

# IRT Connect - Retirement Villages

## Frequently asked questions for residents



### How do I download IRT Connect?

IRT Connect is free and can be downloaded from the Apple App store or the Google Play store. Simply search for 'IRT Connect', download the app, enter your login details and follow the steps to get started. The app is also already installed on your Samsung tablet given to you by IRT.

### Where do I get my login details from?

During your tech support consultation you'll be provided with a letter containing your login details.

### What devices are supported?

IRT Connect can be used on Apple iPhone versions 6s and above, iPad 2 and above and Android 7 and above.

### Is there a charge or subscription fee to use IRT Connect?

No, IRT Connect is free. If we introduce a fee in the future, we will give you notice and the option to end your free subscription.

### What should I do if I need help or can't login to IRT Connect?

If you are having trouble downloading or logging in to the app, please speak to your Retirement Village Manager, Retirement Village Officer, or a 'Resident Champion' at your village. You can also contact IRT's Customer Service team on 134 478.

### What is a Resident Champion?

Resident Champions are people within your village who volunteered to be trained in how to use IRT Connect so they could provide informal support to their fellow residents. Your Retirement Village Manager has the details of who your resident champions are.

### Can my family use IRT Connect?

Yes, you can invite your family to use IRT connect. You can do this via the 'Address Book' tile in the app.

## What If I am not receiving the notifications from my Retirement Village Manager?

Make sure you have allowed IRT Connect to send you notifications, check your phone settings for your app permissions status. You can also contact IRT's Customer Service team on 134 478.

## What if I later decide I no longer want my family to have access to the app?

You can remove your family's access at any time by removing them as a contact in the 'Address Book' tile. Alternatively, please call IRT's Customer Service team on 134 478 if you need further support.

## Who can access my information on the app?

Your name, email address and phone number are only visible to IRT employees and people you have invited into your address book, such as family members. IRT does not keep a record of your password details. If you have any further questions, please speak to your Retirement Village Manager or use the 'Contact IRT' tile in the app to contact IRT or provide your feedback.

## What features are available for me to use on IRT Connect?

IRT Connect will enable you to:

- connect with your loved one via video calling
- keep up-to-date with the latest news from IRT
- access important health information (COVID-19)
- read the latest village newsletter and updates from your Retirement Village Manager
- read inspiring stories and expert advice on The Good Life
- access IRT's contact details to get in touch with us easily
- access to the Entertainment Hub.

## How do I start a video call?

First you will need to add the person you wish to video call as a contact within the 'Address Book' tile. That person will receive a message inviting them to install IRT Connect and set up their login details. Once this is done:

1. Open the IRT Connect app on your device
2. Select the tile called 'Family and Friends'
3. Find the individual you want to call and press the 'call' button underneath their profile picture.
4. To end the call, press the red phone button on the screen.

## How do I end a video call once it's finished?

Press the red 'phone' button on your screen to end the call.

## Do my family and friends need the IRT Connect app to do a video call with me?

Yes. They will need to install IRT Connect on their device. However, for security purposes, they will not be able to log in until you send them an invitation via the 'Address Book' tile.

Once you invite them, they will receive a text message inviting them to download IRT Connect and log. You will then be able to video call them.

## What do I do if my family or friend doesn't answer?

If someone doesn't answer your call on the first attempt, wait one minute and try again. If it is your first time calling them using IRT Connect, you might want to check that they have installed IRT Connect and are logged in.

## What do I do if I accidentally end the video call?

If the call is initiated and drops out or you accidentally end it, simply call the family member back.

## I have a loved one in an IRT aged care centre. How do I organise a video call with them?

If they have their own device, you can invite your loved one to become a contact in your address book and call them at any time.

If your loved one does not have their own device, you can arrange a video call using one of the shared devices at that site. To schedule a video call using one of the shared devices at site, simply call the aged care centre where your loved one lives to book an available time. Calls can be booked between Monday and Friday, 9.30am to 3pm. Our aged care centres have a limited number of devices on site, so we recommend booking in advance.

## What if aged care centre already arranges video calls for me and my loved one?

If you have been receiving video calls from our aged care centres via an open schedule, e.g. Tuesday between 9am and 11am, you will continue these arrangements on the IRT Connect app.

## How do I view my site's activity calendar?

To access your site's activity calendar, press the tile labelled 'Village Activities.'

## How do I view the latest newsletter for my village?

To view the latest newsletter for your village, press the tile labelled 'Village Newsletter'.

## How do I access the Entertainment Hub?

Please use the Samsung tablet device you have been given by IRT or your own personal device and make sure you are connected to the IRT Network unique to your villa. Please enter the IRT Connect app and select the tile labelled 'Entertainment'. A technician will assist you with accessing movies during your 2 hr consultation.

## Do I pay for movies?

No, the movies are free for one year from move in date.

## Can I watch movies outside of my home?

No, The movies can only be accessed from within your apartment when connected to the IRT Network unique to your villa. You will also be able to connect to the Entertainment Hub from the Henry Brooks Estate Clubhouse once completed.

## Can I watch movies on multiple devices?

Yes, you can download the IRT Connect app to any device and watch movies when connected to the IRT Network unique to your villa.

## How do I play movies?

During your free 2 hr consultation with a technician you will be given instructions on how to use the Entertainment Hub. Alternatively your Retirement Village Manager can show you how to access and play movies.

## Can I play the movies on my TV?

Depending on your TV you may be able to cast the movies from the Samsung tablet to your TV screen. Your technician will assess if this is possible during your free 2 hr consultation.

## Will IRT provide us with training on how to use IRT Connect?

Yes. In the coming months, we'll be offering training to all Retirement Village residents on how to use IRT Connect. Your Retirement Village Manager will let you know when this is happening.

## **Will additional features be available in the future?**

Yes, we're working on releasing more features soon. One of these features includes being able to request and track maintenance work. We'll let you know when this and other features become available. We will continually look to add new features and improvements to the app and welcome any feedback or suggestions you may have.

## **I access multiple services from IRT, why can I only see one of these services on IRT Connect?**

We're working to ensure the app will support your needs and show you information from the different services you receive from IRT. As soon as it's ready, we'll let you know.

## **Who should I contact if I'm having technical issues with the app?**

Please call the IRT Customer Service team on **134 478**.

## **Who should I contact if I need general support with how to use the app?**

If you need support with using IRT Connect, please speak to your Retirement Village Manager, Retirement Village Officer, or a 'Resident Champion' at your village. You can also contact IRT's Customer Service team on 134 478.

## **Where can I access more information about IRT Connect?**

You can read more about IRT Connect and its features at [irt.org.au/irt-connect/](http://irt.org.au/irt-connect/).