

# The Lookout App



Prestige takes service to the next level with our new client app - Lookout

## The client app that connects you instantly to your care information

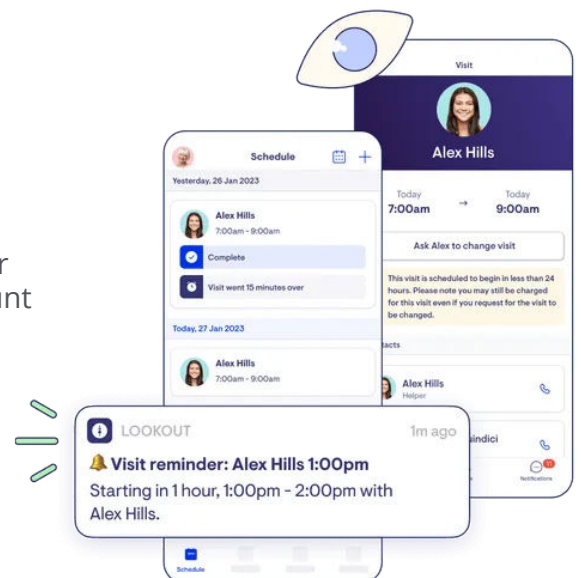
The Lookout app gives our clients and their families real-time access to:

- View and share weekly rosters
- Enhanced care plan view
- Full transparency over visit notes
- Improved oversight of client wellbeing, including photos and videos
- Provide feedback, updates and directly share notes
- View financial information

Lookout brings your care coordination team to your fingertips.

Invite other members of your family to your Lookout account and improve collaboration.

Lookout improves our service and is free. So why not register now?



# Lookout App User Guide

The steps provided below will get you started on the Lookout app. For more information on using the features, visit [bit.ly/lookoutguide](https://bit.ly/lookoutguide) or scan the QR code.

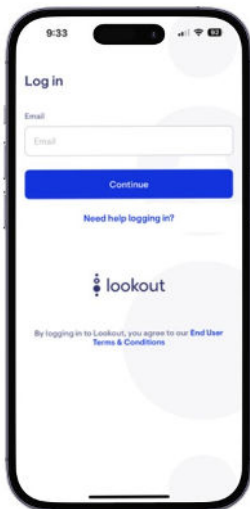


## Downloading the App

All Prestige clients will receive an invitation via email to download the app. Once you receive this confirmation, follow these download instructions.



1. Go to Google Play (Android) or App Store (iPhone) using your smart phone or tablet.
2. Search and select Lookout (see logo above).
3. Click Download (download will start).



## Logging into the App for the First Time

1. Go to the email you received from Prestige instructing you to **Activate your Account**. Once you have downloaded the app, it's time to log in.

If you have not received the email, please check your junk folder or get in touch with Prestige and they can resend your invite.

2. Open app and enter your email address and password (you set this when clicking the activation email).

## What's Next?

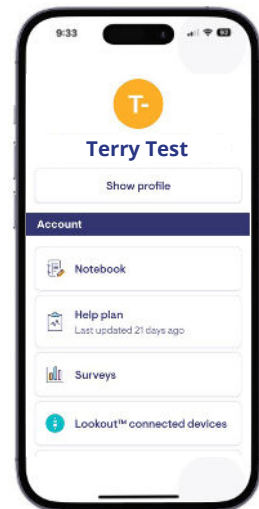
After you set up the Lookout app, you can check out all the features, including your Schedule, Help Plan and Notebook.

Please note, only your authorised representative will be able to see your care plan information. You are in control of making sure your sensitive information is secure.

## View and Edit my Profile Information

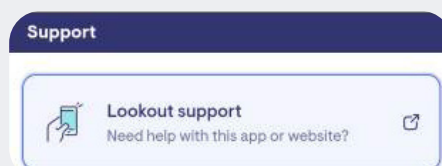
Your profile is visible to your care coordination team and family members in your circle of care. It provides basic details including your contact information. To update your contact details, select **Show Profile** and **Edit Profile**.

From the profile screen, you will also see tabs for Notebook, Help Plan and more. Explore these tabs to discover more about the functions and capabilities of Lookout.



## Need Help Downloading and Setting up the App?

One of our friendly client service officers can step you through the process. Contact us to request assistance on **1300 10 30 10** or [info@prestigeinhomecare.com.au](mailto:info@prestigeinhomecare.com.au)



## Need Support Using the App?

For further support, go to [support.thelookoutway.com/en/](https://support.thelookoutway.com/en/) and follow the links.

Alternatively, contact Prestige and one of our friendly client service team members will assist.