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# IRT Connect - Retirement Villages Resident User Guide

## Introducing IRT Connect

We're making it easier for you and your family to stay connected and manage your 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 speak to your Retirement Village staff, Resident Champions or call IRT's Customer Service team on **134 478**. App support is also available online at [irt.org.au/irt-connect/](http://irt.org.au/irt-connect/).

## 1. How to download the app

IRT Connect is free to download on Apple and Android devices.

To download the app:

1. Search for 'IRT Connect' in the App Store or on Google Play.
  - If using an Apple product, click on the IRT Connect app and then press the blue 'GET' button. Depending on your security settings, you may have to enter your Apple ID password for the app to install.
  - If using an Android product, click on the IRT Connect app and press the 'install' button



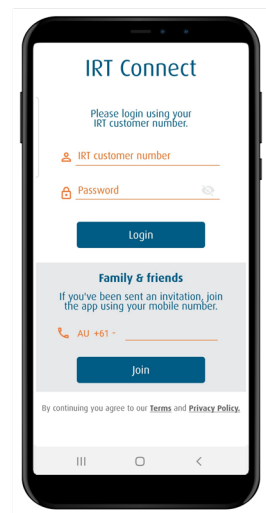
## 2. How to log in to the app

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

To log in:

1. Enter your customer number or 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 you create to log back into the app if ever you log out of the app.

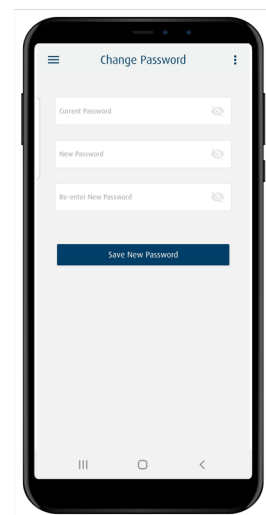


## 3. How to change your password

Open the IRT Connect app on your device.

1. Press the Menu button on the top left of the screen
2. Swipe down to the 'My Details' section of the menu
3. Select 'Change Password'
4. Enter your current password
5. Enter your new password, and then enter it again in the 3rd field.
6. Press the blue 'Save New Password' button.

Note: Pressing the shaded eye button on the right side of the field will let you see the password text being entered.



## 4. Overview of features

### IRT News and Info

- **IRT Group Announcements:** read the latest announcements from IRT on our website.
- **The Good Life:** read expert advice, inspiring stories and information for older Australians on our website.
- **Village Updates:** read updates and important notices shared by your village staff
- **Village Newsletter:** read the latest version of your village newsletter.

### COVID-19 Government Information

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

## Village Activities

- View the activity schedule for your retirement village.

## Address Book

- View your list of contacts, including family members and friends that are also using IRT Connect.

## Family & Friends

- Make a video call to your family and friends who are also using IRT Connect.

## Contact IRT

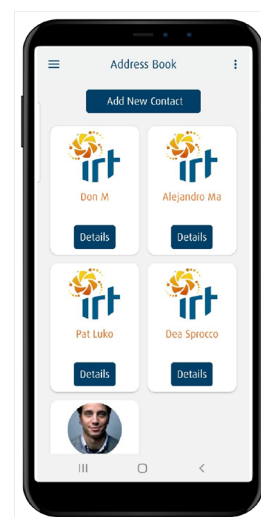
- Access IRT's contact details when you need to get in touch. This includes IRT's Customer Service number, live chat feature, feedback form and other important contact details.

## Frequently Asked Questions

- Read common questions and answers about IRT Connect. If you need further assistance or support, please contact your Retirement Village Manager, Retirement Village Officer, Resident Champion or IRT's Customer Service team on 134 478.

## 5. How to add a contact to the address book

1. Press the 'Address Book' tile
2. Press the blue 'Add New Contact' button at the top of the screen. This should display a list of your contacts on your phone.
3. Find and select the person(s) you want to invite to use IRT Connect and add to your address book.
4. Press the blue 'add' button on the bottom of the screen.
5. The person(s) will then be sent an SMS inviting them to use IRT Connect. They will be prompted to download the app and sign in using their mobile number.



## 6. How to make a video call

To make a video call, you will first need to add the person you wish to video call as a contact within the 'Address Book' tile. That person will receive an SMS inviting them to use IRT Connect. They will be prompted to download the app and sign in using their mobile number.

1. Select the 'Family and Friends' tile
2. Find the person you want to call and press the 'call' button underneath their profile picture.
3. Enjoy the video call with your friend or family member.
4. To end the call, press the red phone button on the screen.

