



Connect App 365 – Caregiver Guide

Part 1 – Finalizing Account Creation

Caregiver Welcome Email

Welcome to Connect App 365

Hello,

Welcome! You've been assigned as a Caregiver for **John Doe** and have been granted access to **Connect App 365**. This app allows you to:

- View **John Doe's** location
- Check equipment status
- Help locate a lost or misplaced device
- And much more!

Your Account Details

Email: ryan@mytrexinc.com

Password: *You can log in using your existing Connect App 365 credentials. If you can't remember your password, you can [click here](#) to reset it or click "Forgot Password" on the login screen.*

Customer: John Doe

Device Serial Number: W10003

Next Steps

Click the link below to log in:

[Log In to Connect App 365](#)

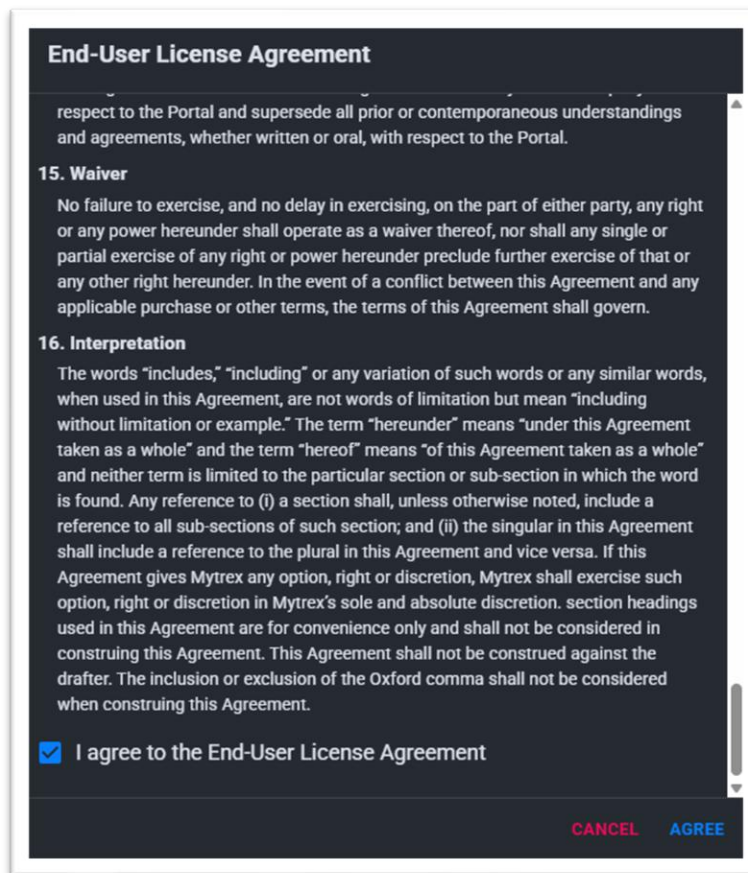
You will receive a Welcome Email containing the following information:

- Notification that you have been assigned as a caregiver for [Customer]

- A brief overview of key features available within Connect App 365
- Your username (email address)
- Temporary password
- The associated device serial number
- A link to “Create Your Account” to complete setup

Once you click “Create Your Account” you will be taken to connectapp365.com where you will be prompted to create your permanent password.

End User License Agreement (EULA)



End-User License Agreement

respect to the Portal and supersede all prior or contemporaneous understandings and agreements, whether written or oral, with respect to the Portal.

15. Waiver

No failure to exercise, and no delay in exercising, on the part of either party, any right or any power hereunder shall operate as a waiver thereof, nor shall any single or partial exercise of any right or power hereunder preclude further exercise of that or any other right hereunder. In the event of a conflict between this Agreement and any applicable purchase or other terms, the terms of this Agreement shall govern.

16. Interpretation

The words “includes,” “including” or any variation of such words or any similar words, when used in this Agreement, are not words of limitation but mean “including without limitation or example.” The term “hereunder” means “under this Agreement taken as a whole” and the term “hereof” means “of this Agreement taken as a whole” and neither term is limited to the particular section or sub-section in which the word is found. Any reference to (i) a section shall, unless otherwise noted, include a reference to all sub-sections of such section; and (ii) the singular in this Agreement shall include a reference to the plural in this Agreement and vice versa. If this Agreement gives Mytrex any option, right or discretion, Mytrex shall exercise such option, right or discretion in Mytrex’s sole and absolute discretion. section headings used in this Agreement are for convenience only and shall not be considered in construing this Agreement. This Agreement shall not be construed against the drafter. The inclusion or exclusion of the Oxford comma shall not be considered when construing this Agreement.

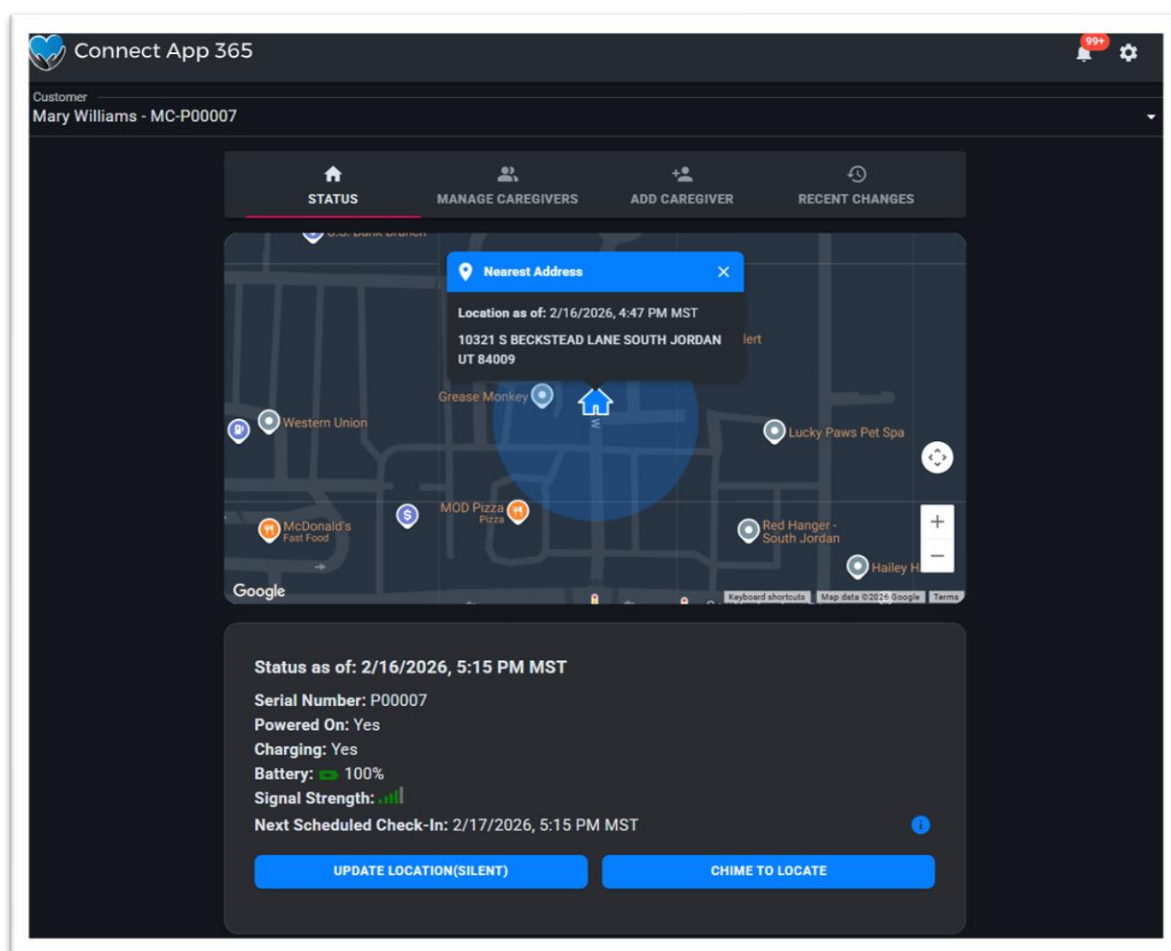
I agree to the End-User License Agreement

CANCEL **AGREE**

After creating your password, you will be presented with the End User License Agreement (EULA). You must review and accept the EULA before accessing the application.

Part 2 – Getting to Know Connect App 365

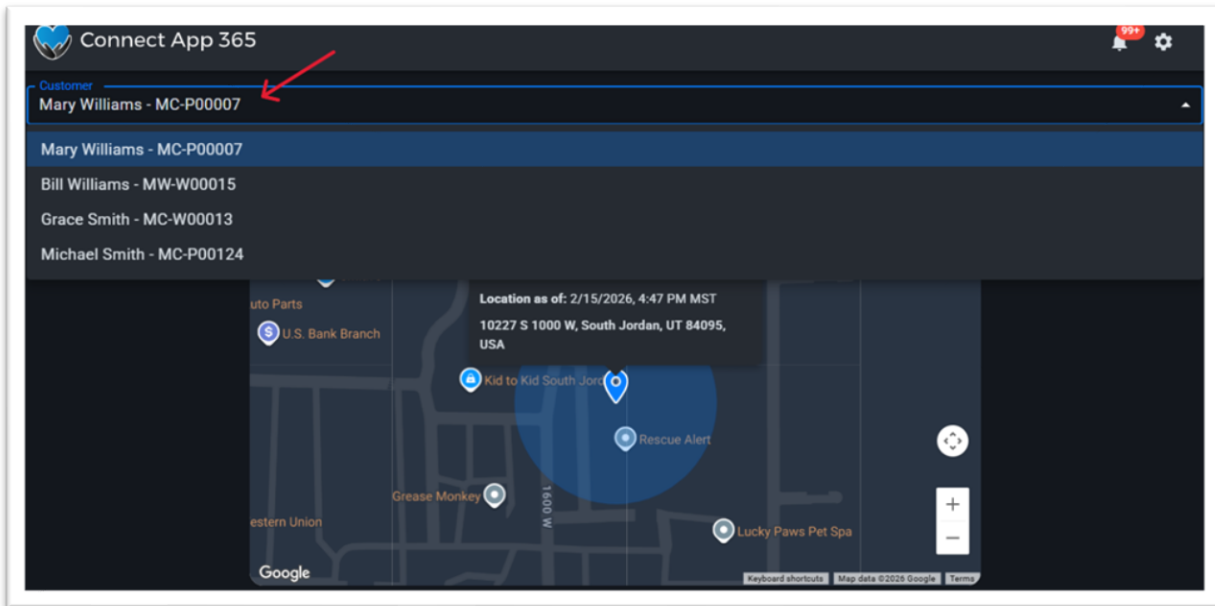
Once you accept the EULA, you are directed to the Connect App 365 Dashboard. This is the primary screen you will see each time you log in.



The dashboard serves as your primary interface and central hub for device status, managing caregivers, reviewing activity, and interacting with the device in real time.

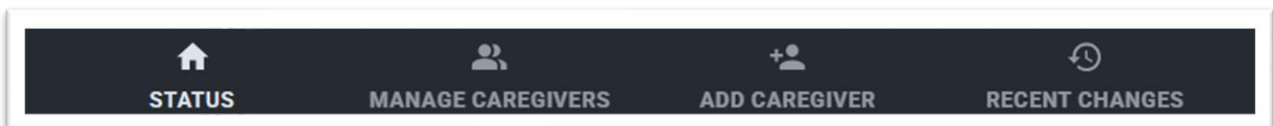
Dashboard Layout Overview

Customer Drop-Down Menu



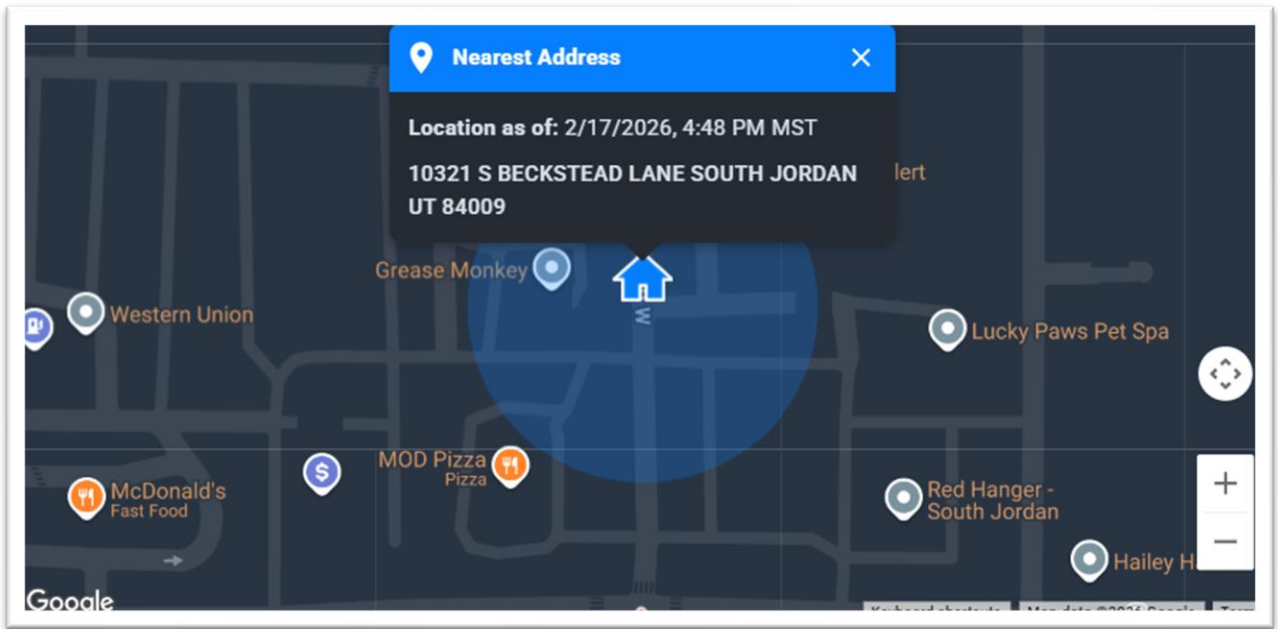
Located beneath the top navigation area, the Customer Drop-Down Menu allows you to select and switch between customer accounts if you are assigned to multiple customers.

Tabs (Above the Map)



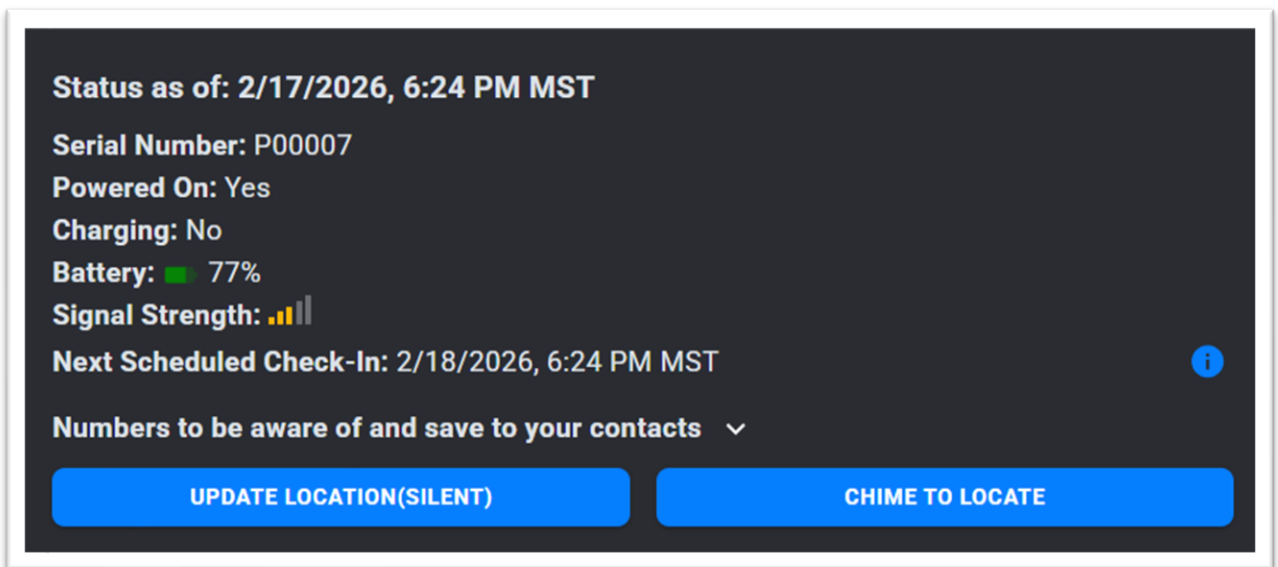
- Status – View real-time device location and status.
- Manage Caregivers – View and manage assigned caregivers.
- Add Caregiver – Add new caregivers (Admin only).
- Recent Changes – View caregiver account activity history.

Map Section



Displays the device's last reported location along with a timestamp indicating when it was recorded.

Device Status Controls (Below the Map)

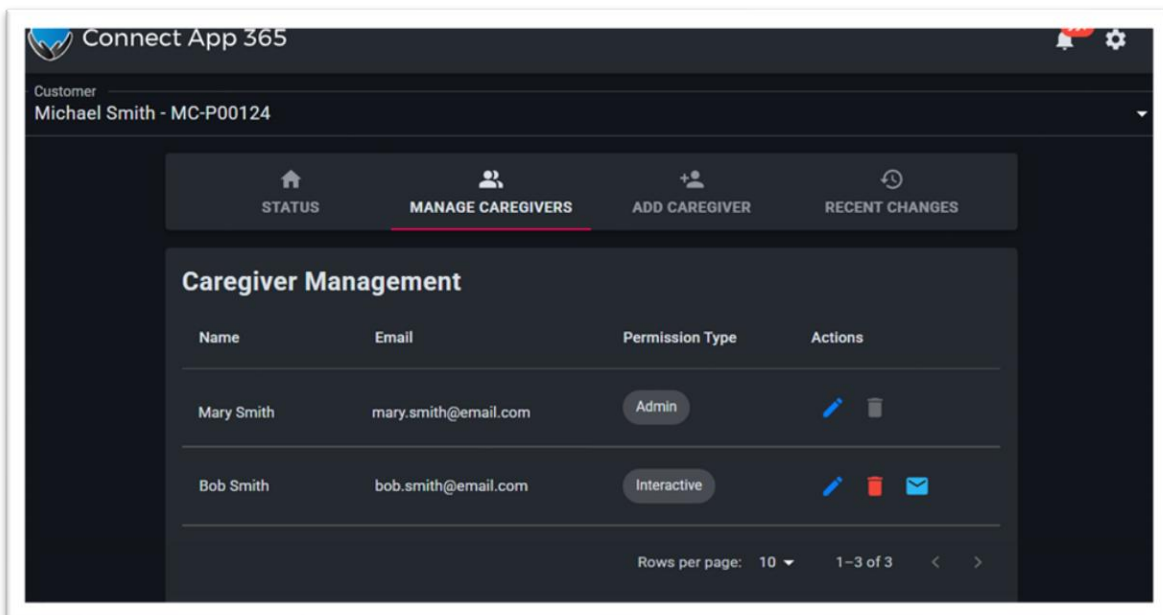


- **Status as of** – Date and time the device's last device update.
- **Serial Number** – Unique device identifier.
- **Powered On** – Indicates if the device is on or off.

- **Charging** – Indicates whether the device is actively charging.
- **Battery Percentage** – Current battery level.
- **Signal Strength** – Cellular connectivity status displayed as signal bars.
- **Next Scheduled Check-In** – When the device is scheduled to automatically report its next update.
- **Update Location (Silent)** – Requests a real-time location update.
 - May take up to 30 seconds to refresh.
 - Updates both the map and device status information.
 - The update is confirmed when the “Status as of” timestamp briefly changes color.
- **Chime to Locate** – Activate an audible chime for approximately 20 seconds.
 - Useful if the device has been lost or misplaced.

Caregiver Management

Manage Caregivers Tab (Above the Map)

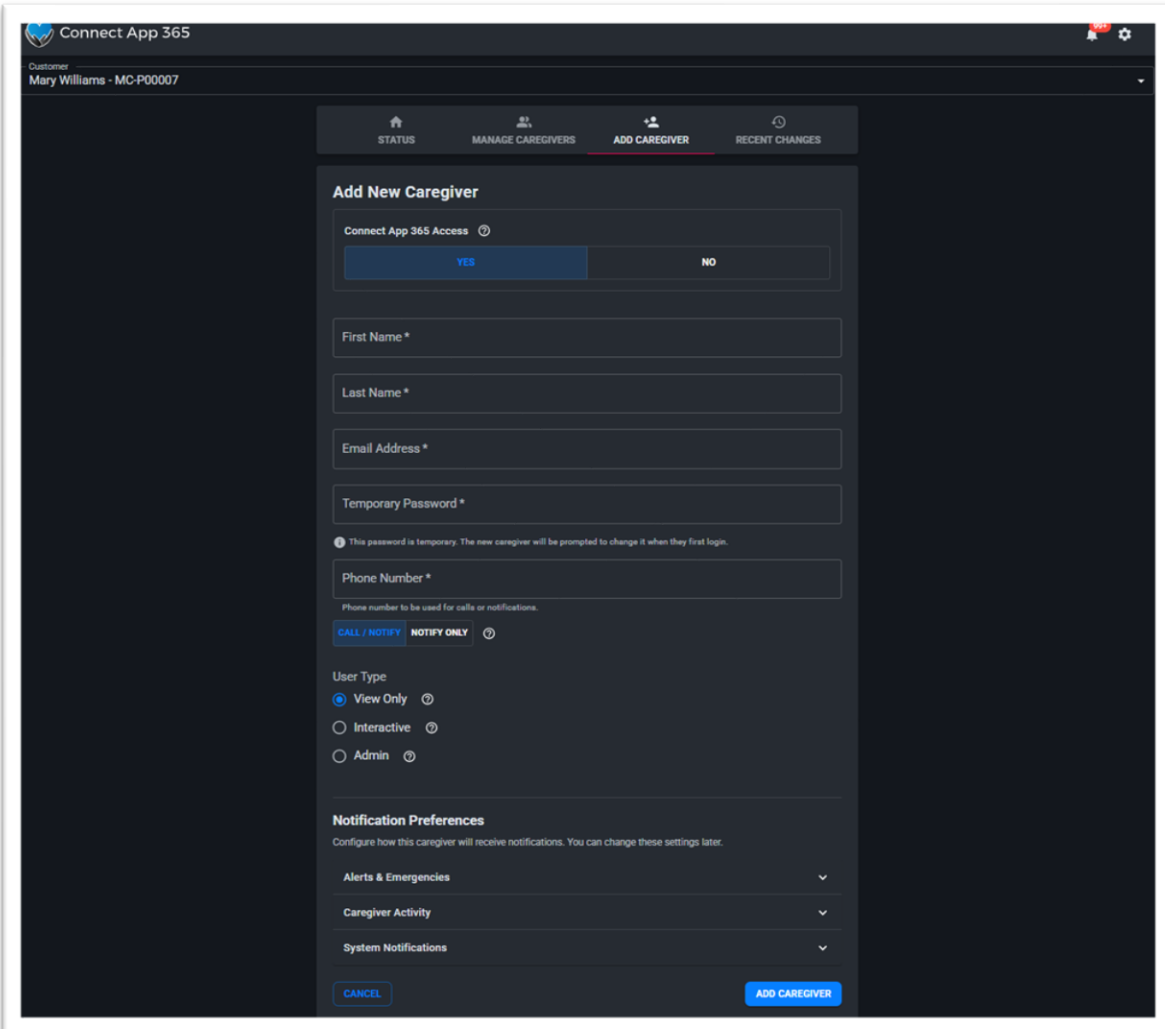


View all assigned caregivers including:

- Name
- Email Address
- Permission Type

You may update your own personal information and notification preferences at any time. If you have Admin-level permissions, you may add, edit or remove other caregivers.

Add Caregiver Tab (Admin Only - Above the Map)



The screenshot shows the 'Add New Caregiver' form in the Connect App 365 interface. The form is titled 'Add New Caregiver' and is located under the 'ADD CAREGIVER' tab. The form includes the following fields and options:

- Connect App 365 Access:** A toggle switch with 'YES' selected and 'NO' unselected.
- First Name *:** A text input field.
- Last Name *:** A text input field.
- Email Address *:** A text input field.
- Temporary Password *:** A text input field.
- Phone Number *:** A text input field.
- Phone number to be used for calls or notifications:** A note below the phone number field.
- CALL / NOTIFY NOTIFY ONLY:** A toggle switch with 'NOTIFY ONLY' selected.
- User Type:** A radio button selection with three options: 'View Only' (selected), 'Interactive', and 'Admin'.
- Notification Preferences:** A section with three expandable dropdown menus: 'Alerts & Emergencies', 'Caregiver Activity', and 'System Notifications'.
- CANCEL:** A button at the bottom left.
- ADD CAREGIVER:** A button at the bottom right.

If you have Admin-level permission, you can add a new caregiver by entering the required information and configuring their notification settings:

- **Required Information**
 - First Name
 - Last Name
 - Email Address
 - Temporary Password
 - User Type

- **Notification Preferences** – You can select which alerts and updates caregivers will receive and select the preferred delivery method. These settings may be modified at any time.
 - **Notification Categories**
 - Alerts & Emergencies – Emergency alerts (triggered when the customer presses their help button) and critical low battery alerts (triggered when the device battery level drops below 10%).
 - Caregiver Activity – Notifications when caregiver accounts are added or modified.
 - System Notifications – Maintenance updates and new feature announcements.

Note: Additional notification types may be added periodically as Connect App 365 evolves.

- **Delivery Methods**
 - Email – Notifications are sent to your registered email address.
 - Push – Real-time pop-up notifications sent to your browser or mobile device, even when the app is not open.

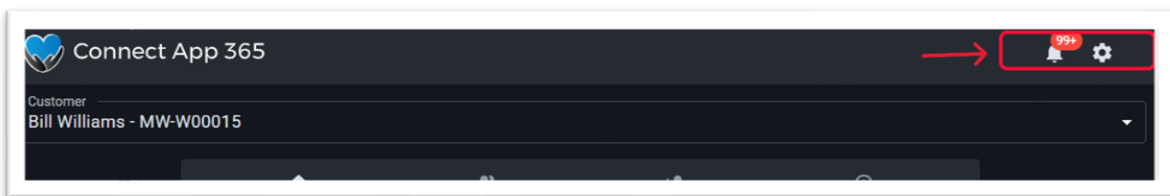
Select “Add Caregiver” to complete the setup.

Recent Changes Tab (Above the Map)

Displays a record of caregiver account activity, including:

- Caregiver creation, removal and modifications
- EULA acceptance

Additional App Controls



Notifications (Bell Icon) - View recent notification history.

Settings (Gear Icon)

- Profile – Update your name, email address, change password, and view all notifications.
- Light/Dark Mode – Toggle between light and dark display themes.

- Theme Settings – Customize the app’s appearance.
 - Bookmark Tutorial – Instructions for adding Connect App 365 to your mobile home screen.
 - Logout – Sign out of the application.
-