
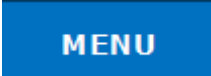













HOW TO - browse the Lendlease Together app

Step	Instructions
1	Login to the Lendlease Together app using your: <ul style="list-style-type: none"> • Username – your unique username provided to you in your welcome letter • Password – your unique password provided to you in your welcome letter, OR if you have changed this, please use the password that you have created.
2	Tap on SIGN IN  to open the Lendlease Together app.
3	The app is a great way to find out what's happening in your community, read stories about residents and events in other villages in Australia, and most excitingly, gives you a quick and easy way to make free video calls to family members and friends. Tap through these introductory screens to come to the main MENU  window and then tap on any of the tiles to see the information they hold for you.
	Tap on Village or Resort News for specific news and updates such as: <ul style="list-style-type: none"> • Specific newsletters & bulletins • Communications to all residents such as road closures and maintenance work
	Tap on Covid-19 for important information about the virus. Direct from Government and World Health Organisation websites.
	Tap on Wellbeing for health tips and news such as: <ul style="list-style-type: none"> • Articles that are also posted on the Lendlease Retirement Living Facebook page • Content from the weekly 'IN IT TOGETHER' newsletter • Interesting media and podcast links
	Tap on What's On for details of what is happening in your village or resort including: <ul style="list-style-type: none"> • Activities, events and social calendars • Bus schedule
	Tap on Resident Stories for articles and pictures from country-wide village residents including content from the weekly 'IN IT TOGETHER' newsletter.
	Tap on Lendlease News for Lendlease related news and videos including: <ul style="list-style-type: none"> • Letters and videos from the Retirement Living Leadership Team to all residents • Other Lendlease Retirement Living wide announcements or videos



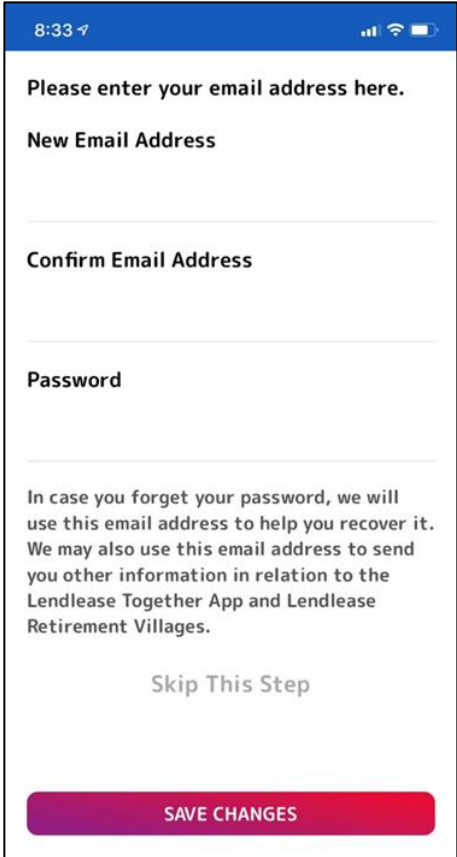
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HOW TO - browse the Lendlease Together app

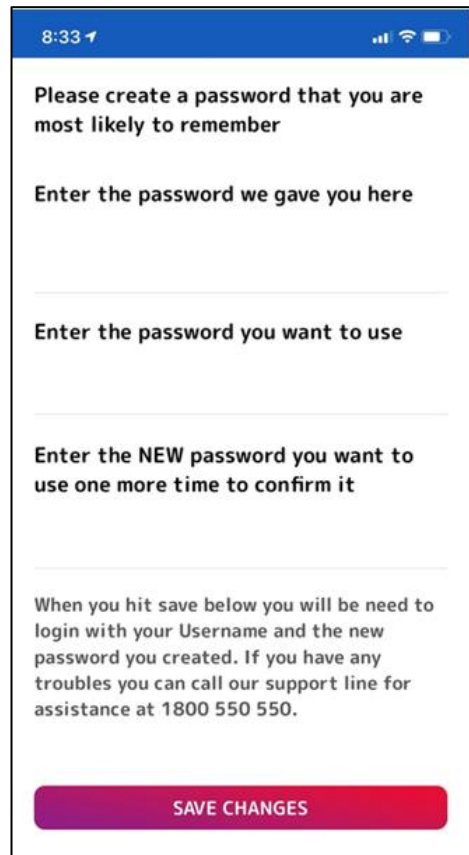
Step	Instructions
	<p>Tap on Contact us to access the Customer Support Headline.</p>
	<p>Tap on VIDEO Calls where you will be able to video call a family member or friend so you can see and speak with them.</p> <p>By adding family or friends here, they will be given access to view your specific village or resort news as well as make and receive video calls with you.</p> <p>Video calls are free for you and any family members or friends you have added here.</p> <p>See the separate How To guide on how to invite family members and friends to join you in these video calls.</p>
	<p>Tap on More to find:</p> <ul style="list-style-type: none"> • My Profile where you can input details about you including your birthday, mobile phone number etc. <p>Here you can use the Edit  icon to access a menu to <i>edit your profile</i> and <i>make changes to your email, username or password.</i></p> <ul style="list-style-type: none"> • My Custom Reply is currently unavailable. Stay tuned to see how you can use this in the future. • Unlink Account From Phone. You can logout of the app here if you wish.
Hints & Tips	
<p>When you want to change the tile you are reading, tap on the three white bars  in the upper right-hand corner of the screen. This will return you to the main MENU view of all the tiles, allowing you to select another tile to read.</p> <p>If you need any help, please ring the Lendlease support line 1800-550-550 for assistance.</p>	

HOW TO – login to the Lendlease Together app








Step	Instructions	
1	<p>The first time you access the Lendlease Together  app, you will need to use the information provided to you about the new app. A letter has been issued to you from Lendlease with your Unique Username and Password.</p> <p>On the first screen on the app, you will be asked to enter your:</p> <ul style="list-style-type: none"> • Username – enter it exactly as it appears on the letter from Lendlease • Password – this is the password provided to you by Lendlease 	
2	<p>Tap on the Terms and Conditions to read them.</p> <p>Click on the box to show a tick if you accept the Terms and Conditions.</p>	
3	<p>Tap on SIGN IN .</p>	
4	<p>On the second screen on the app:</p> <p>Enter your email address and confirm it.</p> <p>This will be your recovery email address where requests will be sent if you forget your username or password.</p> <p>Password is the password Lendlease has provided.</p> <p><i>Ignore Skip This Step.</i></p> <p>Tap SAVE CHANGES.</p>	

HOW TO – login to the Lendlease Together app



Step	Instructions
5	<p>On the third screen on the app:</p> <p>Enter the password provided to you by Lendlease, then enter a password of your own choosing.</p> <p>This should be different from the Lendlease provided password and must contain:</p> <ul style="list-style-type: none"> • at least 8 characters • a combination of letters, numbers &/or symbols • no spaces <p>Choose a password that has meaning to you so that you are most likely to remember it next time you use the Lendlease Together app.</p> <p>Enter this new password on the next line to make sure that you have entered the same characters and/or numbers.</p> <p>It is highly recommended that you write down the Username (given to you by Lendlease) and your new Password in a safe place so that you can refer to them in future.</p> <p>Tap on SAVE CHANGES.</p>
6	<p>Next, you will see the Lendlease Together main login window, login using your username and new password.</p> <p>Now that you have logged in, you will remain logged in whenever you open the app in the future.</p>



HOW TO – invite family or friend members

Step	Instructions
1	When you access the Lendlease Together  app, you will be asked to enter your: <ul style="list-style-type: none"> • USERNAME – your unique username provided to you in your welcome letter • PASSWORD – your unique password provided to you in your welcome letter, OR if you have changed this, please use the password you have selected.
2	Tap on the SIGN IN  button.
3	Tap on the Video Calls  icon to open your contacts.
4	Tap on the Add Family/Friends  button to add a family or friend member. Adding a family/friend will provide them access to enjoy and view content on the Village or Resort News, What's On and Wellbeing tiles.
5	Enter their: <ul style="list-style-type: none"> • First name • Last name • Email address (this option provides an instant email invitation) • Mobile number (this option sends an invitation via SMS within 24 hours) • Relationship (spin the wheel to choose the most appropriate answer) • Security role (select Friend or Family)
6	Tap on the Add User  button. Tap on the Back < icon in the top left-hand corner to add more users or tap on the Menu  icon to return to the Home screen.
	Once your family or friend has been added as a contact, they will appear as a tile on the Video Calls window for easy selection. 


HOW TO – invite family or friend members

Step	Instructions
7	To video call, tap on the contact you would like to call and tap on the Video Call button. 
8	You may be promoted to Allow access for Lendlease Together to use your microphone and camera so your family or friends can see and hear you on the call. <div data-bbox="225 703 501 1061" style="border: 1px solid gray; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">"Lendlease Together" Would Like to Access the Camera</p> <p style="text-align: center;">The camera is used for scanning QR codes within the carer section of the app.</p> <p style="text-align: center; color: blue;">OK</p> <p style="text-align: center; color: blue;">Don't Allow</p> </div> Tap OK to allow the Lendlease Together app to access your camera and/or microphone for this call.
9	The recipient will answer your call as they would normally on their smartphone or tablet device.
10	To end the call, tap on the screen to display the available icons and tap on the red circle to hang up. 

Hints & Tips




To remove a contact, tap on the contact to open it where you will see a wheel in the bottom right-hand corner.



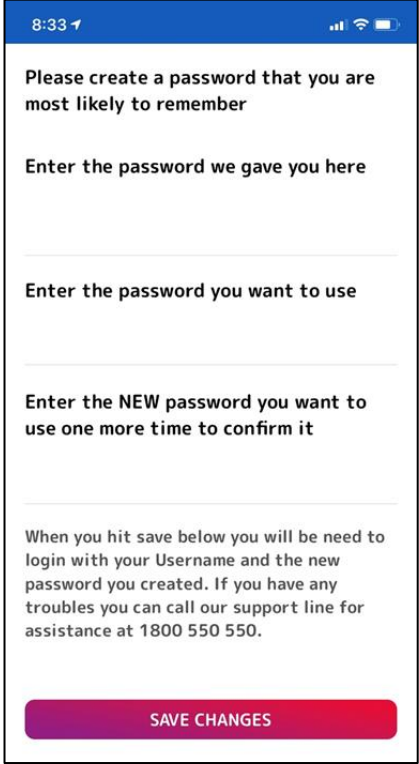
Tap on the wheel and tap **Yes** to **Block the contact**.  Once 'blocked' the contact will not be notified and they won't be able to see any future posts on the app.

If you still need help, please ring the Lendlease support line **1800-550-550** for assistance.

HOW TO – Reset Username and Password

Step	Instructions
1	<p>Login to the Lendlease Together app using your:</p> <ul style="list-style-type: none"> • Username – your unique username provided to you in your welcome letter • Password – your unique password provided to you in your welcome letter, OR if you have changed this, please use the password you have selected.
2	If you have forgotten your chosen Username , tap on Forgot Username .
3	<p>On the FORGOT USERNAME screen, enter your email address and tap SUBMIT</p> 
	In response, you will receive a recovery email advising you of your Username that you will be able to use to sign into the app.
4	If you have forgotten your Password , try and locate the place where you record your passwords in case you have written it down.
5	If you cannot locate your Password , tap on Forgot Password .
6	<p>On the FORGOT PASSWORD screen, enter your email address and tap SUBMIT</p> 
	In response, you will receive a recovery email advising you of a Password that you will be able to use to sign into the app and change this password to one of your choosing.
7	<p>On the first screen on the app, enter your username and the password received in the recovery email and tap SIGN IN</p> 

HOW TO – Reset Username and Password

Step	Instructions
8	<p>On the <i>next screen</i>, enter the recovery password provided in the email and then a password of your choosing.</p> <p>The password must contain:</p> <ul style="list-style-type: none"> • at least 8 characters • a combination of letters, numbers &/or symbols • no spaces <p>Enter your new password on the next line to make sure that you have entered exactly the same characters and/or numbers.</p> <p>Tap SAVE CHANGES.</p> 
9	Your new password can be used to sign in at any time.

Hints & Tips

If you still need help, please ring the Lendlease support line **1800-550-550** for assistance.