

Connected Living - Engage | TSOLife Crosswalk Guide

In this guide, we are going to review features that you have come to know and love in the **Engage CMS** and explore how they translate into optimized functionality and solutions within **TSOLife**.

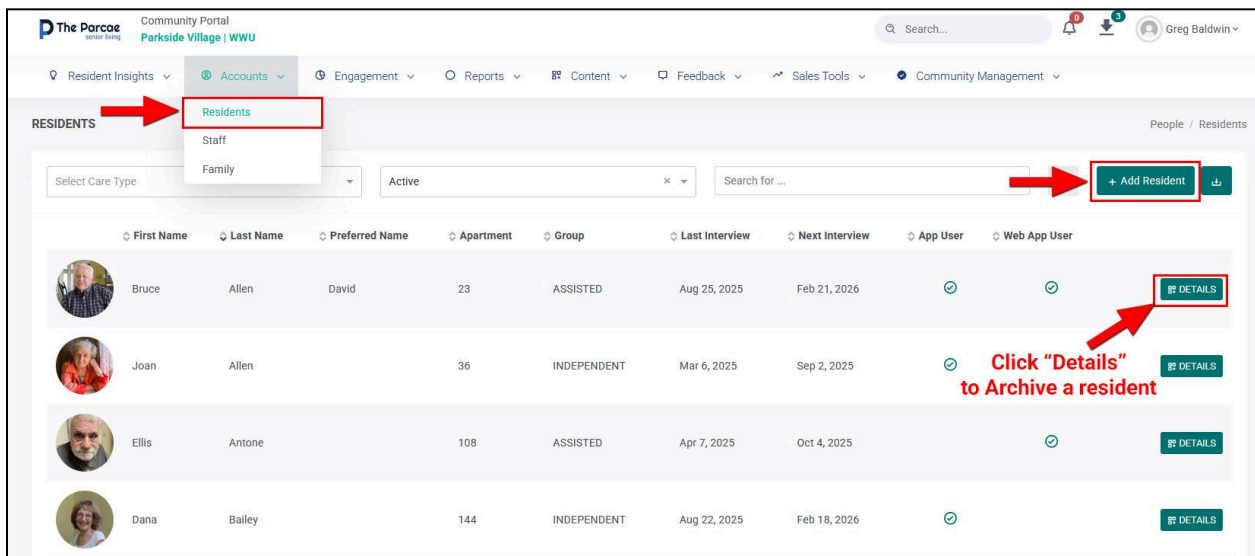
Additional Resources

- [Connected Living Engage CMS to TSOLife Crosswalk Video](#)
- [High-level Overview Videos](#)

Managing Users (Adding & Deactivating Residents)

Question: How do we create new residents and edit profile information? If someone moves out, how do we deactivate them from the community?

TSOLife Solution: Managing resident data and creating new resident profiles is a breeze with TSOLife. Simply enter the **Accounts** dropdown menu and select **Residents**. From here, you can click the **Add Resident** button to quickly build out a new profile:



The screenshot displays the 'Residents' management page in the TSOLife Engage CMS. The 'Accounts' dropdown menu is open, showing 'Residents' selected. The '+ Add Resident' button is highlighted. A red arrow points to the 'DETAILS' button for a resident, with a note: 'Click "Details" to Archive a resident'.

First Name	Last Name	Preferred Name	Apartment	Group	Last Interview	Next Interview	App User	Web App User	DETAILS
Bruce	Allen	David	23	ASSISTED	Aug 25, 2025	Feb 21, 2026	☑	☑	DETAILS
Joan	Allen		36	INDEPENDENT	Mar 6, 2025	Sep 2, 2025	☑		DETAILS
Ellis	Antone		108	ASSISTED	Apr 7, 2025	Oct 4, 2025	☑		DETAILS
Dana	Bailey		144	INDEPENDENT	Aug 22, 2025	Feb 18, 2026	☑		DETAILS

To archive a user (the equivalent of deactivating), click the **Details** button. This will open the resident’s profile and, in addition to presenting a plethora of insights, clicking the **Archive** button at the bottom of the screen will “deactivate” the user.

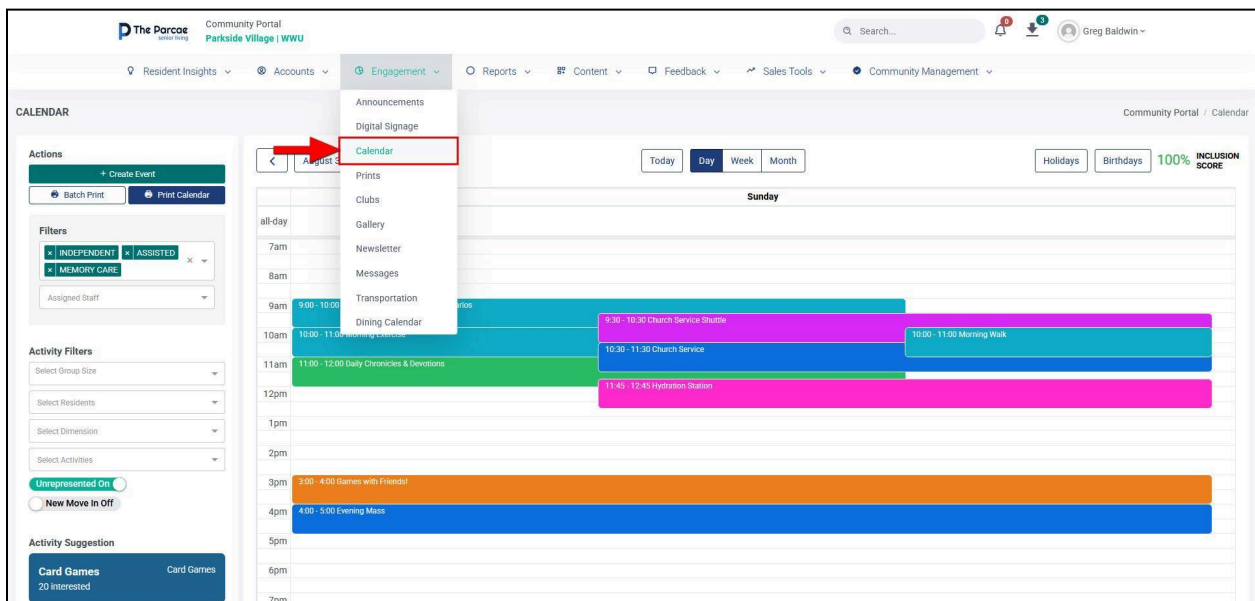
Video: [How to Archive/Unarchive a Resident](#)

Calendars

Question: How do we create and view events?

TSOLife Solution: The unique calendar functionality offers AI-generated recommendations based on individual interests and needs, group size, selected residents, Quality of Life (QoL), or activity type. This includes engagement opportunities and personalized interactions based on the **Inclusion Score**, a data-based metric of how many residents have a known interest in the community. When you reach an **Inclusion Score** of 100%, then everyone in the community has something to look forward to!

The **Calendar** can be accessed from the **Engagement** dropdown menu:



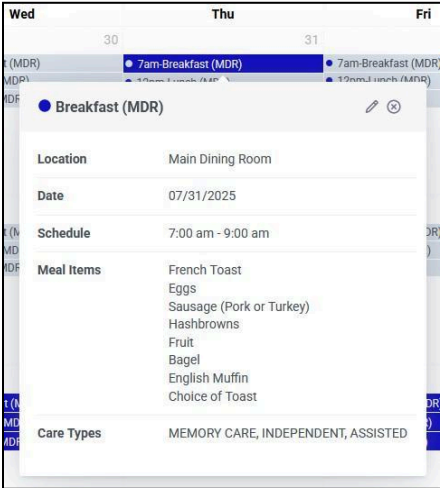
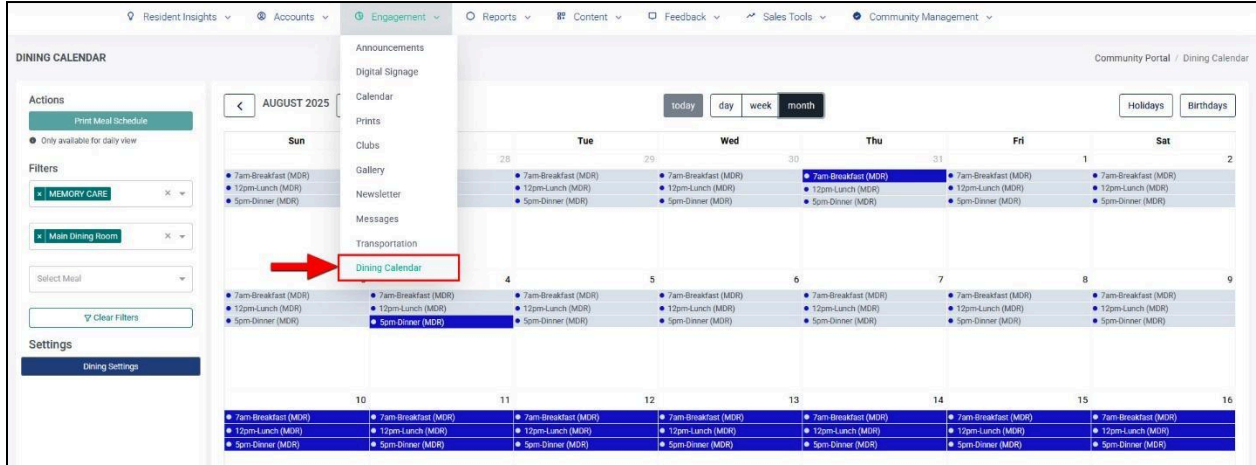
Video: [TSOLife Calendar Feature](#)

Dining Calendar

Question: How do we create a digital menu of meal schedules and options for our community?

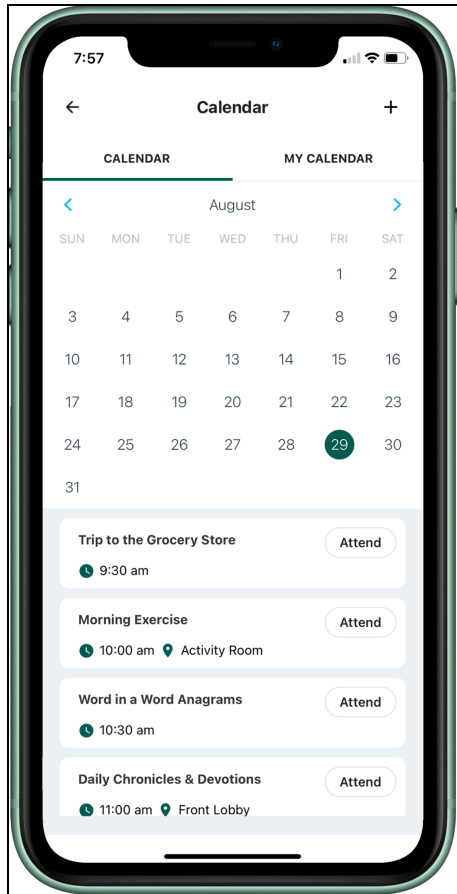
TSOLife Solution: Designed to build and manage dining menus that can be displayed via digital signage and apps, the **Dining Calendar** effectively displays meal options, boosts communication, and drives sales through an efficient promotion of dining choices. With this calendar, you can quickly set meal schedules, enter menu items, print daily menus, and showcase your dishes on digital signage and within the resident app.

The **Dining Calendar** can be accessed via the **Engagement** dropdown menu:



Selecting a specific meal will display details about the schedule, including what is on the day's menu and the care type being served.

Filters can be applied to view meals for a specific day, week, or the entire month. You can also print schedules and manage your digital signage displays all from this one central hub!



Additionally, residents will be able to view the community’s calendar via the Resident App (more on that later in this document).

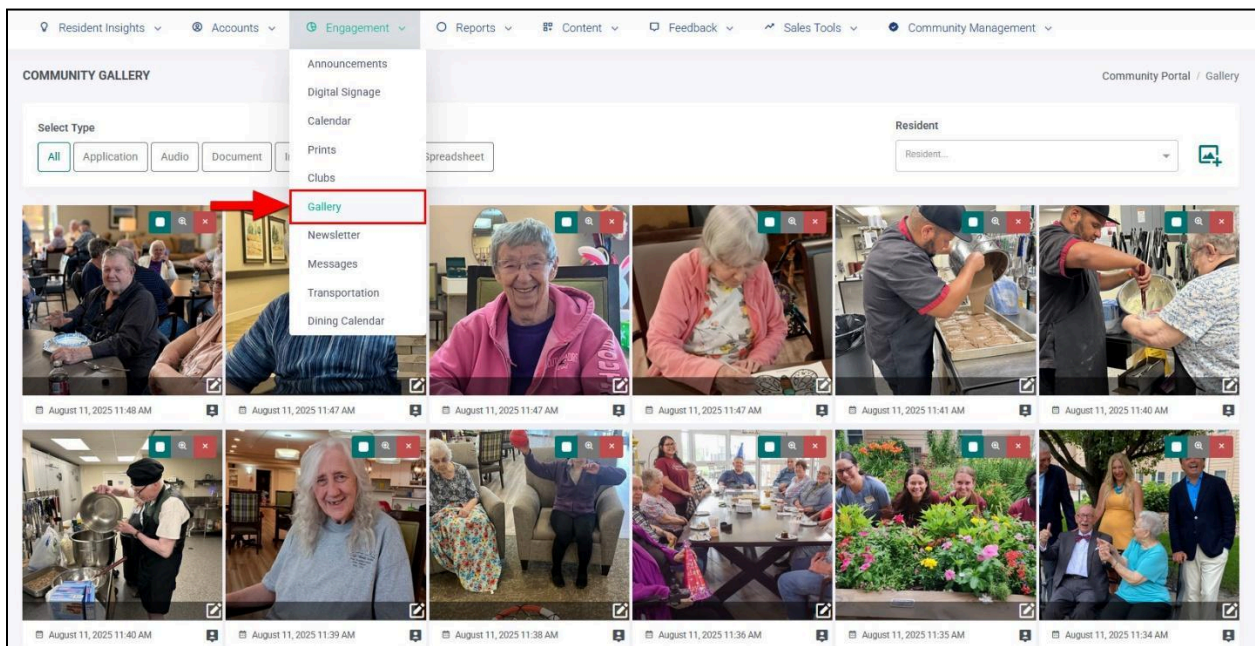
With this intuitive calendar feature, residents can browse the day’s events, RSVP for their favorite activities, receive custom event invitations, and even view an attendee list for each event to see who will be participating.

Community Photo Galleries

Question: We want to create digital photo albums for our community. How do we do that?

TSOLife Solution: All photos taken with TSOLife’s apps are stored in each community’s gallery, making them easily accessible for sharing with family and residents through the web and mobile apps, or for use in Engagement tools like TSOLife newsletters and digital signage.

Community Photo Galleries can be accessed via the **Engagement** dropdown menu:

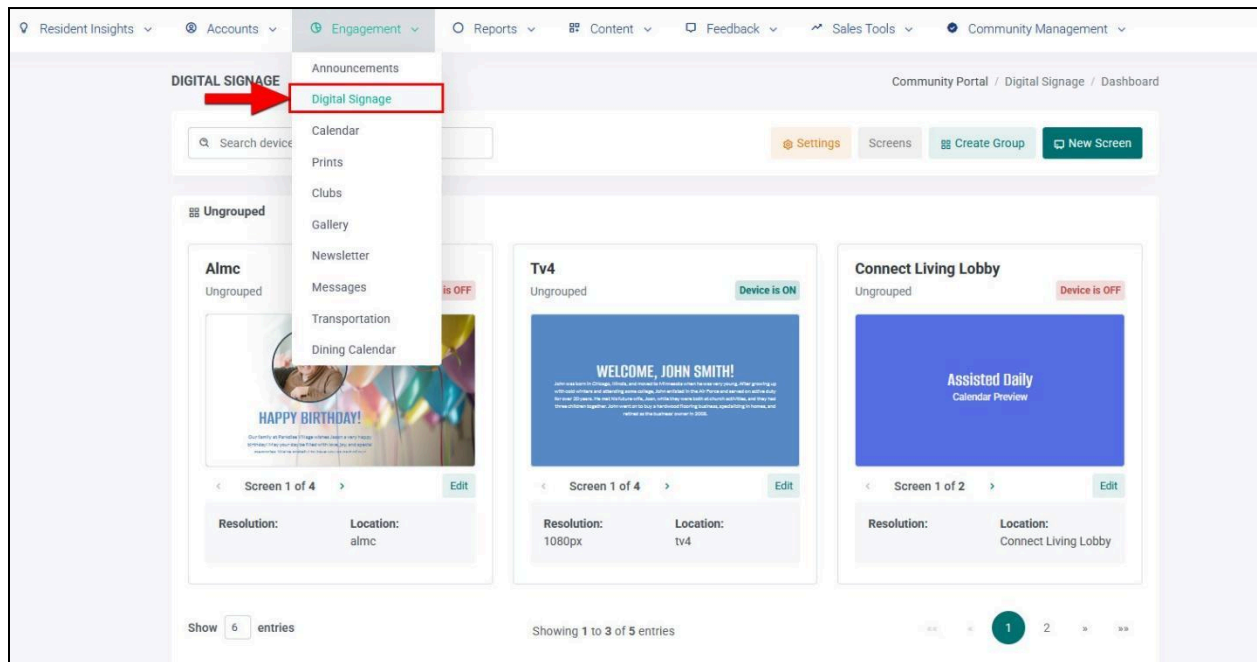


Digital Signage

Question: How do we display content such as dining menus, bulletins, events, photos, and meet the team bios on screens across our community?

TSOLife Solution: Our web-managed digital signage platform allows users to effortlessly scale and control every aspect of their digital signage network from one centralized location. With user-friendly features such as preloaded templates, synchronized activity calendars, and hardware independence, users can enjoy a seamless experience that enhances both user and resident interactions.

Digital Signage can be accessed via the **Engagement** dropdown menu:



Video: [Overview of TSOLife Digital Signage Feature](#)

Bulletins & Announcements

Question: How can we create a digital bulletin board for our community?

TSOLife Solution: The **Announcements** feature is a powerful way to communicate at scale with both residents and family members. Whether it's an event update, important notice, or community news, you can keep everyone in the loop – all in one location.

Featuring nine (9) pre-built templates, **Announcements** can be crafted using a step-by-step wizard and then configured to appear on your community's screens.

Announcements can be created by clicking **New Screen** while inside **Digital Signage**:

The screenshot displays the 'Add Screen | Announcement' wizard interface. At the top, it says 'Add Screen | Announcement' and 'Select a visual style for your Announcement'. Below this is a progress bar with four steps: 1. Select Style (active), 2. Details & Preview, 3. Devices & Schedule, and 4. Overview.

The main area shows nine template options, each with a preview and a caption below it:

- Basic:** A dark blue card with white text: 'WELCOME, JOHN SMITH!' followed by a short biography.
- Welcome Card:** A dark blue card with white text: 'WELCOME, JOHN SMITH!' followed by a short biography and a circular portrait of John Smith.
- Spotlight:** A dark blue card with a circular portrait of John Smith at the top, followed by white text: 'WELCOME, JOHN SMITH!' and a short biography.
- Stripes:** A card with a blue and white striped background, white text: 'WELCOME, JOHN!' followed by a short biography and a circular portrait of John Smith.
- Trifecta:** A card with a dark blue background, white text: 'WELCOME TO OUR COMMUNITY!' followed by a short paragraph and a circular portrait of John Smith.
- Side-by-Side:** A card with a dark blue background, white text: 'WELCOME TO OUR COMMUNITY!' followed by a short paragraph and a circular portrait of John Smith.
- Prospect:** A card with a dark blue background, white text: 'WELCOME [PROSPECT NAME]', 'UPCOMING EVENTS', '11:19 PM', and 'BOOK CLUB'. It features a background image of a library.
- Bulletin 1:** A card with a dark blue background, white text: 'BULLETIN', 'WELCOME TO OUR COMMUNITY!', and a short paragraph. It features a background image of a house and a weather icon showing 41°F and 10:00 AM.
- Bulletin 2:** A card with a dark blue background, white text: 'INSPIRING PEOPLE SERIES', 'NEXT IN THE INSPIRING PEOPLE SERIES: A STORY OF RESILIENCE', and a short paragraph. It features a background image of a woman and a 'YOUR LOGO' placeholder.

Community Resources & Documents

Question: Where can our community upload important documents and files?

TSOLife Solution: The **Document Sharing** feature makes it easy for communities to upload and manage important files that residents and their family members can access directly. For corporate teams, this unique update includes the ability to seamlessly push documents down to selected communities with a few simple clicks.

Whether it's welcome packets, event calendars, policy updates, or helpful guides, this feature empowers communities and corporate teams to keep residents and families informed and engaged.

Community Documents can be accessed via **Community Management**:

The screenshot shows the 'DOCUMENTS' section of the TSOLife Community Management interface. At the top, there is a navigation bar with various menu items including 'Resident Insights', 'Accounts', 'Engagement', 'Reports', 'Content', 'Feedback', 'Sales Tools', and 'Community Management'. The 'Community Management' dropdown menu is open, and a red arrow points to the 'Documents' option. Below the navigation bar, there is a search bar with a 'Filter by Care Level' dropdown and a 'Search documents' input field. A 'Clear' button is located to the right of the search bar. The main content area features a 'Community Documents' section with instructions: 'Upload documents for your Residents and Family. Documents are available via the Mobile Resident App and the Resident Web Experience for app users.' Below this is a 'Drag & Drop To Upload Community Documents' area with a dashed border and a 'Supported Document Types: PDF, DOCX, PPT' note. An 'Upload From My Computer' button is centered in this area. At the bottom, there is a table listing documents with columns for Visibility, Document Title, Description, Upload Date, Care Types, Access, and Actions.

Visibility	Document Title	Description	Upload Date	Care Types	Access	Actions
	Resident Handbook	Read about resident life at the parcae	6/26/25, 9:18 AM	INDEPENDENT, ASSISTED	Resident, Family	
	Resident Rights	Residents have the right to privacy, dignity, and choice in their daily lives.	6/16/25, 6:35 PM	MEMORY CARE, INDEPENDENT, ASSISTED		

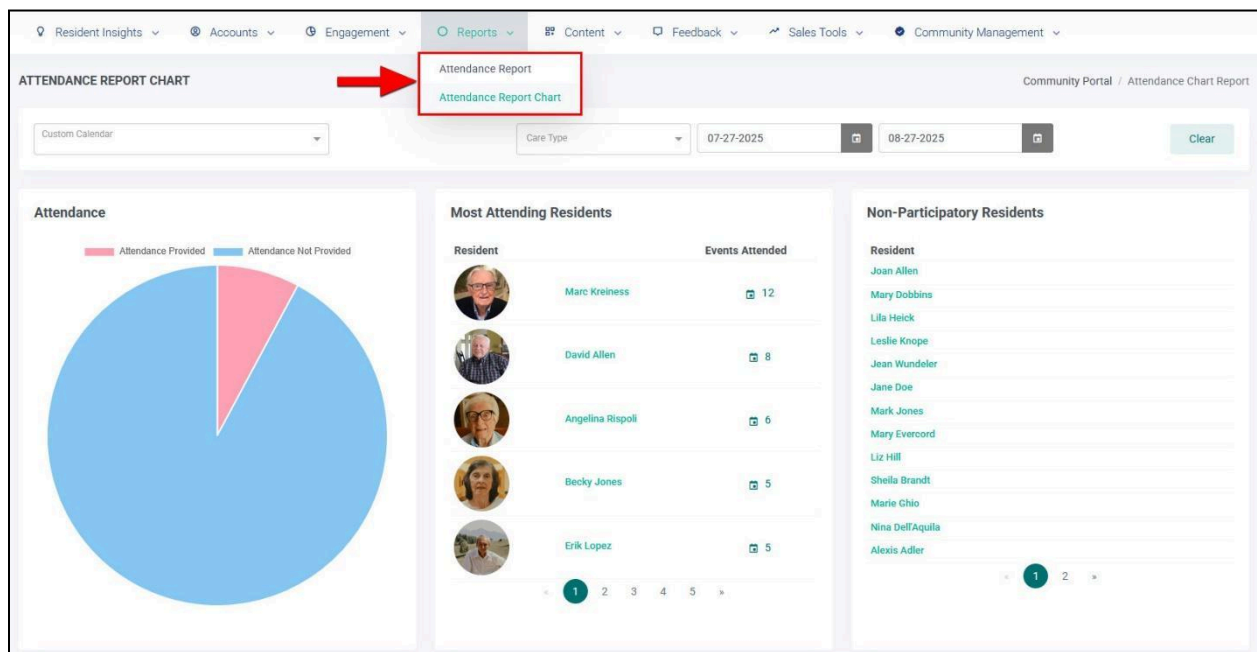
At the bottom of the page, there is a 'Show 10 Documents' dropdown and a 'Showing 1 to 2 of 2 Documents' indicator. A blue circular badge with the number '1' is visible in the bottom right corner.

Reporting & Compliance

Question: How do we keep track of resident engagement, participation, event RSVPs, attendee lists, and other important community activities?

TSOLife Solution: Our **Reporting** solution offers a complete view of your community's performance, from both the community and corporate levels. Track the metrics that matter most, from resident engagement to app usage, and turn data into action. Additionally, our **Compliance** tools help corporations set, manage, and enforce internal standards across all communities, ensuring each location delivers a high-quality, engaging experience for residents.

The **Reporting** solution can be found under the **Reports** dropdown menu:



Video: [Attendance Tracking & Reports](#)

The **Compliance Performance** solution can be found under **Community Management**:

Resident Insights Accounts Engagement Reports Content Feedback Sales Tools Community Management

COMPLIANCE PERFORMANCE

Minerva Accounts Engagement Survey Sales

Filter By MEMORY CARE Clear Filters

Compliance By Rule
Reports are generated and reflect the previous period: Daily shows yesterday's data, weekly covers last Sunday through Saturday, and monthly includes the last calendar month. **100% Category Compliance**

Quality of Life

Full BBQ
30% of residents with full BBQ QOL data Assisted Independent Memory Care **Compliant**
Current : 47% of residents with full BBQ QOL data

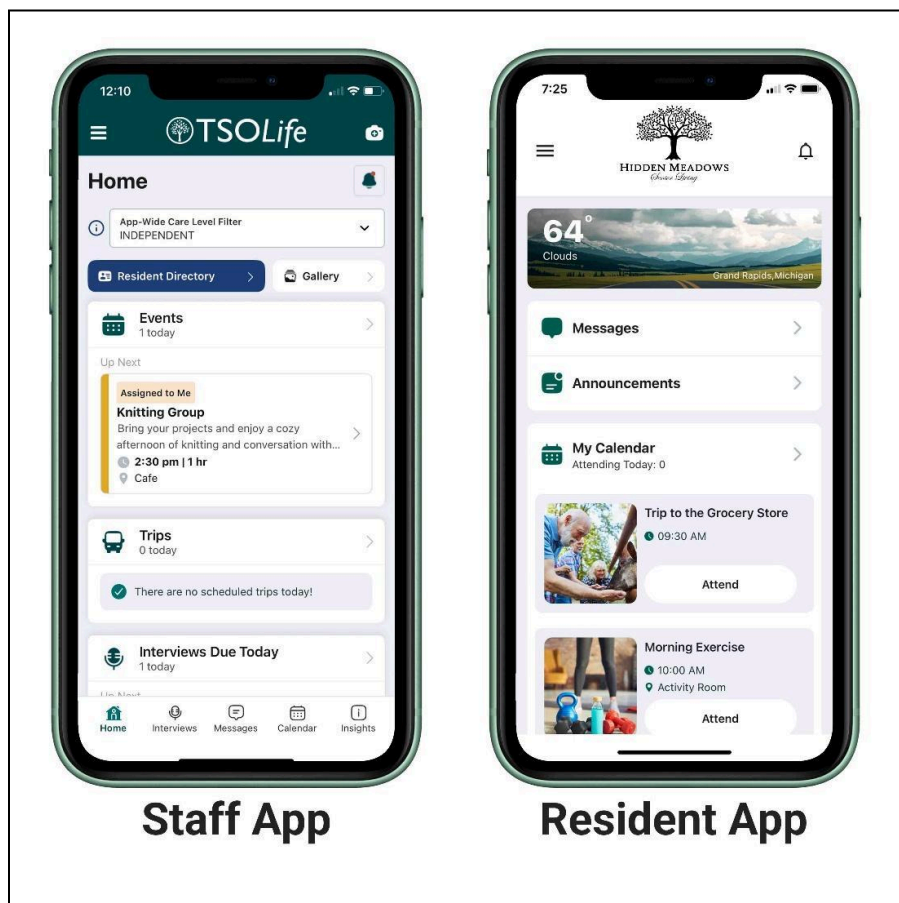
High Impact Targeted BBQ Score
5% of residents with BBQ QOL score Of 10 Memory Care **Compliant**
Current : 29% of residents with BBQ QOL score Of 10

Resident & Staff Apps

Question: How can residents remain up to date on the community’s offerings? How can staff continue to manage the community while on-the-go?

TSOLife Solution: With the **Resident App**, members of the community will be able to enjoy the ability to message community team members, view community calendars, tag, RSVP, and invite friends to events, view dining options, receive announcements, and so much more.

The TSOLife **Staff App** is a powerful tool that provides your community’s staff with on-the-go access to key software features. Conduct resident interviews, manage calendar events and track attendance, communicate with residents and family members, and receive insights to foster a personalized and engaged environment for your community.



Video: [Staff App Overview](#)