



# APPLICATION HANDBOOK

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*APPLICATION:*

**iN2L**

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## Table of Contents

|   |          |
|---|----------|
| Table of Contents.....                                    | 1        |
| Application Overview.....                                 | 2        |
| Usage.....  | 2        |
| Application Details and Ownership.....                    | 2        |
| Access.....   | 3        |
| Permissions and Login.....                                | 3        |
| How to change your password .....                         | 8        |
| Modifications .....                                       | 9        |
| <b>User Guide .....</b>                                   | <b>9</b> |
| Introduction .....  | 9        |
| Purpose .....   | 9        |
| Integrations.....   | 11       |
| Reports.....  | 11       |
| Dashboards .....  | 11       |
| Application Known Issues / Limitations.....               | 11       |
| Organization and End User Known Issues / Limitations..... | 11       |
| Best Practices .....                                      | 11       |
| Troubleshooting.....                                      | 12       |
| INSERT ADDENDUM 1 – USER GUIDE “PLAYBOOK” .....           | 13       |
| INSERT ADDENDUM 2 – TABLET TRAINING DOCS .....            | 13       |

## Application Overview

iN2L is senior engagement technology designed to keep seniors in communities connected, engaged and inspired.

### Usage

Sun Health uses this software as a tool for keeping the seniors throughout our communities connected, engaged and inspired. iN2L offers an extensive library of content, tailored with a broad range of individual needs and interests in mind. With more than 4,000 content applications that support the core dimensions of wellness, Sun Health Communities residents are free to find connection, fulfillment, purpose, and enjoyment in life regardless of physical or cognitive ability when engaging with iN2L. It is user friendly, and can be used by staff and residents. By making this application available to our residents, iN2L works in conjunction with the Masterpiece Living program to further enhance Sun Health's culture of successful aging.

### Application Details and Ownership

|  |  |
|--|--|
| <b>Application Manager:</b>            | Gayle Korn   |
| <b>Lead Person:</b>                    | Bhakti Gosalia – Vice President of Operations  |
| <b>Vendor:</b>                         | iN2L   |
| <b>Vendor POC Name:</b>                | Wendy Adams, Regional Sales Manager West (as of Aug 2020)  |
| <b>Vendor POC Contact Information:</b> | Wendy Adams, Regional Sales Manager West<br><a href="mailto:wadams@in2l.com">wadams@in2l.com</a><br>(303) 806-0797 |
| <b>License Type:</b>                   | See Purchase History by location   |
| <b>Subject matter expert(s):</b>       | Life Enrichment Directors  |
| <b>Current Release of Software:</b>    | Release updates are automatic upon login   |
| <b>Application Location:</b>           | Environmental Network  |

## Access

### Permissions and Login

For iN2L: An individual license for end users is not required to access application.

#### **iN2L INFORMATION:**

- **For a more in-depth introduction and step by step instructions please refer to the following Addendums:**
  - **Addendum 1 – User Guide “Playbook”**
  - **Addendum 2 – Tablet Training Docs 2020**

#### **The iN2L maintenance and content support package includes the following:**

- Unlimited access to MyiN2L
  - Ability for each resident to have their own personal profile
  - iN2L and personal content can be loaded remotely via the internet by whomever the community designates
- Unlimited access to iN2L’s exclusive MyStory/MyWay program
  - Ability for each resident, family member or staff to create a story documentation of resident’s life and daily living needs
- Ability to track system usage per resident
- Content for the resident profile can include any of the engagement listed above as well as uploaded personal pictures. This content can be uploaded remotely by family.
- Custom community branding is available for programs with a 10 system purchase.
- A Subscription software package that allows iN2L to remotely troubleshoot the iN2L System
- Antivirus Subscription
- Spyware blocking Subscription
- Unlimited phone support for technical issues
- Unlimited email accounts for purchaser’s residents using the iN2L System
- Easy to use email program free of advertising
- Content updates on the iN2L System six times every year
- Content designed for a touch screen, icon-based interface that can be enjoyed without prior computer experience
- Content to provide engagement in the following areas:
  - Music, TV & Films
  - Travel
  - Lifelong Learning
  - Veterans/History
  - Sports
  - Reminisce

- Health & Wellness
- Games & Puzzles
- Stay Connected
- Spiritual
- Staff Tools
- Therapy
- System-lock technology to prevent destructive changes to software and allow the restoration to original condition with reboot
- System and software upgrades performed remotely
- Support availability guaranteed for 3 years with continuation of paid monthly/annual License Suite
- Technical support is available via telephone and remote access during normal business hours, Monday through Friday, 7:00 a.m. to 5:00 p.m. MST, excluding legal holidays. Requests will be responded to within 24 hours.
- iN2L Personalized Content Subscription is non-contractual and can be cancelled at any time.

### Technical Support

- iN2L Technical Support includes but is not limited to the following:
  - Remote Support and Assistance – iN2L technicians have the ability to remotely access your computer to answer questions or troubleshoot issues
  - Automated System Updates (Windows, Antivirus)
  - Data Backup and Recovery Assistance
  - Virus and Spyware Removal
  - Software Installation and Troubleshooting
  - Hardware/Printer Installation and Troubleshooting
  - Connectivity Assistance
  - External Display Connection (connects to most TVs and projectors)

### HOW TO ACCESS iN2L:

#### **\*SEE ADDENDUM 2 – iN2L Tablet Training Docs 2020**

In order to empower individuals to connect, engage, and enjoy life, the iN2L System is accessible through a variety of options designed to meet the specific needs of our residents and community, such as:

- iN2L Tablet
- iN2L 50" and 70" Systems (large touchscreens for enhancing group and individual engagement)
- iN2L Mobile FLEX system (23" touch screen system on a motorized, height-adjustable cart with an articulating arm)
- iN2L Engagement Package (Bike, Flight and Drive simulators)

**PURCHASE HISTORY:****Grandview Terrace Contract signed Apr 6, 2018****NEXT BILL DATE: 04/06/2021**

Term: 36 months      Renewal Date:      Renewal Rate:

|                                   |             |   |            |             |
|-----------------------------------|-------------|---|------------|-------------|
| Adjustable Wall Mount 70 10-Point | \$13,999.00 | 1 | \$700.00   | \$13,299.00 |
| Engagement Package*               | \$2,000.00  | 1 | \$100.00   | \$1,900.00  |
| iN2L Rehab: Adjustable 70         | \$14,249.00 | 1 | \$712.00   | \$13,537.00 |
| 12 Month - Subscription           | \$3,000.00  | 2 | \$1,200.00 | \$4,800.00  |

**SYSTEM 1****La Loma Village Contract signed Apr 25, 2014****NEXT BILL DATE: 01/01/2021**

Term: 36 months      Renewal Date:      Renewal Rate:

|                                      |            |   |          |            |
|--------------------------------------|------------|---|----------|------------|
| Mobile FLEX w/Engagement Package     | \$6,399.00 | 1 | \$400.00 | \$5,999.00 |
| Personalized License Suite - Monthly | \$450.00   | 1 | \$0.00   | \$450.00   |
| Onsite Training-1 Day                | \$1,995.00 | 1 | \$0.00   | \$1,995.00 |

**SYSTEM 2****La Loma Village Contract signed June 11, 2015****NEXT BILL DATE: 01/01/2021**

Term: 36 months      Renewal Date:      Renewal Rate:

|                                     |             |   |          |             |
|-------------------------------------|-------------|---|----------|-------------|
| Adjustable Wall Mount 70 10-Point   | \$13,999.00 | 1 | \$0.00   | \$13,999.00 |
| Personalized License Suite - Annual | \$2,430.00  | 1 | \$292.00 | \$2,138.00  |

**The Colonnade Contract signed Mar 17, 2019****NEXT BILL DATE: 03/17/2022**

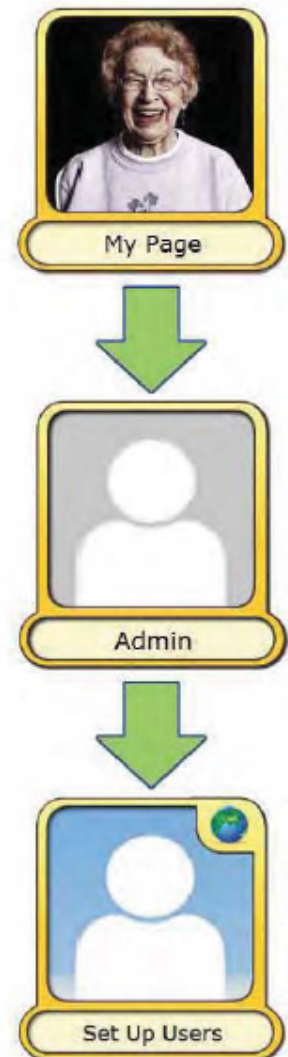
Term: 36 months      Renewal Date:      Renewal Rate:

|                         |             |   |            |             |
|-------------------------|-------------|---|------------|-------------|
| Mobile 70 10-Point      | \$11,599.00 | 1 | \$0.00     | \$11,599.00 |
| Mobile FLEX             | \$6,999.00  | 1 | \$0.00     | \$6,999.00  |
| 12 Month - Subscription | \$3,000.00  | 2 | \$2,088.00 | \$3,912.00  |
| Onsite Training-1 Day   | \$1,995.00  | 1 | \$0.00     | \$1,995.00  |

\*Engagement Package is iN2L's Driving Simulator, Flight Simulator and Bike Simulator

## SET UP USERS

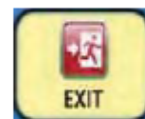
- You must be online to create user buttons and it has to be done through the **ADMIN** profile (you can also edit or delete a user button in the **ADMIN** profile)
1. My Page > Admin > Set Up Users (Password: **1234-THE FIRST TIME YOU LOGIN**)
    - a. **YOU WILL BE PROMPTED TO CREATE A NEW ADMIN PASSWORD BEFORE YOU CAN BEGIN USING MYPAGE**
      - **THE PASSWORD MUST BE EIGHT CHARACTERS LONG AND INCLUDE ONE CAPITAL AND ONE NUMERAL**
  2. Once you have created your personal password, you may proceed to created users
  3. Select: **ADD** (upper right corner)
  4. Enter following information:
    - a. First/Last Name and Screen Name (name that will appear ON the user button)
    - b. Password- choose something easy to remember(**must follow the same PW requirements as the admin password above**) OR you can select **AUTO LOGIN** so a password will not be required when a user logs into their profile
    - c. Email Address- by default the email address will be [firstname.lastname@in2lmail.com](mailto:firstname.lastname@in2lmail.com) (will prompt you to create a different email address if the name is already in use)
  5. Select **BROWSE** to choose a photo (Remember: photos are saved in the **MY DOCUMENTS** folder- you can always add later by selecting **EDIT** in the user profile)
  6. **SAVE** the profile
  7. Go back to **USERS** and select **SAVE ALL**. In 30 minutes or less, the button will appear
    - a. To **DELETE** a USER: My Page > Admin > Set Up Users (Enter Password). Select the user account you wish to delete, then select **EDIT** (upper right corner) > **DELETE**



## CUSTOMIZE USER BUTTONS

- The **MY iN2L** interface allows you to link existing iN2L content, documents or favorite websites to a user button
  - Before you can access **MY iN2L** to customize a user button, you must first **SET UP** the user and you must be online
  - You access **MY iN2L** from existing user buttons (ex: Mary Moose, see image to the right)
1. Select any **ADD CONTENT** button to add up to 14 programs behind the user button
    - a. **BROWSE FOR CONTENT**- select from the content loaded on your iN2L system (also includes: EMAIL, INTERNET, WEB FAVORITES, MY PICTURES, MY CALENDAR, and MY DOCUMENTS)
      - i. Select entire sections (ex: Games & Puzzles) or specific programs (ex: Chicktionary)
    - b. **ADD A WEB LINK**- enter web address for favorite sites (ex: [www.google.com](http://www.google.com), [www.facebook.com](http://www.facebook.com))
    - c. **MY STORY CONTENT**- add a MY STORY button, then create the story or save it for later
    - d. **MY GAMES** and **MY THERAPY**- these buttons serve as folders or layers where you can store up to 15 more programs under each section
  2. **Note:** Changes made to **MY PICTURES** and **MY STORY** must be made through **MY iN2L**, rather than through the user button (ex: to add to MY PICTURES, first select MY iN2L under the user button, then upload pictures)
 

Preview
Save
  3. When finished, select **SAVE**
  4. Then, **EXIT**. In 30 minutes or less, the buttons will appear.





**MY STORY** provides a snapshot of each resident so community staff can provide the best possible care. The automated program allows users to choose from pre-established questions that help paint a picture of the person, their family, the things that are important to them, and the way they like to be cared for (**MY WAY**).

Users can:

- Answer as many or as few of the pre-established questions as they wish
- View the story behind the individual user button



1. **MY PAGE** > Select the **USER BUTTON** (Who would you like to create a MY STORY for?)
2. Select the user's **MY IN2L** (If you have already added the MY STORY to the user button, select MY STORY to edit)
3. Select **ADD CONTENT**, then select **ADD MY STORY CONTENT**
4. Select **BUILD MY STORY** (OK to Copyright Notice)
5. Select section, then chapter
  - a. **MY STORY** (Who am I?), **MY WAY** (How I want to be cared for)
6. Select question user would like to answer, then insert text in **ANSWER TEXT**, then **SAVE CHANGES**
7. **OPTIONAL CUSTOMIZATIONS**
  - a. Change Background Music: Select **CHANGE BACKGROUND MUSIC** on the **MY STORY** (towards top right)
  - b. Upload Custom Picture: Once you **SAVE CHANGES** to a question, you have the option to **BROWSE > SELECT PICTURE FROM YOUR FILES > SAVE**
8. Return to **MAIN MENU** to view my story

## How to change your password

At the **PASSWORD RESET** prompt, you will enter your email address. Instructions on how to reset your password will be emailed to you.

## Modifications

No Modifications

## User Guide

### **\*SEE ADDENDUM 1 – User Guide “Playbook”**

Break down of Application Modules: Staff are able to create multi-faceted learning modules, with the ability to access trivia, recipes, crafts, and games, all together in the iN2L system..

**Introduction** – iN2L is senior engagement technology designed to keep seniors in communities connected, engaged and inspired.

**Purpose** - Sun Health uses this software as a tool to further enhance Sun Health’s culture of successful aging for meaningful Engagement for Happier, Healthier Seniors! Everyone deserves to continue living a full life as they age—one with joy, purpose, and meaningful connections. iN2L brings people together, connecting seniors with what interests and fulfills them and enabling them to share conversations, experiences, learning, and fun with each other, their caregivers, and family members.

iN2L supports the elder and the entire community ecosystem by:

### **Sparking Purposeful Engagement**

We believe residents have the right to continue living a fulfilling life—and that means engaging with their passions, hobbies, and interests. Our content-driven engagement solution ensures diverse topics and media are always at hand, so you can help your residents build personalized profiles with their favorite content—the things they look forward to or are curious about, and the things that make them smile.

### **Creating Social Connection**

At its heart, a community is about the people in it. While iN2L can be used for individual engagement, we developed our content with the understanding that people seek things to do together. Whether it’s a caretaker playing a game one-on-one with a resident in memory care, or a group of residents bonding over trivia questions that make them feel young again, we help create meaningful social connections.

### **Supporting Person-Centered Care**

Everyone is unique, and their community experience should be too. With a comprehensive digital library and the ability to create custom profiles with residents’ favorite content, iN2L is an excellent addition to your community’s person-centered care approach.

**Enhancing Therapy Sessions**

iN2L supports more effective therapy sessions when used as a tool to engage patients in the task at hand. Repetitive exercises become interesting when paired with a lightly competitive game, karaoke, or dancing video.

**Reducing PRN Medication**

When a resident has an unmet need or is feeling agitated, iN2L empowers staff with the ability to put meaningful content directly in front of them. By tapping into a resident's profile, any staff member can access content that's been proven to engage and calm them in the past, creating a positive intervention in situations where PRN medication might otherwise be used.

**Improving Staff Fulfillment**

iN2L helps staff be more efficient with their time, cater to residents' needs in a more person-centered way, and connect with residents to get to know them meaningfully. This creates an optimal environment where residents are happy, staff feel empowered, and both groups can feel fulfilled.

**Differentiating the Community**

iN2L is a value-multiplier for communities that strive to deliver optimal care and person-centered experiences. iN2L helps communities foster a strong culture—a differentiator that prospects and families can feel when they step through the door, and with every interaction.

**Achieving CMS Compliance**

iN2L provides an innovative way of meeting federally mandated CMS guidelines for person-centered activities. Each of these regulations, or F-Tags, promotes the development of experiences that identify an individual's interests and needs and involves them in an ongoing program that maintains the highest levels of physical, cognitive, and psychosocial well-being. With iN2L, your community can meet that need for every resident.

## Integrations

iN2L does not integrate with other Sun Health applications.

## Reports

A Standard Usage Report is generated monthly by iN2L and provided via email, in pdf form, to each community. The report lists (1) Top 10 Items, (2) Daily Usage (in hours), and (3) Top 10 Websites visited.

## Dashboards

No Dashboards available.

## Application Known Issues / Limitations

Strong internet connectivity.

## Organization and End User Known Issues / Limitations

- Issue with WiFi stability which is required to access the iN2L application.
- Need for additional iN2L Systems to be deployed for usage.
- Streaming video audio issues.

## Best Practices

Based upon location best practices may vary:

### **Music**

The music section is one of the most favored featuring a live jukebox with many categories of music, themed music for activities, sundowning and meals. It offers sing-along 's, recorded radio broadcasts, and a karaoke function. There are also several musical trivia items with audio and visual cues. This gives residents the opportunity to socialize together through music while providing the words and images for an additional sensory experience.

### **Travel**

The travel category has provides the opportunity to travel outside within the comfort of home. The iN2L contains multiple aspects of a location including recipes, music, different cultures, and beautiful

landscapes. Through the google earth application, you are able to travel to almost any location, providing a glimpse of a residents childhood home, or other landmarks. These tools can encourage reminiscence utilizing multiple senses to recall long-term memories. The travel section encourages socialization, and provides an educational experience. There are also slideshows of flowers, landscapes, and animals of different places around the world, put to a soothing melody, which can promote relaxation.

### **Staff Tools**

Another unique component of it's never too late, is that it offers materials for residents, and staff. Under the staff tools there are a wide variety of continuing education opportunities, and tutorial offerings on how to best utilize the it's never too late system. Within the continuing education you can find such things as end of life care information, self-care, care services, MDS training, peer mentoring, and LGBTQ information. You also have provide access to rotating recorded webinars on a wide variety.

### **Games**

The games category is substantial, and offers a wide variety of cognitive stimulation activities . There are matching and memory games that utilize short-term memory skills. There are concentration games, that encourage abstract ways of thinking. There are the classic cards and casino games that can be played independently when normally it would require multiple players. There are opportunities for interest in the creative arts to create art and music through unique user friendly games, and jigsaw puzzles that are easy to use with those with fine motor difficulties. The trivia category offers opportunities for reminiscing, and group enjoyment. The categories are often updated, so there are new material for the residents who like to frequently use certain games such as puzzles, and trivia.

## Troubleshooting

IN2L Support

## INSERT ADDENDUM 1 – USER GUIDE “PLAYBOOK”



iN2L Playbook  
printed.pdf

## INSERT ADDENDUM 2 – TABLET TRAINING DOCS



iN2L Tablet Training  
Docs 2020.pdf