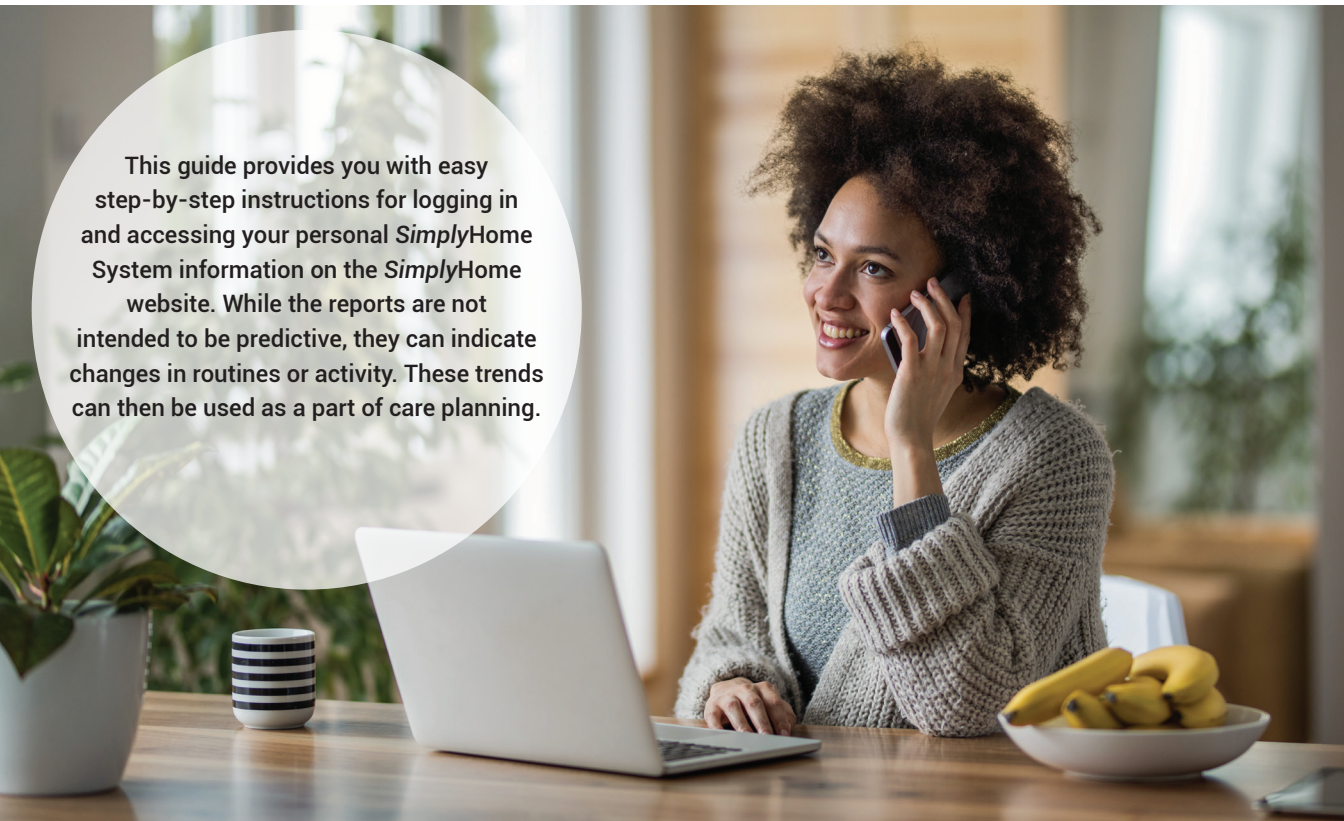




Customer Website Guide

simplyhomeclient.com

This guide provides you with easy step-by-step instructions for logging in and accessing your personal *SimplyHome* System information on the *SimplyHome* website. While the reports are not intended to be predictive, they can indicate changes in routines or activity. These trends can then be used as a part of care planning.



Customer Website Guide

Login Page



Accessing Your Website

1. Open an internet browser (such as Internet Explorer) on your computer.
2. In the address bar, type in: **www.simply-home.com** and click on the Login button in the top right corner. A new page appears. Out of the products shown, choose the *SimplyHome* System. You can also go directly to the login page by typing in: **www.simplyhomeclient.com**
3. Once the Login page appears, type in the Username and Password assigned to you by a *SimplyHome* Customer Service Representative. You will be asked to change your password after the first time you log in.
4. Click the Login button.

My Username: _____ My Password: _____
(for your records)

Forgot your password? Click on the link on the login page and enter your username to reset your password. If your username and password do not work, or you lock yourself out of your account, please contact us at 1-877-684-3581 or email help@simply-home.com.

My Dashboard



Navigating Your Dashboard

The **Left Sidebar** tells you which account you are viewing and which client you are viewing. If you provide care for several programs and individuals with *SimplyHome* systems, you may click in the "You are viewing" drop-down box to access the other accounts. You may also select the client under the "Current Client" drop-down box.

The **System Status** box reports if your system is connected. If you see an error message, such as "Your system is currently disconnected..." please refer to the reconnection instructions included in your user manual. If you need additional assistance after following the steps (which are also accessible on our website at www.simply-home.com/troubleshooting), please contact us.

There are two main sections addressed on the dashboard: Recent Notifications and Recent Activity. You can see more detail about Notifications and Recent Activity by clicking "More" in the bottom right corner of the box.

Recent Notifications list the most recent sensor alerts that were sent by your system and the time they were sent.

Recent Activity shows the most recent sensor activity for your system.



Welcome Home, Amanda!

My Dashboard My Home Reports Admin

You are viewing: SimplyHome Demo
Current Client: View All

System Status
Your system is disconnected and has not responded since: !

My Home | Sensors

- Sensors
- Cameras
- Notifications
- Discussions
- Settings

Description	Date/Time
Door	12/3/2015 1:00:08 PM
Door	12/3/2015 12:32:35 PM

Normal/Closed Active/Open Trouble

My Home Tab

- Under the **My Home** tab, select **Sensors**. A list appears noting all the sensors included in your system.
- Sensors have three main activity types. Each sensor displays its current state: **Normal/Closed**, **Active/Open**, **Trouble**. The time of the most recent state change is indicated to the right of its state.
- A sensor with a **Trouble** condition will also appear below the System Status box.
- If you have more than 12 sensors, you will have more than one page. Click **Next** in the bottom right corner to view those sensors.
- This page lists all of the notifications programmed into your system.
- It shows the notification description and the date/time when it was last sent by your system.
- By clicking on the **Details** button, you can also see who the notifications are addressed to, along with the content of the notification.
- If you have more than 15 notifications, you will have to click **Next** to view the next page.
- The Settings page lists all of the basic information about your system including where it is installed, the master email address, and location phone numbers.
- It includes the account settings, **Users** and **Clients**.
- To change any of this information, the administrator you have chosen for your account can type the new information in the boxes then select **Update**. You may also email the updated information to help@simply-home.com.



Sensors



Notifications



Settings



REPORTING

- From the **Reports** tab, select the type of report you would like to run: **Sensor** or **Notification**.
- Next, choose whether you would like a graph, table, or spreadsheet.
- A sensor with a **Trouble** condition will also appear below the System Status box.
- Finally, there are 3 different reports:
 - Summary:** There are 2 forms of the summary report. If you choose every sensor, then you will receive a count of the sensor activity for every sensor over the dates you choose. If you choose one particular sensor then the report will show you a count of the sensor activity for that sensor for each day in the date range you selected.
 - Hourly:** The hourly report will show all of the openings and closings for the sensors that you selected over the date range you selected.
 - Average:** The average report gives you the earliest time, the latest time, and the average time that a sensor is activated over the time that you selected. Typically, you want these lines to be as flat as possible to show consistency of care/supports over time.

Security Features

- Data sent from your home service to our servers is sent using a custom encryption key to ensure that your data is valid and secure.
- Your system is monitored to ensure that all sensors and modules are working properly. Should any issues arise, notifications are sent to you via your preferred contact method.
- Changes to your account can only be made by the approved administrator of the account. All change requests must be made in writing and sent to our Customer Service Specialists via email: help@simply-home.com
- Your customer website is password protected, and access to your information is secured using industry leading 2048 bit signatures with 256 bit encryption.

As is the case with all of our systems, they are in place to help family members and caregivers to respond should there be a need. The *SimplyHome* systems cannot predict a negative event nor can they prevent them. Our supports are simply a tool to help you respond and make the appropriate decisions for your specific needs.

