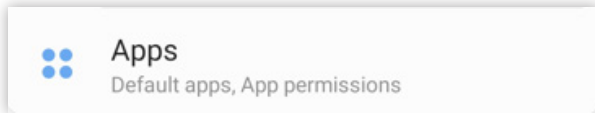**Change Passwords:** allows you to change your password.

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.
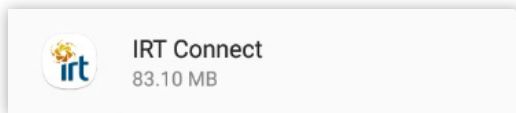
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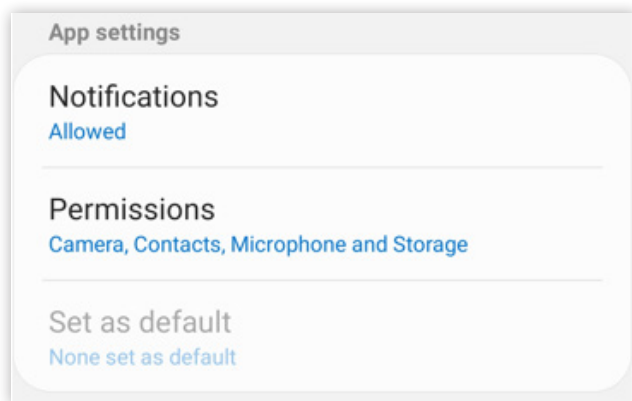**ANDROID**

1. Go to Settings

2. Select Apps

3. Scroll down to 'IRT Connect'

4. Check Notifications & Permissions
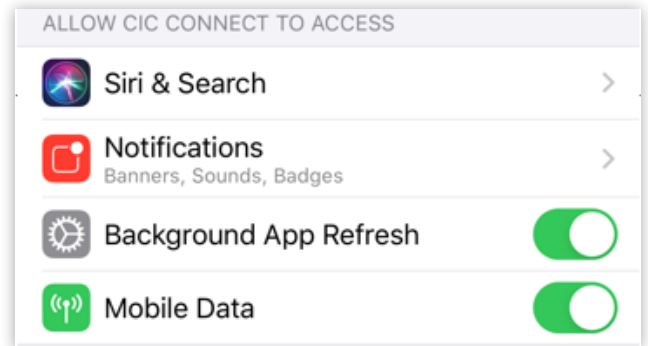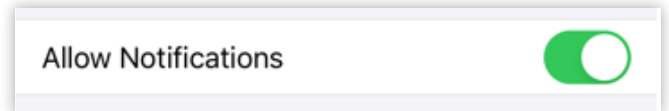

APPLE

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.