SPEAK2 NEIGHBORS · WEB QUICK GUIDE

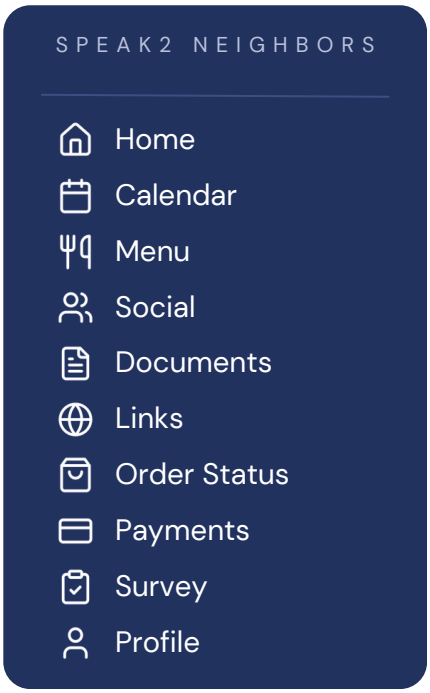
Neighbors on the Web

Everything the resident app does, on a computer: meals, events, requests, documents and your community, all from the menu on the left.

neighbors.speak2family.com

Getting around

Every page lives in the menu on the left.



The left menu is always there

The page you're on is highlighted. Click **Home** any time to get back to the start.



1 Mail icon

Click the envelope to see if your mail has arrived today.

2 Your name

Shows whose profile you're using right now.

3 Your initials

Opens a menu with **Profile**, **Log Out** and **Delete Account**.

Page by page

The controls you'll use most.

Home

Your daily starting point

- **Community News** shows the latest announcement.
- **Today's Status** lists your orders and events for today.
- **Quick Access** tiles open any page in one click.
- Click the ☆ **star** on a tile to make it your favorite page.
- Click **Hello!** to check in for the day.

Calendar

Events and activities

- Switch between **Month**, **Week** and **Day**. Arrows change the month.
- Click a date to see its events on the right. **Today** jumps back.
- **View all events** or **Your registrations** (events you signed up for).
- Filter by wellness type: Intellectual, Physical, Social and more.
- Click the round **+** to add your own event.

Page by page

continued

Menu

Dining menus by day

- A month view of meals. Today is highlighted in yellow.
- Click a day to see what's being served.
- Type in **Search meals…** to find a dish.
- **Today** jumps back to today. Arrows change the month.

Social

Connect with neighbors

- **Posts** shows the community; **Your Feed** shows your own posts.
- Write in **Share something…**, add a photo, emoji or group, then **Post**.
- **Groups** (left) lists your groups. Pick one to see its documents.
- **Directory** (right) lets you search residents by name.
- **Birthdays Today** shows who to celebrate.

Documents

Community and personal files

- **All Documents**: everything you can see. **Community Docs**: shared with all residents.
- **Group Docs** ▾: open it and choose a group. **My Docs**: private to you.
- Search by name or filter by service, asset or group.
- **Upload Document** adds a PDF, Word file or image.

Profile

Your details and preferences

- **Switch Profile**: click a name to act as that person. **+** adds a profile.
- **About Me**: name, cell, email and bio. **Hide my details** for privacy, then **Save Changes**.
- **Wellness**: open a dimension and tap the interests you enjoy.
- **Password** and **Payments** are in the same list.

Order Status

Service requests

- **+ Create an order** to request a service, like dining, maintenance or transport.
- Tabs show **All**, **Open**, **In Progress** and **Closed**, each with a count.
- Change the date range (top right) to see older requests.

Payments

Cards and billing history

- See past charges in **Payment History**.
- Set dates, status or source, then **Apply filters**. **Reset** clears them.
- **Export CSV** saves your history as a spreadsheet.

"Card management is unavailable" means online card payments are turned off. Your history is still here.

Page by page

continued

Links

Websites and resources

- Websites your community recommends, all in one place.
- Click a link to open it in a new tab.

Survey

Share feedback

- Read each question and type your answer in the box.
- Click **Answer** to send it to your community team.

Common tasks

Step by step, start to finish.

Request a service Order Status, or Order on Home	1 Click **Create an order**	2 Pick a category, like Dining	3 Choose the service	4 Add details and submit
Comment on a request Order Status	1 Find your request in the list	2 Click it to open the details	3 Type your comment	4 Click **Send**
Register for an event Calendar	1 Click a date on the calendar	2 Pick an event from the list	3 Click **Register**	4 See it in **Your registrations**
Add an event Calendar	1 Click the round **+**	2 Name the event	3 Set date, time and length	4 Add a location, **Save Event**
Post to the community Social	1 Click **Share something…**	2 Type your message	3 Add a photo or group (optional)	4 Click **Post**
Upload a document Documents	1 Click **Upload Document**	2 Choose or drag in a file	3 Name it; pick My Docs or a group	4 Click **Upload**
Check in for the day Home	1 Click the **Hello!** tile	2 Click **Yes** to confirm		

Good to know

- **Pages take a moment.** A spinning circle means a page is loading. Give it a few seconds before clicking again.
- **Empty pages are normal.** "No documents found" means nothing has been added yet. Try clearing any search or filters.