LIFE CARE SYSTEMS

Staying close to someone you love: the Life Care Systems guide for families



Family guide

Version 0.1

Built 2026-11-21

Contents

About this guide 3

1 Before you start 4

2 Create your account, sign in and reset your password 6

3 Finding your way around 14

4 See how your family member is today 19

5 See updates, photos and videos 25

6 Follow therapy and wound care 28

7 See your family member's medicines 31

8 Message the care team 35

9 See appointments and arrange a visit 39

10 See and pay your bills, and download receipts 43

11 Supplies, and bringing a replacement pack 52

12 Raise a concern and follow it 57

13 Read your family member's profile 62

14 Look after your own account and notices 65

15 Privacy: what you can and cannot see 72

16 Who to call and when 75

17 Glossary 77

ABOUT THIS GUIDE

Cover

The Life Care Systems guide for families

How to see how your family member is, read their updates and photos, message the care team, check appointments and bills, and look after your own sign-in, on your phone or on the web.

Written for: the relatives and friends of people who live at, or attend, a care centre that uses Life Care Systems.

Language: English.

Applies to: the Life Care Systems phone app for families, and the family page of the Life Care Systems website app.

Version of this guide: Version 0.1, built 2026-11-21

Screenshots: every picture in this guide was taken in a demonstration centre with made-up people. None shows a real client, family member or staff member.

> **In an emergency, do not use the app.** Call the centre straight away. If someone is in danger, call **999**. The app is for keeping in touch. It is not watched like a telephone line, and a message sent in it may not be read for some time.

Your centre decides what it shares with you in the app. If something described here does not appear on your phone, your centre may not have switched it on. Ask the centre.

CHAPTER 1

Before you start



What this app is for

The app lets you keep in touch with the care team and see how your family member is getting on, without having to phone each time. You can:

- see their latest health checks and the notes the team has chosen to share with you;
- see photos and videos the centre shares;
- see their medicines, appointments and bills;
- tell the centre you will bring something they are running low on;
- message the care team on WhatsApp;
- tell the centre if something is not right.

You cannot change their care, their medicines or their appointments in the app. You can pay a bill online on the website where a Pay button shows on the invoice (chapter 10); paying from the phone app is not available yet. Those things are done with the centre, by message or by phone.

What you need

- A smartphone with the Life Care Systems app installed.

- The email address your centre has for you.
- A password you choose when you create your account.
- WhatsApp on your phone, if you want to message the care team.

You can also use the website app on a computer, tablet or phone browser. It shows the same family page as the phone app.

Safety: please read this

The app is not for emergencies.

- If your family member is unwell or in danger, **call the centre now**. If it cannot wait, call **999**.
- Do not send a WhatsApp or raise a concern about something urgent. Nobody is guaranteed to read it straight away.
- Health checks in the app are a record of what was measured and when. They do not warn you and they are not live.
- The medicines list is for your information only. If you have a question about a medicine, ask the centre. Never change or stop a medicine because of what you read in the app.

How this guide is organised

Each chapter covers one thing you may want to do. Each begins with what it is for, then gives numbered steps. Where an action works a little differently on the website, the chapter says so.

Phone steps come first, with the website shown alongside.

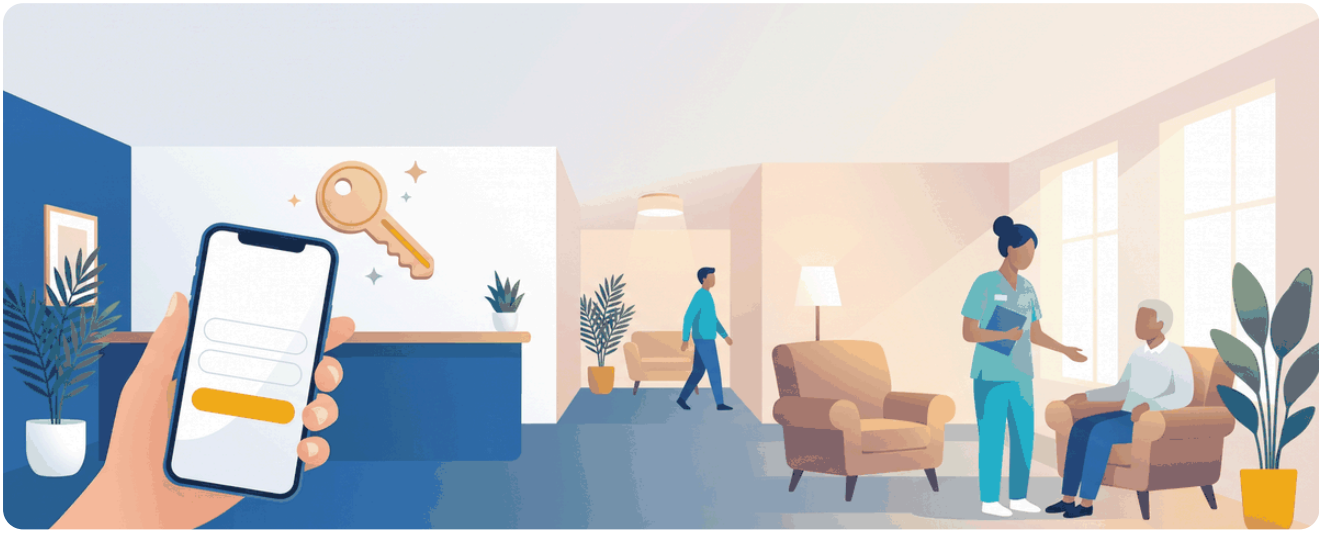
A word about names

The app calls the person you are looking after **My client**. This guide says "your family member" in everyday sentences and "client" only where it is the word on the screen.

If you look after more than one person at the same centre, you will see a name button for each. See chapter 3.

CHAPTER 2

Create your account, sign in and reset your password



Create your account (first time only)

What it is for. Your account links you to your family member so you can see only their information. The centre checks who you are before it switches your account on.

Steps (phone)

1. Open the app and tap **Sign Up** at the bottom of the sign-in page.
2. Under the role choices, tap **Family Member**.
3. Type your first name.
4. Type your last name.
5. Type your email address.
6. Type a password. A list shows what it needs: at least 8 characters, not a common password, at least one number and at least one letter.
7. Type your phone number if you wish. It is optional.
8. Choose the care home your family member is at.
9. Type your family member's name, as the centre knows it. At least three letters are needed.
10. Tap the button to create your account.

11. Open your email and tap the confirmation link.
12. Wait for the centre to switch your account on. This happens when the centre's administrator approves it. When they do, the system sends you an email to say your account is ready (if it does not arrive, check your junk folder, or just try signing in).

When the centre approves your account, it also links you to your family member. Until then you can sign in at most to a page that says you are not linked yet.

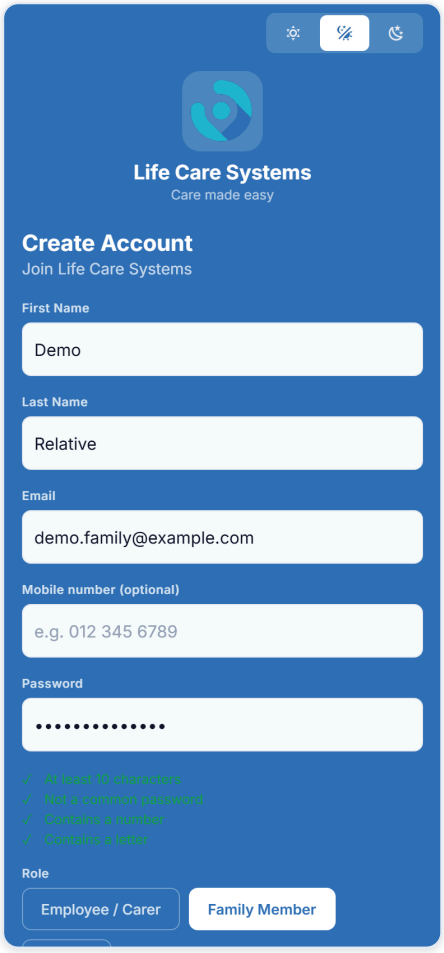


Figure 2.1: Sign-up page with Family Member chosen

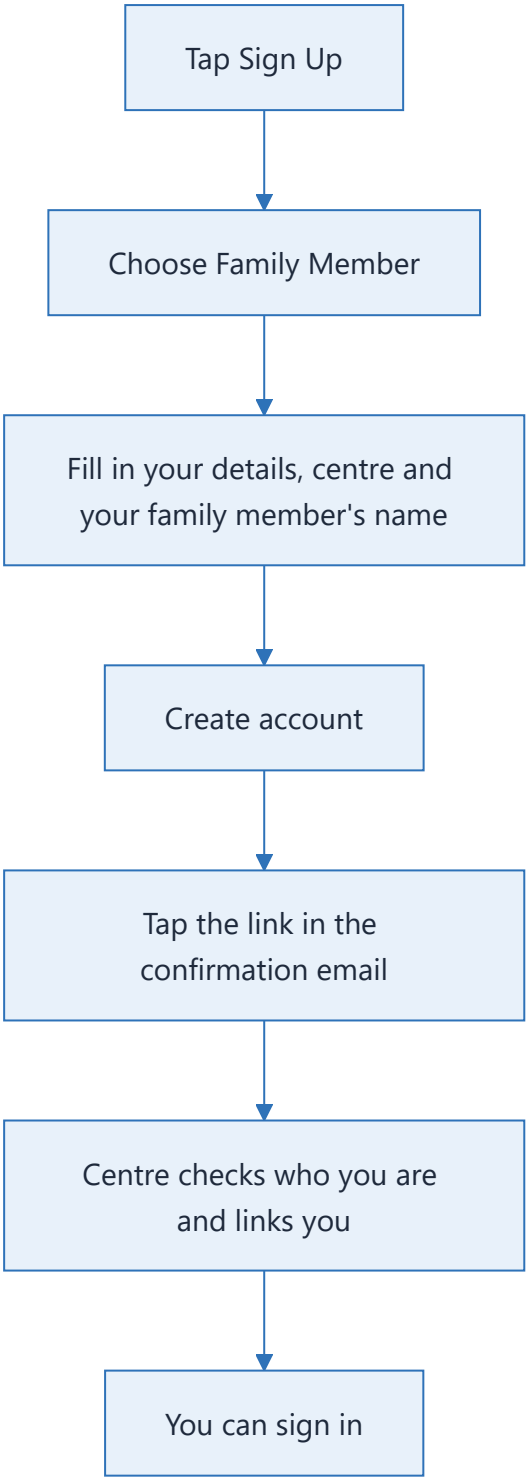


Figure 2.1. From sign-up to your first sign-in.

Accept the terms (first time only)

After you first sign in you may be asked to read and accept the Terms of Use and the Privacy Policy.

1. Read each document.
2. Tick the box to say you have read it.
3. Tap **Accept & Continue**.

If you decline, the app signs you out. You cannot use the app without accepting.

Sign in

Steps (phone)

1. Open the app. The page says "Welcome back".
2. Type your email address.
3. Type your password. Tap the small eye to see what you typed.
4. Tick **Remember me** if you want the phone to keep your email address for next time.
5. Tap **Sign In**.

You land on **My client**.

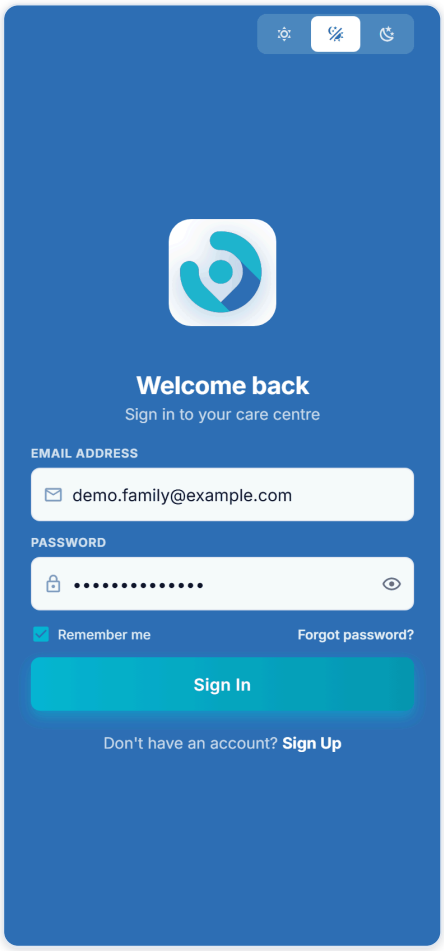


Figure 2.2: Sign-in page

Steps (website)

1. Go to the Life Care Systems web app at **web.lifecaresystems.com.my**. This is the address your password reset and sign-up emails send you back to.
2. Type your email and password.
3. Select the sign-in button. You land on **My client**.

Sign in with your fingerprint or face

After you have signed in once, you can turn on fingerprint or Face ID sign-in. See chapter 14. When it is on, the sign-in page offers a button for it, and the app may ask for it as soon as the page opens.

If you forget your password

Steps (phone)

1. On the sign-in page, tap **Forgot password?**
2. Type your email address.
3. Tap **Send Reset Link**.
4. The page says **Check Your Email**. Open your email.
5. Tap the link in the email. A page opens in your browser.
6. Type a new password and confirm it.
7. Go back to the app and tap **Back to Sign In**.
8. Sign in with your new password.

If the email does not arrive within a few minutes, look in your junk or spam folder. If it is still not there, make sure you typed the same address the centre has for you, then try once more, or ask the centre.

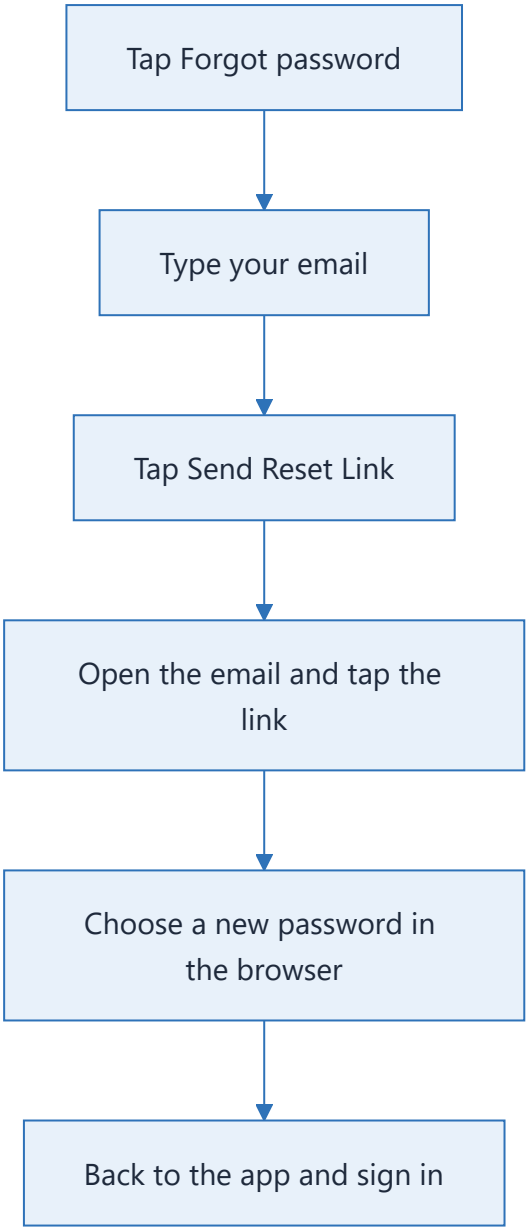


Figure 2.2. Resetting your password.

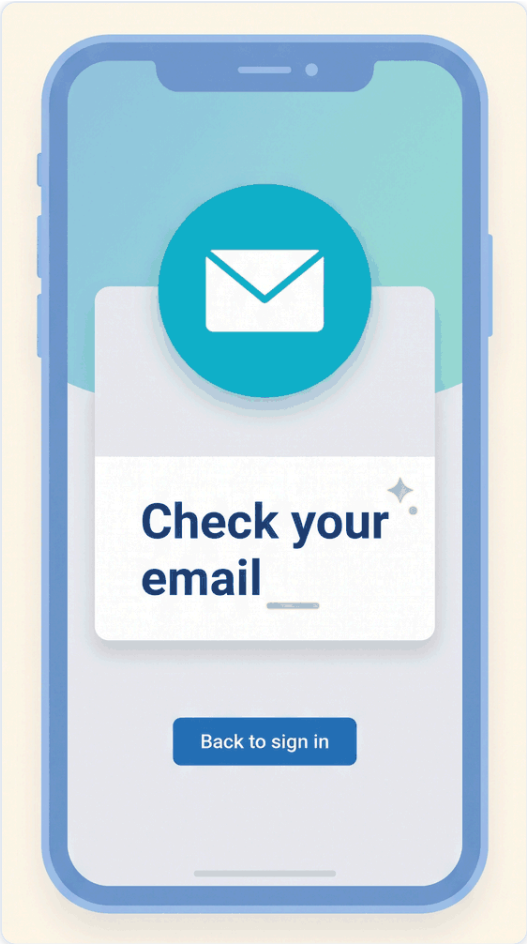


Figure 2.3: Check Your Email page

Illustration.

If you see "Access Unavailable"

This page appears when your account does not currently have access to the app. The page gives a reason. On the phone, the usual reason is "Your account is awaiting activation by an administrator. Please try again once your access has been approved." That is what you see if the centre has not yet approved your sign-up, or if the centre has switched your account off (for example after your family member has left). Tap **Sign Out** and ask the centre to help.

Tips

- Use a password you do not use anywhere else, and do not share it. Anyone who has it can see your family member's information.

- On a shared phone, leave **Remember me** unticked and sign out when you finish. See chapter 14.

CHAPTER 3

Finding your way around



The four tabs on the phone

At the bottom of the phone app you will see up to four tabs:

TAB	WHAT YOU FIND THERE	CHAPTER
My client	How your family member is today, medicines, appointments, bills, supplies	4, 6, 7, 9, 10, 11
Updates	Photos and videos shared by the centre	5
Inbox	The button that opens WhatsApp with the care team	8
Profile	Your account, the client's profile, raising a concern, notices and settings	12, 13, 14

There is no Home page and no menu. If you are looking for something, it is behind one of these four tabs.

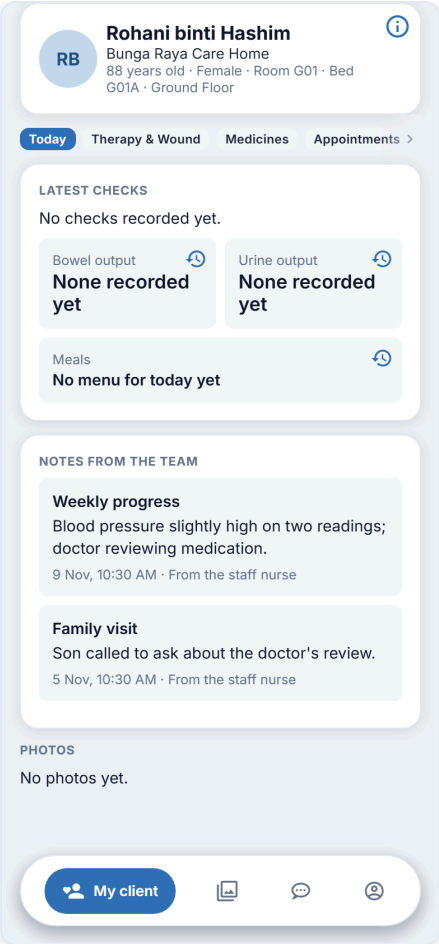


Figure 3.1: The four tabs

Inside My client

At the top of My client is a card with your family member's name, their centre, and a short line such as their age, room and bed (only what the centre has on record). A small **i** in the top right opens their profile (chapter 13).

Under the card is a row of buttons. Swipe sideways if it runs off the screen:

Today · **Therapy & Wound** · **Medicines** · **Appointments** · **Bills** · **Supplies**

Tap one to open that section. Each section loads when you open it. Pull down on the page to refresh it.

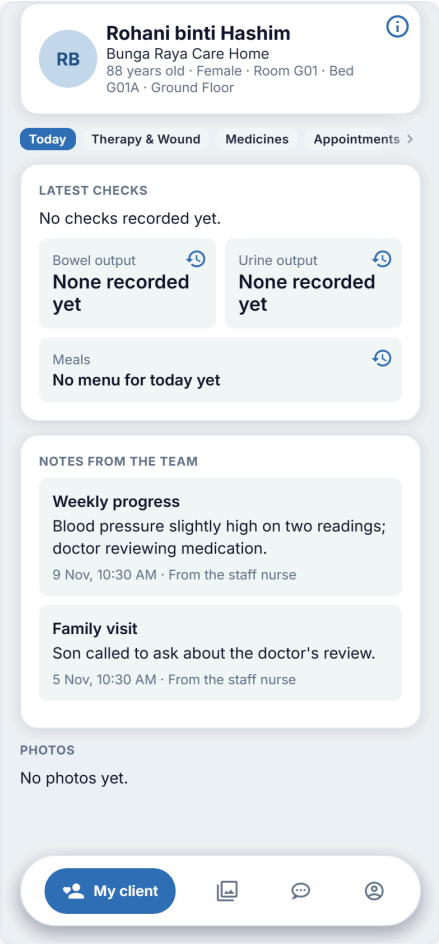


Figure 3.2: My client with the section buttons

If you look after more than one person

If your account is linked to more than one client at the centre, a button for each name appears on the card. Tap a name to switch. The sections and the Updates tab then show that person.

If you see "not linked yet"

The page "Your account is not linked to a client yet. Please message us on WhatsApp." means the centre has not yet linked your account to your family member. Message the centre (chapter 8).

The website

On the website there is a single page, **My client**, with the same sections along the top. A **Profile** link at the top right, above the card, opens your Profile page (your details, your client's profile, **Raise a concern**, notice choices and sign out; see chapter 14). There is no tab bar and no Updates tab: the photos are inside **Today**. To message the centre from the website, see chapter 8.

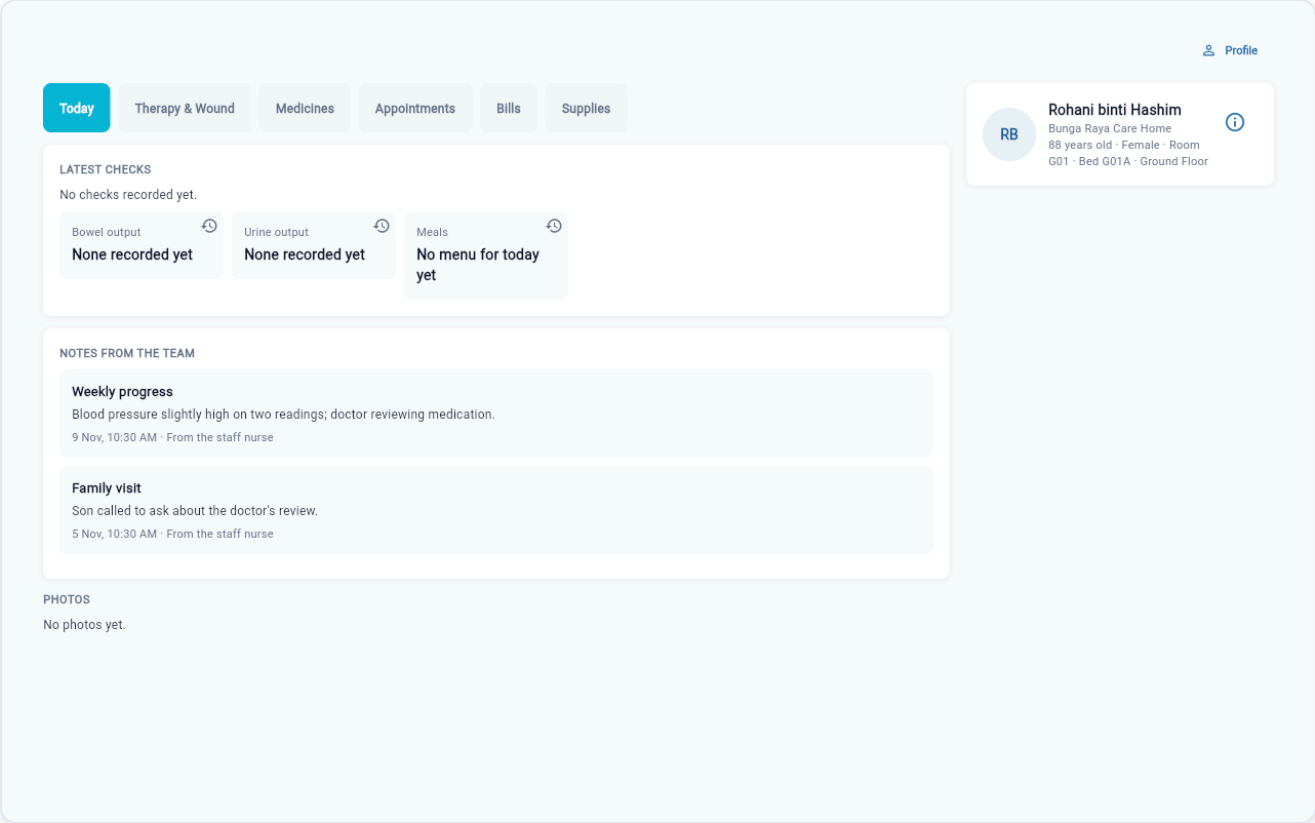


Figure 3.3: Web My client page

A client who has left

If your family member no longer lives at the centre, the card says **No longer staying with us**. You can still see what was on record, but not stock counts or doses that were "not yet" given. The medicines list is then headed "Medicines on record".

Refreshing and slow signals

Pages are read from the centre's records each time you open them. If the signal is poor you may see "We could not load this. Please try again." with a **Try again** button. Tap it. If

it keeps failing, check your signal.

CHAPTER 4

See how your family member is today



What it is for

Today is the first thing you see on **My client**. It shows the latest health checks, today's meal, and the notes the care team has chosen to share with you. It tells you how things were at the last check. It is not live.

The latest checks

Each check is a small tile that shows the reading and when it was taken, for example "12 Nov, 7:46 AM".

The tiles you may see:

- Blood pressure
- Pulse
- Oxygen level
- Temperature
- Breathing rate
- Blood sugar

- Bowel output
- Urine output
- Meals

A tile only appears for a check the centre has recorded. The two output tiles always show: they read "None recorded yet" until there is a record. Readings are shown plainly, with no warning colours. A number that looks high or low to you is not an alarm. If you are worried about a reading, ask the centre.

Steps: look at today's checks

1. Tap **My client**.
2. Make sure **Today** is selected.
3. Read the tiles under **LATEST CHECKS**.

Steps: look back at earlier readings

1. On a tile, tap the small clock icon at the top right.
2. A sheet opens, "Blood pressure history" for example, listing earlier readings, newest first.
3. To narrow the list, tap **Choose dates**, pick a start date and an end date, then tap **Show**. Tap **All time** to go back to everything.
4. Tap **Show more** at the bottom for older readings.
5. Close the sheet when you have finished.

The end date cannot be in the future, and the start date cannot be after the end date.

The history lists **every reading the centre has recorded** for that check, whether it was taken on its own or together with others at one visit. A reading that falls outside the limits the centre's own apps accept is not shown to families.

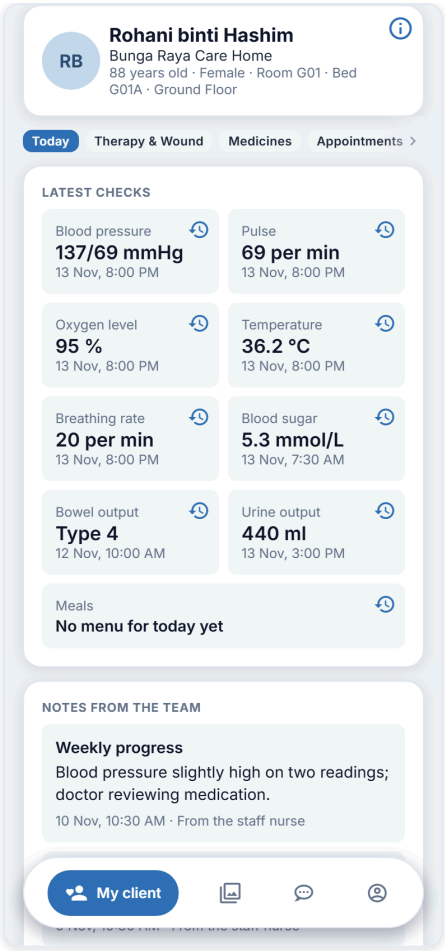


Figure 4.1: Latest checks with history icons



Figure 4.2: A history sheet

Meals

The **Meals** tile shows today's meal for your family member. If no menu has been entered yet it says "No menu for today yet". If the centre's meal records cannot be reached it says "Not available".

Tap the clock icon on the Meals tile to see earlier days. Where the centre has recorded a photo of a meal, you can see it there.

Notes from the team

Under **NOTES FROM THE TEAM** the centre may share short notes about your family member. Each note shows when it was written and the role it came from, for example "From the nurse". You see only the notes the centre chose to share. You do not see all of the care records.

If there are more notes, tap **Show more** to read the next ones.

Photos

Photos and videos shared by the centre appear here too. See chapter 5.

Steps in short

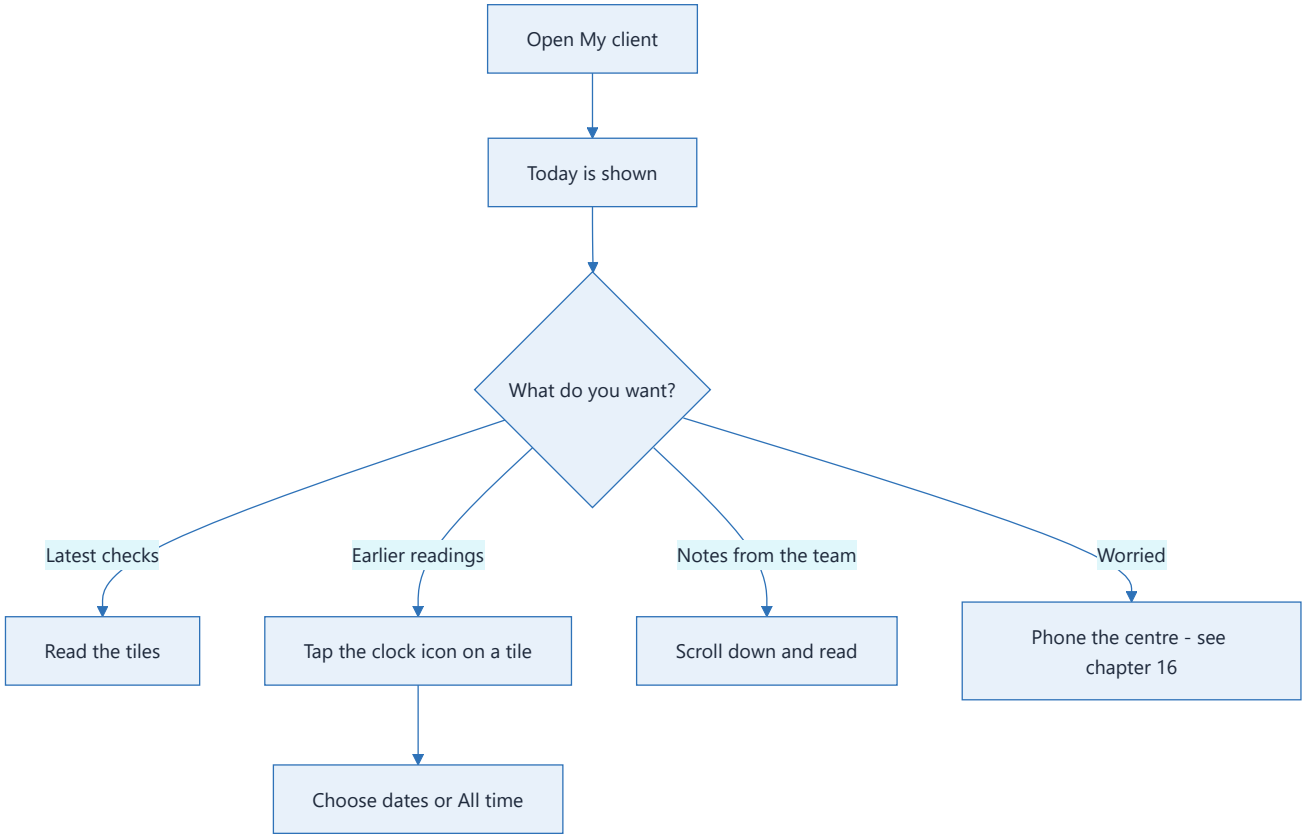


Figure 4.1. Reading Today.

On the website

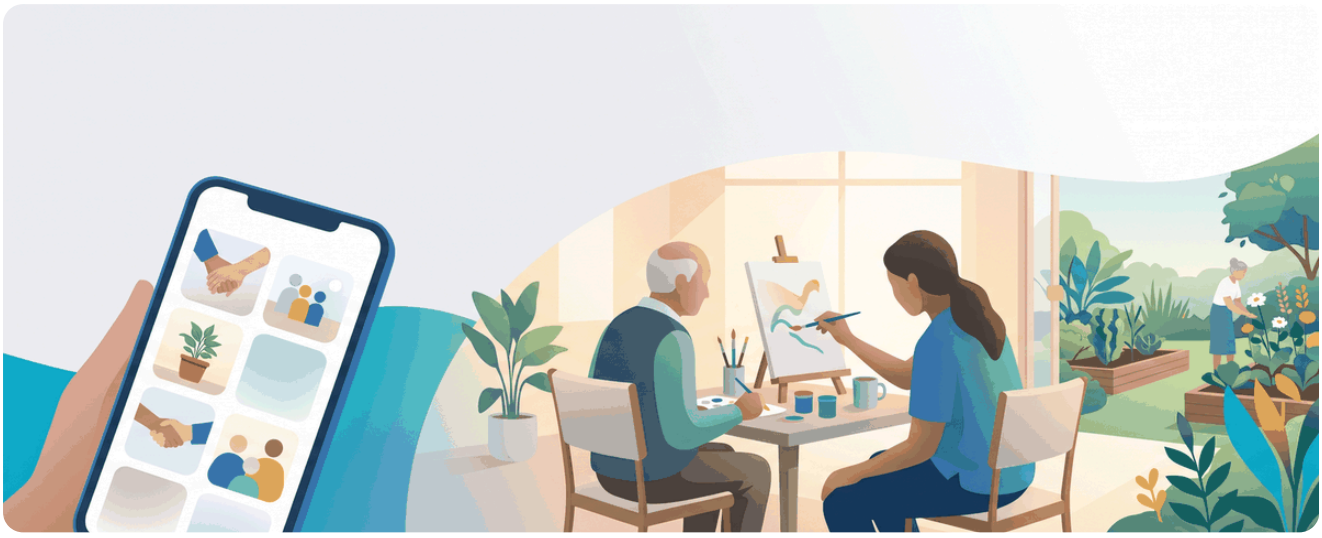
Same page, same tiles and the same clock icon. The **Today** button is at the top of the page. Notes and photos each have a **Show more** button.

Good to know

- Readings are entered by staff after a check. They can be some hours old.
- If a tile is missing, the check has not been recorded yet.
- You cannot add or change a reading.

CHAPTER 5

See updates, photos and videos



What it is for

The centre shares photos and videos of your family member's days: an activity, a birthday, a good afternoon. They appear like posts on a social page: newest first, with the centre's name, the date and a short caption.

Only the centre can post. You can look; you cannot like, comment on or share them from within the app.

Steps (phone)

1. Tap the **Updates** tab.
2. Scroll down. The newest post is at the top.
3. For a post with several photos, swipe sideways. A counter shows which one you are on.
4. Tap a photo to open it larger. Tap **Close** to come back.
5. Tap the play button on a video to watch it. It plays inside the post. Use the video's own controls to pause or move through it.
6. If a caption is long, tap **more** to read all of it and **less** to fold it again.
7. At the bottom, tap **Show more (n)** to load older posts.

8. Pull down on the page to refresh.

If you look after more than one person, tap a name at the top first.

The **Photos** block inside **Today** on My client shows the same posts. Use whichever is easier.

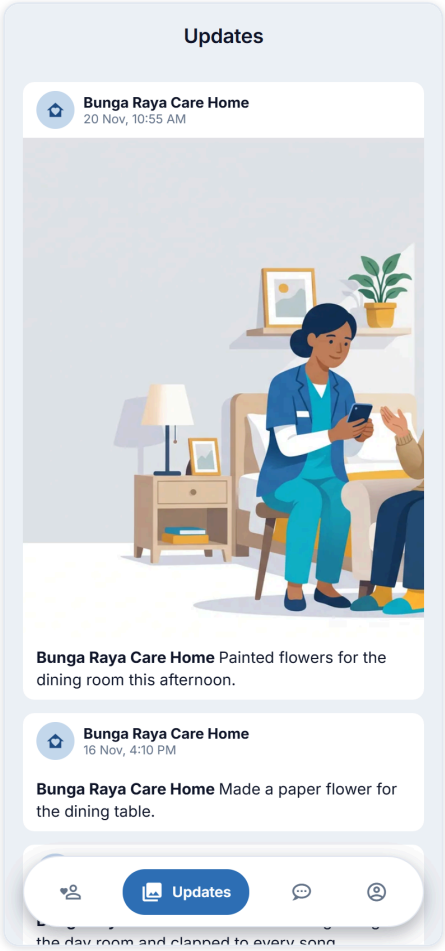


Figure 5.1: The Updates tab

If there is nothing here

"No social updates yet." means the centre has not shared anything. That is not a problem with the app.

A post that also shows other clients is only shown to you when each of those other clients has family photo consent on record. Otherwise the post does not appear for you at all.

On the website

There is no Updates tab. The posts are in **Today**, under **Photos**. Each has the same photo and caption, and a **Show more** button at the bottom.

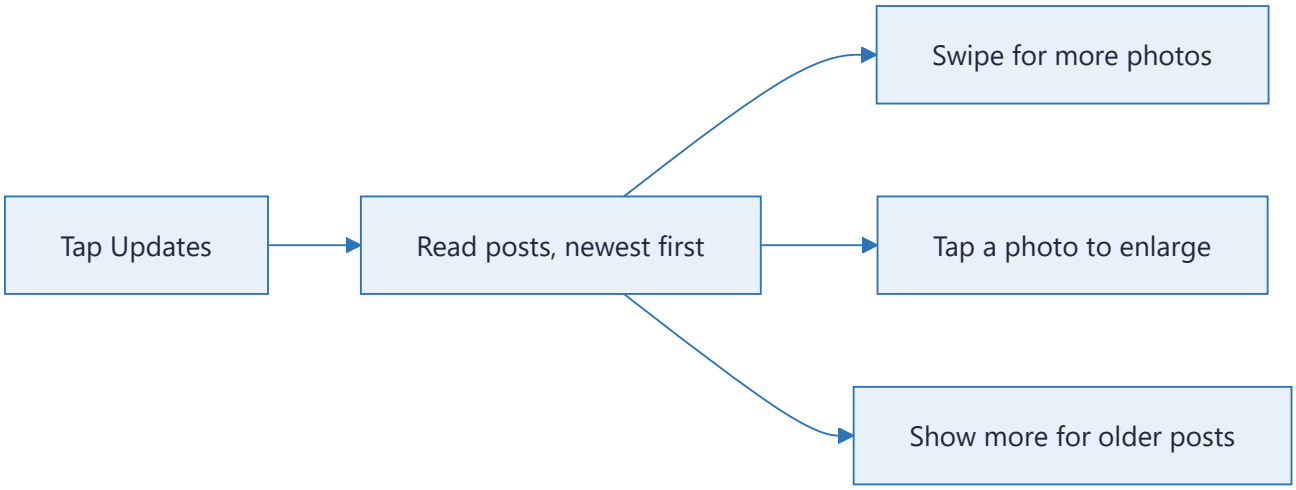


Figure 5.1. Browsing updates.

Good to know

- You need a data or Wi-Fi connection to see photos. They are not saved on your phone by the app.
- **Photos load small first.** On the phone, each photo first appears as a small, quick copy (a plain tile with a spinner while it loads). Tap it to open the full-size photo. This keeps the page quick on a slow connection.
- **A photo that does not load** shows a tile that says "Photo did not load. Tap to try again." Tap it to try again. If it keeps failing, check your signal, then pull down to refresh.
- **Videos show a picture.** A video in a post shows a still picture with a play button on it, not a grey box. If the centre's phone did not save a picture, the website shows the first moment of the video instead. Posts from before this change may still show a plain dark "Video" box.
- Photos are of the centre's life and are shared with you in confidence. Please do not post them elsewhere without the centre's agreement. See chapter 15.

CHAPTER 6

Follow therapy and wound care



What it is for

If your family member has a wound being treated, or is having therapy, the care team records each visit. This section shows you how that is going, in plain words. It says "How the care team is helping with wounds and therapy. Updated after each visit."

Steps

1. Tap **My client**.
2. Tap **Therapy & Wound**.
3. Each item has a title, a label for its type and a status chip. A chip may read, for example, "Healed" or "Completed" when it is finished.
4. Under the title you may see where on the body it is (for wounds) and the date it started and finished.
5. Beneath that are the recorded visits, newest first. Each visit lists what was done and found.
6. Tap **Show earlier visits** to read older visits of the same item.
7. If there are more items than shown, tap **Show more** at the bottom.
8. Tap a photo to see it larger. A video opens in the phone's player.

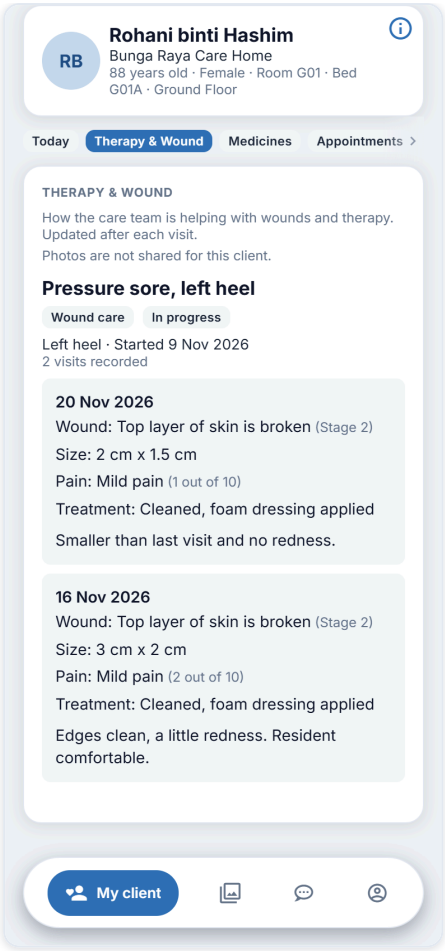


Figure 6.1: Therapy & Wound section

When photos are not shown

Photos appear only if the client has agreed to photos being shared. If not, the page says "Photos are not shared for this client." The written entries still show.

When there is nothing to show

"Nothing to show yet." means no wound or therapy has been recorded.

What you do not see

The care team's clinical notes and the care plan are not in this section. The care plan itself, in the plain form the centre has chosen to share, is in the client's profile (chapter 13).

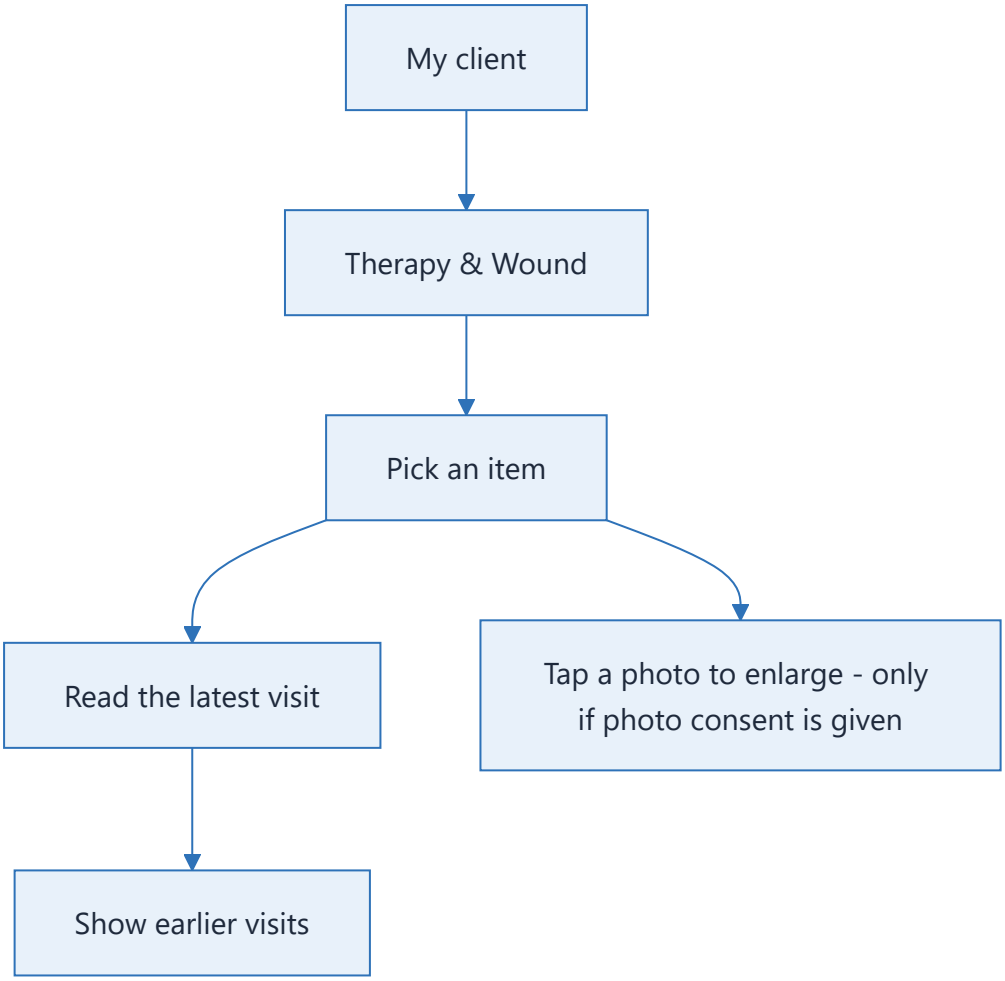


Figure 6.1. Following a wound or therapy.

On the website

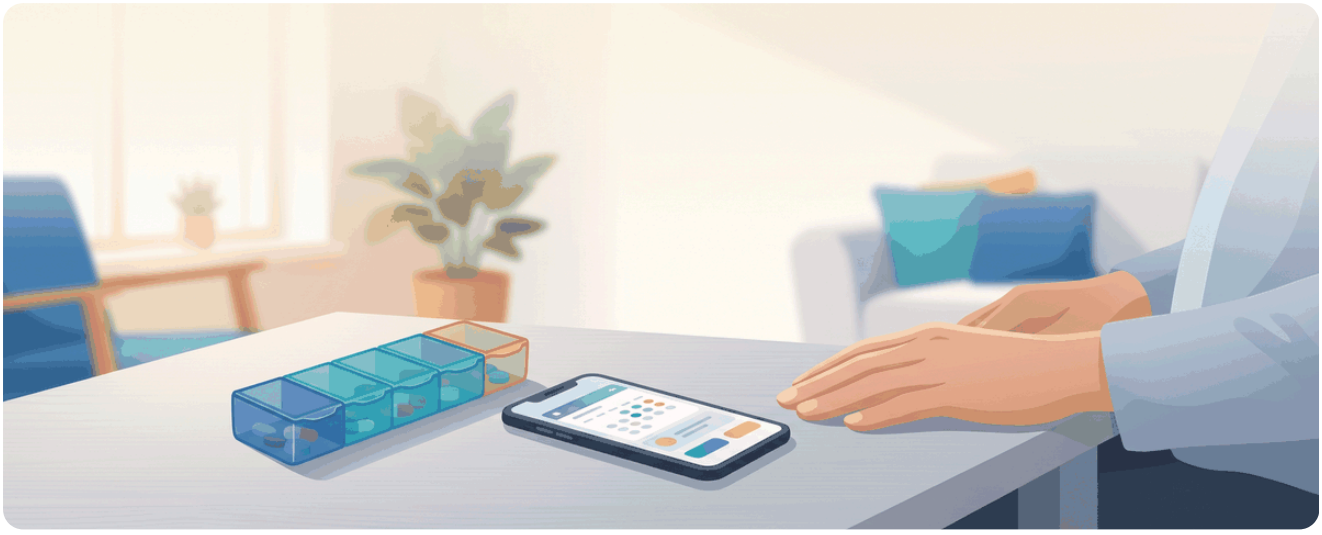
Same section, same labels, same buttons.

Good to know

- The notes are updated after each visit. They may be a day or more behind.
- If you have a worry about a wound, such as it looking worse, phone the centre. See chapter 16.

CHAPTER 7

See your family member's medicines



What it is for

The Medicines section lists what your family member is taking, and shows whether today's doses have been given. It is for your information. It does not change anything.

> The list is for your information only. For any question about a medicine, ask the centre. Never change or stop a medicine because of what you read here.

Steps: look at today's medicines

1. Tap **My client**.
2. Tap **Medicines**.
3. Under **CURRENT MEDICINES**, each medicine shows its name, dose, how it is given and how often, in words: "Once daily", "Twice daily", "Three times daily", "At night", "Every other day", "Weekly", "As needed" or "Immediately".
4. Under each medicine are its times of day: Morning, Afternoon, Evening, Night.
5. Beside each time you may see:

- **Given** (with the time, if recorded): the dose has been given today;
- **Not yet**: the time has not come, or the dose has not been recorded yet;
- **Not given. Please ask the centre.**: the dose was not given. Ask the centre why.

6. If the centre records how much is left, the medicine also shows "12 left", for example.

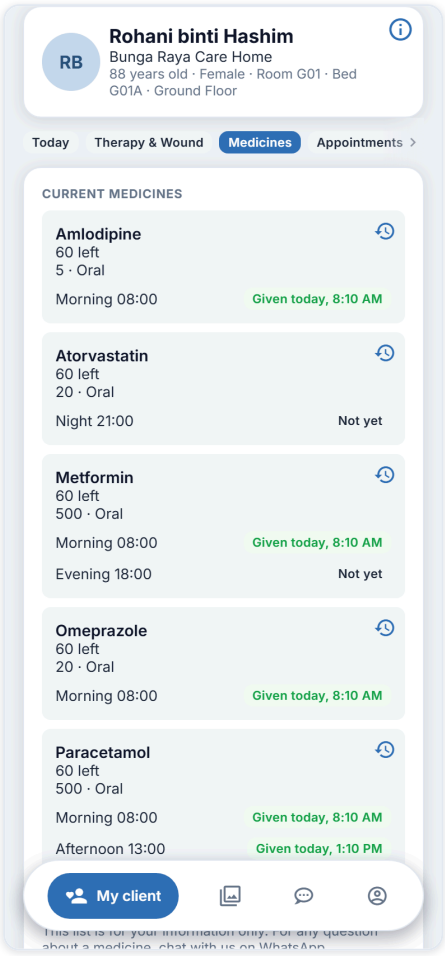


Figure 7.1: Medicines with dose chips

Steps: see the doses over time

1. On a medicine, tap the small clock icon at the top right.
2. A sheet lists the days and the doses on each, newest first.
3. Tap **Show more** for older days. Close the sheet when you have finished.

Steps: see stopped medicines

1. At the bottom of the Medicines card, turn on **Show stopped medicines**.

2. A **STOPPED MEDICINES** list opens. Each shows its name, dose and how often, and when it stopped, with one word for the reason: Stopped, On hold, Omitted or Finished.
3. If there are none, the page says "No stopped medicines."
4. Turn the switch off to hide them.

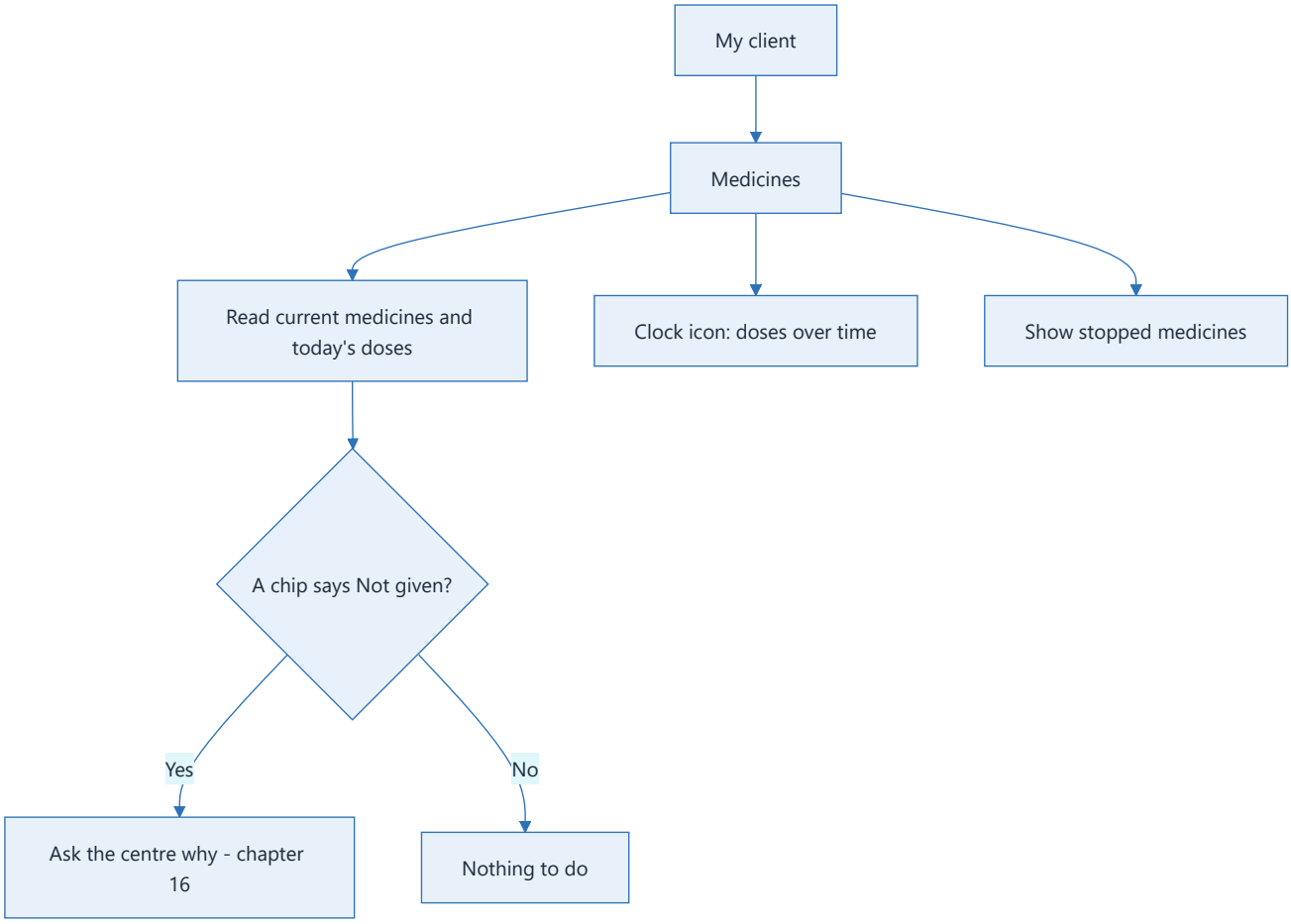


Figure 7.1. Reading the medicines list.

If your family member has left the centre

The heading becomes **Medicines on record** and a note says these are the last medicines on record and are no longer being given. Doses and stock are not shown.

On the website

The same section, switch and clock icons.

Good to know

- You cannot order, change or stop a medicine here.
- If there is no list, it reads "No medicines are listed at the moment."

CHAPTER 8

Message the care team



What it is for

You talk to the care team on **WhatsApp**. The app does not have its own chat any more. The Inbox tab opens WhatsApp for you, so you do not have to look the number up.

Steps (phone)

1. Tap the **Inbox** tab.
2. Read the card: **Message the centre on WhatsApp**. It says "Messages has moved to WhatsApp. Ask the care team anything about your family member, any time."
3. Tap **WhatsApp the centre**.
4. WhatsApp opens with the centre's number ready. Type your message and send it.

The message arrives as a normal WhatsApp message to the centre. Nothing about you or your family member is filled in for you. Say who you are and who you are asking about.

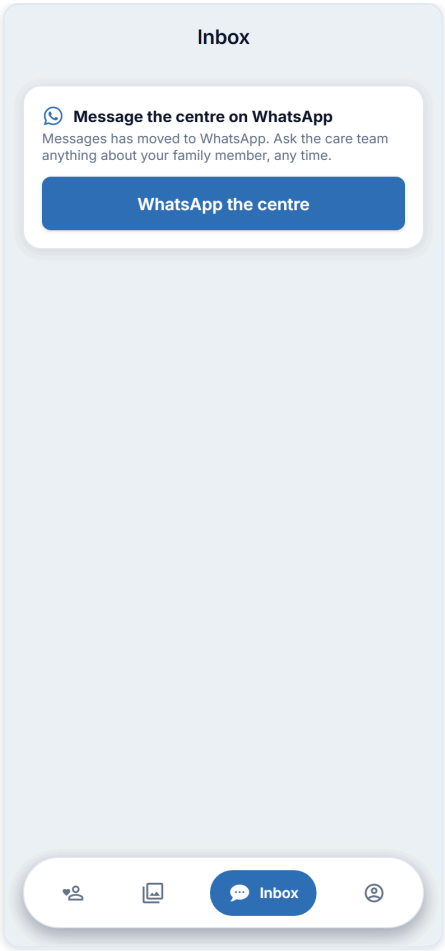


Figure 8.1: The Inbox tab

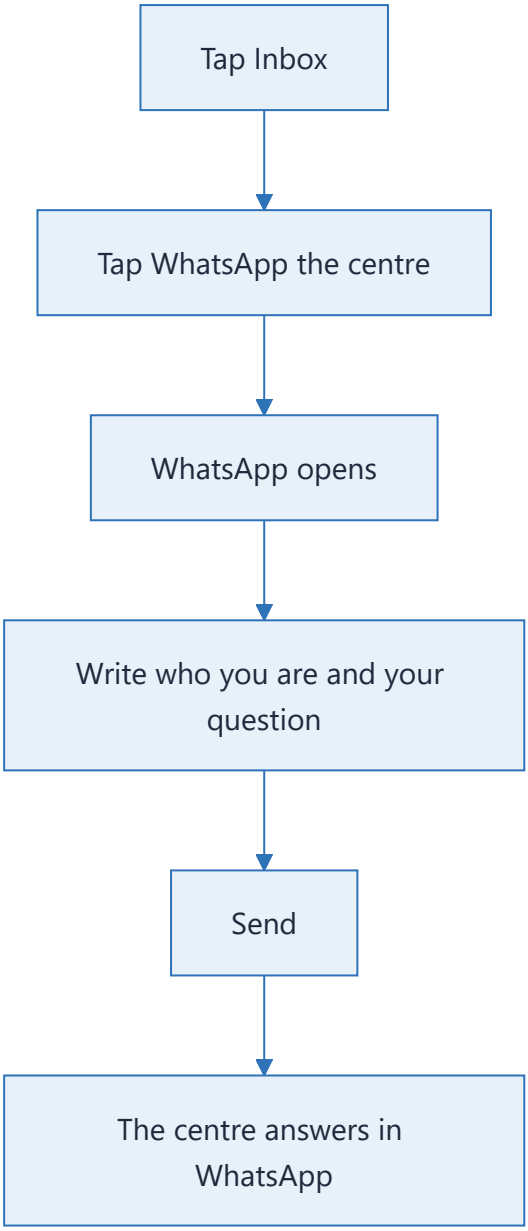


Figure 8.1. Messaging the centre.

On the website

The website's WhatsApp button is shown only when your account is not yet linked to a client. Once you are linked there is no button on the website, so use the phone app Inbox tab, or open WhatsApp yourself with the number in your admission pack.

Writing a good message

- Start with the name of your family member, in case you look after more than one person at the centre.
- Say what you need: a question, a request to bring something, a change to a visit.
- Please do not use WhatsApp for something urgent. Phone the centre. See chapter 16.

When you will get an answer

Care teams answer when they can. A reply is not instant, and a person at the centre may be busy with care.

Good to know

- Questions about a bill can also go here. The Bills section says so.
- If WhatsApp is not installed, the app cannot open it. Install WhatsApp, or phone the centre.

CHAPTER 9

See appointments and arrange a visit



What it is for

The Appointments section shows your family member's appointments: a doctor's visit, a clinic, a scan. You can see when and where. It is for reading only.

Steps: see appointments

1. Tap **My client**.
2. Tap **Appointments**.
3. Under **COMING UP**, each appointment shows the day and time, the place and the reason.
4. If a staff member goes with your family member, the line "A staff member goes with them" appears.
5. A cancelled appointment has a **Cancelled** label.
6. Under **EARLIER (LAST 60 DAYS)** you can see appointments that have passed.

If nothing is booked, the page says "No appointments coming up."

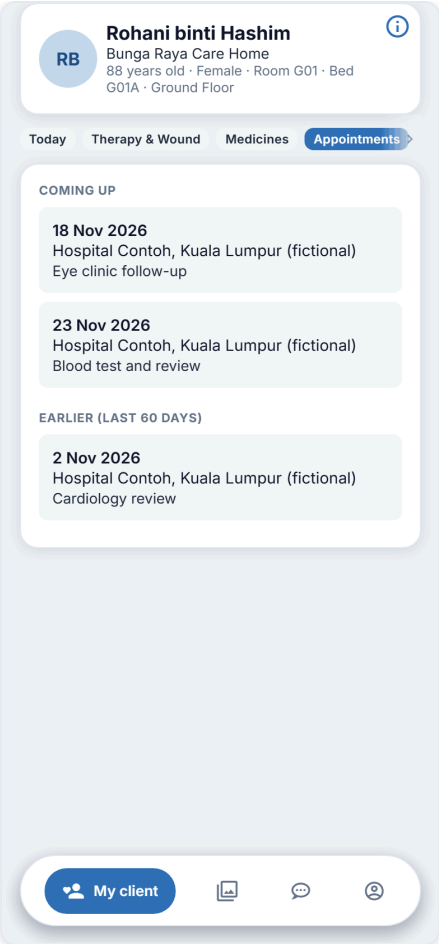


Figure 9.1: Appointments

Arranging a visit today

The way to arrange a visit or an outing is by message or phone. The app has no visit request form. To arrange one:

1. Tap the **Inbox** tab.
2. Tap **WhatsApp the centre**.
3. Write your family member's name, the day and time you would like, and how many people are coming.
4. Wait for the centre to confirm in WhatsApp.

You can also phone the centre. See chapter 16.

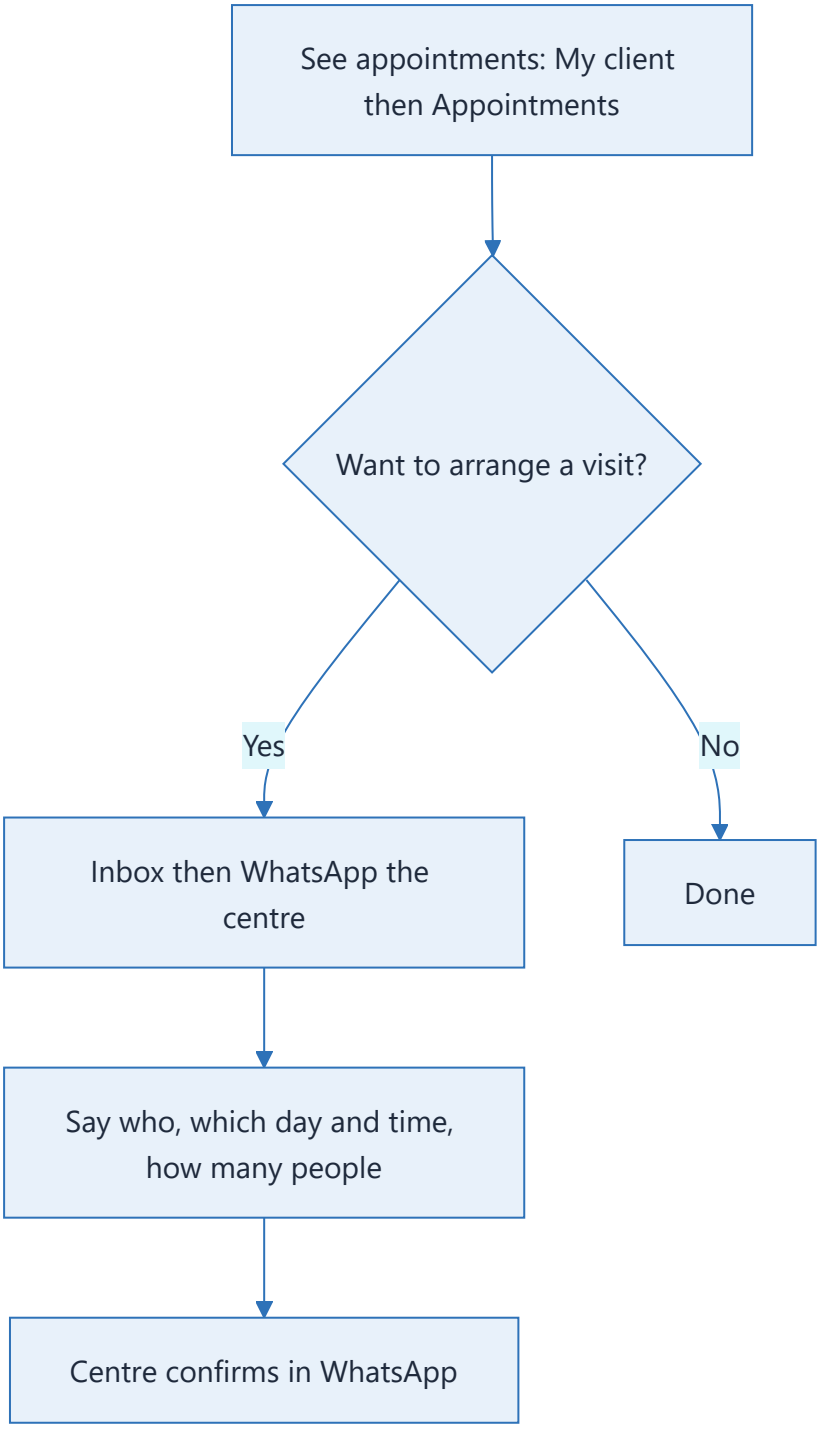


Figure 9.1. Seeing appointments and arranging a visit.

Notices about appointments

In Notification Preferences there is a category called **Appointments** ("Booking confirmations and reminders"). You can turn its phone and email notices on or off. See chapter 14.

On the website

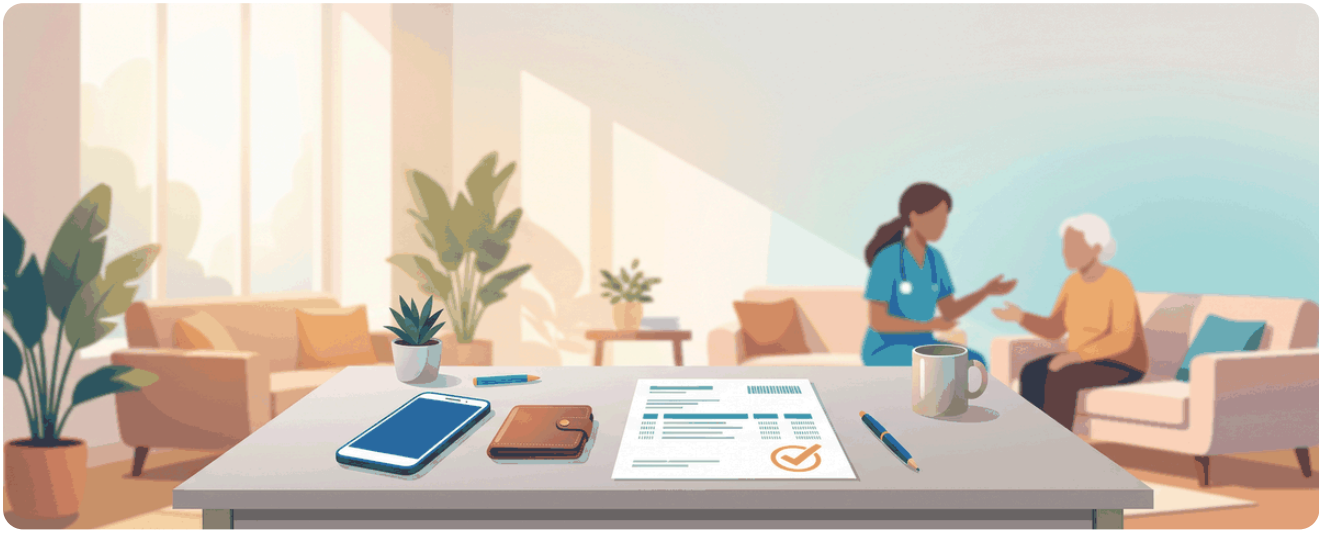
The same section and the same labels.

Good to know

- You cannot book, move or cancel a medical appointment here. Ask the centre. The Inbox message above is for visiting, not for medical appointments.
- If something looks wrong, such as a time you were not told about, ask the centre.

CHAPTER 10

See and pay your bills, and download receipts



What it is for

The Bills section shows what is owed, the invoices the centre has sent, the payments it has received, and lets you download each invoice and receipt as a PDF.

Paying online works on the website and in the phone app (from app version 2.23.118), for invoices from some of the group's companies. A **Pay** button appears on an unpaid invoice only when the company that issued it can take online payments and at least RM 2 is still owed on it. An invoice from a company that is not set up for online payment yet shows no button. In that case pay the way your invoice and your admission pack tell you, or ask the centre.

Steps: see what you owe

1. Tap **My client**.
2. Tap **Bills**.
3. At the top, **TO PAY** shows the amount still owed.
4. If your account is in credit, **IN CREDIT** also shows.

Steps: read an invoice

1. Under **INVOICES**, find the invoice. It shows its number, a chip, its date and its amount.
2. The chip says one of: **Paid**, **Partly paid**, **Overdue**, **In credit**, or **Due** with a date. If nothing is due yet it says **To pay**.
3. If something is still owed on it, the line "To pay" gives the amount left.
4. Tap **Invoice PDF** to download it. The phone opens its share sheet so you can save it or send it. Say "Save to Files" or similar.

Steps: get a receipt

1. Under **PAYMENTS**, find the payment. It shows the amount and the date, the method, and the invoice it was for.
2. Tap **Receipt PDF** to download it.

If the PDF cannot be made, the page says "We could not get the PDF. Please try again."

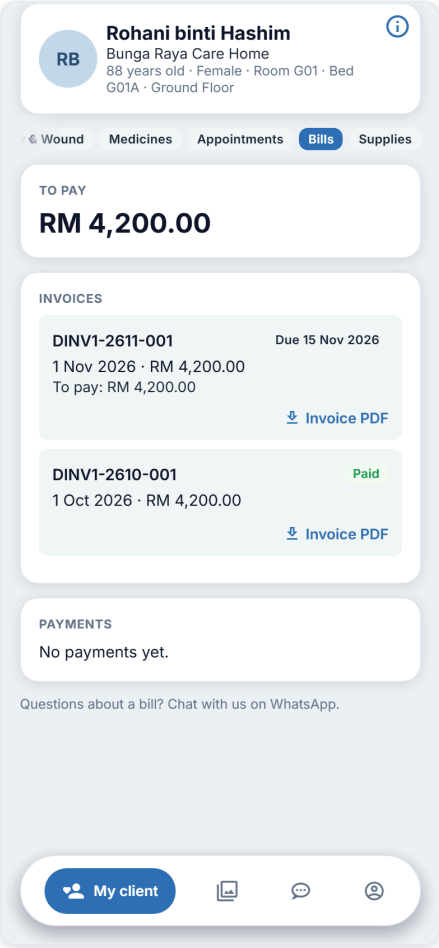


Figure 10.1: Bills

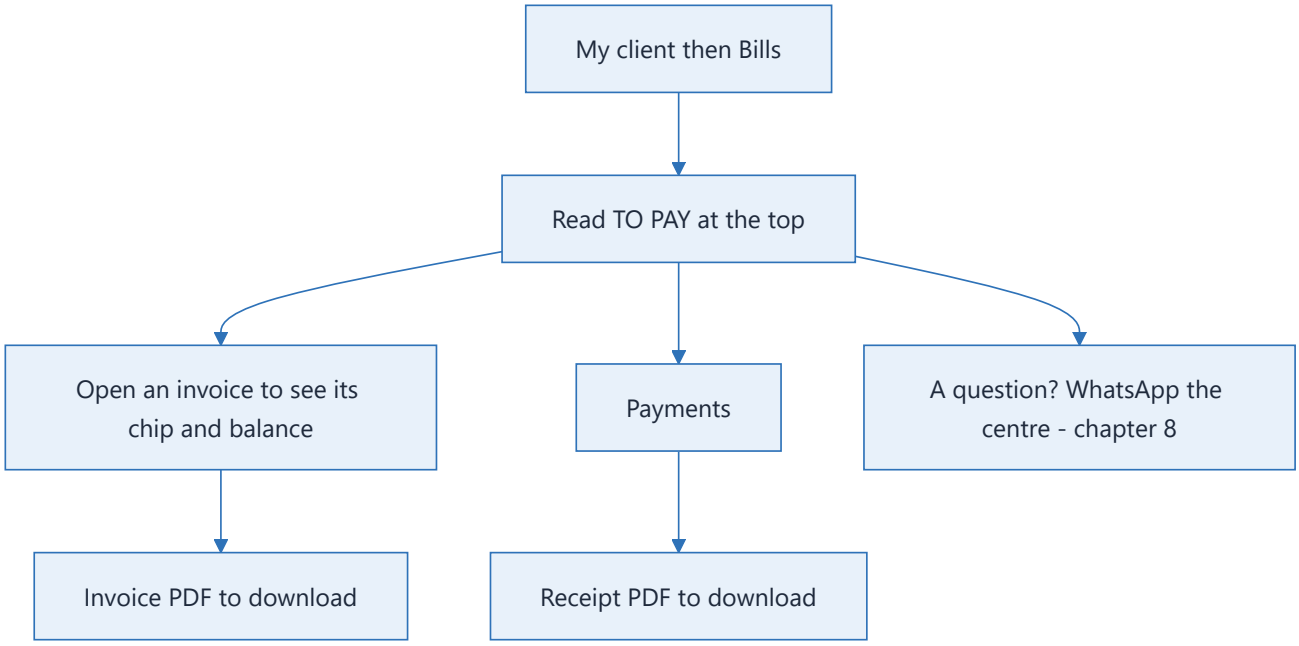


Figure 10.1. Reading bills.

Pay a bill online

What it is for. Paying an invoice from the website, by FPX online banking or by card. The payment goes to the account of the company that issued the invoice, so each company is paid into its own bank account.

Good to know before you pay

- You pay the **whole amount still owed** on one invoice. Part payments are not offered.
- The invoice must still owe at least **RM 2**.
- **An online payment fee may apply.** When it is on, the payment provider's fee for an online payment is added to what you pay, so that the centre receives the full invoice amount. You see the invoice amount, the fee and the total before you pay, and you must tick that you agree. Paying by **bank transfer** using the bank details on your invoice has **no fee**.
- You pay on a secure page run by Stripe, the payment provider. Your card or bank details are typed there. The centre and this app never see them.
- The payment is booked when Stripe confirms it to us. A card payment is usually confirmed at once. An online banking (FPX) payment can take longer, sometimes a few minutes.

Steps (website)

1. Sign in on the website, tap **My client**, then **Bills**.
2. Find the invoice that is not yet paid. If it can be paid online, a button **Pay RM (the amount) online** shows on it. If you cannot see the button, see "If there is no Pay button" below.
3. Tap it. **If an online payment fee applies**, the button shows the total (for example **Pay RM 125.26 online**) and a box opens first, headed **Online payment fee**. It shows three lines: **Invoice**, **Online payment fee** and **Total**, a short explanation, and the line "You can also pay by bank transfer using the bank details on your invoice, with no fee." Tick **I understand and agree to pay the online payment fee**. The **Pay** button in the box stays greyed out until you tick it. Tap **Cancel** to go back: nothing is charged. When you tap **Pay**, the button says "Opening the payment page…" and the Stripe page opens in the same tab. (If no fee applies, there is no box: the button says "Opening the payment page…" straight away.) The Stripe page and its receipt show two lines: the invoice and the online payment fee.
4. Choose **FPX online banking** or **card** and follow the steps on the page. Do not close the page until it sends you back. A page left open for more than about half an hour times out and nothing is taken; start again from Bills.
5. When you have paid, the website brings you back to a page headed **Thank you**. It says one of:
   - "Your payment has been received. A receipt is under Payments on the Bills page."
   - "We are confirming your payment. This can take a minute. Please check the Bills page shortly." The page checks by itself for a short while. If it still says this, tap **Back to bills** and look again in a few minutes.
   - "We have received your payment. The centre is checking it and will confirm it to you soon. You do not need to pay again." Leave it with the centre.
6. Tap **Back to bills**. The invoice shows **Paid**, and the payment appears under **PAYMENTS** with a **Receipt PDF**.
7. If you close the payment page without paying, the page is headed "Payment not made" and says "You did not complete the payment, so nothing was taken and your bill has not changed. You can try again from the Bills page." If the payment did not go through it says "The payment did not go through, so nothing was taken. You can try again from the Bills page, or ask the centre."
8. If the payment page cannot be opened, you are told "We could not open the payment page. Please try again." If the bill changed while the page was opening, you are told so and asked to check the amount and try again.

8a. If the fee or its wording changed while the box was open, you are told "The amount or the wording of the online payment fee has changed. Please check the new amount and try again." Open the box again and read the new amount. The fee is not refundable unless the payment for the invoice itself is refunded. The invoice in Bills and its receipt show the invoice amount only; the fee is not part of the invoice.

The centre switched the online payment fee on after Lyndon approved its wording on 15 Nov 2026. It applies to every online payment, FPX or card, and the total is rounded up to the whole sen.

On the phone. Reading bills and downloading PDFs work as described above. Paying works in the phone app from version 2.23.118:

1. Tap **My client**, then **Bills**.
2. On an unpaid invoice that can be paid online, tap the button with the lock, **Pay RM (the amount) online**. If you cannot see it, see "If there is no Pay button" below.
3. **If an online payment fee applies**, a box headed **Online payment fee** opens first. It shows **Invoice**, **Online payment fee** and **Total**, the explanation, and "You can also pay by bank transfer using the bank details on your invoice, with no fee." Tick **I understand and agree to pay the online payment fee**, then tap **Pay RM (the total) online**. Tap **Cancel** to go back: nothing is charged. (If no fee applies, there is no box.)
4. The button says "Opening the payment page…" and the secure Stripe page opens in your phone's browser. Choose **FPX online banking** or **card** and follow the steps. Your bank or card details are never shared with the centre.
5. When you have paid, close the payment page to return to the app. The app checks for a few seconds and then tells you one of: "Thank you. Your payment has been received."; "We have received your payment. The centre is checking it and will confirm it to you soon. You do not need to pay again."; or "If you completed the payment, it can take a minute to show here. Pull down to refresh." If you did not pay, it says "The payment was not made, so nothing was taken. You can try again." If the page cannot be opened: "We could not open the payment page. Please try again."
6. Pull down on the Bills page to refresh. The invoice shows **Paid**, and the payment appears under **PAYMENTS** with a **Receipt PDF**.

If there is no Pay button

- The invoice is already paid, or less than RM 2 is owed on it.
- The company that issued the invoice is not set up for online payment yet.

- Paying online is not available for that invoice right now.

Pay the way your invoice says, or ask the centre (chapter 8). Do not pay twice: if you have paid and the invoice has not changed yet, wait a few minutes and look again.

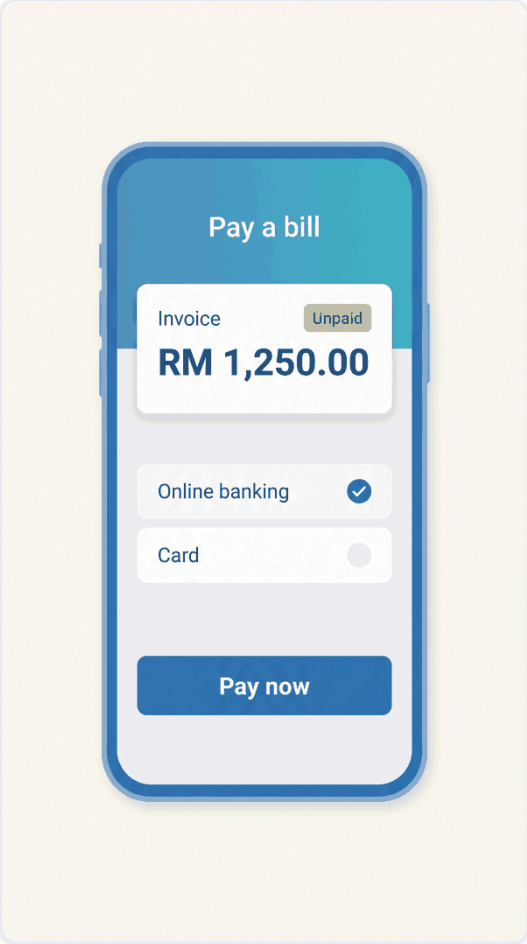


Figure 10.2: Pay an invoice

*Illustration, not a real capture. Replace with a capture of the website Bills section showing an unpaid invoice with its **Pay RM … online** button and the note under the list ("Pay by online banking (FPX) or card on a secure page. Your bank or card details are never shared with the centre."). It needs a company that is ready for live payments.*

The Pay now button in your invoice email

When the centre emails you an invoice or a payment reminder, and the invoice can be paid online, the email has a **Pay now** button.

1. Tap **Pay now** in the email.

2. The website opens and asks you to **sign in first**. The button never pays for you and never signs you in.
3. After you sign in, you land on the Bills page of that client. Tap **Pay** on the invoice, as in the steps above.

If your account may not see that client, you land on the normal Bills page and nothing more. If the invoice cannot be paid online, the email has no Pay now button. WhatsApp invoice messages do not carry a Pay now link yet.

Receipt emails

The centre can email you a receipt for a payment. A receipt email is also meant to go out by itself after each payment is received, online payments included.

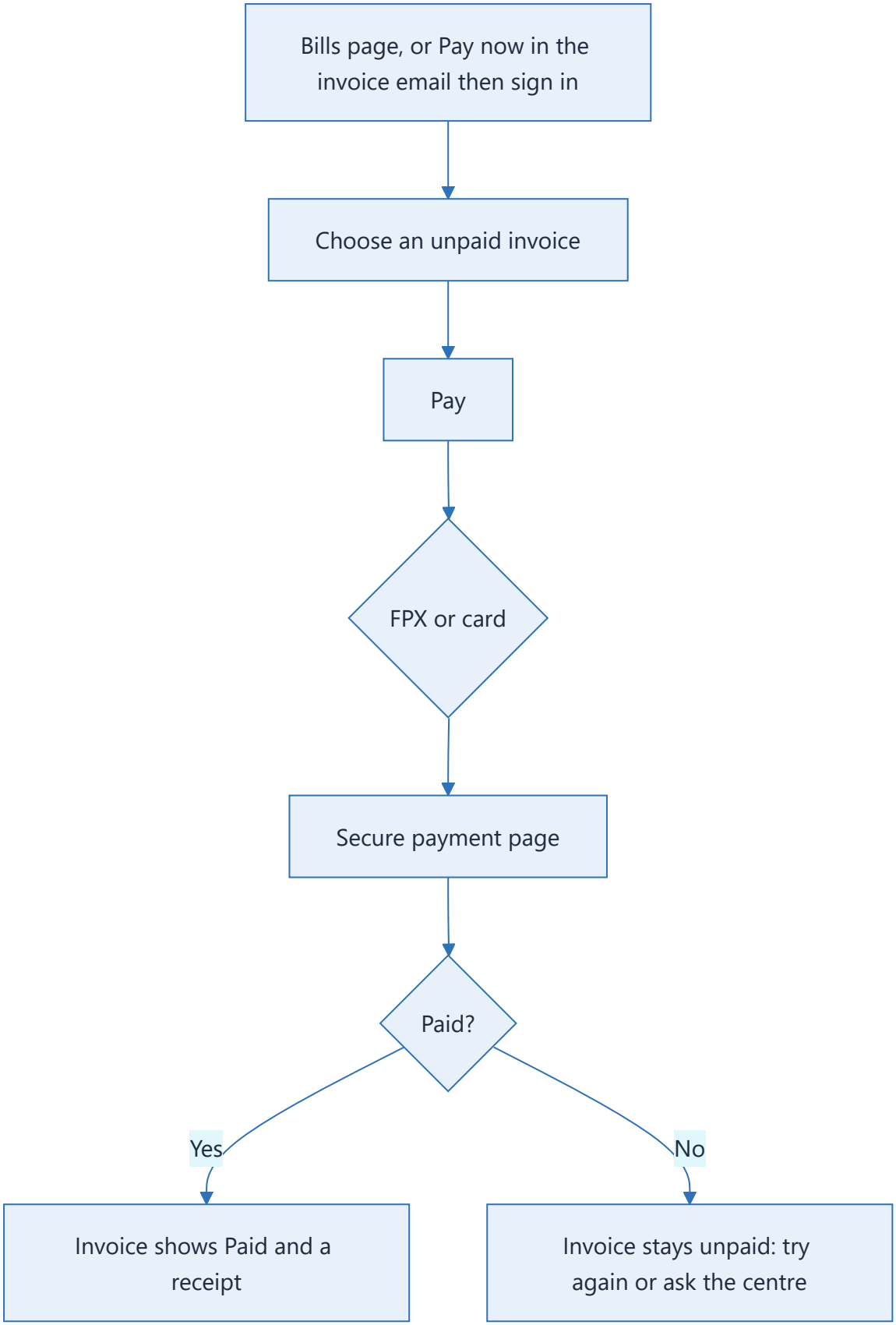


Figure 10.2. Online payment.

Questions about a bill

At the bottom of the section: "Questions about a bill? Chat with us on WhatsApp." Use the Inbox tab (chapter 8).

On the website

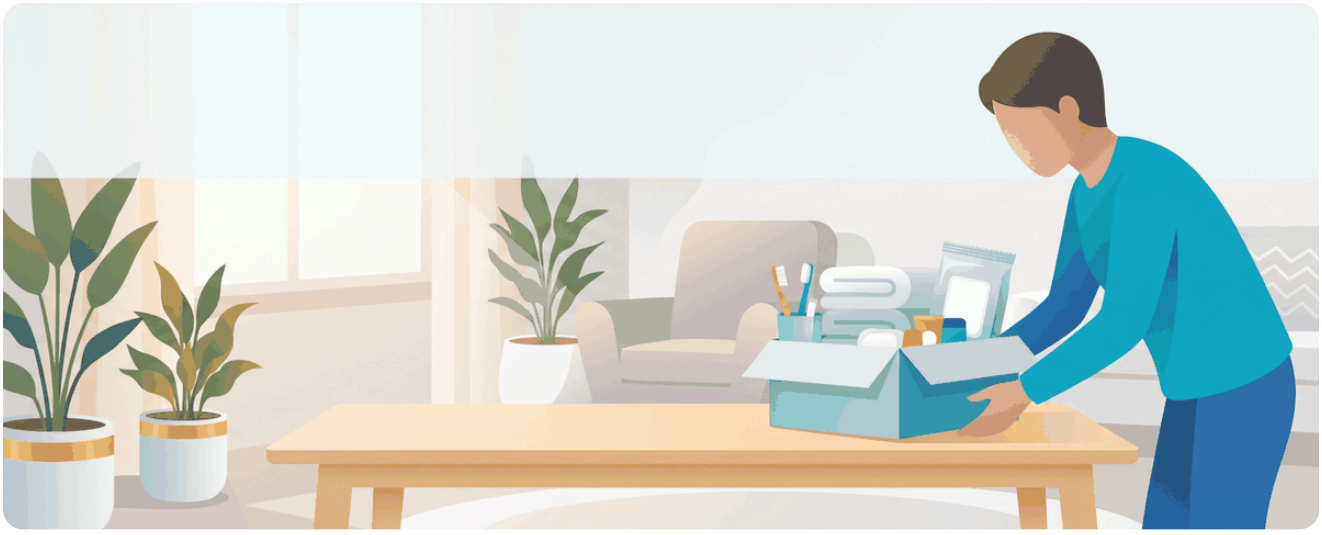
The same section. The PDF downloads to your computer through your browser.

Good to know

- Only your family member's invoices are shown. You do not see the centre's other bills or other clients' bills.
- If an amount looks wrong, ask the centre before paying.
- If a bill needs correcting, only the centre can do it.

CHAPTER 11

Supplies, and bringing a replacement pack



What it is for

Families often bring things for their relative: nappies, creams, wipes. This section shows what is running low, and lets you tell the centre you will bring it. If the centre lent your family member something from its own stock, you can also bring a new pack to replace it, and the charge is taken off once the team has checked it.

Steps: tell the centre you will bring something

1. Tap **My client**.
2. Tap **Supplies**.
3. Under **RUNNING LOW**, each item shows how much is left.
4. Tap **I'll bring it** beside an item.
5. A message thanks you and says the team will be told.
6. The item now shows "You said you'll bring it".

If the item shows "You asked us to top it up", a top-up has already been asked for. If nothing is low, the page says "Nothing is running low."

Under **ALL SUPPLIES** you may also see everything of your family member's that the centre holds, with how much is left.

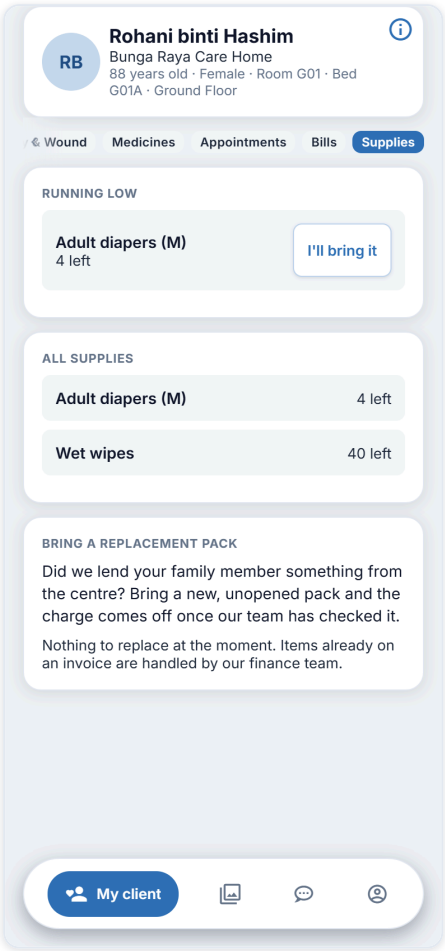


Figure 11.1: Running low

Steps: bring a replacement pack

Only items that can be replaced are listed under **BRING A REPLACEMENT PACK**. The page explains: "Did we lend your family member something from the centre? Bring a new, unopened pack and the charge comes off once our team has checked it."

1. Under **BRING A REPLACEMENT PACK**, tap **Start** beside the item.
2. Use the plus and minus buttons to choose how many packs you are bringing. You cannot choose more than the centre has recorded as open.
3. Take a photo of the item: tap **Take a photo**. If the phone asks to use the camera, allow it. If you would rather use a photo already on your phone, tap **Choose a photo**.
4. Check the photo. Tap **Change photo** if you want another.
5. Tap **Send**. The button works only when there is a photo and a number chosen.

6. Hand the pack or packs to the nurse station.

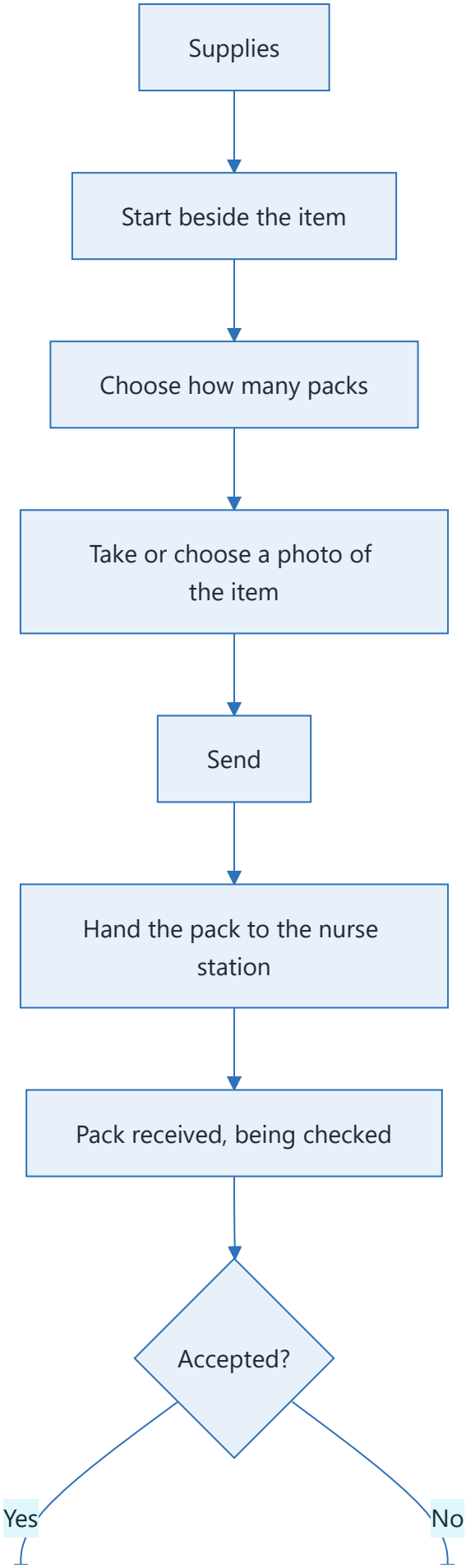
A photo is required. Without it **Send** stays greyed out. If the app on your phone does not offer a photo step at all and you are told "Please add a photo of the item. If the app does not ask for one, update the app from the App Store or Google Play and try again.", your app is out of date: update it, then try again.

After you send, a message says "Thanks! Please hand the pack to the nurse station. We'll confirm once our team has received it."

Steps: follow a replacement pack

Under **YOUR REPLACEMENT PACKS** you can see each pack with a chip:

CHIP	MEANING
Waiting for the pack	You sent the request. The centre has not yet got it.
Pack received, being checked	The centre has the pack and is checking it.
Charge taken off	The team accepted it and removed the charge.
Not accepted	The pack was not accepted. Ask the centre why.


Supplies
Start beside the item
Choose how many packs
Take or choose a photo of the item
Send
Hand the pack to the nurse station
Pack received, being checked
Accepted?
Yes
No

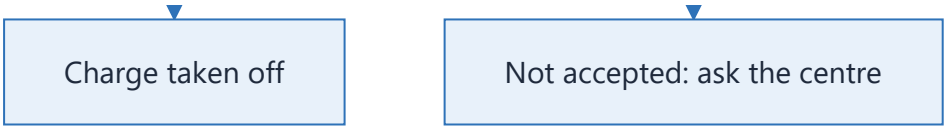


Figure 11.1. Bringing a replacement pack.

When there is nothing to replace

The page says "Nothing to replace at the moment. Items already on an invoice are handled by our finance team." For those, ask the centre.

On the website

The same section and the same steps, with one difference: there is no **Take a photo** button. Tap **Choose a photo** and pick a photo from your computer, or from your phone's photos if you are using the website on a phone. Once chosen, the button changes to **Change photo**. Until you add a photo the page says "Add a photo of the item to continue".

Good to know

- The camera is only used if you tap **Take a photo**.
- The photo goes to the centre's private store. It is used to check the pack.
- You do not pay here. The centre removes the charge from your invoice.

CHAPTER 12

Raise a concern and follow it



What it is for

If something about your family member's care or surroundings is not right, you can tell the centre in writing, and follow what happens. On the phone the screen is called **Complaints**. The button is called **Raise a concern**.

The centre says it acknowledges a concern on the same working day and deals with it within 5 working days.

If it is urgent, phone the centre. See chapter 16.

Steps: raise a concern (phone)

1. Tap the **Profile** tab.
2. Tap **Raise a concern**.
3. If you look after more than one person, choose whose concern it is.
4. Tap **Raise a complaint**.
5. Under **ABOUT**, choose one: Building / fixtures, Cleaning, Laundry, Transport, Care, or Other.
6. If you chose Laundry and it is about missing clothing, also tap **Lost clothing**.

7. Under **WHAT IS WRONG**, write one short line. For example: "The blue cardigan is missing."
8. Under **DETAILS (OPTIONAL)**, you may add since when, and what you have already said to staff.
9. Tap **Send**.

A message says "Thank you. The centre has your complaint. You will be told here when it is acknowledged and when it is resolved."

If you close the form with something written, the app asks "Discard this complaint?" so a stray tap does not lose your writing. Choose **Keep writing** or **Discard**.

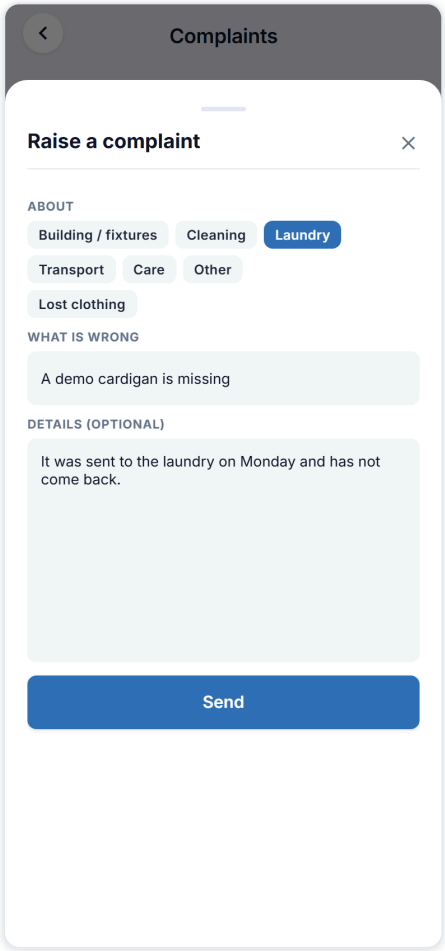


Figure 12.1: Raise a complaint form

Steps: follow what happens

1. Tap **Profile**, then **Raise a concern**.
2. Your concerns are listed, newest first. Each shows its title, the area, the date raised, and a chip:

- **Received**: the centre has it.
- **Being dealt with**: the centre has acknowledged it and is working on it.
- **Resolved**: it is closed. The centre's reply is shown after "Resolved:".

3. A chip may also say "Expected by" with a date.
4. Under each you can read the updates the centre has chosen to show you. You do not see the centre's internal notes or which person did what.

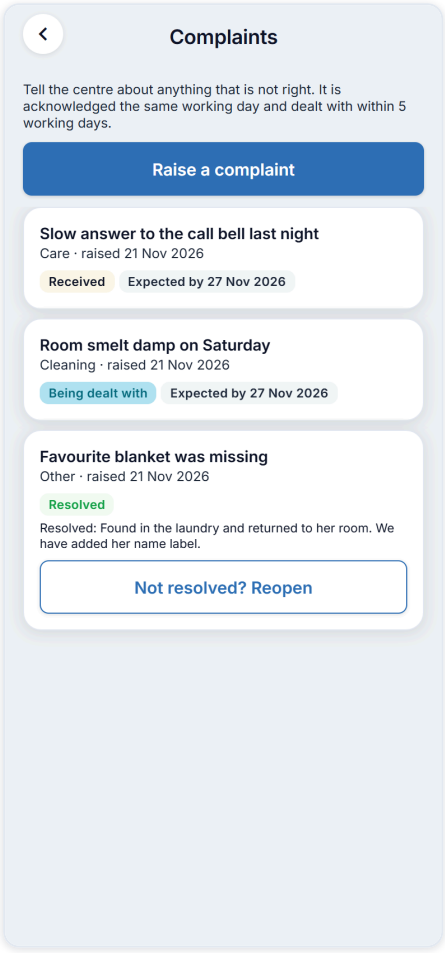


Figure 12.2: Concern list with status chips

If it is not resolved

- Within 14 days of the centre closing it, tap **Not resolved? Reopen**, write why it is not resolved, and tap **Reopen**. The centre then deals with it again within 5 working days.
- After 14 days, tap **Happened again? Raise it again**. This starts a new concern linked to the old one.

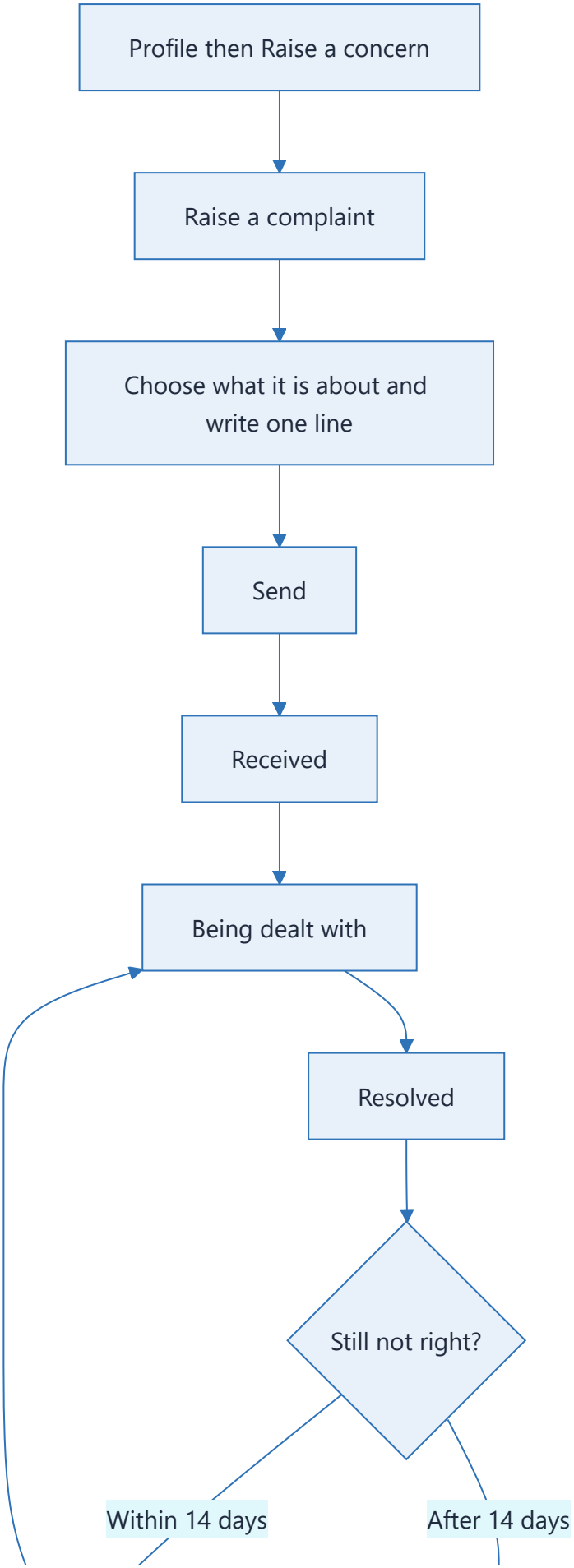

Profile then Raise a concern
Raise a complaint
Choose what it is about and write one line
Send
Received
Being dealt with
Resolved
Still not right?
Within 14 days
After 14 days



Figure 12.1. The life of a concern.

On the website

1. On **My client**, select **Profile** at the top right.
2. Under **Account**, select **Raise a concern**. If you look after more than one person, choose whose concern it is.
3. Fill in the form (**About**, **What is wrong**, and **Details** if you wish) and select **Send**.
4. On the same row, a small badge shows how many concerns are still open, or **Resolved** when the centre has closed one you have not yet looked at. Select the row again to see your concerns and their status.

After you send, the page says "Thank you. The centre has your concern. You will be told here when it is acknowledged and when it is resolved." "Here" means your list of concerns: open it again to see the latest status chip, as on the phone. On the website, the badge on the **Raise a concern** row shows how many are still open. The centre's system also records a notice for you when the centre acknowledges a concern and when it closes it; chapter 14 says where notices can be seen.

Good to know

- A concern is a record. It does not replace a phone call if something is happening now.
- Be specific. A short line and a few details help the centre act sooner.
- You see only concerns about your own family member that the centre has made visible to families, because every page is limited to your own link. The full wording of a concern is shown only to the person who raised it, and the centre's internal notes are never shown.
- You can raise at most 5 concerns in one day. After that, phone the centre (the website says "You have raised 5 concerns today. Please call the centre.").

CHAPTER 13

Read your family member's profile



What it is for

The profile gathers what the centre has on record about your family member in one place: who they are, where they stay, their health background, their care plan, their meals, who the family contacts are, and what belongings are at the centre. It is read only. If something is wrong or out of date, tell the centre.

Steps (phone)

Two ways in:

- On **My client**, tap the small **i** at the top right of the name card.
- Or tap the **Profile** tab, then **Client profile**. If you look after more than one person, choose whose.

Then scroll down. The page is made of cards. You only see a card when the centre has filled it in:

CARD	WHAT IT SHOWS
ABOUT	Personal details the centre holds
STAY AND PROGRAMMES	Where they stay and the programmes they are on

CARD	WHAT IT SHOWS
HEALTH BACKGROUND	A summary of their health background
CARE PLAN	For each area of care: the diagnosis, the care instructions, and the next review date
MEALS	Dietary details
FAMILY CONTACTS	The family contacts on record, with phone numbers you can tap to call
BELONGINGS AT THE CENTRE	Items of theirs the centre has listed

Tap a phone number to call. Pull down to refresh. Tap the back arrow to go back.

If the centre has not filled it in yet, the page says "Nothing to show yet. The centre has not filled in this profile yet."

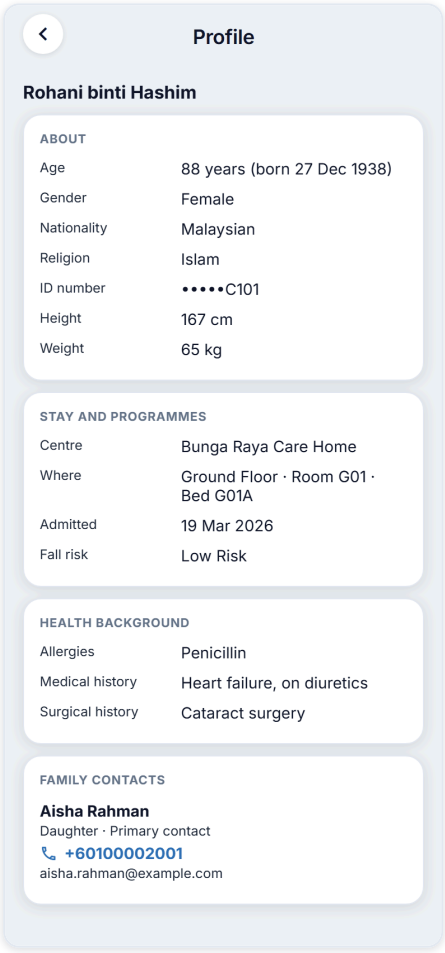


Figure 13.1: Client profile

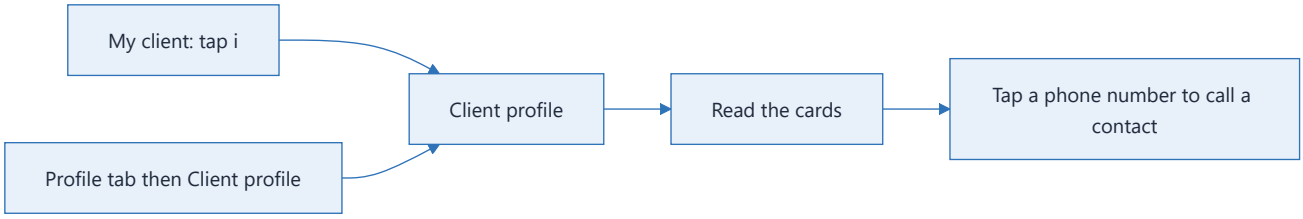


Figure 13.1. Opening the profile.

On the website

Select the small **i** at the top right of the name card on **My client**. The profile opens at its own page, with a back arrow to return.

What the profile does not show

It leaves out the care team's clinical notes, money matters, and the names of staff. This is so that the profile is safe to read at home.

Good to know

- The family contacts card can show other relatives' phone numbers. Treat it as private. See chapter 15.
- To correct a contact number, a belonging, or any detail, tell the centre. You cannot edit the profile.

CHAPTER 14

Look after your own account and notices



What it is for

The **Profile** tab is about you: your name and details, your password, how you sign in, which notices you receive, and a way to ask us to delete your account.

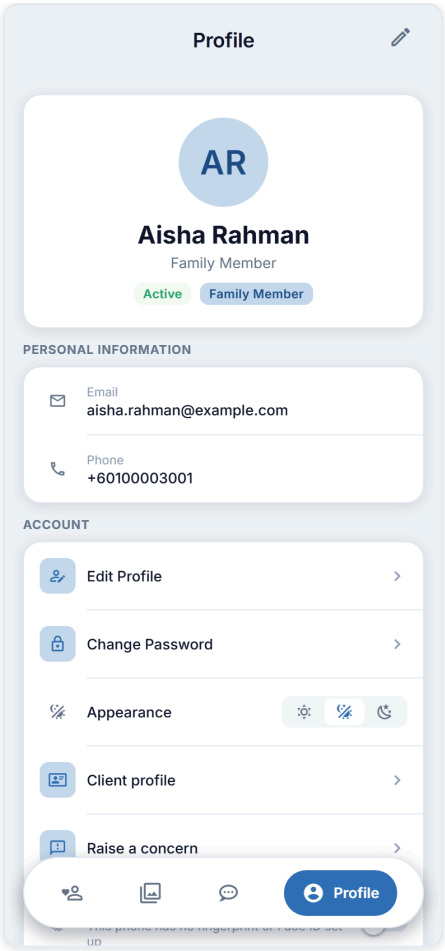


Figure 14.1: The Profile tab

Change your details

1. Tap the **Profile** tab.
2. Tap **Edit Profile**, or tap the pencil at the top right, or tap your photo.
3. You can change: your photo (**Add Photo** or **Change Photo**), your nickname, your full name (required), your mobile number, your address, your date of birth, your NRIC / passport number, and your gender, nationality, religion and marital status. All except your full name are optional.
4. Save.

A message says "Profile updated". Your email address is shown on the Profile page but cannot be changed here; ask the centre if it needs to change.

Change your password

1. On **Profile**, tap **Change Password**.
2. Type your new password.
3. Type it again under **Confirm New Password**.
4. Tap **Update Password**. A message says the password was changed.

When you change your password you are signed out of every phone and the website, including this one, on purpose. Sign in again with the new password.

The website and the phone ask for the same thing: at least 8 characters and a password that is not a common one. The strength bar shows Too short, Good or Strong.

If you have forgotten your password, use **Forgot password?** on the sign-in page. See chapter 2.

Sign in with your fingerprint or face

1. On **Profile**, find the row **Sign in with fingerprint or Face ID**.
2. Turn the switch on.
3. The app asks for your password, then for your fingerprint or Face ID.
4. When it works, a message says "Fingerprint / Face ID sign-in is on".

Turn the switch off to remove it. If the row is greyed out, it says "This phone has no fingerprint or Face ID set up": set one up in the phone's own settings first.

Choose light or dark

1. On **Profile**, find **Appearance**.
2. Tap the sun (light), the half moon (follow my phone) or the moon (dark).

Choose which notices you get

1. On **Profile**, tap **Notification Preferences**.
2. You see a short list under **GENERAL**:
    - **Care Updates**: vitals, notes and incident alerts

- **Appointments**: booking confirmations and reminders
- **Messages**: messages from staff or family

3. Each has two switches: **Push** (a notice on your phone) and **Email**. Both start on.
4. Turn off any you do not want.

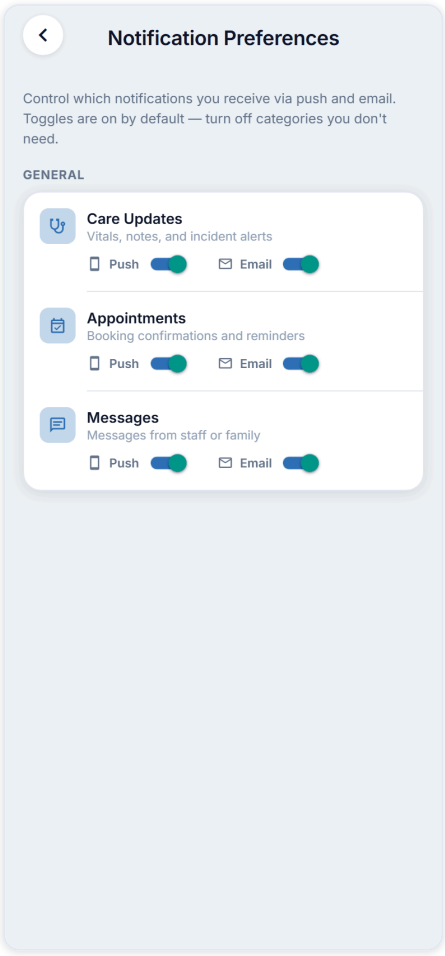


Figure 14.2: Notification preferences

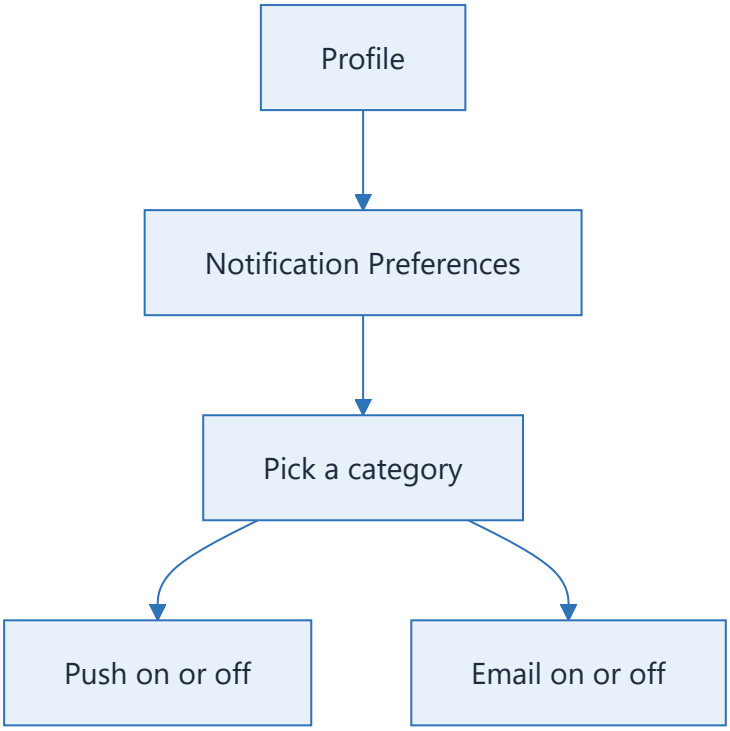


Figure 14.1. Choosing your notices.

Where your notices are shown

Notices reach you as a notice on your phone (**Push**) and as an email, as you chose above. The app does not have a notices list for family logins: the bell and the Notifications page are for staff.

Sign out

1. On **Profile**, tap **Sign Out**.
2. Confirm.

Sign out whenever the phone is shared.

Ask us to delete my account

1. On **Profile**, tap **Ask us to delete my account**.
2. Read the message and tap **Send my request**.

3. A central administrator reviews your request and answers within 7 days. Nothing is deleted straight away, and your account works as usual until then.

When it is done, your sign-in and your personal details (name, phone, email, photo) are removed. Records the law requires the centre to keep, such as care records and invoices, stay, without your name.

Open this manual from the app

On **Profile**, tap **User Manual**. It opens the guide in your browser.

On the website

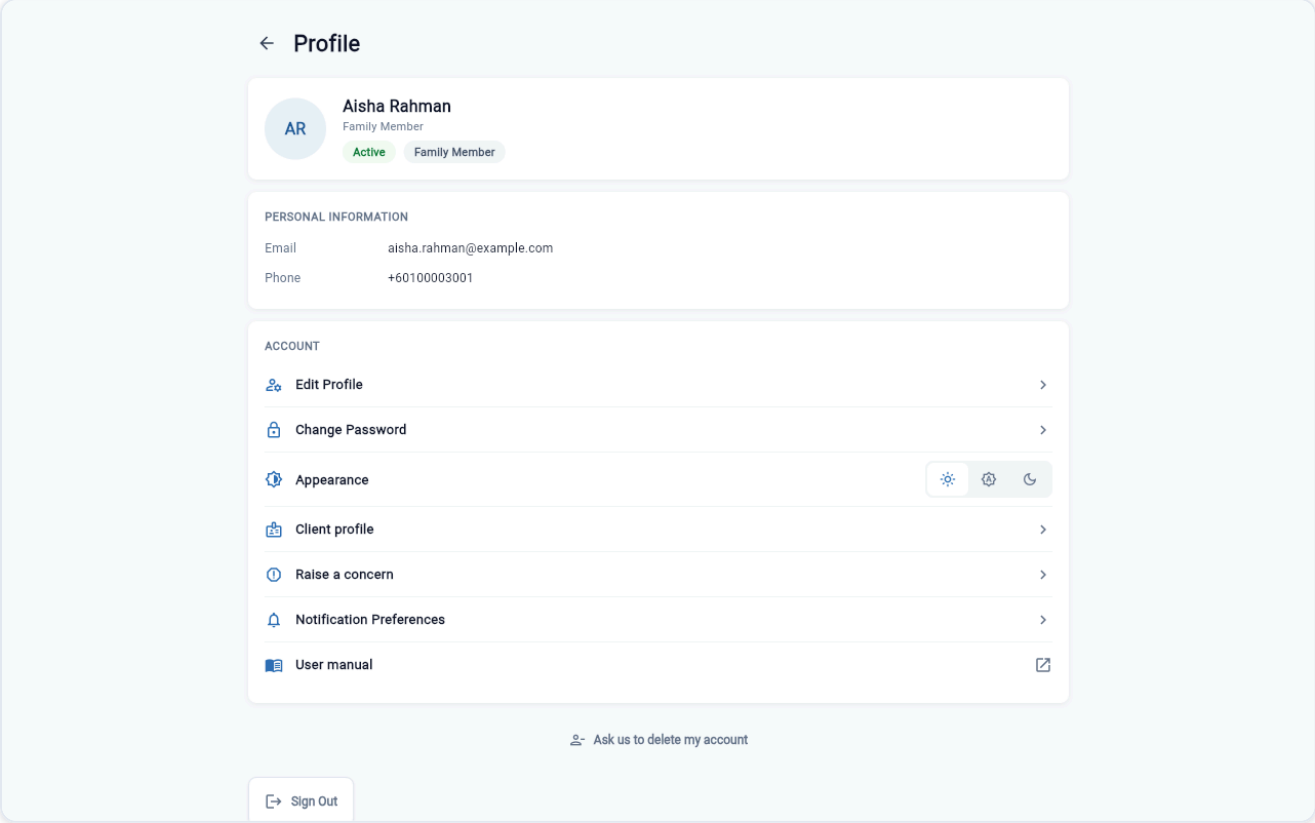


Figure 14.3: The website Profile page

On the website, select **Profile** at the top right of **My client**. The Profile page has the same list as the phone: **Edit Profile**, **Change Password**, **Appearance** (Light, System or Dark), **Client profile**, **Raise a concern**, **Notification Preferences** (the same three General categories with **Push** and **Email**), **User manual**, **Ask us to delete my account** and **Sign**

Out. The website has no fingerprint or Face ID sign-in, and its Edit Profile form does not show the staff-only items. On the website, a new password needs at least 8 characters.

CHAPTER 15

Privacy: what you can and cannot see



The short version

You see only your own family member, and only what the centre has chosen to share with families. Other clients and staff matters are not visible to you.

What you can see

- Their latest health checks and the history behind them.
- Notes the centre has chosen to share, with the role that wrote them (for example "From the nurse").
- Photos and videos the centre shares.
- Wound and therapy progress. Photos only if the client agreed to them.
- Their medicines and today's doses.
- Their appointments.
- Their invoices, payments and receipts.
- What they are running low on.

- Their profile: details, stay, health background, care plan, meals, family contacts and belongings.
- Your own concerns and what the centre has chosen to tell you about them.

What you cannot see

- Any other client, and any other client's family.
- Staff records, rosters, pay or personal details. Notes show a role, not a name.
- The care team's clinical notes and the internal notes on a concern.
- Money matters beyond your own family member's bills.
- The centre's own stock and costs.

The centre decides who is linked to whom. The server checks every page against that link, so asking for another person's page does not work, whatever you type.

Looking after what you see

- What you see about your family member is private. Please do not share screenshots or photos with people outside the family.
- Other relatives' phone numbers appear in the profile. Please treat them as private.
- Do not share your password. Sign out on shared phones.
- Please do not share the centre's photos on social media without asking the centre.

When you sign up and sign in

You must accept the Terms of Use and Privacy Policy to use the app. The full text is in the app and on the website. This chapter is a summary and does not replace them.

The full texts are public. You do not need to sign in to read them:

- Privacy Policy: **web.lifecaresystems.com.my/privacy**
- Terms of Use: **web.lifecaresystems.com.my/terms**

Deleting your account

You can ask for your account to be deleted. See chapter 14. Records the centre must keep by law stay, without your name.

Where your information is kept

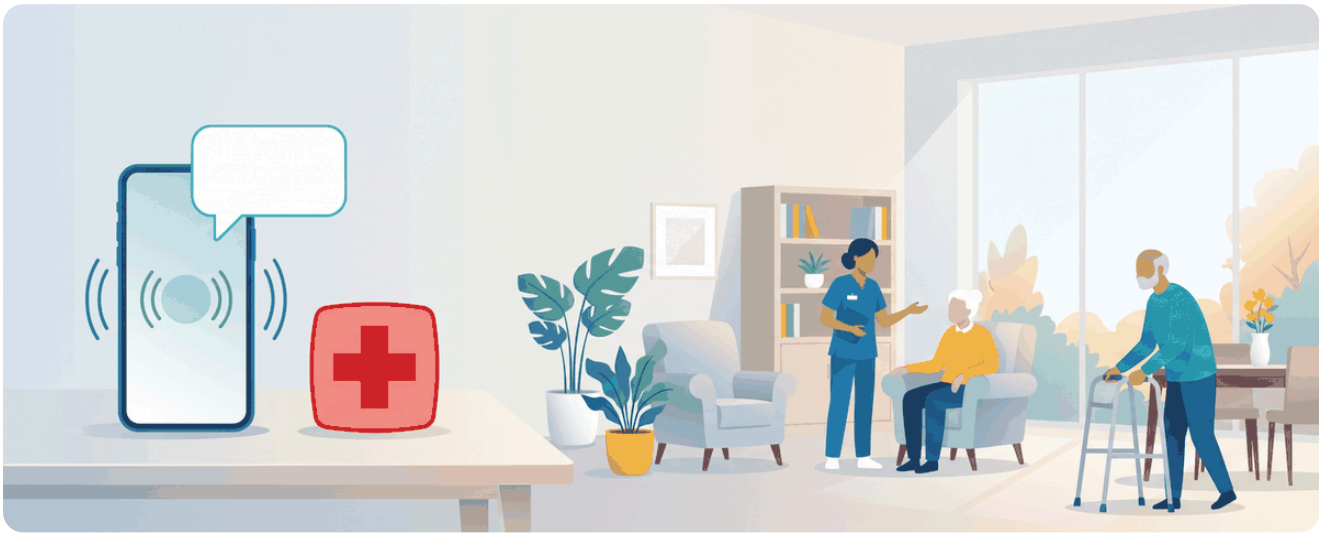
Your family member's information is stored on secure servers in Singapore.

If something looks wrong

If you see something that is not about your family member, such as another client's name, tell the centre straight away. See chapter 16.

CHAPTER 16

Who to call and when



Quick guide

WHAT IS HAPPENING	WHAT TO DO
Your family member is in danger, or you think they need a doctor now	**Call the centre now. If it cannot wait, call 999.**
You are worried about their health, a wound, or a reading	**Phone the centre.**
A medicine chip says "Not given. Please ask the centre."	Phone or WhatsApp the centre.
A question, a request, a bill query	WhatsApp the centre (Inbox tab).
You want to arrange a visit or an outing	WhatsApp or phone the centre.
Something is not right but it is not urgent	Raise a concern (Profile then Raise a concern).
You cannot sign in, or the app is not showing your family member	Phone the centre. They can link your account or reset things.

The centre

This guide does not print telephone numbers, because each centre has its own. Use the **WhatsApp the centre** button in the Inbox tab, or the number in your admission pack.

Write it here for yourself:

- Centre phone: _____
- Person to ask for: _____

The app itself

If the app is not working, for example you cannot sign in, or pages will not load, try these in order:

1. Pull down on the page to refresh.
2. Check your phone has signal.
3. Close the app fully and open it again.
4. Sign out and sign in.
5. Phone the centre.

If you see "Access Unavailable", tap **Sign Out** and phone the centre.

The website version of the app is at **web.lifecaresystems.com.my**. It works in any browser and shows the same pages as the phone.

Remember

> The app is not for emergencies. If someone is in danger, call the centre. If it cannot wait, call **999**.

CHAPTER 17

Glossary



Appearance. Whether the app is light, dark, or follows your phone.

Bills. The section of My client that shows what is owed, invoices and payments.

Blood pressure. A reading of the force of blood in the arteries. Shown in mmHg, such as "120/80".

Bowel output, Urine output. Records of when and what, as written by staff.

Centre. The care centre where your family member lives or attends.

Check. A health measurement taken by staff, such as blood pressure or temperature.

Client. The word the app uses for the person in the centre's care. This guide usually says "your family member".

Concern. A written report to the centre that something is not right. On the phone the screen is called **Complaints**.

Dose. One time a medicine is given.

Family contacts. The relatives the centre has on record for your family member, with their phone numbers.

Invoice. A bill from the centre.

Linked. Connected to your family member. Your account is linked by the centre when it approves you.

My client. The main page of the app for families.

Notes from the team. Short notes the care team has chosen to share with you.

Notification, notice. A message from the app that appears on your phone or in your email.

Oxygen level. The share of oxygen in the blood, shown as a percentage.

Pulse. The heart rate, in beats per minute.

Push. A notice that appears on your phone from an app, even when the app is closed.

Receipt. A record that a payment has been received.

Replacement pack. A new, unopened pack you bring to replace something the centre lent your family member.

Resolved. A concern the centre has closed. You may reopen it within 14 days.

Supplies. Things your family member uses, such as nappies or creams, and how much is left.

Therapy & Wound. The section showing how wound care and therapy are going.

Updates. Photos and videos the centre shares.

WhatsApp. The messaging app you use to talk to the care team.