![oneday for senior living]

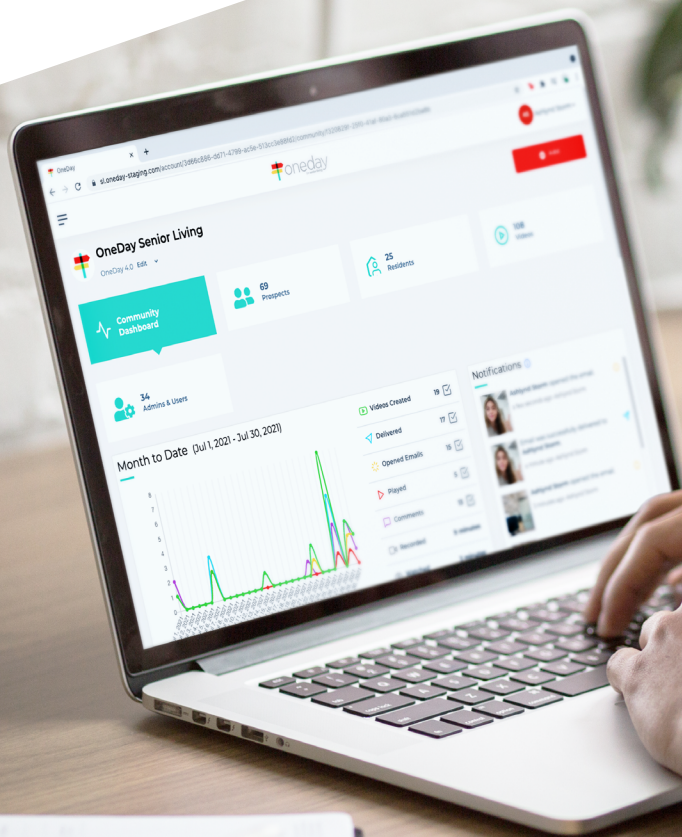# Frequently Asked Questions:

# Partner Portal

**a training guide by** *oneday*

## How do I log in to the Partner Portal?

\+ On your computer, open an internet browser and navigate to:   go.oneday.com

\+ We recommend logging in on Safari, Chrome, Firefox, or Edge.

\+ Log in with your credentials

\+ On the landing page, you'll see the community or communities you have access to

\+ You can also see your status by clicking on your name in the top right corner and then clicking "My Profile"


## How do I add a user?

***You must be a Corporate Admin to add users***

\+ Log in to the Partner Portal

\+ On the home page, click on the red "+Add" rectangle on the upper right-hand corner

\+ Select "USER"

\+ Enter the following information

   - First Name

   - Last Name

   - Role - select "Community User"

   - Community - select the specific community you wish to add a user to

   - Contact - enter the user's work email (mandatory)

   - Phone number (optional) - enter their 9 digit number (with country code +1 for United States)

\+ Click "Save"

\+ The user will receive an email to set up their credentials so they can log in to the OneDay app


## How do I remove a user?

***You must be a Corporate Admin to remove users***

\+ Log in to the Partner Portal

\+ Click the community name you wish to remove a user from

\+ Click the "Admins & Users" tab

\+ Locate the user you wish to remove

\+ On the far right, click on the grey "Delete" rectangle next to user status

\+ Once you have clicked delete the user is removed from the community

## How do I assign a user to multiple communities?

*You must be a Corporate Admin to edit users*

+ Login to the Partner Portal
+ Click the community name the user already has access to; if the user is not set up in the system yet - create the user
+ Click the "Admins & Users" tab
+ Locate the user's name and click on their name - a pop up will appear
+ Click the word "Edit" next to their name
+ Click "Community Memberships"
+ Select the additional community(ies) you'd like them to have access to
+ This will automatically update the user's OneDay app
+ How do I see my videos on the Partner Portal? (Corporate Admin)
    a. Login to the Partner Portal
    b. Scroll below the analytics and in the "Videos & Engagement" section click "Community"
    c. Click the Community whose videos you want to see
    d. Click the "Videos" box at the top of the screen

## How do I share a video from the Partner Portal? (Corporate Admin)

+ Login to the Partner Portal
+ Scroll below the analytics and in the "Videos & Engagement" section click "Community"
+ Click the Community whose videos you want to see
+ Click the "Videos" box at the top of the screen
+ Click the title of the video you want to share
+ Click on the green share rectangle to the left of the chat box
+ Highlight the link or click the copy button on the URL that pops up
+ From here, you can paste the link inside emails, newsletters, etc.

## How do I see my videos on the Partner Portal? (Community User)

+ Login to the Partner Portal
+ Click the "Videos" box at the top of the screen
+ Click the video you want to watch

## How do I share a video from the Partner Portal? (Community User)

+ Login to the Partner Portal
+ Click the "Videos" box at the top of the screen
+ Click the title of the video you want to share
+ Click the green share rectangle to the left of the chat box
+ Highlight the link or click the copy button on the URL that pops up
+ From here, you can paste the link inside emails, newsletters, etc.