Extraordinary people.
Extraordinary care.

Prestige is proud to offer you our client and family app

A communication platform that puts your care information and access to Prestige at your fingertips

My Prestige app gives our clients and their families real-time access to:

- View and share weekly rosters
- View care plans
- Request new services
- Request shift changes
- View billing information

The app provides easier contact with your care coordination team.

You can use app functions yourself or easily invite other members of your family to use the app.

You are in control, making sure your information is always secure.

If you prefer, you can still contact our office on **1300 10 30 10** or **info@prestigeinhomecare.com.au**

This app improves our service and is free. So, why not register now?

Prestige
Inhome Care
powered by hayylo

GET STARTED

PRESTIGE
inhome care

1300 10 30 10
prestigeinhomecare.com.au

MY PRESTIGE APP USER GUIDE

Overview

This guide is intended to provide basic user instructions on the key functionalities available in the My Prestige App powered by hayylo.

DOWNLOADING THE APP

When you become a Prestige client, you will receive an SMS from us with an invitation to download the app. Once you receive this confirmation, follow the instructions below to download the app.

1. Access the Play Store (Android) or App Store (iPhone) using your smartphone or tablet
2. Search **My Prestige**
3. Select the Prestige App
4. Click Download (download will start)

LOGGING INTO THE APP FOR THE FIRST TIME

Once you have downloaded the app you will see the login screen. Your login credentials will be based on the mobile telephone number held by Prestige. If you are unable to login, please contact **support@hayylo.com**

Instructions (Mobile number)

1. Open the app
2. Click **Get Started**
3. Enter your mobile number. You will be sent a PIN via SMS. This may take a few minutes. If you do not receive your PIN, click Re-send PIN.
4. Enter your PIN then click **Next**
5. Enter your email address in the space provided and click **Send** or click **Skip** to provide your email address later
6. Confirm your name and address are correct and click **Confirm** or click **Edit** to make a change to your details

Instructions (Email Address)

1. Open the app
2. Click **Get Started**
3. Select the **Email** tab
4. Enter your email address and password*
5. Check your name and address and click **Confirm** or click **Edit** to make a change to your details

*Problems with your password? Click "Forgot Password" link and follow prompts.

VIEW AND EDIT MY PROFILE INFORMATION

Your profile is visible to your care coordination team and family members in your circle of care. It provides some basic information about you including your name and contact information, as well as a details about yourself.

1. Select the menu located in the top left corner of the screen
2. Click **My Profile**
3. Click **Edit About Me**
4. Enter a description to give your circle of care some added information about you
5. Click **Confirm**

WHAT'S NEXT?

After you set up My Prestige App, you can check out all the features, including Feed, Schedule and Invite People.

Please note, only your primary contact will be able to see your care plan information. You are in control of making sure your sensitive information is always secure.
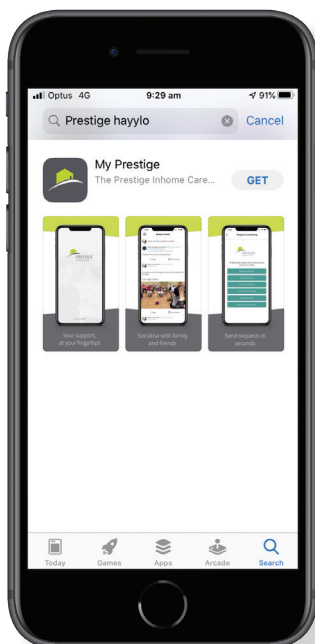
WOULD YOU LIKE HELP DOWNLOADING AND SETTING UP THE APP?

One of our friendly client service officers can step you through the app set up. Contact us to request assistance on **1300 10 30 10** or **info@prestigeinhomecare.com.au**

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