

# User Guide - Bupa Aged Care Connect app



Bupa Aged Care Connect is a free app that gives our people, our residents and their relatives access to the latest COVID-19 advice and information, while also keeping you up-to-date with activities in our care homes.

The General Manager for your care home will have the login details and password for your home.

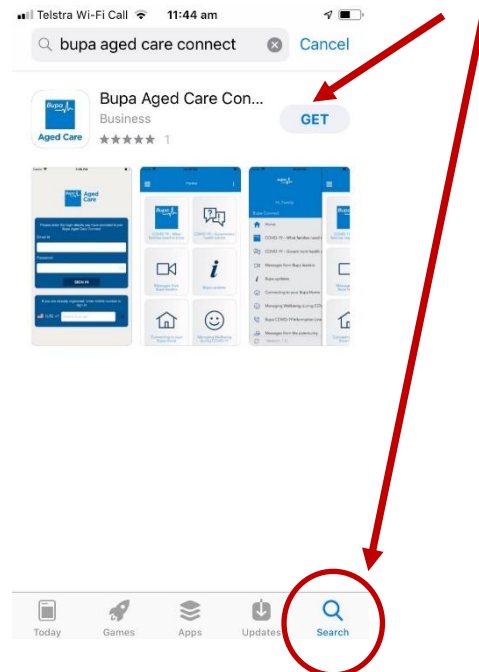
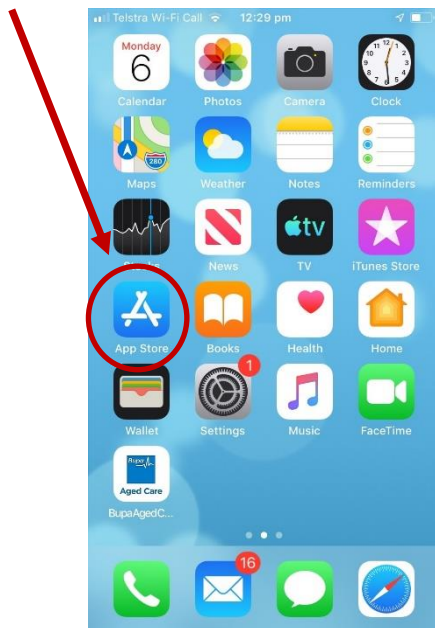
This guide will help you:

- Find and download the app
- Navigate in the app
- Answer frequently asked questions
- Access help and support

## Find and download the Bupa Aged Care Connect app onto your Smartphone

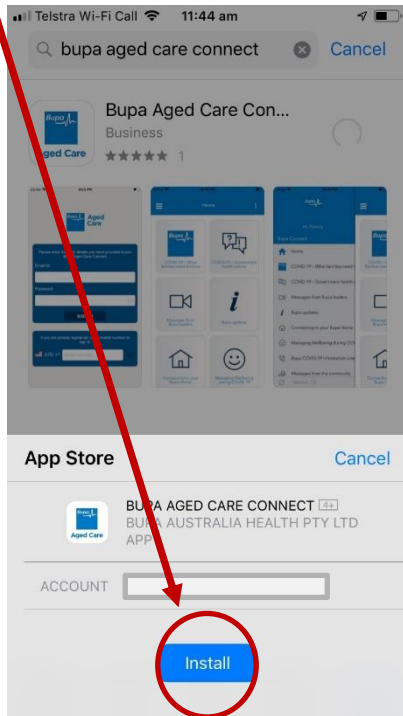
**Step 1.** Click on the icon for the 'App Store' or 'Play Store' Follow these six easy steps to access the Bupa Aged Care Connect app on your Smartphone.

**Step 2.** In the Search space, type in 'Bupa Aged Care Connect' and press the 'GET' button

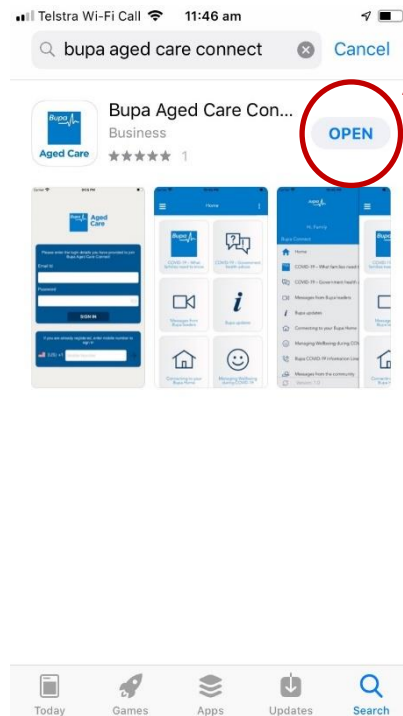


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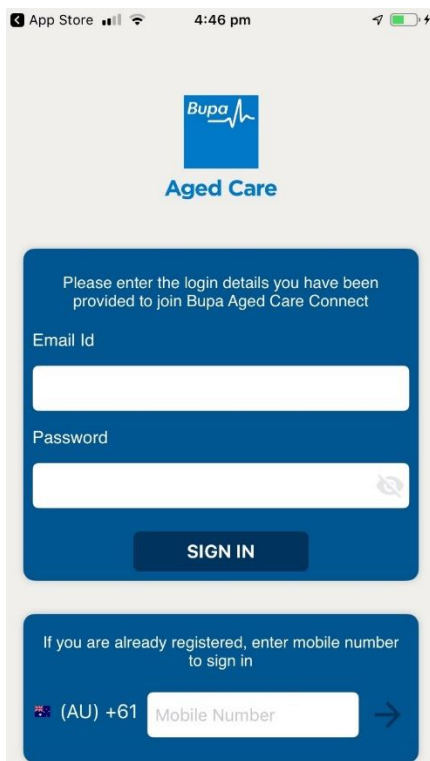
**Step 3.** Click 'Install' & follow the prompts



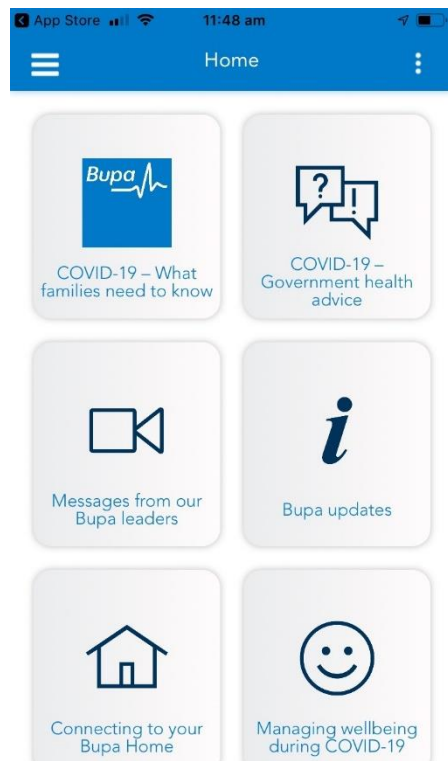
**Step 4.** Click 'Open'



**Step 5.** Login using your care home's Email ID and Password. (Given to you by your care home's General Manager). Then press 'SIGN IN'. Note – a mobile number is not required.



**Step 6.** You should see these tiles, as shown below. Click on each tile to see information provided (note: This is the Bupa Aged Care Connect - Family app view)

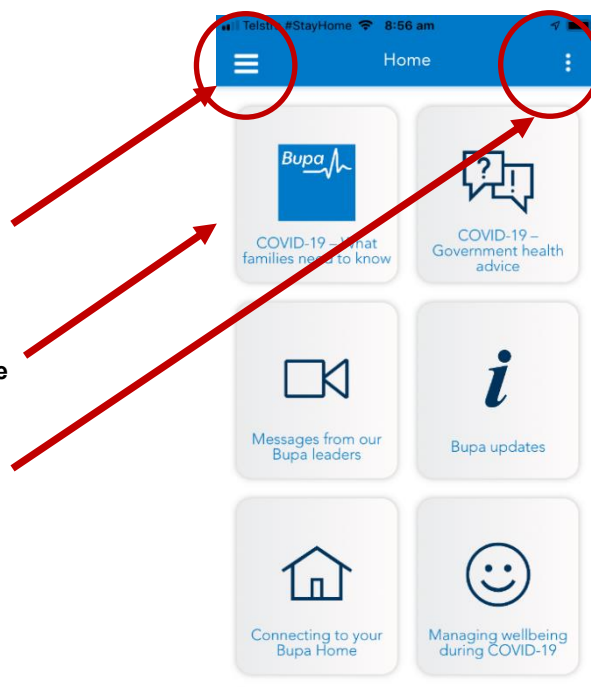


## Navigate in the app

To move from one page of information to another tap on the menu

To select the information, you would like 'tap' the relevant tile

To log out of the app, 'tap' the three dots and select 'logout'



## Frequently asked questions

### What do I need to access this app?

You will need a Smartphone to download the Bupa Aged Care Connect app.

The app is free to download from Google Play for Android 7 and above or from the Apple Store for iPhone 6s and above.

Android Smartphones include Samsung, Google, Huawei, Sony, HTC, Nokia or Motorola.

### How do I get started to use the Bupa Aged Care Connect app?

Each employee and family will receive information from their General Manager introducing the Bupa Aged Care Connect App and a User Guides.

Watch this video to help you download the app to your Smartphone:

[https://www.youtube.com/watch?v=tIRMPD\\_-Dlc&feature=youtu.be](https://www.youtube.com/watch?v=tIRMPD_-Dlc&feature=youtu.be)

We also have support information, including user guides and videos on how to download the app, available on the Bupa Aged Care website:

<https://www.bupaagedcare.com.au/choosing-an-aged-care-home/everyday-life/bupa-aged-care-connect-app>

## Access help and support

### What do I do if I cannot get the app to install or the login to work on my Smartphone or tablet?

Please check that your phone's software is up to date and that your phone is supported (iPhone 6 and Android 7 and above).

If you cannot find the app in your app store, search for 'Bupa Aged Care Connect'.

Make sure you have the correct Email ID and password.

If you are unable get the app to install or log in on your smartphone, please speak with your General Manager, send our support team an email [bupasupport@checkedincare.zohodesk.com](mailto:bupasupport@checkedincare.zohodesk.com) or call 1300 30 22 73.