



# Connect App 365 – Dealer Quick Reference Guide

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## Part 1 – Dealer Setup in myLink

- Log into myLink.
  - Open the desired unit.
  - Click the Connect tab.
  - Enter the customer's first and last name.
  - Enter home address (optional).
  - Click Create Customer.
  - **Customer is now enabled for Connect App 365.**
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## Adding a Caregiver

- Click Add Caregiver.
- Choose Add Existing Caregiver OR Create New Caregiver.
- When adding an existing caregiver, select the caregiver to finalize the assignment. When creating a new caregiver, continue by entering the required information.
- If creating a new caregiver, enter: First Name, Last Name, Email Address (username), Temporary Password.
- **Select Caregiver Type (Permission Level)**
  - Admin – Full access including device interaction and caregiver management.
  - Interactive – Can view status and interact with the device but cannot manage caregivers.
  - View Only – Can view device status and notifications only.
- **Configure Notification Preferences**
  - Alerts & Emergencies – Help button activations and critical low battery alerts.

- Caregiver Activity – Notifications when caregiver accounts are added or modified.
  - System Notifications – Connect App 365 updates and scheduled maintenance.
  - Select delivery method: Email and/or Push notifications.
  - **Notification settings may be modified at any time.**
  
  - **Choose Welcome Email Delivery**
  - Option A – Send to Dealer First.
  - Option B – Send Directly to Caregiver (from notifications@connectapp365.com).
  - Click Create and Assign Unit to complete setup.
  - **Caregiver is now assigned to the customer.**
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## Part 2 – Caregiver Activation

- Caregiver receives a Welcome Email including:
  - Assignment notification
  - Username (email address)
  - Temporary password
  - Device serial number
  - 'Create Your Account' link
  - Caregiver must create a permanent password and accept the End User License Agreement (EULA).
  - **Access to the Caregiver Dashboard is granted after EULA acceptance.**
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## Part 3 – Caregiver Dashboard Overview

- Status Tab – Displays real-time device location and timestamp.
- Update Location (Silent) – Requests real-time location (may take up to 30 seconds).
- Chime to Locate – Emits audible tone (~20 seconds).
- Admin users may add, edit, or remove caregivers.
- Notification Bell – View alerts and activity history.
- Settings – Profile updates, password changes, theme settings, bookmark tutorial, and logout.

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## Completion Summary

- Customer created
- Caregiver assigned
- Notifications configured
- Caregiver activated
- Dashboard fully operational