



Resident User's Guide
for
Highlands at Pittsford



www.haportal.com

www.haportal.com

Username:	<i>firstname.lastname</i>
Initial Password:	
Personal Password:	

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Introduction

Senior Portal - Building Communities. Connecting Residents.

What does that mean, exactly?

Senior Portal is an intranet solution built for, and under the guidance of, seniors and senior living community staff. We have meticulously worked with residents, executive directors, gerontologists and web usability experts to craft a system that works *for you*. Senior Portal helps residents learn more about their community, and it helps staff do their jobs more effectively.

A few things you should know:

- Senior Portal is a secure, private intranet system built specifically for your community. Only those with a verified username and password (residents and select staff) have access to the portal.
- You can access Senior Portal on any device, anywhere in the world! Desktop, laptop, tablet, eBooks, smartphones, etc. -- as long as you have access to the Internet, you're only a few clicks away from the digital pulse of your community.
- Senior Portal operates on a constant feedback loop, so whether you view events or submit a form, you will be emailed a confirmation, as will the staff members associated with registrations or requests. You can always unsubscribe from these email notifications at any time.

We hope this guide will help you learn how to manage your digital community! For any questions, please don't hesitate to reach out to the Senior Portal team at hello@seniorportal.com or call 919-903-9274.

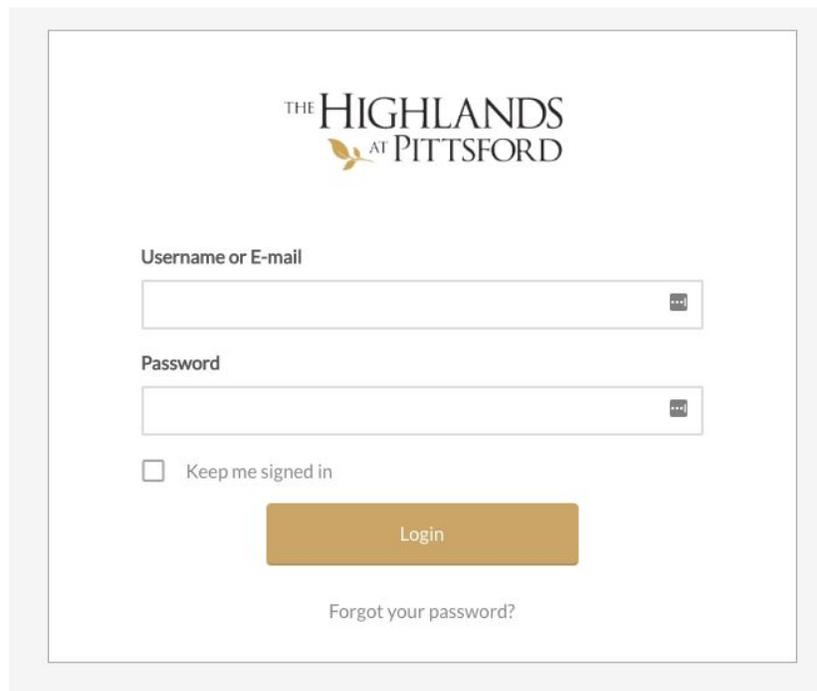
Logging In

You will be able to access your community's Senior Portal on any device with an Internet connection.

The web address for the **Highlands at Pittsford** portal is <https://happortal.com/>. This will direct you to the main Highlands at Pittsford page.

Only registered users have access to community information. By logging in to the portal, you will gain access to the entire Highlands at Pittsford portal.

The first time you visit <https://happortal.com/>, you will see the login screen pictured below.

The image shows a login screen for 'THE HIGHLANDS AT PITTSFORD'. At the top center is the logo, which includes the text 'THE HIGHLANDS AT PITTSFORD' and a small graphic of a tree. Below the logo are two input fields: 'Username or E-mail' and 'Password'. Each field has a small icon on the right side. Below the password field is a checkbox labeled 'Keep me signed in'. At the bottom center is a large orange button labeled 'Login'. Below the button is a link that says 'Forgot your password?'.

You will be given a username and password so you may login for the first time. **Please contact your community's administration if you do not know your username or are experiencing trouble logging in.**

By selecting the "Keep me signed in" box you will not have to login next time you visit the portal unless you manually log out. If you're using a public computer, we do not recommend you check this box.

Navigating the Portal

Though the portal is designed for ease of use, it may take some time to get accustomed to all its features and where everything resides. We've outlined the top navigation bar and explained what you can do related to each tab below:



- **Home** - Highlands at Pittsford logo (located in the top left corner of the navigation bar.)
 - Once clicked, returns you to the home screen. The home page features weather, time, announcements, additional navigation options, form statuses, event statuses, and more.
- **Search Bar**
 - Use the search bar feature to type in items you would like to search for in the portal. For example, type "menus" and all of the areas that contain the word(s) menus will populate.
- **Events**
 - [IL Calendar](#) - Navigate to a master list of all events to easily view your desired event
 - [AL Calendar](#) - Navigate to a master list of all events to easily view your desired event
- **Dining**
 - [My Dining](#) - View and manage your dining requests - cancel dining reservations
 - [Reservations](#) - Make dining reservations
 - [Menus](#) - View current wine list and menus for Onieda and the Bistro
- **Services**
 - [My Services](#) - Find Health & Wellness Staff Contacts and information regarding Healthcare Services, Fitness & Wellness Programs, Wellness Center, Assisted Living, Hospitalization, and Advanced Planning
 - [Transportation Request](#) - Digitally submit a request for transportation services to the transportation team
 - [SPIRIT Nominations](#) - Do you know someone who has been a shining star in your community? Nominate them for recognition here!
 - [Request Appointment with Billing, IT, or a Notary](#)
 - [Absence Form](#) - Let your community know when you'll be away, and, if necessary, have your mail held/forwarded.
- **Directories**
 - [Resident Directory](#) - Find resident contact information
 - [Staff Directory](#) - Search for staff members using the search box field or filtering by department

- **News & Social**
 - [Highlands Review](#) - View the most recent volume of the magazine
 - [Resident Meetings](#) - View information and minutes from the most recent resident meeting
- **Documents**
 - [Resident Handbook](#) - View the Highlands at Pittsford Resident Handbook

Events

From the Events tab you can view the IL or AL event calendar for the month.

Dining

Request and Cancel Reservations

To request a dining reservation, hover over “Dining” in the navigation menu and select “Reservations.”

Select your reservation time and party size. Your contact information will be automatically populated into the appropriate fields. Add any additional notes to dining staff members and select the “Request Booking” button.

Include which restaurant you’d like to attend in the Message section.

View Menus

Current menus and wine lists are available to view within your portal.

Each menu will open in a new window, and you have the option to download or print these menus at your convenience!

You can access the menus in one of two ways:

1. From any page, go to the top navigation bar and hover over the “Dining” tab and select “Menu”
or
2. From the homepage, scroll down and select the button that says “Dining”. Then select “Menu” from the main dining page.

From this Menus page, you will have access to all available menus for the community.

Services

How to Submit a Form

Digital forms are very useful in communicating your needs, requests, and feedback to staff members.

The following digital forms are currently accessible through your portal:

- Transportation Request
- SPIRIT Nominations
- Request Appointment with Billing, IT or a Notary
- Absence Form

You may access the forms from any page by hovering over the “Services” tab in the navigation menu. To view a form, select the form name and click. You may also locate forms on the homepage by clicking on the button that says “Services.”

Let’s say you wish to fill out a Transport Request form. Simply navigate to the “Services” option and select “Transport Request”. Fill out the form and select the “Submit” button. You will receive an email confirmation of your request.

Your service request or form will be forwarded the appropriate department. For forms requiring approval, the associated department will update the status of your request to either approved or denied. You will receive an email confirmation either way.

Checking Form Status

When you submit a request form, you can check the status of your submission easily by navigating to the homepage or by going to the top navigation bar and hovering over “Services” and selecting “My Services.”

My Services

PRINT

Sort by date:- Sort by ↓ PAST 30 DAYS VIEW ALL

Show 10 entries Search:

Form Name	Date Submitted	Submitted Status	View Form	Cancel Entry
Absence Form	Oct 02, 2018	Pending	View Form	CANCEL
Request For Appointment	Oct 02, 2018	Pending	View Form	CANCEL
SPIRIT Nominations	Oct 02, 2018	Pending	View Form	CANCEL
Transportation Request	Oct 02, 2018	Pending	View Form	CANCEL

You can print this page by clicking on the printer icon above the list of your submitted forms.

On this page, you'll find the type of form(s) you submitted, the submission date, and the current status. Staff will update the status of your request at their earliest availability.

This list can be sorted by submission date. If you would like to view a previously submitted form, click on “Click Here” for the appropriate form.

Directories

Search the Resident Directory

Navigate to “Directories” from the top navigation bar and select “Resident Directory.” You will then be presented with your community’s photo directory.

You may also access the directory from the portal homepage by clicking the “Directories” icon, then clicking on “Resident Directory.”

As you scroll down, you'll see your friends and neighbors sorted in alphabetical order. But let's say you wish to find someone specific. At the top of the page, you have many options:

Switch to Tile View PRINT

You can search by first name, last name, home, interest, clubs & committees, and move in date! Results will be shown when you make your selections and click "Search."

You can also message other residents from this page.

Search the Staff Directory

Navigate to "Directories" from the top navigation bar and select "Staff Directory." You will then be presented with your community staff directory! You may also access the directory from the portal homepage by clicking the "Directories" icon, then clicking on "Staff Directory."

As you scroll down on the Staff Directory page, you'll see your community staff profiles and contact information as alphabetical order. But let's say you wish to find someone specific. Enter their name in the search bar, then click "Search."

You may also filter the community staff profiles by their department. You may do so by clicking the department name, then you will see all of the profiles of staff members who work in that department. If you are accessing the portal on a mobile phone or other voice enabled device, you may select the staff member's phone number and call them directly from your device.

Staff Directory

Administration	Cultural Programming	Facilities	Finance	Fine Dining
Health Services	Housekeeping	Human Resources	Information Technology (IT)	
Laurelwood	Life Enrichment	Marketing	Transportation	Wellness
				View All

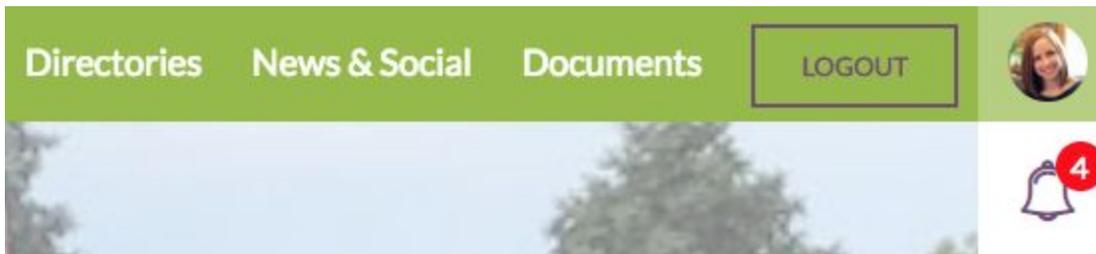
Documents

Your portal also contains documents for your reference. Under this tab in the navigation bar you can view the Resident Handbook.

Your Account

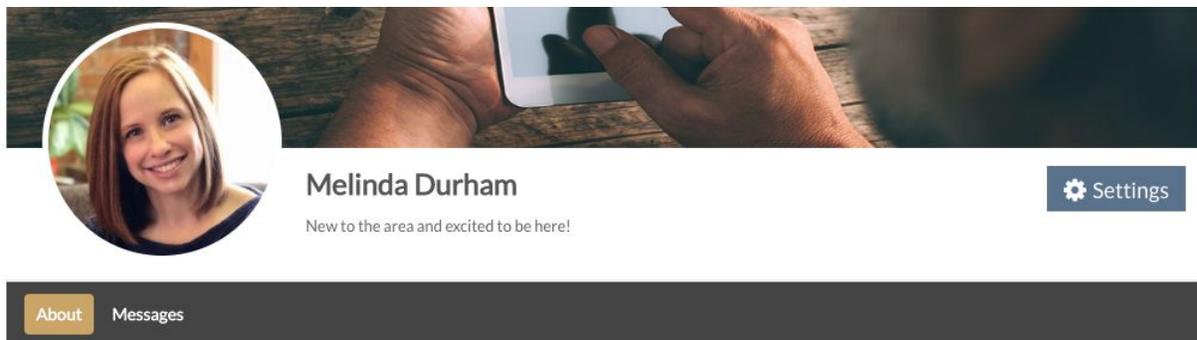
Edit Your Resident Profile

Do you go by a nickname, or need to update your phone number? No worries! You can edit your personal profile by clicking your profile picture on the top right corner of the portal. You will then be directed to your individual profile.



You will be directed to your public profile. This is the profile that other residents see when they click on your listing in the Resident Directory. You can edit this information by clicking on the “Settings” button on the right side of the screen. Select “Edit Profile” to access your profile settings.

You may then edit the personal contact information, interests, biography, and privacy settings for your public profile.



Username
mdurham

First Name
Melinda

Changing Your Password

From the settings icon, select “My Account” and then “Change Password” to access the password update page. Simply enter the appropriate information and click “Update Password” to make your changes.



Melinda Durham
[View profile](#)

-  Account >
-  Change Password >
-  Privacy >
-  Notifications >

 **Account**

Username

First Name

Last Name

Emergency Full Name

Emergency Phone Number

Tool Bar

On the right side of your screen you'll see a tool bar that provides quick access to several useful things within your portal.

Notifications



Keep track of all your notifications in one place. A number will appear over the bell icon to indicate how many notifications you have. They could be for submitted forms, confirmations of reservations or requests, or letting you know you have a new message.

Profile



Easily access and update your profile using this icon. You can also access your account settings and messages.

Account



Use this icon to update your account information, change your password and manage your notifications.

Messages



Access and review your messages quickly and easily with this icon.

Logging Out of Your Account

If you would like to logout of your account, simply click the “Log Out” button in the navigation bar at the top right of the screen.

