

# **RYMAN RESIDENT APP**

## **How to download and install the app**

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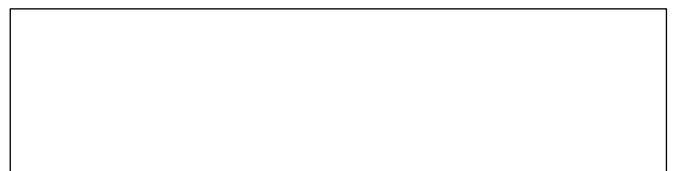
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## Your temporary password:

If you don't have your password yet, please see your REC or a member of the support team in the Village Centre.





## 0.1 Getting an Account & Supported Devices

### Getting an Account

If you are an Independent Resident and the app is available at your village, please contact your Resident Experience Coordinator (REC) or Activities Coordinator to request a user account if you haven't already. You will need a valid email address to get an account for the Ryman Resident App.

The team will create an account for you and provide you with a temporary password which you can use to sign into the app for the first time.

### Supported Devices

The Ryman Resident App is available on most Apple and Android smartphones and tablets:

- iPhone (iOS 12+)
- iPad (iOS 12+)
- Android Phone (OS6+)
- Android Tablet (OS6+)

The app cannot be installed on older smartphones, laptops, desktop computers or kindle devices. Please speak to your Residence Experience Coordinator (REC) if you're unsure if the app will work on your device.

To learn how to download the app on an **Apple iPhone or iPad: Continue to [Page 4](#)**.

To learn how to download the app on an **Android Phone or Tablet: Go to [Page 6](#)**.

If you have already downloaded the app and would like **help signing in for the first time, jump ahead to [Page 8](#)**.



## 0.2 Apple iPhones and iPads: How to download the app from the App Store

**Please note:** Different devices will look and behave somewhat differently when you're installing apps. So don't worry if yours doesn't look exactly the same as the images below.

Follow the steps as best you can and reach out to your REC or email [residentexperience@rymanhealthcare.com](mailto:residentexperience@rymanhealthcare.com) if you get stuck at any point.

To use the Ryman Resident app, you need to download it from the App Store. This is a default Apple app which comes pre-installed on your device. The icon for the App Store is often found on your iPhone or iPad home screen.

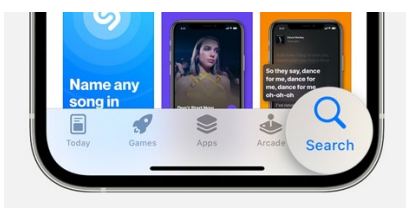


1. Open the App Store by tapping on the icon (pictured on the left), on your iPhone or iPad.

### **Can't find the App Store on your device?**

Try swiping from right to left to check your other screens or try 'Swipe to search'

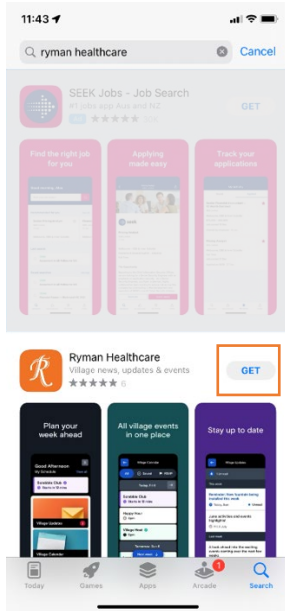
- a. Swipe down from the middle of your iPhone or iPad Home screen.
- b. A Search field and some suggested apps will appear.
- c. If the App Store icon doesn't show there, then start entering 'App Store' in the search field. As you type, Search results will appear. The app store icon should display.
- d. Still no luck? Ask your REC for help.



2. Tap on **Search** in the bottom right of the screen.



## Apple iPhones and iPads: How to download the app from the App Store **CONTINUED**



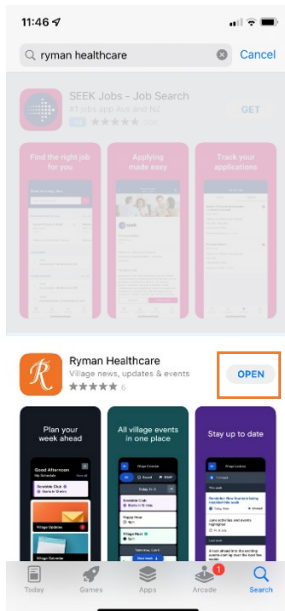
3. Start typing 'Ryman healthcare' in the **Search bar**. Search results will start to display in a list below the search bar. You might see some advertised but unrelated apps – simply ignore these.

4. Tap on the 'Ryman Healthcare' search result. This will take you to the app listing and show you more details about it. You should recognize the familiar Ryman Healthcare orange 'R'.

5. Tap on **GET** to start downloading the app.

6. Depending on your settings, you may be prompted to confirm or enter Apple ID account information. This is the email address and password associated with your Apple device.

If you have trouble finding your Apple ID details, please ask your REC for help.



7. Click **INSTALL** when prompted.

Note: Your device might require you to quickly double-click the Side button to install the app, or ask for a fingerprint or Face ID to confirm the installation.

8. Once the app has completed installation, the 'Get' button should read 'Open'.

9. Tap on **OPEN** once the app has finished downloading to open the Ryman Healthcare Resident app.

**Congratulations, you have now successfully downloaded and opened the app! If you have your account details handy, you can now sign in. For guidance on how to sign in for the first time, see [Page 8](#) of this guide.**



## 03. Android Phones and Tablets: How to download the app from the Google Play Store

**Please note:** Different devices will look and behave somewhat differently when you're installing apps. So don't worry if yours doesn't look exactly the same as the images below.

Follow the steps as best you can and reach out to your REC or email [residentexperience@rymanhealthcare.com](mailto:residentexperience@rymanhealthcare.com) if you get stuck at any point.

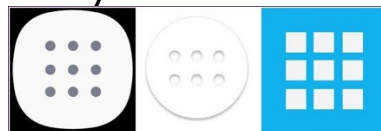
To use the Ryman Resident app, you need to download it from the Google Play Store. This is a default app which usually comes pre-installed on your device.




1. Open the Play Store by tapping on this icon on your device home screen.

### Can't find the Play Store app on your device?

- If you cannot find the Play store on the Home screen, you'll need to open the 'app drawer' by **swiping up** on your device Home screen. It will show you some options, and the app drawer icon usually looks like one of these:

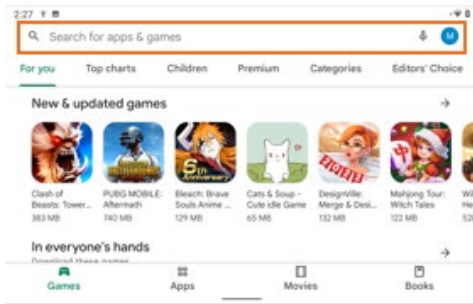


- *On some phones, you will notice a small upward facing arrow at the bottom of the screen. It indicates that you must swipe up to access the app drawer.*
- Tap on the app drawer icon to see all the apps on your phone or tablet.
- Once you have found the Play Store icon , tap to open it.
- If you don't see the Play Store, tap on the 'Search' field at the top of the screen and search for it.
- Still no luck? Ask your REC for help.



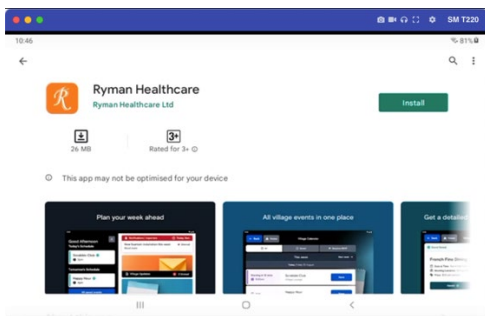
## Ryman Resident App

Introductory guide to download & install the app



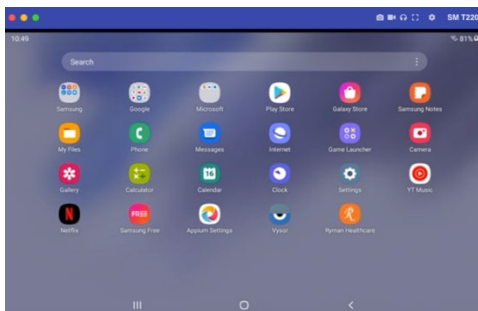
2. Once you have opened the Play Store, tap on the **Search bar at the top of the screen**, or tap on the magnifying glass to open Search.

3. Start typing 'Ryman Healthcare'. Results will display in a list below the Search bar.



4. Tap on the 'Ryman Healthcare' result. This will take you to the app listing and show you more details about it. You should recognize the familiar Ryman Healthcare orange 'R'.

5. Tap on **Install** to start downloading the app. You may need to wait for a few seconds whilst this happens.



6. Once the app has finished installing, you should see a green 'Open' button.

7. Tap on **'Open'** to open the Ryman Healthcare Resident app.

8. In future, you will be able to access the app from your home screen or the App drawer.

**Congratulations, you have now successfully downloaded and opened the app! If you have your account details handy, you can now sign in. For help on how to sign in for the first time, continue reading.**



## 04. Signing into the app for the first time

You will need your Ryman Resident App account details to sign into the app.

- **If this is the first time you are using the app**, a member of the Ryman team should have provided you with your sign in details which include your email address and unique Temporary Password. Follow the instructions on your phone or tablet or refer to the steps below if needed.
- **If you have already downloaded and used the app on another personal device**, you will have created your own password that is at least 12 characters long. Please use your email address and the password you created to sign in.

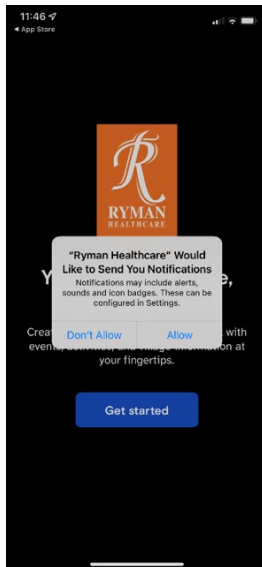


1. When you open the app, this image will appear for a couple of seconds.



2. If you are not already signed in, you will see this welcome screen.
3. Tap on '**Get started**' to continue.



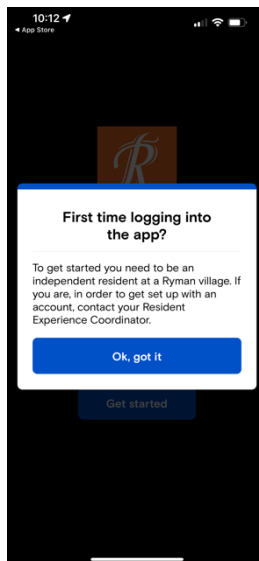


4. If you are on an **Apple iPhone or iPad**, you might be asked for permission for the app to send you Notifications.

**We recommend you tap 'Allow'**, as this enables you to receive important notifications about village updates and events you are interested in.

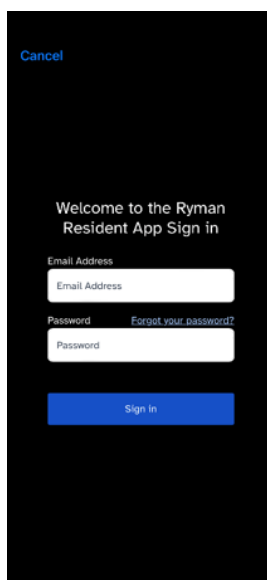
If you are using an **Android device**, notifications should be switched on by default.

After tapping on 'Get started', you will see this screen.



5. Tap on '**Ok, got it**' to continue. This step is to confirm that you have your account details handy. If you haven't requested account details from your REC or a member of the support team yet, please do so before continuing.

After tapping on 'Ok, got it', you will see this screen.



6. Enter your email address (this needs to be the one you requested an account for).
7. Enter the temporary password Ryman staff have provided you with.  
**If this is not your first time signing in**, please use the Password you created yourself.
8. Tap **Sign in**.



Please provide the following details.

New Password

Your password must be over 12 characters.  
Try using a familiar phrase or name.

Confirm New Password

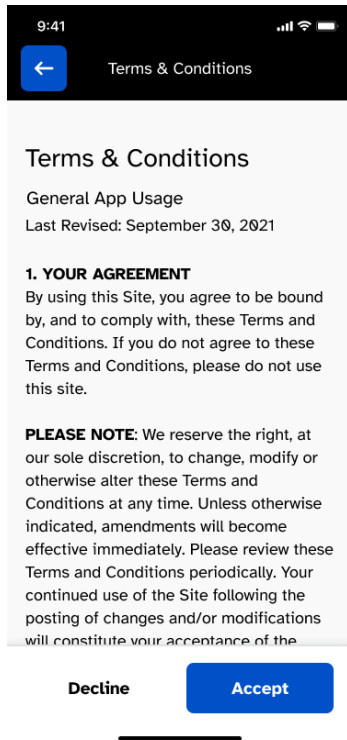
**Continue**

Cancel

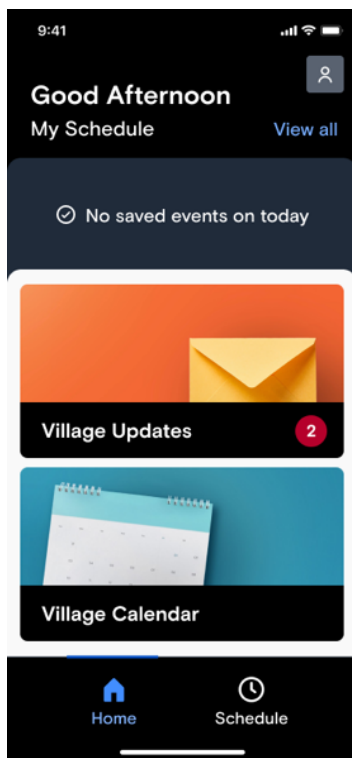
9. The first time you sign into the app, you will be asked to create a new password. This needs to be **at least 12 characters long**, and can consist of only letters, or any combination of characters. We suggest you try using a memorable name, place or phrase.
10. Enter your new password.
11. Confirm your new password by entering it again.
12. Click **Continue**.



## Signing into the app for the first time, continued



13. You will be shown the Terms and Conditions. You can read them now, and revisit them later from within the app. Click **Accept** if you agree to the Terms and Conditions. If you Decline, you will not be able to use the app. If you have any concerns, please speak to your Resident Experiences Coordinator.



14. **Success!** You have now signed into the app and can start exploring.

**Please note:** You do not need to log out of the app when you have finished using it. You will remain logged in for 90 days, meaning you won't need to enter your password every time you want to use the app.