



# INS LifeGuard



## Client Portal

*Secure Web-Based Platform*

# User Guide

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INS LifeGuard is committed to continuous improvement. Our Quality Management System is ISO 9001:2015-certified.

## INS LifeGuard is Australia's premier nurse emergency response and support service.

With over 35 years' experience, and about 30,000 services installed, INS is trusted by those in need within the community and by more village operators and resident committees than any other support system. Our service exceeds Australian Standards. Indeed, we work under the higher standard required and expected of us as registered health care providers, meeting AS 4607:1999 as well as AS/NZS 5205:2019 and ISO 9001:2015.

### *Emergency Response*

In the event of an emergency, simply press the HELP button, either on your wrist or pendant transmitter or on the alarm unit itself, and you'll be connected with one of our experienced nurses – 24 hours a day, 7 days a week. Importantly, we're not just here for medical emergencies; INS LifeGuard can contact any of the emergency services, such as Ambulance, Police or the Fire Brigade, if required.



## Purpose of This Guide

We've developed this guide to help familiarise you with the LifeGuard Client Portal, a free resource that enables you to manage the information we have on file for you. With it, you can quickly and easily update your personal details, including medical information, whenever necessary.

You can also manage any tasks and reminders that may be set for you, depending on the type of alarm system you have. Future development will include the ability to view vital signs and other information in the portal. Please feel free to send us feedback as you use the portal, as well as any feature requests you would find useful.

### ***Why is it important to keep your details up to date?***

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It's important we have accurate information in the event of an emergency. The more we know about your medical history and any medications you may take, the better we can assist you. Importantly, we can share critical information with emergency services if you require an ambulance.

### ***Can my family or carer manage this for me?***

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Yes, you can authorise a family member or carer to access the portal on your behalf. If they would prefer to use a mobile app to do this, they can install our free LifeGuard SmartCarer app, available for Android and iOS devices. Either way, they need your permission to view and edit your information. You can grant or withdraw this permission at any time, either directly in the Client Portal, via our LifeGuard SmartMobile app, or simply by calling us on 1800 636 226.

### ***How can I find further assistance?***

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We've added a selection of Frequently Asked Questions to the back of this book. Hopefully this guide will answer any questions you might have about our service. If not, you can access our [Knowledge Base](#) in the portal (including Troubleshooting information), and of course you can call us on 1800 636 226 at any time.

## Accessing the Portal

If you don't yet have access to the Client Portal, simply email [lifeguard@theinsgroup.com.au](mailto:lifeguard@theinsgroup.com.au) to request it. Please include your name and address. Alternatively, you can call INS LifeGuard on 1800 636 226.

We'll send you an email with your user name and password, along with a link to the portal. When you receive this, please bookmark the link for future use. (You can also find the portal by visiting [inslifeguard.com.au](http://inslifeguard.com.au) and clicking the **Client Portal** button). We recommend using the Google Chrome browser on your computer for the best experience.

**NOTE:** For security reasons, we require periodic password resets and the use of Multi-Factor Authentication (MFA). This can be via SMS, Email or an authenticator app. You'll set up your preferred method on your first log in.



Multi-Factor Authentication ×

Multi-Factor Authentication is required, please select one of the following options to continue

One Time Password (Authenticator App)

One Time Password by Email

One Time Password by SMS

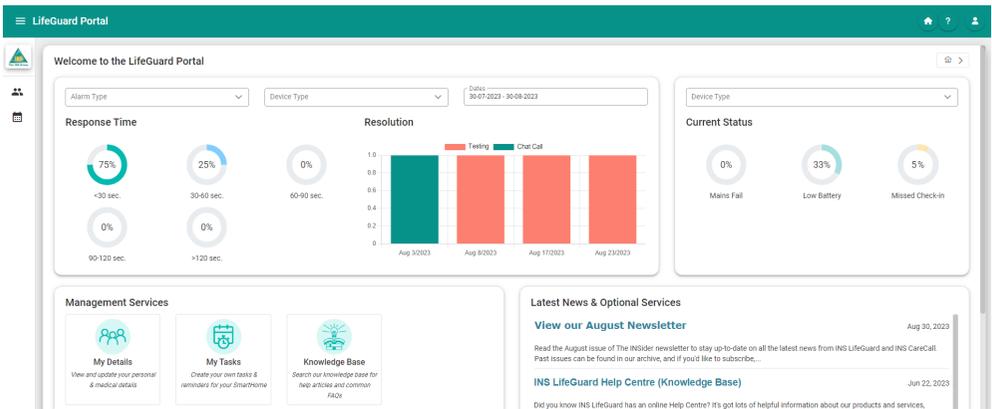
Recovery code

## The Home Screen

When you first log in you'll see the Home Screen. This features a dashboard, navigation buttons, and the latest news about our products and services.

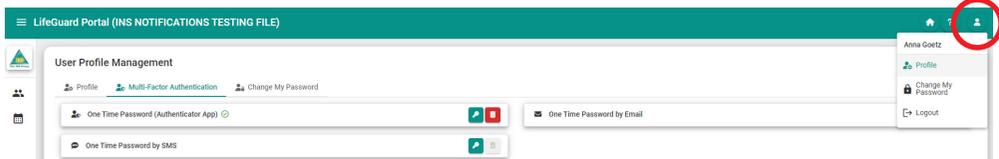
### Dashboard

At the top of the Home Screen is the **Dashboard** (see next page) which shows statistical information at a glance. You can use the filters to set the desired date range and choose whether to see only specific types of alarms or devices. If you don't choose a type, all alarms and devices will be included in the stats.



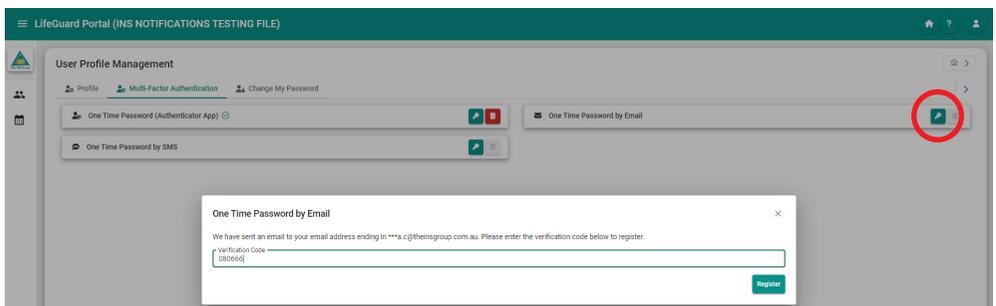
## Profile

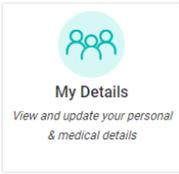
Click the person icon in the top right of the Home Screen to display a menu allowing you to edit your profile, change your Multi-Factor Authentication (MFA) method or password, or log-out.



In the example below, only one MFA method has been set up, which is the use of an Authenticator App. We can see that because there is a trash bin icon next to it, which would allow us to remove that method.

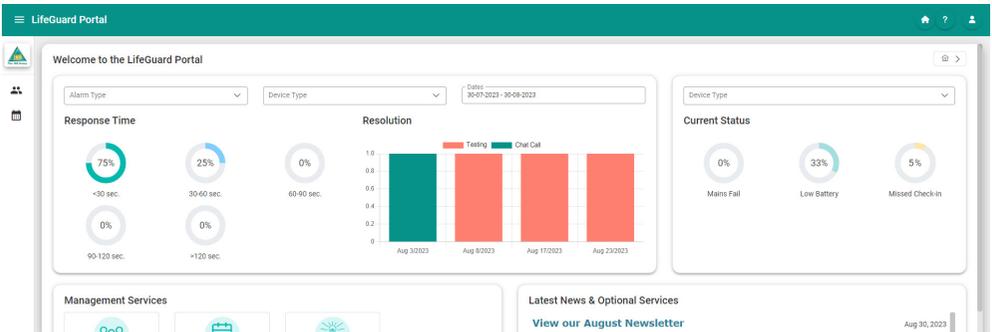
To add email as an authentication option, click the key icon near the email option. You'll receive a code via email. Enter that code to register Email for MFA. The next time you log-in to the portal, you can get receive your MFA code via email.





## Authorisation

When you click on **My Details** you'll first be presented with an Authorisation message which highlights the importance of ensuring the information you provide is accurate, as we rely on the accuracy of this information when responding to emergency situations. Please take care to check for accuracy when making any changes. For example, a mistake in the phone number we have on file for you would mean we couldn't call to check on you in the event you couldn't respond after pressing the alarm. Please read the Authorisation message carefully, tick the box indicating you agree to the conditions, and then click NEXT to proceed.



## Details

Here you can check your home phone and mobile phone are correct, and if not, change them. You can also grant or withdraw permission for us to notify village staff if you've had an emergency event. Click NEXT to proceed.

## Property

On this screen you can let us know if your physical address is incorrect. However, you will need to submit address changes to INS LifeGuard by clicking the blue button. This is because we will need to verify the address, in the event we should ever need to send emergency services.

Complete all information, then press Submit Request. We will contact you if we require further information or need clarification.

Each time you press NEXT, your changes are saved automatically. You do not need to move through every screen, you can click another function in the left menu, or click on **LifeGuard Portal** in the top left or the home button in the top right to return to the Home screen at any time. Just make sure if you've made any changes to the current screen you first press NEXT before clicking away to ensure the changes are saved.

## Clients

This screen lets you update personal details for yourself and any other client using the LifeGuard alarm at this address (e.g. for both husband and wife).

LifeGuard Portal (INS NOTIFICATIONS TESTING FILE)

My Details > Client Edit

1 Authorisation 2 Details 3 Property 4 Clients 5 GP & Pharmacy 6 Medical 7 Emergency Contacts

**Anna Marie Goetz**

Details

Title Mrs Given Names Anna Marie Last Name Goetz

Is English Spoken?  Yes  No

Date Of Birth 21-12-1952 Mobile Phone

Email

This is a special password that can be used in the event you, or your carer or loved ones, call INS to discuss or update any information held by INS. We may ask for this password to verify your identity or to verify that your loved ones or carers have your permission to discuss or update the information we hold about you. Choose a different password than the one you use to login if you don't want them to be able to access this Client Portal on your behalf.

Change password Re-enter password

Medicare

Medicare No Reference No Expiry

**Phillip Goetz**

Details

Title Mr Given Names Phillip Last Name Goetz

Is English Spoken?  Yes  No

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When you're satisfied the information we have for each person is correct, click NEXT to proceed. You may need to scroll down the page to find the NEXT button as it will be at the bottom of the page.

## GP & Pharmacy

Here you can update information for your GP, Pharmacy, and even Occupational Therapist. This information is helpful for INS in the event you wish us to share medical information with your doctor, particularly after a medical event or as part of our TeleHealth Service. You can update details for each client separately. Press NEXT in the lower right corner when finished.

LifeGuard Portal (INS NOTIFICATIONS TESTING FILE)

My Details > Client Edit

1 Authorisation 2 Details 3 Property 4 Clients 5 GP & Pharmacy 6 Medical 7 Emergency Contacts

**Anna Marie Goetz**

Doctor

Given Names Reginald Summa Hardgrove

Day Time Phone Number +61262546227 After Hours Phone Number

Email Fax Number

Search Address

Street Number Subpremise Number Street

Suburb

State Postcode Country

Formatted Address

Pharmacy

Name Phone Number

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# Medical

On this screen you can update medical details for each person separately (e.g. for husband and wife). Complete each field, and/or tick any boxes as appropriate to update medical information and medications taken.

The screenshot shows the 'Medical' section of the LifeGuard Portal. At the top, there is a navigation bar with the text 'LifeGuard Portal (INS NOTIFICATIONS TESTING FILE)' and a 'Client Edit' link. Below this is a progress indicator with steps: 1. Authorisation, 2. Details, 3. Property, 4. Clients, 5. GP & Pharmacy, 6. Medical (highlighted), and 7. Emergency Contacts. The main content area is for 'Anna Marie Goetz'. It includes two checked checkboxes: 'Do you fall frequently?' and 'Do you have poor mobility?'. There is an 'Allergies' field with the text 'M'. Below that is a 'Special needs' field with the text 'M'. A 'Medications' section contains a table with columns for 'Name', 'Dosage', and 'Comments', and an 'Add Medication' button. A 'Medical History' section contains a table with columns for 'Type' and 'Details'. The 'Type' column has checkboxes and labels for: Alzheimer's, Anaemia, Angina, Arthritis, Asthma, Atrial Fibrillation, Bleeding Disorder, Blood Clot - Legs, Blood Clot - Lungs, Bronchitis, Cancer, CVA, Dementia, Depression, Diabetes (checked), Emphysema, Epilepsy, and Glaucoma. The 'Details' column has corresponding text input fields, with 'Insulin dependent' entered for Diabetes.

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This page includes all the same medical and medication information as the paper version of our Client Information Form.

The screenshot shows the 'Medical History' section of the LifeGuard Portal. It features a table with two columns: 'Type' and 'Details'. The 'Type' column contains a list of medical conditions, each with a checkbox. The 'Details' column contains corresponding text input fields. The conditions listed are: Alzheimer's, Anaemia, Angina, Arthritis (checked), Asthma, Atrial Fibrillation, Bleeding Disorder, Blood Clot - Legs, Blood Clot - Lungs, Bronchitis (checked), Cancer, CVA, Dementia, Depression, Diabetes (checked), Emphysema, Epilepsy, and Glaucoma. The 'Details' field for Diabetes contains the text 'Insulin dependent'.

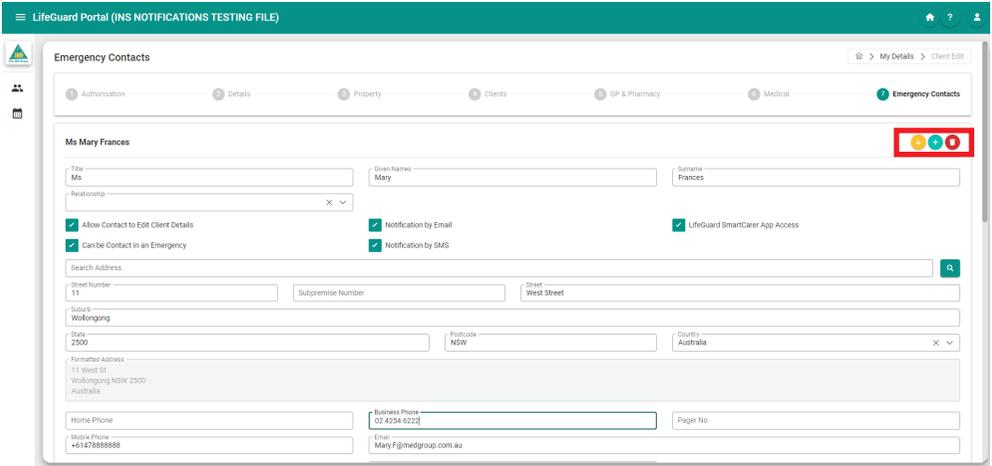
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When you've finished updating the information, scroll to the bottom of the page and click the NEXT button to proceed.

# Emergency Contacts

On this screen you can update the details we have on file for your emergency contacts. You can also change the order in which we would contact them in an emergency, if desired.

Use the gold arrow buttons to move a contact higher or lower in the list. Use the plus button to add a new emergency contact. Use the red trash icon to remove an emergency contact.

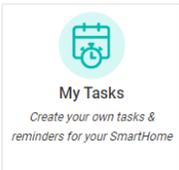


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V1.0

You'll also see a series of tick boxes for each contact that allows you to grant or remove various permissions for that contact, for example to edit your details, either in this portal or via our LifeGuard SmartCarer app.

# My Tasks



If you have our LifeGuard SmartHome IPD in-home system, or have installed our LifeGuard SmartMobile app on your mobile device, you can set up tasks here in the Client Portal and have your alarm system remind you.

LifeGuard Portal (INS NOTIFICATIONS TESTING FILE)

Client Tasks

Title	Type	Occurrence	Scheduled	Duration	Ending	Send Notification	Enabled
Take Your Tablets	Medication Reminder	Daily	Aug 30, 2023, 10:31:00 AM	1 hour	--	Device when due	<input checked="" type="checkbox"/>
Blood Pressure	Take Blood Pressure Reminder	Weekly	Aug 30, 2023, 10:32:00 AM	1 hour	--	Device when due	<input checked="" type="checkbox"/>

In the example above, a Task has been set to take medication each day, and another one to take a blood pressure reading weekly.

To add a new task, click the Add Task button in the top right. The four buttons to the right of each task allow you to Edit, temporarily Disable or Enable the Task, and Delete the task.

Edit Task

Title: Take Your Tablets

Client: Phillip Goetz

Type of task: Medication Reminder

Occurring: Daily

Description: Remind Phillip to take his medications.

Duration: 1 hour

Start Date: 30-09-2023 10:31 AM

Ending: No End Date

Send notification to device when due?

Notification Type: Read the message out

Send notification to village when not complete?

Send After: 30 minutes

Buttons: Delete, Disable, Enable, Save

When you add or edit a task, the above box will be displayed. Here you can give the task a title, choose which client it's for, and the type of task.

- *Occurring* – this sets the frequency that this task will occur, e.g. daily, weekly, monthly, yearly, etc.
- *Description* – this is the message that will appear (or be read aloud)
- *Duration* – this is how long the message will remain on screen if not acknowledged.
- *Start Date* – you choose the day this task will first appear, and the time.
- *Ending* – this lets you select an end date for the task, if desired.
- *Notification Type* – you choose whether it appears on screen or is read aloud.
- *Send notification when due* – tick this box to also send a notification when this task is due.

You can also decide whether to send a notification to the village if the task has not been completed (if you live in a village that is monitored by us).

## Knowledge Base

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Here you can search our Knowledge Base for helpful articles and answers to commonly asked questions, or FAQs. You'll also find tech support videos to assist with any issues that may arise. Of course you can always call us at any time for assistance on 1800 636 226.

You can also access the Knowledge Base via the Help menu shown above where you'll also find this User Guide, and access to our Newsletter Archive.

## Disclaimer

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*The Client Portal is provided as a tool so you can update information held by INS LifeGuard regarding you or someone you care for.*

*Every reasonable effort is made to ensure the information we hold is accurate, however, C. Rafin & Co. Pty Ltd, trading as The INS Group / INS LifeGuard, does not accept any liability to any person or organisation resulting from its use or failure, or any inaccurate information provided to us.*

*INS LifeGuard relies upon the information herein to respond to emergency situations. As such, you are solely responsible for exercising due diligence before entering or changing any information contained in this Client Portal, and you acknowledge that you have authority to do so.*

*You acknowledge that we will not be responsible for any corruption or failed transmission of any information or any act or omission of any nature.*

*You agree not to use any device, software or routine to interfere or attempt to interfere with the proper working of this web portal.*

*You acknowledge that access to this web portal: (a) may not be continuous or uninterrupted at all times; and (b) may be interfered with by factors or circumstances outside of our control and (c) may be removed at any time by INS LifeGuard at its sole discretion.*

# Answers to Frequently Asked Questions

## General Service FAQs

### ***Why choose INS LifeGuard over any other Personal Response System provider?***

All calls are answered by qualified nurses and other healthcare professionals. This is exclusive to INS LifeGuard. We exceed Australian Standards for medical monitoring ... indeed we work under the higher standards required and expected of us as registered health care providers.

### ***Who gets notified in an emergency?***

In an emergency, we'll summon Emergency Services (police, fire brigade, or ambulance) depending on the situation. With your permission, we'll call the nominated Emergency contacts provided on your Client Information Form, and/or the Village Manager, if you're a village resident.

### ***How will I learn to use the LifeGuard system?***

Upon installation by INS, our technician will carefully explain how the device works. If self-installed, INS will include supporting documentation in the Welcome Pack to assist you throughout the installation process. Every client receives a User Guide which outlines the functionality of the device. Should you require further assistance at any time, simply press the HELP button (either on your wrist or pendant transmitter, or on the device itself) and you'll be connected to our nurses who can answer any questions you may have. Alternatively, you can call us on 1800 636 226 at any time.

### ***How can I be sure the system is working?***

We encourage you to test your system just to ensure that everything is working fine. We recommend this be done at least monthly. Testing involves simply pressing the HELP button (preferably on your wrist or pendant transmitter). When the nurse answers, just advise them that you are testing. If at any time you feel there may be a problem with your system, simply call 1800 636 226 and speak to our friendly nurses for assistance.

### ***If I'm not near the unit when I press the pendant, can I still be heard?***

If you are in another room, the alarm should still work. On installation, our technicians perform a range test to ensure the system works from every room. If self-installed, INS recommends you test the system by following the instructions on the Quick Installation Guide included in the Welcome Pack. This will help you to identify any potential limitations. You can also add our SmartHome Mate into any room to extend the range. The SmartHome Mate can be voice-activated and act as a talking call-point. We recommend regular testing as coverage can change over time.

### ***What is the range of the wrist or pendant transmitter?***

All transmitters are manufactured to comply with Australian Standards AS 4607. This includes a range of up to 50 metres in open space (depending on the type of transmitter). The actual range of the pendant should be tested in the home to confirm coverage area.

Please note that range is subject to a number of factors including the type of building materials used in your home and environmental factors. We can also supply options to extend the transmitter range to larger areas around homes.

### ***Will my transmitter work when I'm outside my home?***

INS does not perform any testing of the transmitter outside the home. As such, we cannot guarantee they will work outside and recommend they be used inside the home only. However, we do offer range extenders that can boost the coverage, and mobile alarm systems that can be used outside or when you're away from home.

### ***Can I wear my transmitter in the shower?***

Yes! The standard pendant or wrist transmitter is water resistant.

### ***Will my pendant interfere with my pacemaker if I wear it around my neck?***

No. The pendant has been tested in accordance with AS/NZS 61000.6.3 standard 2008 for EMC (Electromagnetic compatibility) and has been certified as compliant.

### ***How will emergency personnel get into the home?***

We recommend a security key holder be installed. Our TeleHealth Nurse will provide the code to emergency personnel if they are called. If you don't have a security key holder, one of your nominated contacts should have a key to your home and live close enough to meet emergency services at your door in an emergency.

### ***What happens if the electricity goes out?***

Our units have a battery back-up that will operate the unit in the event of a power outage. When the power is restored, the battery automatically recharges and is then ready for any additional power outages. INS recommends you keep the unit plugged in at all times to ensure the battery is always fully charged. That way, if there is a power outage, the battery will last for up to 38 hours.

### ***What happens if I fall over at night?***

Just press your HELP button – our call centre is staffed by qualified nurses and other healthcare professionals 24 hours a day, seven days a week.

### ***What will happen if I accidentally press my pendant and send an alarm?***

You can press the cancel button on the device. If you have the SmartHome IP Dialler, the cancel button appears on the touch screen once you have activated an alarm, either from the base unit or the pendant.

Should you not cancel the alarm in time, it will send the alarm and a nurse at INS LifeGuard will respond. Simply advise the nurse that it was activated accidentally and that no assistance is required. This can then be treated as a test alarm, thus confirming that your device and pendant are working correctly.

### ***Can I set up the unit for my loved one, or does it have to be professionally installed?***

Our units are quite easy to install, and full instructions are provided, so you can save money by installing it yourself. If you prefer, we can send a technician to install the unit.

### ***What if I wish to move the unit within my residence?***

INS recommends not moving your device, as diagnostic tests were performed during installation to ensure the best network connectivity in its present location. If you must move your device, we ask that afterwards you perform a test from your wrist or pendant transmitter to ensure the alarms are still received by our call centre. Please advise the nurse you have moved the unit and are testing it.

### ***What if I move to a new address?***

We can transfer your system to your new address. Just give us as much notice as possible so we can update your file with the new information. Then simply connect the system at the new address, and press the HELP button to test the unit. Our nurses will respond and confirm that everything is working properly.

### ***Where is the response centre located?***

Our Emergency Response Centres are located in New South Wales, Australia, and Auckland, New Zealand. They operate 24/7, including all public holidays – so we're always available when you need assistance.

### ***Will activating my INS LifeGuard alarm system mean higher phone bills?***

No. Our newest alarm system, the SmartHome IP Dialler, does not use any telephone line. They work via a SIM card over the mobile network.

## ***SmartHome IP Dialler FAQs***

### ***Does the IPD meet Australian Standards?***

YES! The LifeGuard SmartHome IP Dialler has been tested and certified to comply with AS 4607:1999.

### ***Can I connect my device to the nbn™?***

Yes, the IPD can be connected to the nbn™ via Ethernet or WiFi. If connected this way, the SIM card will function as a back-up in the event the nbn connection is not working for any reason.

### ***What is the function of the handset on the IPD?***

The handset is included for those clients who choose to take up the optional INS Telephone Service. As the device is not connected to a standard phone line, the handset can only be used as a telephone with this optional service in place.

### ***How do I read notifications on my device?***

Notifications can be sent by INS LifeGuard if there is information we feel you should be aware of, or as a result of tasks and reminders that you've asked us to set up for you. They can also be sent by Village Management if you are a village resident.

The bottom centre of the screen displays the number of unread notifications, if any, in a red box. If there are no new notifications, it will display 0 in a white box. Simply tap that to view your notification history. The list of notifications will be displayed on the left side of the screen and you can identify any that have not been read yet. Tap on any notification to display the full message on the right side of the screen so you can read it.

### ***Can I increase the size of the text on my device?***

Unfortunately no, there is currently no way to change the text size programmed into the system.

### ***Can I change the times for the Night Time Window when the screen is dimmed?***

Yes. The screen on the LifeGuard SmartHome IPD will turn off between the hours of 9 PM to 6 AM. This is simply so the light from the screen doesn't disturb you in the evening. The screen will automatically wake if you trigger an alarm. If you would like to change the hours of the Night Time Window, simply contact INS on 1800 636 226 and our staff can adjust that for you.

**Please note that the Night Time Window does not affect the SmartHome IPD emergency functions.** The alarm system will still work when the screen is dimmed.

### ***There is a message on my device that reads "No Subscription" – what does that mean and how do I remove it?***

This notification appears on the IPD screen if one of the four coloured boxes on the right of the screen are touched (My Home, My Health, My Lifestyle, or My Phone) and you have not subscribed to these services. Please be assured this message does not mean that your alarm system is not working properly.

To dismiss this notification, simply press OK on the screen and the message will disappear. If you are unable to dismiss the message, simply press your HELP button or call 1800 636 226 for assistance.

### ***There is an error message on my device screen, what should I do?***

If there is an error message appearing on screen, please either test your system by pressing the HELP button or call us on 1800 636 226.

## ***SmartHome LGX FAQs***

### ***Does the LGX meet Australian Standards?***

YES! The LifeGuard SmartHome LGX has been tested and certified to comply with AS 4607:1999.

### ***What does the flashing orange light on the front mean?***

If flashing every 3 seconds, it means the battery is low. If every 2 seconds, it's a system fault, likely an error with the SIM. Try reseating the SIM card, and if it's still an issue, contact INS LifeGuard.

### ***What does the green ring-light mean?***

When solid, it means AC power is on. If it's flashing, AC power has failed.

## ***SmartLink Medi Guardian MKII FAQs***

### ***Does the MKII meet Australian Standards?***

YES! The SmartLink Medi Guardian MKII has been tested and certified to comply with AS 4607:1999.

### ***Why is the HELP button flashing?***

It's recently sent an alarm. You can simply press the Cancel button.

### ***What does it mean if the Mains light is blinking?***

The power is disconnected. Please check the device is plugged in securely and the power point is turned on.

## ***Chiptech SEVEN/LE FAQs***

### ***Does the Chiptech SEVEN/LE meet Australian Standards?***

YES! The Chiptech SEVEN and SEVEN LE have been tested and certified to comply with AS 4607:1999.

## ***Mobile Alarm System FAQs***

### ***How do you locate someone using a mobile alarm?***

Built-in GPS locators ensure we'll be able to speak to you, locate you, and send assistance – even if you're not able to respond. For self-monitored mobile alarms, you can use the GPS function to locate the user and track where they've been, which can be very useful if you're having trouble contacting them, or for those who have dementia and may wander.

### ***What platform is your LifeGuard SmartMobile app available for?***

You can download the LifeGuard SmartMobile app to your existing, compatible smart phone. It's available for iOS as well as Android phones (version 4.4 or higher) with a minimum 5" screen.

### ***How does the mobile LifeGuard SmartTracker or SafetyWatch work?***

They work using the same cellular technology as a mobile phone, but without the complicated features. The user can simply press a button to send an alarm. They also function as a fall detector, have a docking station for easy charging, and are waterproof, so they can be safely worn in the shower, but should not be exposed for long periods or submerged in water.

### ***How much do the mobile alarm systems cost?***

Please call 1800 636 226 for more information – our operators would be happy to discuss the cost with you.



**INS LifeGuard**

**Free Call 1800 636 226**

[www.inslifeguard.com.au](http://www.inslifeguard.com.au)