



Frequently Asked Questions:

Account & Password

a training guide by *oneday*



How do I download the OneDay app and log in?

- + **iPhone users** - find and open the Apple App Store on your iPhone or iPad
- + **Android users** - find and open the Google Play Store on your phone or tablet
- + Use the search function and type in "OneDay for Senior Living"
- + Once you've located the app, tap [GET] or [INSTALL] to begin the download process
- + Once the app has been downloaded, you can find it on your device by looking for an icon with a white background, and a red, yellow, and teal street sign with the text "oneday" underneath
- + Tap the OneDay app and log in using your credentials

How do I set my password for the first time?

- + Once you've been added to the OneDay for Senior Living system, you'll receive an account activation link via email
- + The activation link will be a short series of numbers; simply click those numbers
- + This will automatically allow you to create your username and password
- + Your password must contain 6 or more alphanumeric characters (1 upper case, 1 lowercase, 1 number).
Example: Password1
- + Open your app and enter your newly created username and password to log in
- + If you didn't receive the account activation email, please reach out to support@oneday.com with your name, community name, and your role, to get set up

Help! I forgot my password. How do I reset it?

On the OneDay app

- + On the log in screen of the OneDay app, tap the link that says, "Forgot password?"
- + Enter the email address you used to register your account and tap "Request to reset password"
- + If the email entered is linked to a OneDay account, you'll receive an email to reset your password
- + In the email, you'll see be a short series of numbers; simply click those numbers
- + This will automatically allow you to create your new username and password
- + This link will be available for 60 minutes after the request was made

On the OneDay Web Portal

- + On your computer, navigate to the website: go.oneday.com
- + Click the link that says, "Forgot password?"
- + Enter the email address you used to register your account and click "Reset password"
- + If the email entered is linked to a OneDay account, you'll receive an email to reset your password
- + In the email, you'll see be a short series of numbers; simply click those numbers
- + This will automatically allow you to create your new username and password
- + This link will be available for 60 minutes after the request was made

If you haven't set a password previously, you cannot use the "Forgot password?" link. Contact support@oneday.com with your name, business name, and role to get set up

How do I change my password?

On the OneDay app

- + Log in as normal
- + Tap the three lines in the top right corner to access the Menu
- + Tap Account
- + Tap "Change password"
- + You must enter your existing password to update
- + Tap "Save"

On the OneDay web

- + On your computer, navigate to the website: go.oneday.com
- + Log in using the same credentials you do for the app
- + Tap your name in the top right corner to access the Menu
- + Tap the button that says, "Change Password" in the top right corner
- + You must enter your existing password to update
- + Tap, "Submit"

What happens if I get logged out?

- + If you are logged out of the OneDay for Senior Living app on your mobile device, simply log back in using the username and password you created. For security purposes, you'll be automatically logged out after 30 days of no usage. Any videos you have created or saved will still be accessible.
- + If you are logged out of the web app version of OneDay for Senior Living on your browser, simply log back in using the username and password you created. For security purposes, you'll be automatically logged out after one hour of inactivity.

Can I reset the password for a user I manage?

Note: You must be a corporate admin to reset passwords for other users

- + On your computer, open your internet browser and navigate to: go.oneday.com
- + Log in with your credentials
- + Click on the three lines in the top left hand corner and select "admins" from the drop down menu
- + Select the user's name and click "send password reset"
- + A temporary passcode will be sent to the user's email address associated with their account, and will be available for 60 minutes after the request has been made
- + Also, note that you can't reset another user's password via the mobile app; you must log into the web portal