INS LifeGuard

Manager's Guide

with procedures for adding or changing village services, instructions for using the LifeGuard Manager's Portal, and answers to frequently asked questions

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QUALITY MANAGEMENT ISO 9001 CERTIFIED ECAAS JAS-ANZ

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

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(Rev. 20/11/2024)

Welcome to INS LifeGuard

Australia's premier nurse emergency response and support service

With over 35 years' experience, and about 35,000 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, residents simply press the HELP button, either on their wrist or pendant transmitter or on the alarm unit itself, and they'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.

Additional Support Services

We can also offer your village additional services, such as on-the-go mobile alarms for your residents, after hours emergency maintenance service, concierge services, and 24/7 monitoring via our LifeGuardian or SmartMobile Apps ***absolutely free*** for up to two village staff.

Purpose of This Guide

We've developed this guide to provide village managers with procedures for adding or changing village services, as well as specific procedures required for on-boarding new villages. These procedures ensure our Emergency Response Centre has accurate information on file so we can respond promptly and appropriately when your residents need us.

We'll also explain the features and benefits of using the **LifeGuard Manager's Portal**. This secure intranet site has recently been improved and updated. It allows village and care managers to interact with the residents' alarm systems and update information held by INS LifeGuard.

Currently all services available are offered at no cost, including:

- Accessing real-time reports*
- Updating resident / client details (with their permission)
- Updating procedures and protocols INS LifeGuard will follow when responding to your residents
- Use of My Concierge - automated OR white labelled service
- Setting-up Tasks and Reminders
- Community News / Broadcast Feature
- Issuing Evacuation Alerts in Real Time

Please feel free to send us feedback as you use the portal, as well as any feature requests you would find useful. As we continue to develop and improve the portal, some services may move to Premium or Platinum service levels, requiring a nominal fee. Planned future development includes the ability to create Super-User accounts, and to provide TeleHealth Services — using your own clinical staff, or ours.

Finally, we've added an FAQ section to the back of the book. Hopefully this guide will answer any questions you might have about our service. If not, you can find our Knowledge Base in the portal (including Troubleshooting information), and of course you can call us on 1800 636 226 at any time.

** some features are limited, dependent upon hardware used.*

Procedures for Adding or Changing INS LifeGuard Services

This section of the Manager's Guide explains what is required when you need to on-board new villages to our service, or when changing or swapping devices within a village from one unit / villa to another.

Should a resident need assistance with their device, feel free to consult our Knowledge Base, which features troubleshooting information and videos, which can be accessed via the Manager's Portal. There you'll find steps that can be taken prior to calling INS LifeGuard for technical support or requesting an INS Technician to attend your village. This information can also be shared with your maintenance staff, if applicable.

Commencing Service for a New Village

When commencing service for a new village, we require some preliminary information to set the village up within our monitoring system. Once they've been set up in our system, you'll then be able to use the Manager's Portal to document the specific protocols and procedures you want INS LifeGuard to follow when responding to alarms from the village residents.

Please email the following information to lifeguard@theinsgroup.com.au. You can also call us on 1800 636 226 if you have any questions.

- ❑ An Excel document listing all current residents, including names, addresses, and phone numbers (both mobile and landline, where possible). This list should also include any vacant units.
- ❑ The number and type of alarm systems required for common areas and their exact location (e.g. pool, workshop, community centre, etc.).
- ❑ A document with all basic information for the village, e.g. name, address, access details, contact information for the Village Manager, etc.
- ❑ A village map
- ❑ Protocols and procedures for INS to follow when actioning alarms from your residents. (Wherever possible, we encourage you to enter and maintain this information directly in the Manager's Portal.)

Moving Devices Within the Village

Each alarm system is pre-programmed specifically to the unit / address where it was initially installed, and to the resident who lived there at the time. Should you wish to move a device to another unit, or assign it to another resident moving into the current unit, you must call INS LifeGuard and speak to a member of the Business Support Team.

Advise the Business Support Team member that you need to move the device from one unit / resident to another. They will ask a series of questions, and remotely reallocate the device in our system from the current address or user to the new one.

This is imperative — in the event of an emergency, the alarm sent to the INS LifeGuard Emergency Response Centre must have the correct details allocated for relaying to Emergency Services.

NOTE: if you are moving the device because the first unit is vacant, please email lifeguard@theinsgroup.com.au ***to advise the unit is now vacant.***

Moving Devices Between Villages in Your Organisation

Should you wish to move a device from one village to another within your organisation, the process is the same as above in that you will need to contact our Business Support Team ***prior to moving the device*** to provide the specific details so we can properly reallocate the unit on our system.

However, please bear in mind that should you later require a replacement device in the original village for a new resident moving in, you will need to raise a purchase order with our Business Support Team. They will prepare a quote that you'll need to sign and return to indicate your acceptance of the quote prior to any replacement stock being sent out.

Updating Village Protocols and Procedures

It's imperative that you keep your village's protocols and procedures up-to-date. This ensures the healthcare professionals at INS LifeGuard know who to contact at the village, and that we can relay access details to Emergency Services, if required, when responding to alarms.

You can update village protocols directly in the Manager's Portal at any time (please see *Procedures*, page 24). Once finished, please email INS LifeGuard (lifeguard@theinsgroup.com.au) to advise us the village protocols have been updated.

Resident Changes (Moving In or Out, Changing Address)

It's imperative that village staff advise INS LifeGuard immediately when a resident moves in or out of the village, or if the unit becomes vacant. Please send an email to lifeguard@theinsgroup.com.au or call us on 1800 636 226 and then follow up with an email.

Our staff will unallocate the current client's file from that device and mark the unit as vacant.

Should a new resident move into the vacant unit, you'll again need to notify INS LifeGuard by phone call and a follow-up email. Please provide as many details as possible about the new resident prior to their moving into the residence.

Please bear in mind that if INS LifeGuard are not notified of these details immediately, they may be inadvertently overlooked, which poses a potential risk that we will not have the correct information on file in the event of an emergency.

Updating Resident Details

If your village residents have granted permission for you to view and edit their personal information, and your village has been onboarded to the new **Manager's Portal**, then you can update their details directly in the portal as outlined previously (please see *Clients*,).

Alternatively, our **Client Portal** empowers your residents to update their own information at any time. This portal is free to use, and residents need only call or email lifeguard@theinsgroup.com.au to request access. Residents who have an IP Dialler, or who have installed the LifeGuardian or LifeGuard SmartMobile app, will be able to update their information directly on those devices.

The resident's family and carers can update their details, with their permission, via our **LifeGuard SmartCarer app**, which is free as well.

For those who do not have access to the above methods, a new Client Information Form will need to be completed and sent to us. This form can be requested by phone or email.

Replacement of Alarm Systems

Devices You Own — Under Warranty

You'll find the warranty for devices owned by your organisation at the back of the User Guide. If you require a replacement device within the warranty period, contact INS LifeGuard and advise us of the issue with the current device. Follow any instructions closely, as we provide three tiers of Tech Support. We will determine whether your device needs replacing or whether an alternate solution might be best. If we determine a replacement is in order, we'll walk you through the replacement process, including what to do with the SIM installed in the old device. You may need to transfer it to the new device, or it may need to be deactivated, in which case you'll need to send us the SIM number to avoid further charges.

If we do send you a replacement device, you must return the old unit within 14 days to avoid being invoiced for the replacement.

You can view our Terms & Conditions by visiting theinsgroup.com.au/terms.

Devices You Own — Out of Warranty

Should your device be out of warranty, and require replacement for any reason, contact our Business Support Team and advise them of the issue with the current device. Follow their instructions closely, as they provide top level Tech Support. They will determine whether your device needs replacing or whether an alternate solution might be best.

If a replacement is required, you do not need to return the device to INS LifeGuard as it's owned by the village and no longer under warranty. INS will advise what to do with the SIM installed in your old device. You may need to transfer it to the new device, or it may need to be deactivated, in which case you'll need to send us the SIM number to avoid further charges. You can then dispose of the device in an environmentally friendly manner. If you prefer, you can return the device to INS LifeGuard and we will dispose of it for you for a small fee.

To obtain a replacement unit, you will need to raise a purchase order with our Business Support Team. They will prepare a quote that you'll need to sign and return to indicate your acceptance of the quote prior to any replacement stock being sent out.

A new device will be programmed and dispatched to you via our courier service. This process takes at least 10 business days* from the time the order is placed with our Logistics Department.

Please ensure you provide an address for delivery that will have someone available to accept the delivery. Once the item is dispatched, INS LifeGuard no longer has control over delivery dates / times. We can, however, track the delivery should any delays occur.

You can view our Terms & Conditions by visiting theinsgroup.com.au/terms.

** Subject to stock levels.*

Devices You Lease

Devices that are leased should be returned to INS for replacement or to cancel the service if it's no longer required. Additional charges may be incurred if the device has sustained damage.

You can view our Terms & Conditions by visiting theinsgroup.com.au/terms.

Accessing the Portal

If you don't yet have access to the Manager's Portal, your village manager can request it emailing lifeguard@theinsgroup.com.au and including your name and title, the village name, and the email address you would like to use. This information must match the details we have on file for your village. Alternatively, they can call INS LifeGuard on 1800 636 226.

You'll receive an email with your user name and password, along with a link to the portal. Once you receive this, please bookmark the link for future use. We recommend using the Google Chrome browser 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.*

User Roles

To provide greater control over feature accessibility, village operators and care organisations can request specific roles be assigned to staff who access the Manager's Portal. To assist in deciding which access levels you require, we've provided a quick summary below followed by a comparison table that shows exactly which features are accessible for each role.

For Village Operators:

- **Village Super:** ideal for those managing multiple villages. Super Users can view data across one village, or all simultaneously.
- **Village Manager:** allows access only to the specific village/s you manage, ensuring focused and relevant information.
- **Village Staff:** can access and modify village procedures and protocols our staff use when responding to resident alarms.
- **Village Maintenance:** offers a limited Dashboard view showing only device statuses and a basic client information. Cannot edit client information, manage notifications, tasks, reminders, or activity monitoring.

For Care Organisations:

- **Group Managers:** can access and modify group procedures and protocols our staff use when responding to client alarms.
- **Case Managers:** restricted to accessing information on the specific clients they manage.

	Retirement Villages				Care Providers	
Portal Features	*Village Super**	*Village Manager*	*Village Staff†*	*Village Maintenance†*	*Group Manager*	*Care Manager*
Home Screen	●	●	●	●	●	●
Dashboard	●	●	●	Devices Only		●
Profile	●	●	●	●		●
Clients ‡	●	●	●	●		●
View or Edit	●	●				
Activity Monitoring	●	●				
Health Data	●	●				
Send Notification		●				●
Client Notifications		●				●
Client Tasks	●	●				●
Devices **	●	●	●	●		●
Community News		●				
Village (Group)		●	●		●	
Details		●			●	
Procedures		●	●			
Access Details		●	●			
Contacts		●			●	
Documents		●			●	
Promo Codes		●			●	
Evacuations		●				
Concierge Services		●		●		
Village Notifications		●				
Client Notifications *(Group or All Residents)*		●				
Notification History		●				
Notification Group		●				
New Notification		●				
Activity Monitoring *(Group or All Residents)*		●				
Document Change Log		●				
Reports	●	●	●			●

** Village Super can view dashboard, clients, devices and reports across all or one village.*

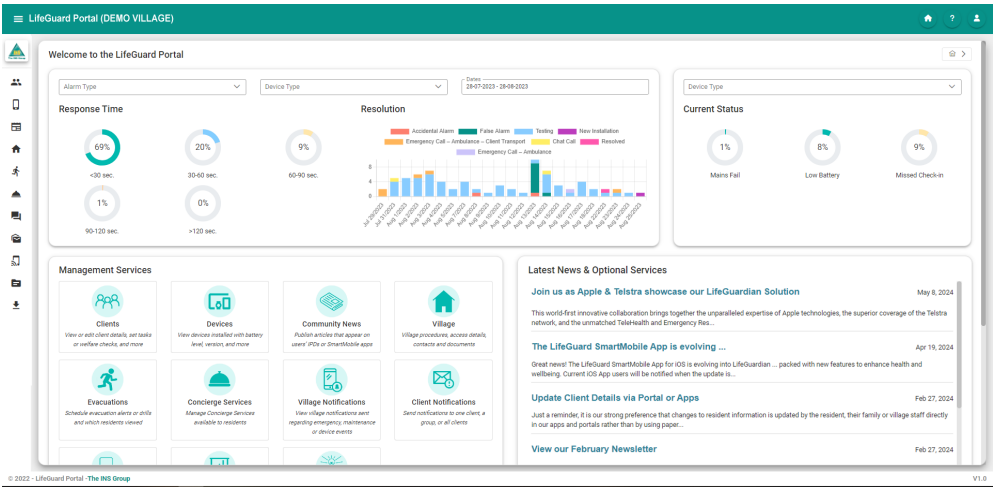
† Village Staff/Maintenance can view the client list, but no access to other client options.

*** Access to Devices can be denied to any user, upon request.*

‡ Ability to view or edit client's personal information, including health data, requires client permission.

The Home Screen

Those who have multiple villages assigned to their log-in will first select a village from the drop-down list, and then the home screen will appear.

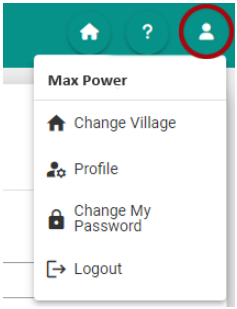


Dashboard

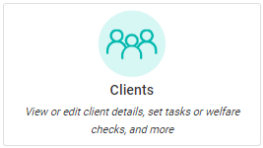
At the top of the Home Screen is the **Dashboard** which provides important information at a glance. You can filter to the desired date range and choose whether to see only specific types of alarms or devices. If you don't choose a type, all alarms and devices will be included in the stats. Whilst you can always view reports for more details (see), the dashboard gives a quick visual status report.

Profile

In the top right of the Home Screen is your Profile icon. Click that to display a menu allowing you to switch villages (for those who manage multiple villages), edit your profile, change your password, or log-out.



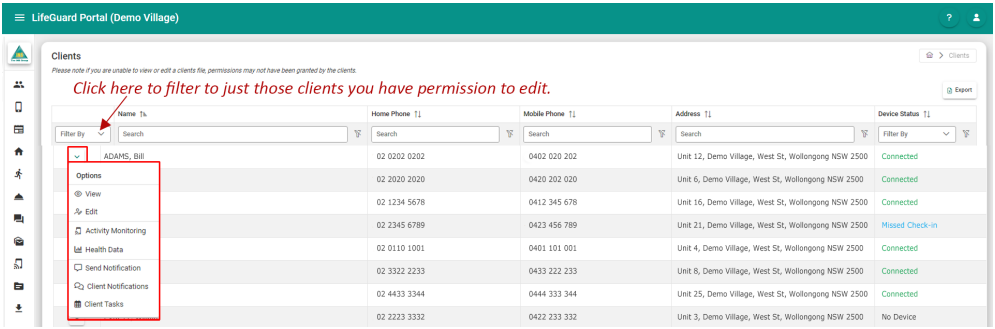
Clients



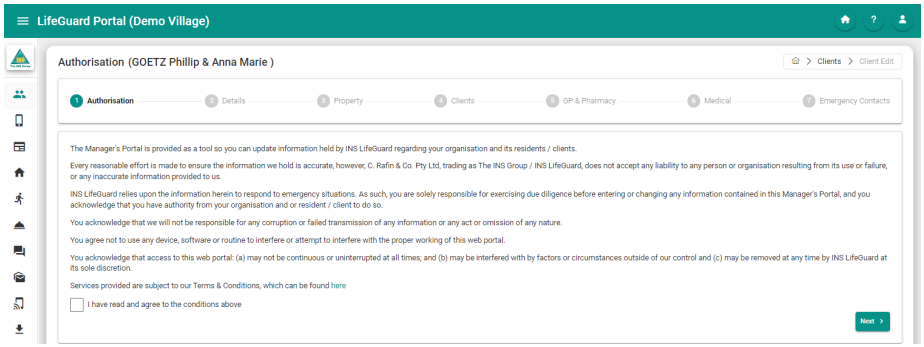
View or Edit

Click on **Clients** to view a list of active residents. Click the drop-down arrow to view or edit their personal details, if they've given their permission to do so. These options are greyed out if they have not granted this permission.

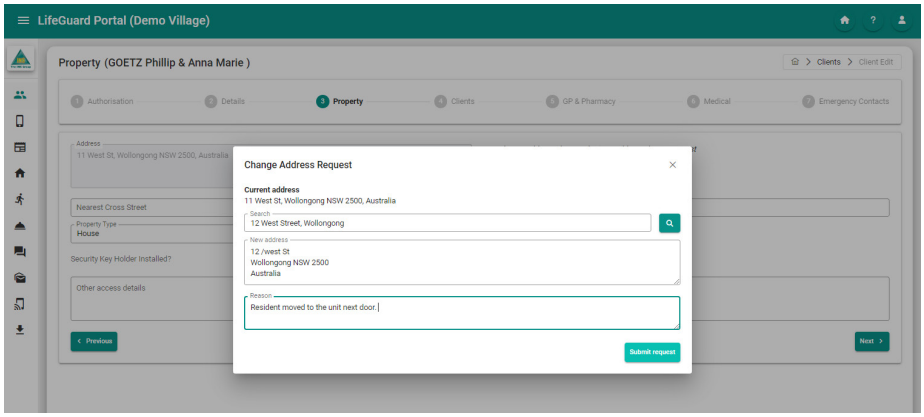
Device dependent features will be unavailable for those who don't have those devices. To filter to just those clients you have permission to edit, click the arrow to the left of the Search field.



If you have permission to edit the client's information, choose Edit from the drop down list. You must first read the disclaimer below and agree by ticking the box, then click NEXT.



Edit the information as necessary, pressing NEXT to move through each section. To change a resident's address, however, you will need to submit the request to INS LifeGuard by clicking the blue button. This is because we need to verify the information is correct, in the event we have to send emergency services to that address.



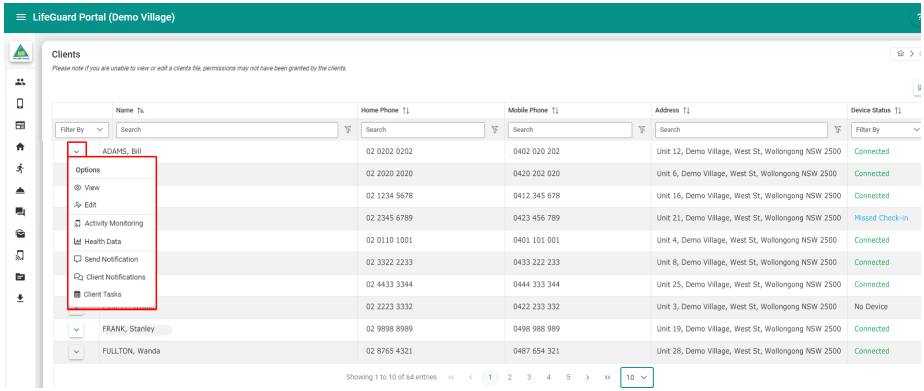
Complete all information, then press Submit Request. We will contact you if we require further information or need clarification.

When 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.

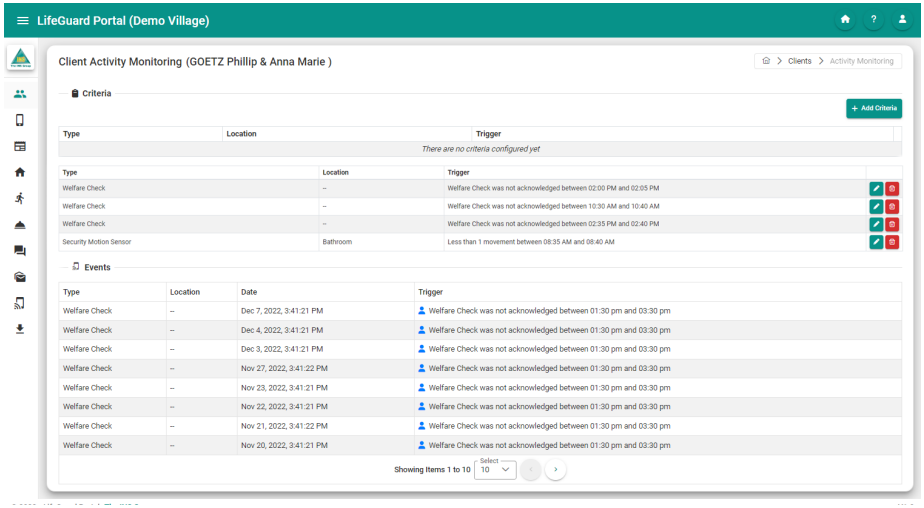
Activity Monitoring

This lets you set Welfare Checks that alert you if the resident does not respond, as well as Security Motion Sensor alerts for residents who have PIR beams set up for this purpose. You'll set the criteria that triggers alerts, and as they are triggered, events are generated so you can monitor them.

Click on **Clients** to view a list of active residents. Click the drop-down arrow next to the client you wish to monitor and choose Activity Monitoring. If it's not available, either the resident's device does not permit Activity Monitoring, or the resident has not granted permission to use this feature.

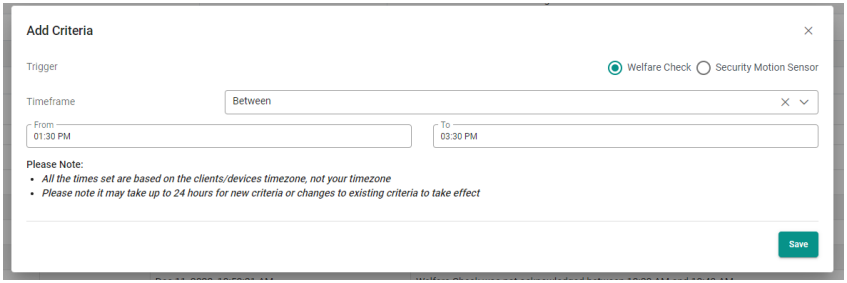


The settings to trigger either alert are called **Criteria**. You can add new criteria, or you can edit or delete existing criteria using the icons on the right. When alerts are triggered, they will appear in the **Events** list.

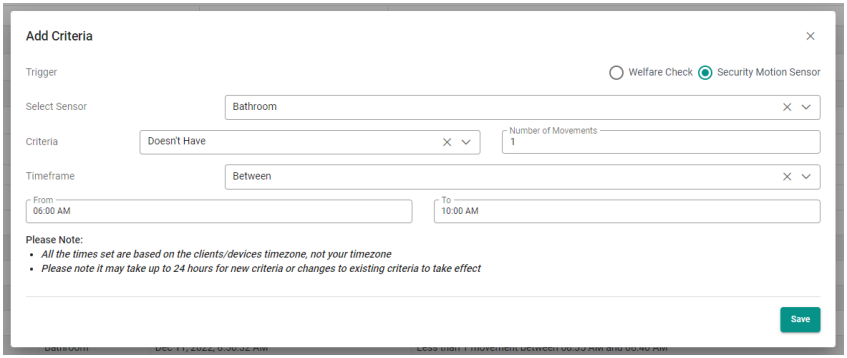


A **Welfare Check** will display a message on the resident's IP Dialler or in the LifeGuard SmartMobile app during the specified time asking the user to respond to let you know they are OK.

Choose Welfare Check as the trigger, set the timeframe during which you want the message to appear, and click SAVE.



If the resident does not acknowledge the message during that time, an event will be triggered. Currently, you'll need to view the events history in the portal, but future development will include the ability to receive these alerts via other methods.

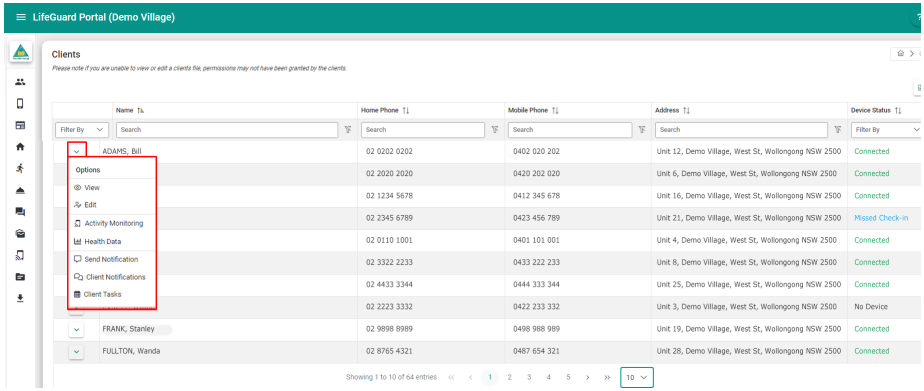


Security Motion Sensor lets you monitor a resident's infra-red (PIR) motion sensor/s. Choose the sensor you wish to monitor and whether you want to trigger the alert if it does or doesn't have a set number of movements during the timeframe you select. Then click Save.

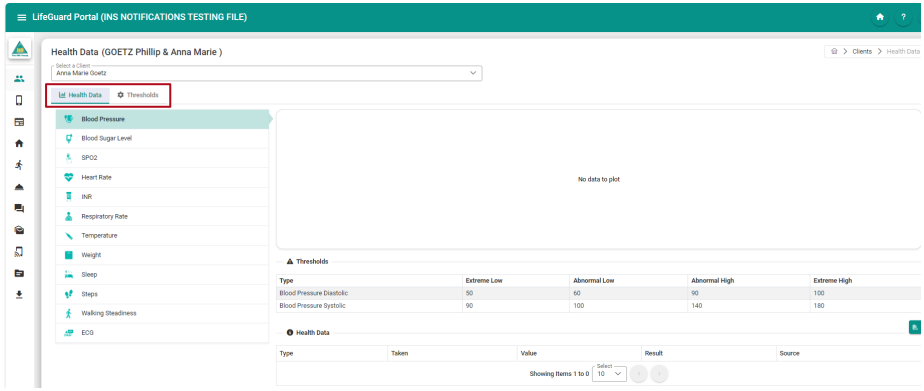
For example, you might want to know if the resident has not left their bedroom by 10 AM so you can check on them. Or you might want to know if they have not been in the kitchen between the hours of 6 AM and 6 PM, which might indicate they haven't eaten today.

Health Data

Click on **Clients** to view a list of active residents. Click the drop-down arrow next to the client you wish to view Health Data for. If it's not available, either the resident does not record health data, or the resident has not granted permission for you to view this data.



Click on the particular measurement you wish to see. You can also click on the Thresholds tab to change the settings that determine whether a particular measurement is considered abnormal for this client.

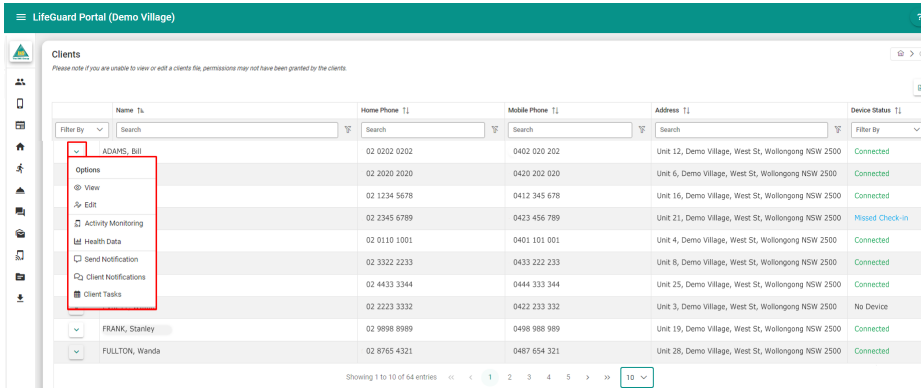


Send Notification

You can send notifications to one resident, a group of residents, or all residents in the village (if they have devices capable of receiving them). You can send Notifications from the home screen or from an individual client record. The difference is if you send from a client record, it will send only to that resident. See page 34 for information on how to send notifications to groups or all residents, and which devices are capable of receiving them.

Client Notifications (History)

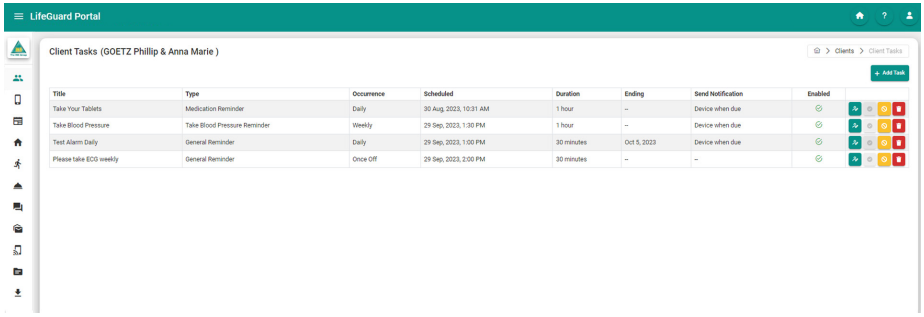
This lets you view a history of notifications that were sent to this particular resident.

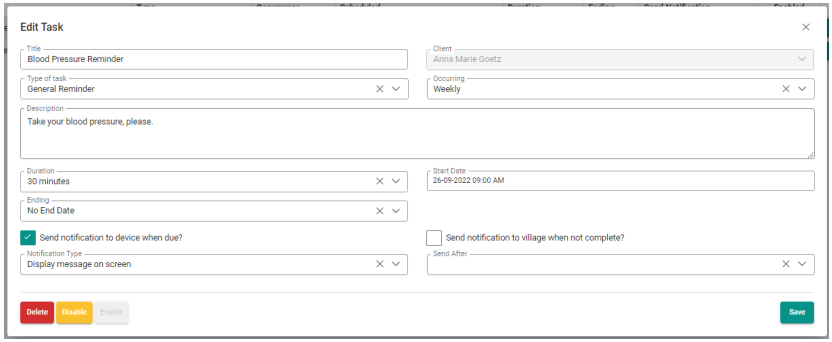


Client Tasks

Choose a client and click the drop-down arrow, then choose Client Tasks, if available. (This function is device dependent, so it may not be available on all client records.)

The portal will display a list of tasks saved for this client, if any. You can use the buttons on the right to edit, disable or delete any tasks, or use the Add Task button to add new ones.



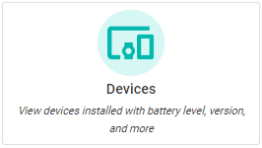


You can change the various settings as desired, then click SAVE.

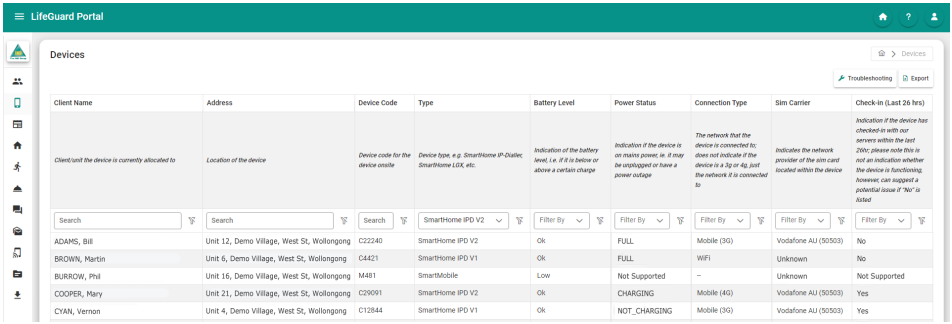
- *Occurring* – this is the frequency that this task will occur, e.g. daily, weekly, monthly, yearly, etc.
- *Description* – this is the message that will appear (or be read aloud)
- *Duration* – this is how long the message will remain on screen if not acknowledged.
- *Start Date* – you choose the day 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.

At the bottom left you'll also find buttons to delete or disable this task. If you choose disable, you can later enable this task again if you like.

Devices



This lets you see all devices across the village. You can search for specific residents, or filter by device type, battery level or status, connection type, etc. You can also export the full or filtered list to Excel by clicking the Export button in the top right.



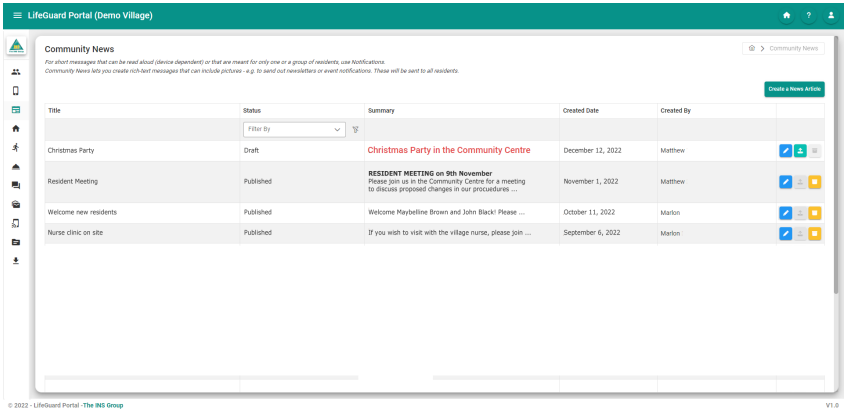
Please note, newly allocated devices will display Battery and Power Status as *Unknown*, Battery Level as *0*, and Status as *Disconnected* until an alarm is sent OR the first 26-hourly check-in has occurred. Once an alarm is sent or the check-in occurs, the portal will update to show the current status.

Community News

This feature lets you broadcast news articles to ALL residents with devices capable of receiving them (e.g. the SmartHome IP Dialler, LifeGuardian or LifeGuard SmartMobile apps). They can read these articles directly on the screens of those devices. Those with the SmartHome LGX will hear a notification read aloud to advise they have Community News available in the SmartMobile app, and that they can call INS for more information. Unfortunately, those with other devices will not receive Community News.

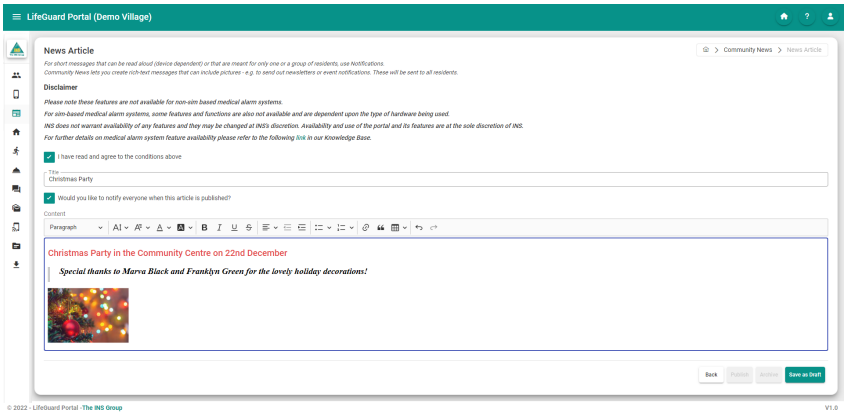
Click **Community News** to display a list of articles. Articles that have been published can be viewed by clicking them. Articles still in draft mode can be edited and either published or saved again as a draft. Articles you wish to remove from residents' devices can be archived. Use the buttons on the right to edit, publish or archive articles.

To create a new article, click the **Create a News Article** button in the top right, just below the **Log Off** button.



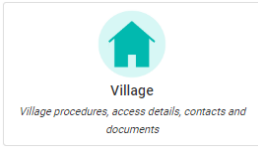
You can apply standard text formatting options, for example to make text bold or italic, or to make it align left, centre or right. You can use bullets, numbering, and other formatting functions.

You can even add pictures by simply copying them (e.g. from the internet or a document) and pasting them into the content.



Once finished creating the article, you can either choose to publish it to your residents, or save it as a draft to finish later. Once saved as a draft, the buttons will change so you can publish or archive.

Village

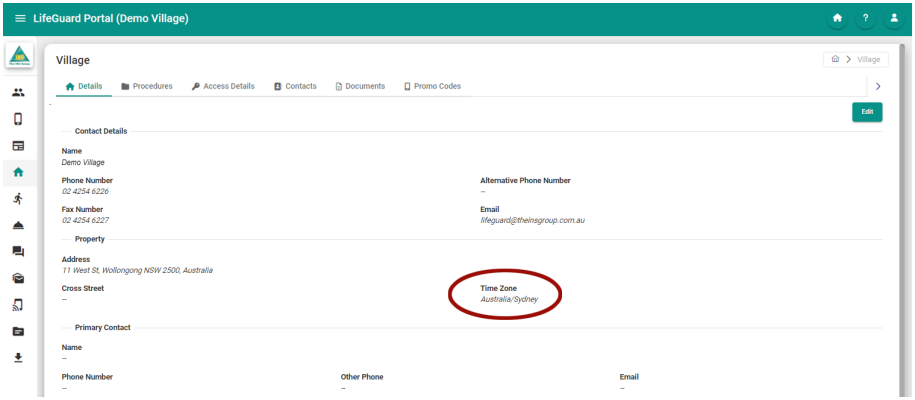


This is where you'll find information relating to your village, including procedures that INS will follow when responding to alarms, access details, contacts in the village, and documents saved on your file. Each section is explained in further detail below.

Details

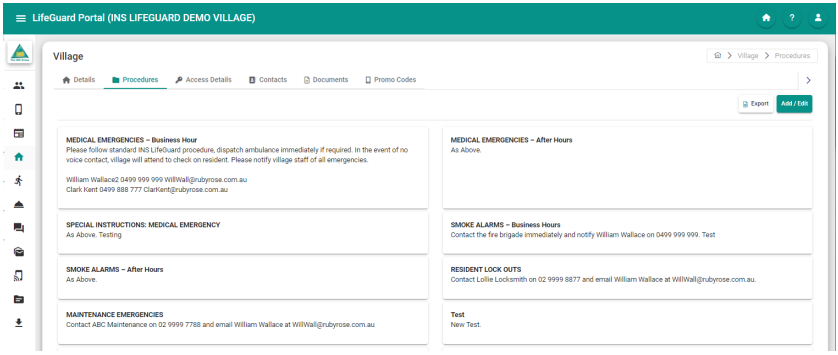
This screen shows the basic details we have on file for your village. The primary contact is shown on this screen, but the full list of contacts is under the Contacts tab, which we'll discuss below. You can edit this information at any time by clicking the EDIT button in the top right.

One thing you may wish to double-check is the Time Zone, circled below. If you wish to set up notifications to village contacts that only send during specified hours, you will need to have the time zone of the village set, which is done on this screen.



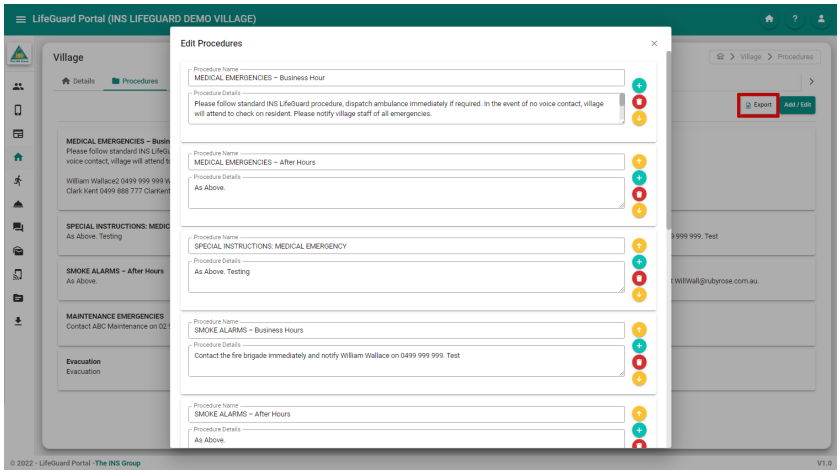
Procedures

Here you can edit the village protocols and procedures followed by INS LifeGuard when responding to alarms from your residents.



Click the **Add / Edit** button to make changes. This brings up the Edit screen.

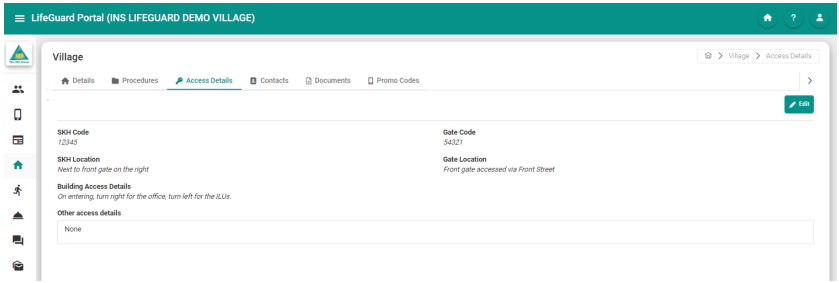
From here you can add, delete, or rearrange the various sections using the coloured buttons on the right. You can also export the information using the Export button in the top right.



Access Details

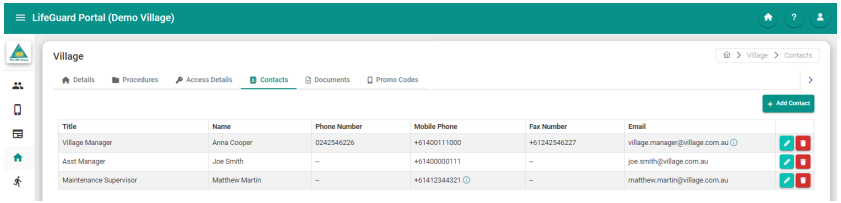
This allows you to edit your village's access details as required for Emergency Services to enter. For example, they may be required to enter a gate code to access the village grounds. Use the Edit button if you wish to change any of the information.

Note that unit-specific access details are entered on the client file.

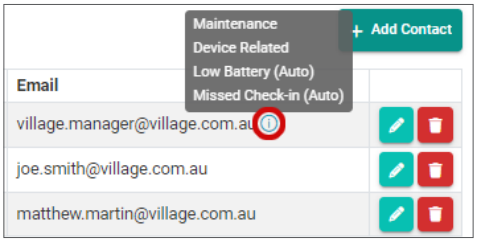


Contacts

Here you can edit village contacts and set up which notifications they will receive. The symbols next to their mobile number or email indicate whether they are currently set to receive notifications for medical emergencies* or maintenance issues, as well as for various device status events.



Hover the mouse over the ⓘ symbol next to a contact's mobile number or email address and it will display any events that are currently set to send via that method.

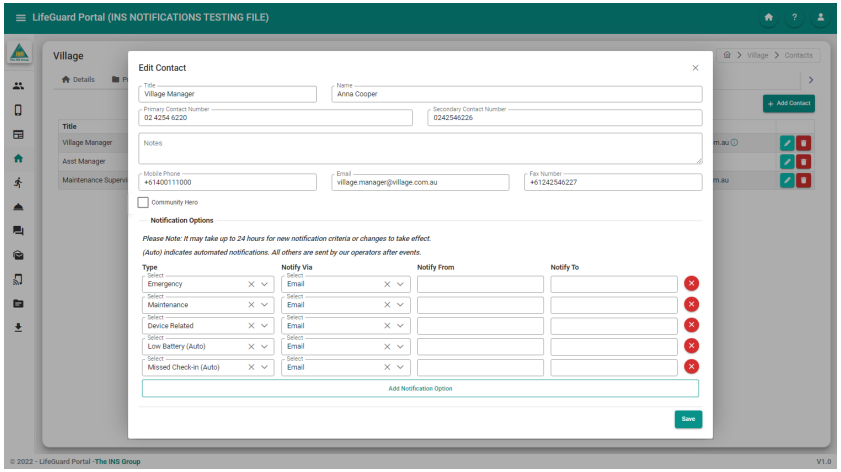


Click the pencil icon next to the contact name to edit their details, or the trash bin to delete that contact.

* *PLEASE NOTE: INS LifeGuard will only send an emergency notification email to the village in the event that a) emergency services have been called for attendance, or b) emergency services have been provided with access details prior to the attendance being cancelled.*

Setting up notifications for village contacts:

Click the pencil icon to edit any contact, or to create or edit the notifications they'll receive. At the bottom of the edit screen are their Notification Options. Edit or delete existing notification options, or click the Add Notification Options bar at the bottom to add new notifications.



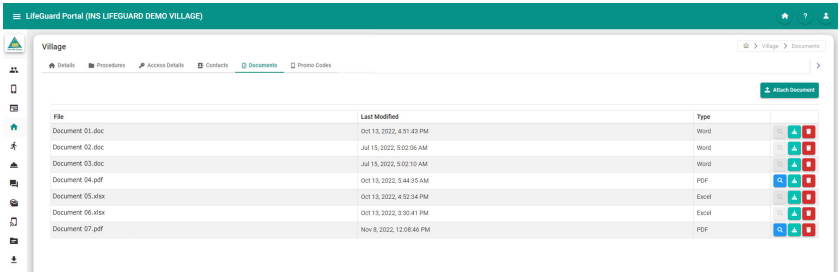
In the example above, the village manager is set to receive several types of notifications, all via Email, and at any time of the day. You can change Email to SMS if you prefer to get text notifications. If you prefer to receive notifications only during certain hours, set the From and To times in the right two boxes.

Note that to specify a time window for notifications, you must have the time zone set in the Village Details tab (see page 24).

Click SAVE when finished to save your changes.

Documents

Any relevant documentation such as village maps can be attached here, and these will be added to the residents' files so they can be accessed by INS LifeGuard operators. The buttons on the right allow you to view, download or delete these documents. Note that you can only view PDF documents in the portal. To view any other formats, you'll first need to download them.



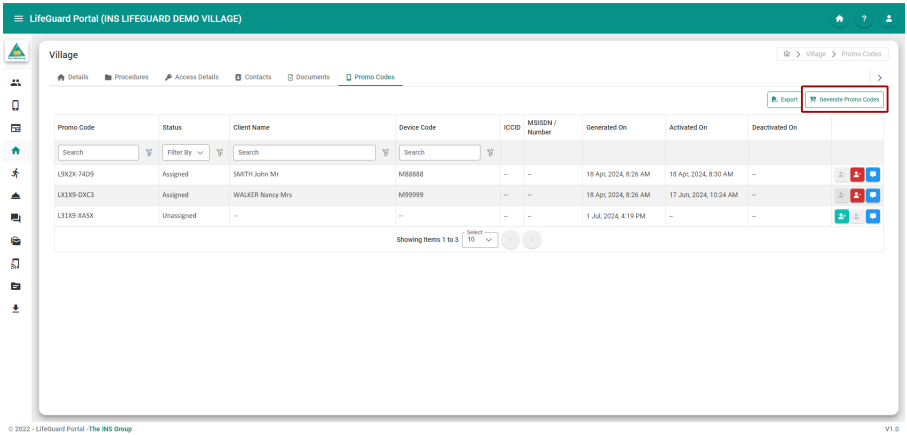
Promo Codes (LifeGuardian)

This feature is for those villages who wish to provide our new LifeGuardian service to their residents. LifeGuardian is a world-first app designed for iPhone and Apple Watch. More than a mobile alarm – LifeGuardian offers an array of preventive and reactive features to ensure a user's health and safety. LifeGuardian combines Australia's premiere Nurse-on-Call service with Telstra's leading mobile network and the unparalleled expertise of Apple's wearable technology. This means LifeGuardian can detect falls, car crashes, and even emerging patterns that might indicate potential health risks. Our nurses can conduct monthly reviews, offer advice, and suggest care plans to manage any risks, providing reports to the user's GP, if desired.

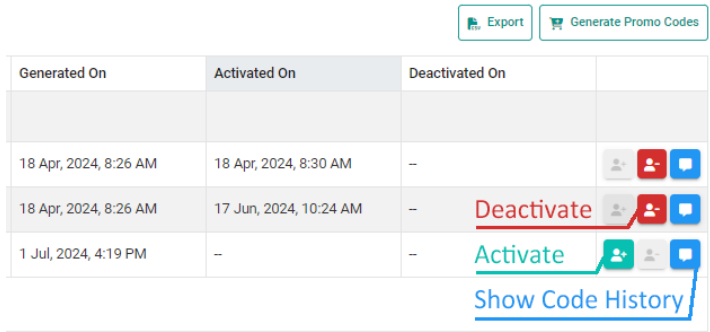
View more information, download a brochure, and scan a QR Code to try it free by visiting www.inslifeguard.com.au/lifeguardian-app.

- Residents can install the LifeGuardian app, and pay for the service via the app store OR by contacting INS LifeGuard to be invoiced. Discounts are available for residents with in-home systems supplied by the village.
- Villages wishing to pay for the LifeGuardian service for any or all of their residents can do so by generating and activating Promo Codes. You can activate 1 Promo Code, or 1,000. ***Discounts apply for residents who currently have our in-home monitoring service.***

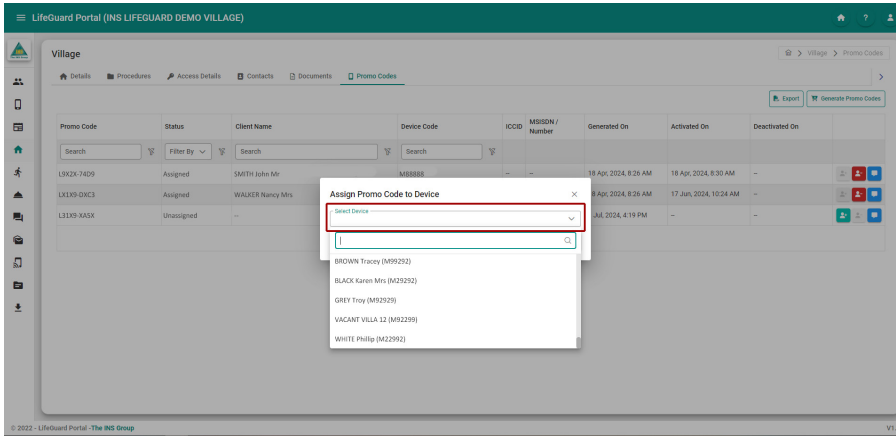
This screen shows any promo codes the village has generated, and whether or not they are currently assigned to residents. To generate new codes, click the **Generate Promo Codes** button in the top right.



Once generated, you'll see Unassigned Promo Codes in the list. You can then use the buttons on the right to **Activate** any unassigned codes, **Deactivate** to turn off billing, or **Show Code History** to see when the code was generated and a history of who it's been assigned to. You can deactivate codes at any time and later reactivate them for another resident.



When you click the Activate button, you'll be asked to choose the device/ resident to assign it to. ***The resident must first have installed the app on their iPhone and/or Apple Watch to be visible in the list.*** We recommend you activate the promo code before their free trial period ends to ensure the resident isn't charged directly for the service.

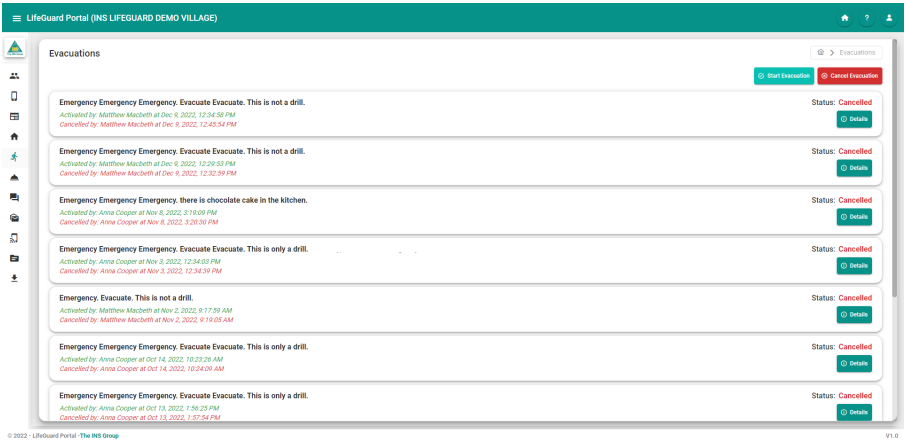


You can Export the displayed list of Promo Codes at any time by clicking the **Export** button in the top right of the screen.

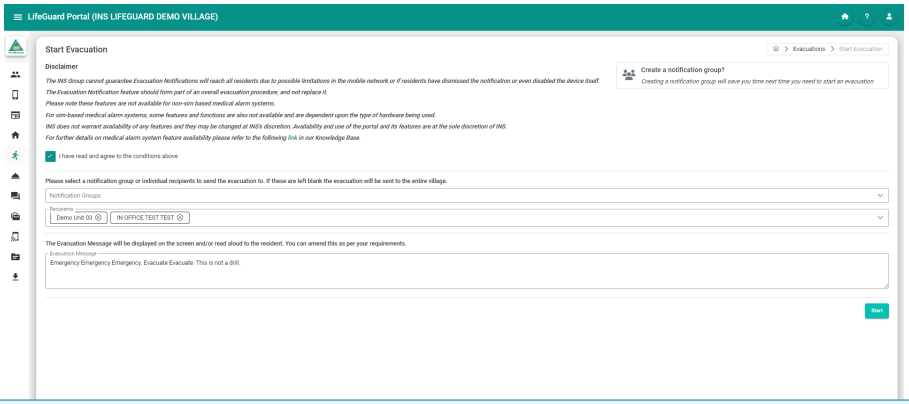
Evacuations

This is where you can release emergency evacuations, both practice drills and actual emergency alerts. The first screen shows a history of past alerts. You can click the Details button to see which residents received the alerts, and which have acknowledged them.

Not all devices can receive Evacuation Alerts. To see if the devices installed in your village can and what limitations they may have, please click here.



To start an emergency evacuation alert, click the **Start Evacuation** button.



NOTE: *The receipt of evacuation alerts by devices is dependent on mobile network connectivity, which INS has no control over. As such it should not be the primary form of evacuating village residents in an emergency, but rather form part of the overall evacuation procedure.*

You'll first need to read a disclaimer and tick to indicate you have read and agreed to the conditions given, ***including the limitations of your devices***.

If you wish to send the alert to only specific residents, you can select them in the Recipients Box. Leave it blank to send to all residents. You can also use any Notification Groups you've previously saved, or create new ones by clicking **Create a notification group** in the top right.

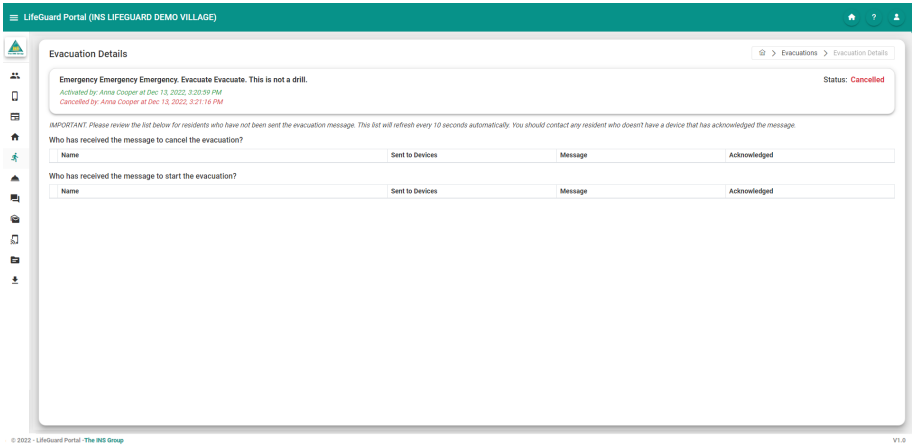
You can edit the message that will be displayed on their IP Dialler and LifeGuard SmartMobile screens in the Evacuation Message box. This message will also be read aloud on devices that allow this function.

When ready to send the alert, click the Start button. Once you start the alert, a warning siren will sound and the message will be read aloud. Residents with IP Diallers or SmartMobile apps will also see an alert on screen.

A list will populate in the portal during the alert showing all the residents the alert was sent to, and whether or not their device received the notification. It will also advise whether residents with IP Diallers or SmartMobile apps acknowledged the message. You must cancel the evacuation if you want their devices to stop alarming.

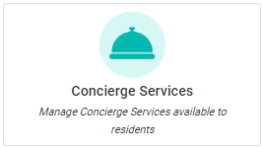
INS recommends allowing the alert to run for a minimum of 5 minutes.

To cancel an evacuation, click the Cancel Evacuation button in the top right corner of the screen.



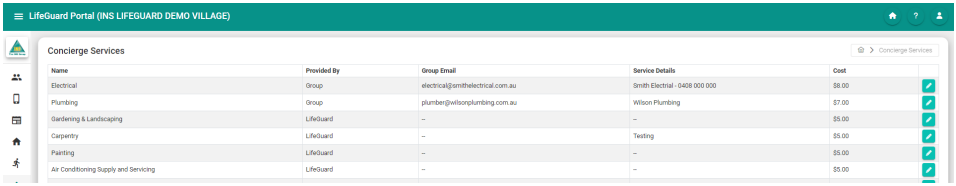
The portal will then show the status of the alert as Cancelled.

Concierge Services

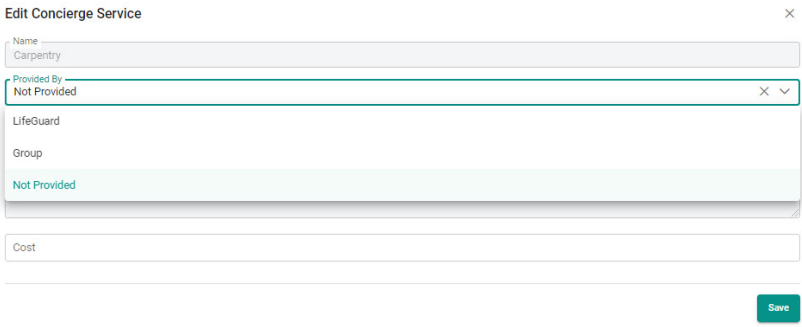


This area is where you can manage the services available via the ***My Concierge*** function on the residents' IP Diallers and SmartMobile apps. This is an optional service you can choose to offer your residents. INS LifeGuard offers a white label service whereby we can respond as the village desires to any service requests for a nominal fee. Alternatively, the village can decide how they'll respond to requests.

PLEASE NOTE: ***if you wish to use INS LifeGuard as a white label service provider for your Concierge Services, please contact us first so we can set it up for your organisation.***



For each service listed, click the **Edit** button to choose whether the particular service will be offered to your residents, and if so, who will handle the service requests.



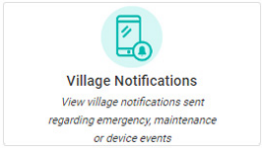
To use our White Label Service, select **LifeGuard** in the **Provided By** field.

If you would prefer that your organisation handle the service requests, select **Group** under **Provided By**, then enter the email address that service requests will be sent to under **Group Email** field.

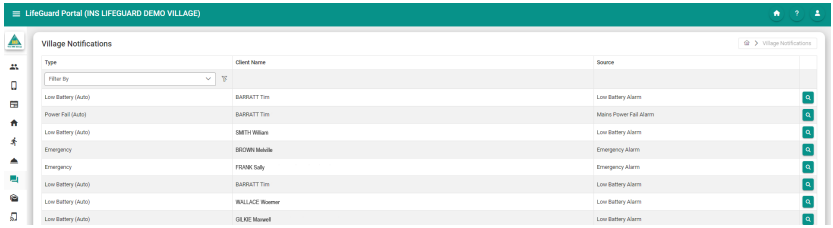
Add any service details you wish the residents to see, and the cost of that service to the resident, then click **Save**.

If you would prefer not to offer that service, choose **Not Provided**, and residents will not see this option.

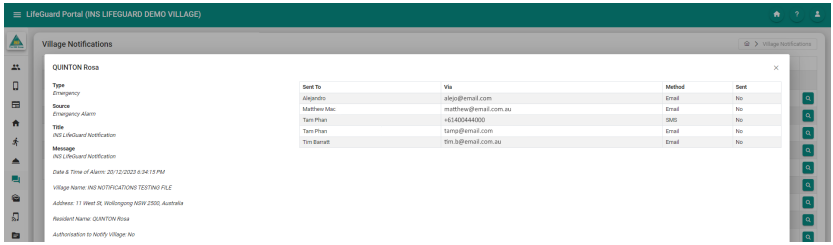
Village Notifications



This screen shows a list of notifications that have been sent to village contacts as per the criteria that's been set up. To manage the types of notifications that are sent to your village contacts, please see page 26.

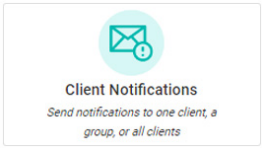


You can click the magnifying glass symbol next to any notification to view the details of that particular notification and who it was sent to.



You can also generate reports to show the notifications that have been sent (see page 37).

Client Notifications



This is for notifications you wish to send to a group or all residents. To send notifications to just one individual, locate them in the Client list and choose Send Notifications from the drop-down list by their name. (See page 19).

Not all devices can receive Notifications. To see if the devices installed in your village can, please click here.

Notifications sent to residents with IP Diallers, LifeGuardian or LifeGuard SmartMobile apps will make a chime sound to alert the resident that they have received a notification. A preview of the notification will appear on screen which they can tap to open and read the full message, or to close it. You can decide whether the message will be displayed on screen (for those devices that have screens) or read aloud.

Note for those with SmartHome IP Diallers:

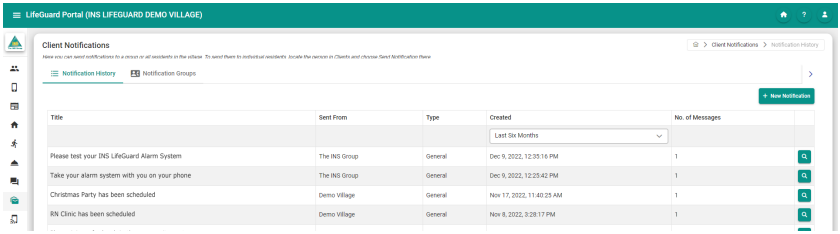
Unread notifications are indicated with a number on the IP Dialler screen. If they remain unread, the device will chime each morning on waking, and again every hour until the resident reads and/or closes the notification.

This is something to bear in mind if you receive reports from your residents that the device is making a chime noise. You might wish to advise them to check whether they have unread notifications.

Notification History

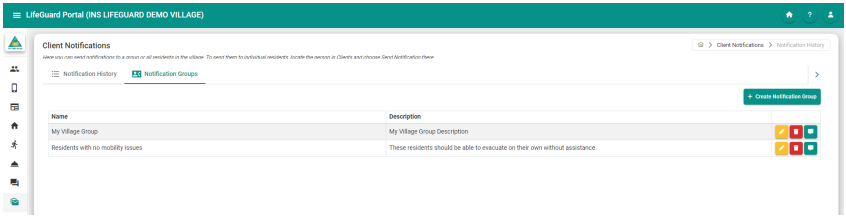
On this screen you'll see the **Notification History**, which shows all notifications previously sent. Click the search icon to the right of a notification to view the full details.

NOTE: *The receipt of notifications by the residents' devices is dependent on mobile network connectivity at the time the notification is sent. Notifications will be received when network connectivity is optimum. Delivery throughout the village may be staggered based on the number of devices the notification was sent to, and is reliant on a network that INS has no control over. As such, INS cannot warrant delivery of messages to the devices.*



Notification Groups

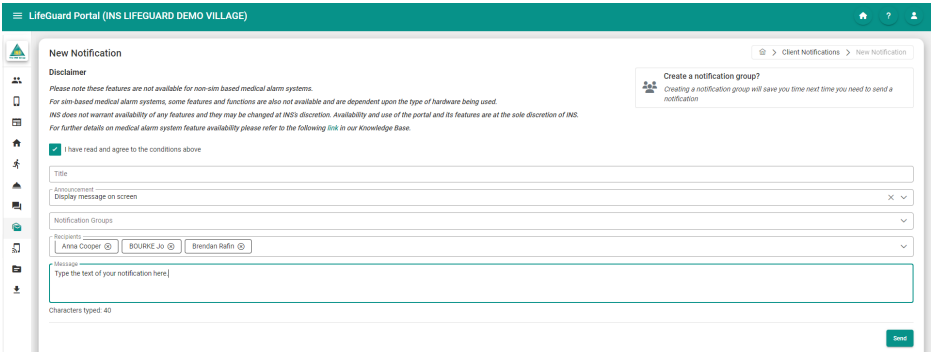
This shows notification groups you have created and allow you to edit or delete them. You can also create new notification groups here.



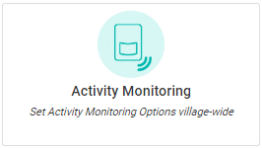
New Notification

To create a notification, click the **Create New Notification** Button. You must read the disclaimer at the top of the screen and tick the box to indicate you agree to the conditions.

Next you'll choose whether the message will be displayed on screen or read aloud (device dependent – please see note at the start of this chapter). To send to a Notification Group, choose it from the list or create a new one. Alternatively you can select specific residents, or leave blank to send to all residents. Click SEND when you're ready to send the notification.



Activity Monitoring

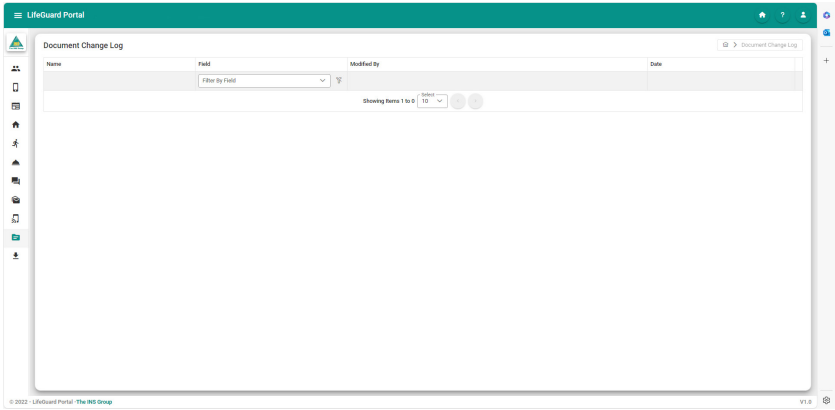


You can set Welfare Checks that alert you if residents do not respond, as well as Security Motion Sensor alerts for residents with PIR beams set up for this purpose. Activity Monitoring requires devices capable of receiving on-screen notifications. To check if your devices can, click here.

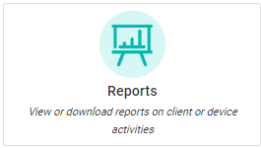
The Activity Monitoring button on the home screen is used to set Welfare Checks that apply to all residents in the village. But the process of setting them is essentially the same as for individuals, as explained on page 16.

Change Log

This provides a history of changes made to any information in the portal by your organisation's users, including the date and time, as well as who made the change. This feature was requested via feedback from village managers.



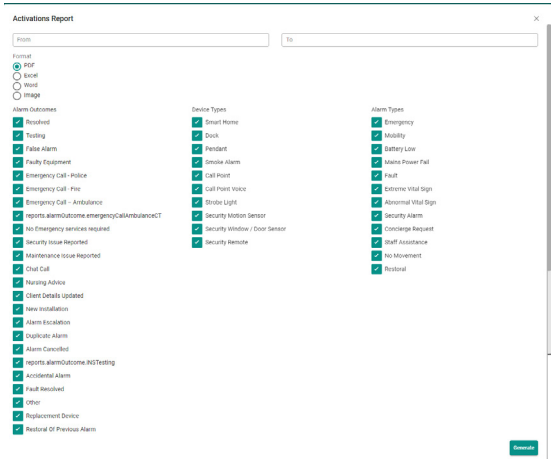
Reports



You can generate various reports from this screen and even schedule reports to be sent daily, weekly or monthly.

Activations Report

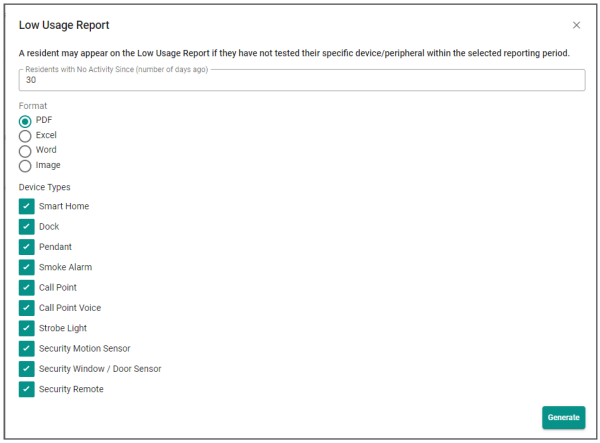
This report shows a list of all alarms received, and includes the residents' names, alarm type, and which device the alarm was received from. You can decide what format to save the report in, and which devices and alarm types to include. You can also select the date range for the report.



Low Usage Report

This report lets you see residents that have not activated their alarm within the specified number of days. The report shows the residents' names, location, alarm type (e.g. pendant) and the date the last alarm was received. Again, you can choose the format and which device types to include.

Please note: If you select a specific alarm origin, e.g. pendant, a resident that has tested via the HELP button will still appear on the low usage report.

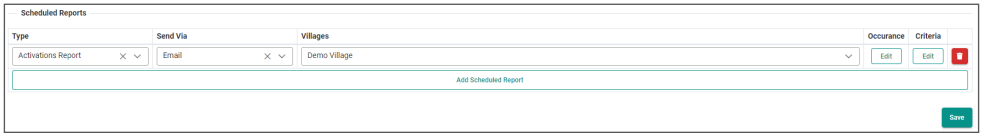


Village Notifications Report

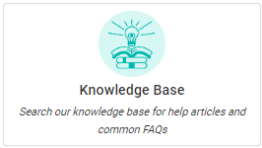
This report shows a summary of notifications sent to village contacts within the specified time.

Scheduled Reports

The Scheduled Reports button in the top right of the Reports page takes you to your profile where you can set any of these reports to be automatically emailed to you daily, weekly or monthly.



Knowledge Base



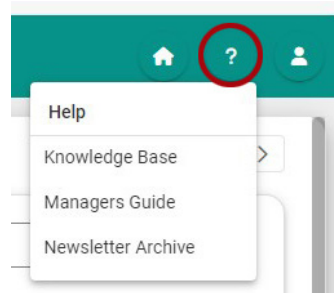
Search our Knowledge Base for help articles and answers to common FAQs. You'll also find tech support videos to assist with any issues that may arise.

You can also access the Knowledge Base from the Help menu in the top right of the screen (see below).

Help Menu

Click the Help Menu for access to our searchable Knowledge Base, to view this Manager's Guide, or to access our Newsletter Archive.

If you do not currently receive our Newsletter, click the ***join our mailing list*** button at the top of the archive to subscribe.



Disclaimer

The Manager's Portal is provided as a tool so you can update information held by INS LifeGuard regarding your organisation and its residents/clients. 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 Manager's Portal, and you acknowledge that you have authority from your organisation and/or resident/client 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 Questions Frequently Asked by Residents

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 follow the village protocols, and 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.

Radiofrequency energy from mobile devices and other technoloies, including our mobile alarms, may cause interference with pacemakers. You should consult with your doctor to be sure, however most who wear a pacemaker can still safely use these devices by taking these simple precautions:

- **PROPER STORAGE** - avoid placing or wearing them next to the pacemaker. For instance, don't carry your mobile device in your shirt or jacket pocket if it rests near the pacemaker.
- **PROPER DISTANCE** - hold your mobile device to the ear opposite the side of the body where the pacemaker is implanted. Ensure your mobile device remain at least 15 centimetres away from your pacemaker.

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 LifeGuardian app available for?

LifeGuardian is world-first app designed for iPhone and Apple Watch. More than a mobile alarm, LifeGuardian offers an array of preventive and reactive features to ensure a user's health and safety. LifeGuardian can detect falls, car crashes, and even emerging patterns that might indicate potential health risks. Our nurses can conduct monthly reviews, offer advice, and suggest care plans to manage any risks, providing reports to the user's GP, if desired. The village can generate Promo Codes to assign to residents if they wish to cover the cost of the LifeGuardian services for them. See page 28 for more information.

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 Android phones (version 4.4 or higher) with a minimum 5" screen.

How does the mobile LifeGuard SmartTracker work?

It works 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. It also functions as a fall detector, has a docking station for easy charging, and is waterproof IPX6, so it can be safely worn in the shower.

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.

Please see page 41 for precautions about using mobile devices safely with pacemakers.

INS LifeGuard

Free Call 1800 636 226

www.inslifeguard.com.au