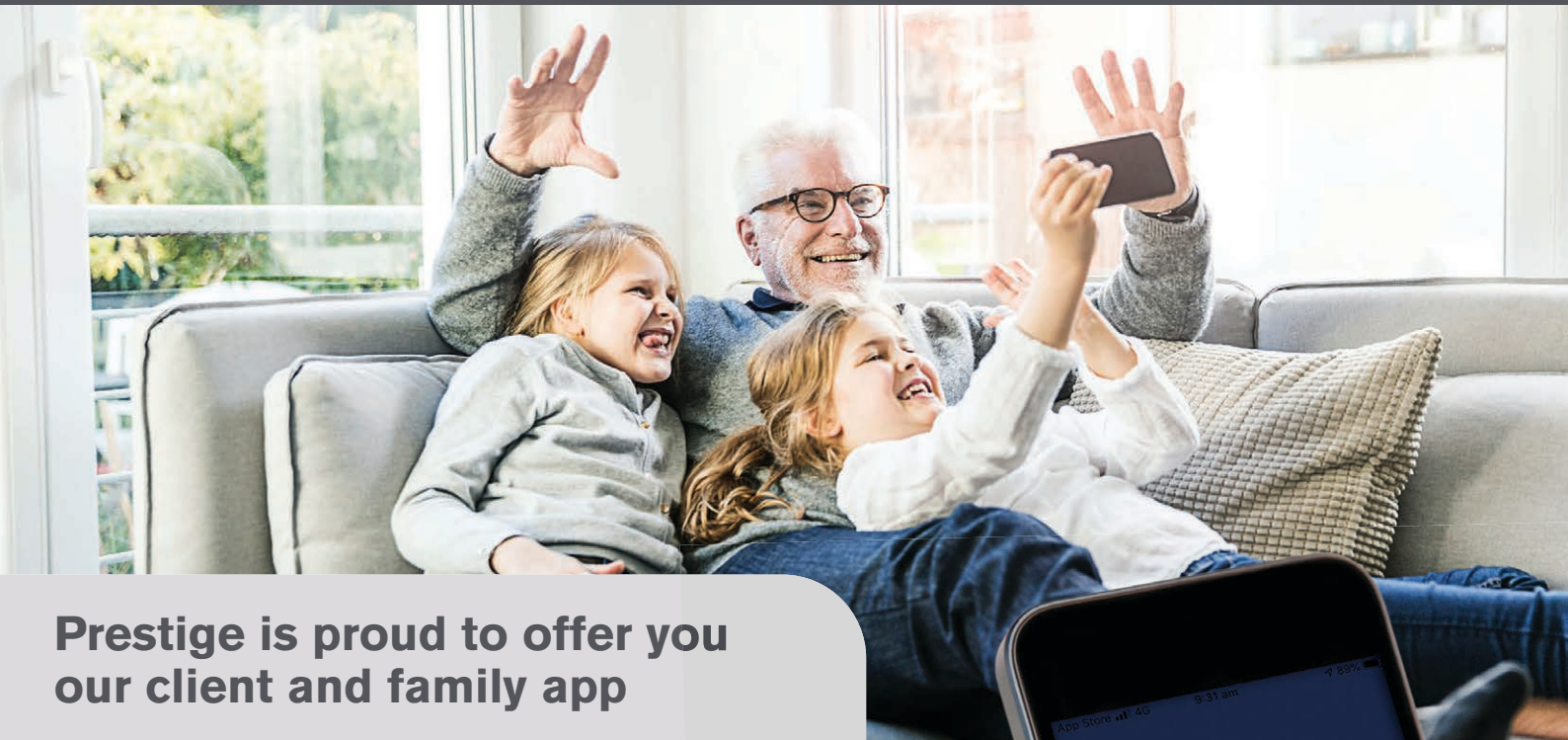


# Extraordinary people. Extraordinary care.



## Prestige is proud to offer you our client and family app

### A communication platform that puts your care information and access to Prestige at your fingertips.

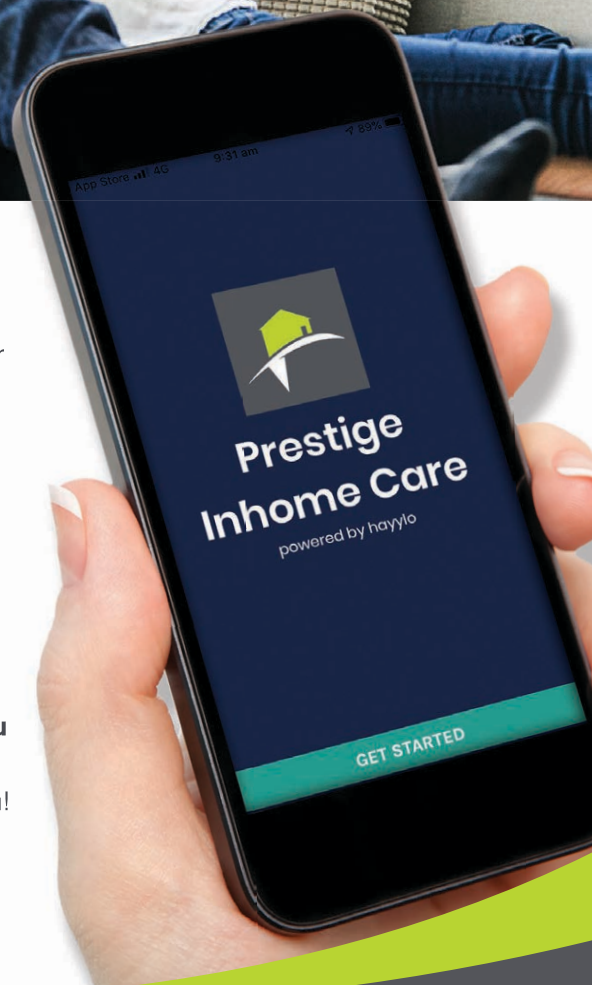
The My Prestige app has been developed to give our clients and their families access to rosters, billing information and our care coordination team. You will also have the ability to request any changes to your roster online, including requesting additional shifts, changing times or shift cancellations.

You can use these functions yourself or you can easily invite other members of your family to access the app as well.

You are in control of making sure your information is always secure.

We can also keep you abreast of all the latest company news and COVID-19 updates. For those not comfortable using an app, there will still be the option to continue phoning our office on **1300 10 30 10** or emailing us at **info@prestigeinhomecare.com.au**

This app is available at no cost to you! So, why not register now?



**PRESTIGE**  
inhome care

**1300 10 30 10**  
prestigeinhomecare.com.au

## MY PRESTIGE APP USER GUIDE

### Overview

This guide is intended to provide basic user instructions on the key functionalities available in the Prestige app powered by hayylo.

## DOWNLOADING THE APP

You will receive an sms from us with an invitation to download the app. Once you receive this confirmation follow the instructions below to download the app.

1. Access the Play Store (Android) or App Store (iPhone) using your smartphone or tablet
2. Search **My Prestige**
3. Select Prestige app
4. Click Download (download will start)



## LOGGING INTO THE APP FOR THE FIRST TIME

Your login credentials will be based on the mobile telephone number held by Prestige.

If you are unable to login, please contact support@hayylo.com. Contact info@prestigeinhomecare.com.au regarding any rostering issues.

### Instructions

1. Open the app
2. Click **Get Started**
3. Enter your mobile telephone number
4. Enter your PIN then click **Next**
5. Enter your email address in the space provided and click **Send** or click **Skip** to provide your email address later
6. Confirm your name and address are correct and click **Confirm** or click **Edit** to make a change to your details

You will be sent a PIN via SMS to your mobile phone. Please allow a few minutes for the PIN to be sent once you enter your mobile number into the app. If you do not receive your PIN try clicking Re-send PIN.



## VIEW AND EDIT MY PROFILE INFORMATION

Your profile is visible to your care co-ordination team and family members in your circle of care. It provides some basic information about you including your name and contact information as well as a brief biography where you are able to introduce yourself and let everyone know who you are. Follow the instructions below to view and edit your profile.

### Instructions

1. Select the menu located in the top left corner of the screen
2. Click **My Profile**
3. Click **Edit About Me**
4. Enter a description to give your circle of care some added information about you
4. Click **Confirm**

## WHAT'S NEXT?

After you have logged in, you may like to edit your profile using your details or your next of kin/ nominated primary contact (you can forward the email invitation to download the app to this person). You have the ability to add more members to your family circle, if you think they would like to have access to the app.

Please note: People who you invite to join your family group under the app, will be able to see care plan information and visit notes. You're in control of making sure your information is always secure.