

# User Guide for



**Trinity Woods**  
Belong. Believe. Become.

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# Introductions

## Building Communities. Connecting Residents.

Your portal is a private website (intranet) built for, and under the guidance of, seniors and senior living community staff. We have meticulously worked with residents, executive directors, gerontologists and web usability experts to craft a system that works for you. Your portal will help residents learn more about the community, and it will help staff do their jobs more effectively.

A few things to know:

- The portal is a secure, private intranet system built specifically for Trinity Woods Tulsa. Only those with verified usernames and passwords (residents and select staff) have access to the portal.
- You can access the portal from any device, anywhere in the world! Desktop, laptop, tablet, smartphone, etc. -- as long as you have access to the Internet, you're only a few clicks away from the digital pulse of your community.
- The portal operates on instant notification/confirmation. When you sign up for an event or submit a service request, you will be emailed a confirmation, as will the staff members associated with your registration or request. You can unsubscribe from these email notifications at any time.

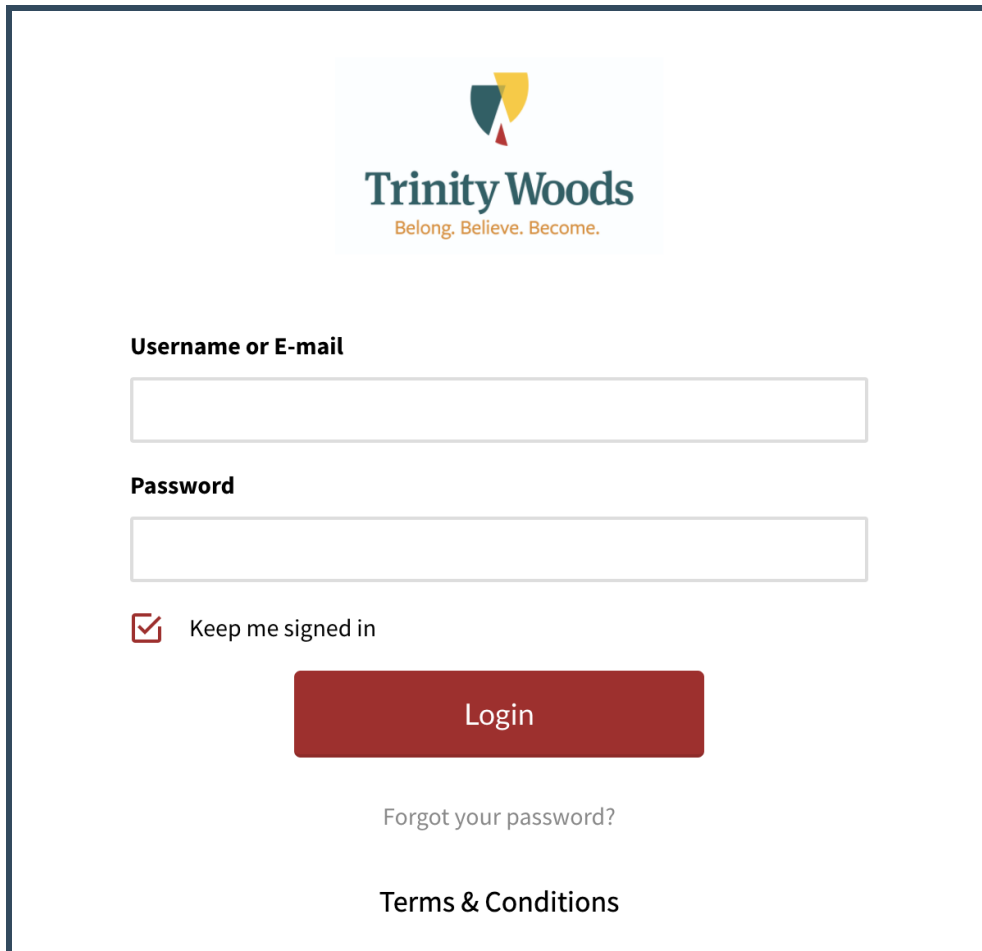
We've created this customized User Guide for your convenience. Please feel free to reference this guide when using the portal.

We hope this guide will be helpful as you begin navigating the portal. If you have any questions, please don't hesitate to reach out to the Trinity Woods Tulsa staff.

## Logging In

You will be able to access your community's portal on any device with an Internet connection.

The web address for the Trinity Woods Tulsa portal is [my.trinitywoodstulsa.com](http://my.trinitywoodstulsa.com). Once there, you will be presented with a login screen like the one pictured below.



**Trinity Woods**  
Belong. Believe. Become.

**Username or E-mail**

**Password**

Keep me signed in

**Login**

[Forgot your password?](#)

[Terms & Conditions](#)

If this is your first time visiting your portal, you will have been given a username and password so you may log in. Please contact your community's administration if you do not know your username or are experiencing trouble logging in.

By selecting the "Keep me signed in" box you will not have to login next time you visit the portal unless you manually log out. Checking this box is only recommended for use on personal computers or devices, not public shared computers.

# Navigating the Portal

Though the portal is designed for ease of use, it may take some time to get accustomed to all its features and where everything resides. We've outlined the top navigation bar and explained what you can do related to each section below



## Search Icon

Use the search icon to open a page and search within the portal. For example, type "menus" to see every place on the portal that contains that word.

## Events

- My Events
- Digital Calendar
- Printed Calendar

## Dining

- Menus
- Dining Account Summary

## TWT News

- The Trail Mix
- TWT Blog
- Town Hall Minutes
- Videos
- Book Club Newsletters
- Care Line Information

## Services

- My Services
- Maintenance Request
- Housekeeping Request
- Transportation Request
- Key Request
- Guest Room Booking
- Feedback Form
- Absentee Form
- Name Badge Replacement
- Crestwood Parking Garage Door Remote
- Sara Pendent Replacement Request

## Directories

- Member Directory
- Staff Directory

## Documents

- Member Handbook
- Member Modification Agreement
- Culture of Courtesy
- Spann Wellness Center Guidelines
- Advanced Directive for Healthcare
- Care Giver Contractor Registration Forms

**Change of Address Form  
Cox Mini Box & Remote  
DNR  
Transportation Waiver  
Vehicle Registration**

**Spa**

**Meet the Spa Staff  
Spa Services**

**Help**

**Portal Help**

**Dashboard**

**\*Please do not be concerned if you do not see DASHBOARD in your navigation. This is for the Administrative Staff and you may not see this on your portal.**

**Logout**

**Select this button if you wish to logout of the portal.**

# Events

## Digital Calendar

The digital calendar section is a great way to see all of the events happening throughout your community. Under the “Events” tab, select “Digital Calendar” from the dropdown menu for an interactive view of events.

The digital calendar can be displayed in a daily, weekly, or monthly layout. You also have the ability to filter the digital calendar by category. For example, if you would like to see all Concert Events, select Concerts. If you would like to search for an event taking place in a specific location, you can select a location in the “Select Location” dropdown. If you would like to search for an event by its title, simply type the name of the event in “Search by Event Title.”

The screenshot displays the digital calendar interface. At the top, it says "To filter, click the categories in the key below:". Below this are several filter buttons: "Concerts", "Health Clinic", "Holliman" (highlighted in blue), "Lifelong Learning", "Off-Campus", "Physical Wellness", and "Residential/Independent Living". There is also a "RESET CATEGORIES" button. Below the filters are two search input fields: "Select Location" (a dropdown menu) and "Search By Event Title". To the right of these are "RESET SEARCH" and "DOWNLOAD" buttons. The main calendar area shows the date "August 13, 2021" in large text, with navigation arrows on the left and view options ("month", "week", "day", "list") on the right. The "day" view is selected. Below the date is a header for "Friday" and a list of events:

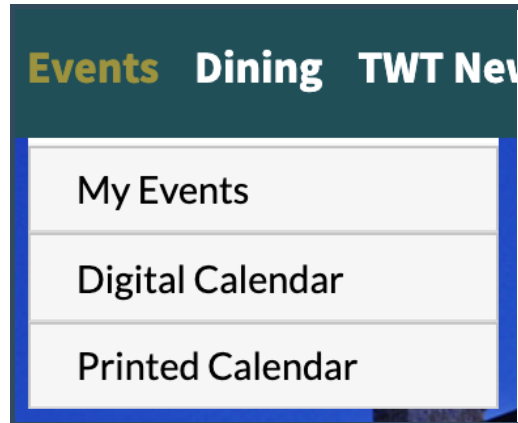
- 8:00 am  
® Functional Fitness - Level 3 (Spann Wellness Center-SWC)
- 8:45 am  
Functional Fitness - Level 1/2 (Spann Wellness Center-SWC)
- 9:00 am  
Water Wellness (Spann Pool)

To view and learn more about an event, click on the event name. A pop-up will appear where you can see all information about the event.

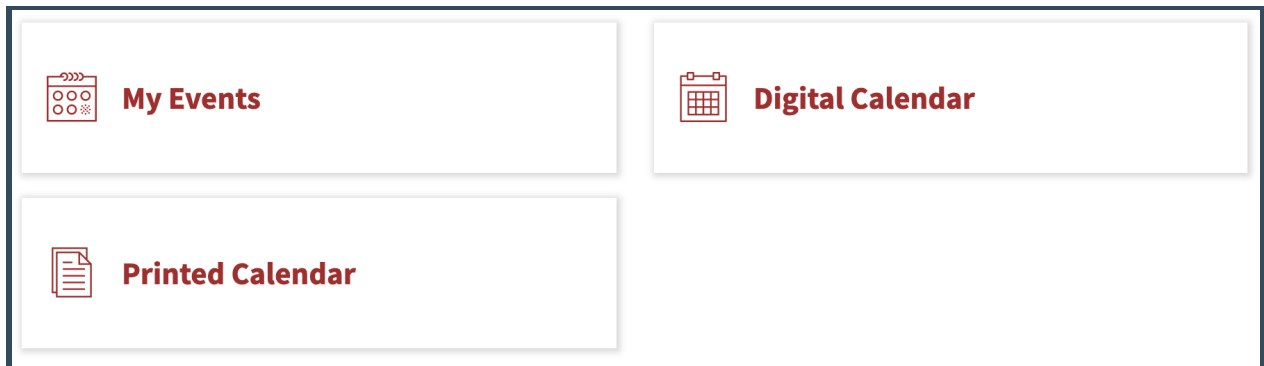
## Event Registration

Once you are logged in, you can register for events through your Resident Portal. You can access the registration page one of two ways:

1. From any page, scroll to the top and hover over the Events tab on the navigation bar. From there, select Digital Calendar.

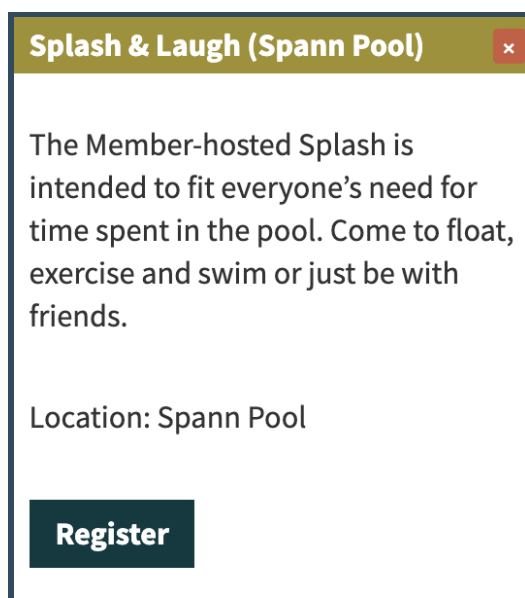


2. From the homepage, select Events and then Digital Calendar.





You will then be taken to a calendar that shows all of your community's events. Click on the event you would like to sign up for and click Register. You will then be redirected to the Registration page.



Once you are on the Registration page, simply fill out the form and press "Submit" at the bottom of the page.

### Canceling an Event

If you wish to cancel an event, hover your mouse over "Events," then select "My Events." To cancel an event that you have registered for, select the checkbox next to the event that you wish to cancel and then click the blue "Cancel Registration" button at the bottom of the page. You can cancel multiple events at once.

### Adding an Event to your Favorite Events

If there is an event that catches your eye, you can add it to your Favorite Events.

To add an event to your Favorite Events, click on the event in the Digital Calendar. Above the event description, you will see a blue button, "Add to My Favorites." Simply select this button, and this event will be added to your Favorite Events.

**Member Council Meeting (Crestwood Theater)** ✕

**Add to My Favorites**

Please contact your Member Council representative with any questions or concerns you would like addressed at this meeting.

Location: Crestwood Theater

**Registration Not Required**

To view which events are included in your Favorite Events, hover your mouse over “Events” and select “My Events.” Scroll to the bottom of the page, where you will see a list of your Favorite Events.

### My Favorite Events

Show  entries Search:

	Event Name	Date	Time	Google / Outlook / iCal Calendar
<input type="checkbox"/>	Member Council Meeting	January 26, 2021	1:00 pm	Add to Google Calendar / Add to Outlook / iCal Calendar
<input type="checkbox"/>	Pickleball	November 11, 2020	8:30 am	Add to Google Calendar / Add to Outlook / iCal Calendar

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

**Check All** Remove From Favorite

If you would like to remove an event from your favorite events, simply select the checkbox next to the Event name, and then select the blue button, “Remove From Favorite.”

Event Name	Date	Time	Booked	Registration Status	Category
<input checked="" type="checkbox"/> ® Functional Fitness - Level 3	August 13, 2021	8:00 am	1	OPEN	Physical Wellness

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

To cancel an event, please select the checkbox next to an event you wish to cancel and then click the button below. You may cancel multiple events at once.

Note: You cannot cancel closed events.

**Check All** Cancel Registration

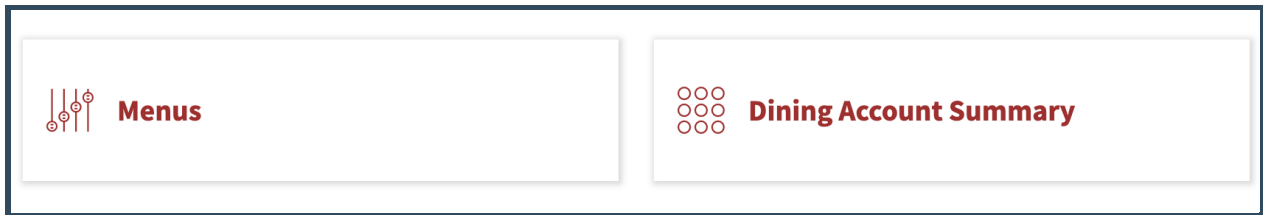
# Dining

## View Menus

To view dining menus, click the “Dining” tab and hover over “Menus.” Then select which venue’s menu you would like to see (for example: to see the menu at Cypress Grille, select Cypress Grille).

Dining TWT News Services Directories Docun	
Menus	Cypress Grille
Dining Account Summary	Charter Oak
	TreeTop Cafe

You can also view a venue’s dining menu by selecting this venue from the homepage, select Dining and then Menus.



## Dining Account Summary

To view your dining account summary, click the “Dining” tab and click “Dining Account Summary.” Here, you are able to view your remaining FullCount balance and which items have been charged to your account.

## **TWT News**

### **The Trail Mix**

This section is where you will find the current and past copies of The Trail Mix. The documents are controlled and uploaded by the Trinity Woods Tulsa administration team.

### **TWT Blog**

When you select TWT Blog, the Trinity Woods Tulsa Blog will open in a new tab. The information is controlled by the Trinity Woods Tulsa administration team.

### **Town Hall Minutes**

This section is where you will find information minutes from the Town Hall meetings. The documents are controlled and uploaded by the Trinity Woods Tulsa administration team.

### **Videos**

This section is where you will find informational videos. The videos are controlled and uploaded by the Trinity Woods Tulsa administration team.

### **Book Club Newsletters**

This section is where you will find the newsletters from the Book Club. The documents are controlled and uploaded by the Trinity Woods Tulsa administration team.

### **Care Line Information**

This section is where you will find the information about Care Line. The documents are controlled and uploaded by the Trinity Woods Tulsa administration team.

# Services

## My Services

To view all of the Housekeeping, Maintenance, Transportation, etc. Requests that you have placed, hover over or select “Services” and then select “My Services.” You can also access your requests by selecting “My Services” on the Services page.

The screenshot shows a web interface for managing services. At the top left is a red 'Print' button. To its right is a 'Sort by date :-' dropdown menu, followed by two red buttons: 'PAST 30 DAYS' and 'VIEW ALL'. Below the print button is a 'Show 10 entries' dropdown menu. To the right of this is a 'Search:' text input field. Below these elements is a table with a red header row containing the following columns: 'Form Name', 'Date Submitted', 'Submitted Status', 'View Form', and 'Cancel Entry'. The table body is empty, displaying the text 'No Records Found!'. Below the table, it says 'Showing 0 to 0 of 0 entries' and has four navigation buttons: 'First', 'Previous', 'Next', and 'Last'. At the bottom, there is a text instruction: 'To delete the request, please select the checkbox next to a form you wish to delete and then click the Delete button. You may delete multiple forms at once.' Below this instruction is a checkbox labeled 'Check All' and a red 'Delete' button.

Here you can find the status of your requests (whether they have been submitted, approved, or denied). You are also able to view the forms that you submitted, and can download or print them at your convenience.

If you wish to delete a form, simply select the checkbox next to the form you wish to delete and then click the red “Delete” button.

## Maintenance

To place a maintenance request, hover over or select “Services” and then select “Maintenance Request.” You may also navigate to the maintenance request form by selecting “Maintenance Request” on the Services page.

Once you are at the Maintenance request form, simply enter in the information regarding your request and press submit.

Please complete the form below to notify the maintenance department of your new request. A representative will contact you shortly after submission. Thank you

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="Becca"/>	<input type="text" value="Conklin"/>
<b>Location *</b>	<b>Address *</b>
<input type="text" value="Lloyd"/>	<input type="text" value="103 Lloyd"/>
<b>Email *</b>	<b>Phone *</b>
<input type="text"/>	<input type="text" value="1234567890"/>

**Description**

0 of 100 max characters

**Details**

**Permission to Enter?**

Yes

No

**Other Special Member Notes**

A member of the Maintenance staff will contact you shortly after your submission.

Housekeeping

To place a housekeeping request, hover over or select “Services” and then select “Housekeeping Request.” You may also navigate to the housekeeping request form by selecting “Housekeeping Request” on the Services page.

Once you are at the Housekeeping request form, simply enter in the information regarding your request and press submit.

## Other Forms

There are additional forms included in Services. These include:

Transportation Request  
Key Request  
Guest Room Booking  
Feedback Form  
Absentee Form  
Name Badge Replacement  
Crestwood Parking Garage Door  
Sara Pendent Replacement Request

If you have questions about these forms, and how to fill them out, please contact a community administrator.

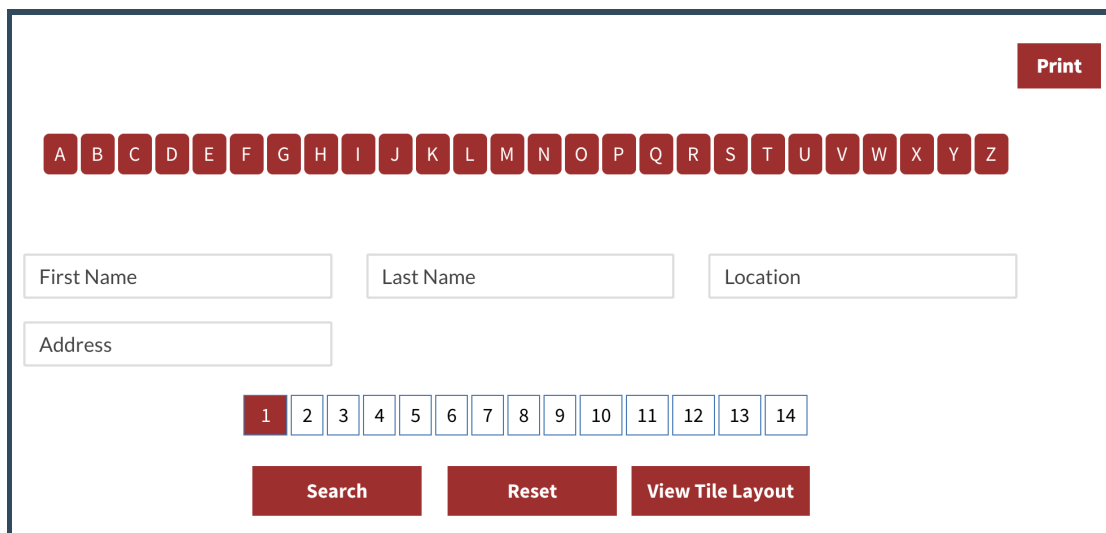
## Directories

### Search the Member Directory

Navigate to “Directories” from the top navigation bar and click “Member Directory.” You will then be presented with your community’s member photo directory.

You can also access the directory from the portal homepage by clicking the “Directories” button, then click “Member Directory.”

As you scroll, you’ll see your friends and neighbors sorted in alphabetical order. If you wish to find someone specific, you have several options:



The screenshot shows a search interface for a member directory. At the top right is a red "Print" button. Below it is a row of 26 red buttons labeled with letters A through Z. Underneath are four search input fields: "First Name", "Last Name", "Location", and "Address". Below the search fields is a row of 14 numbered buttons (1-14), with button "1" highlighted in red. At the bottom are three red buttons: "Search", "Reset", and "View Tile Layout".

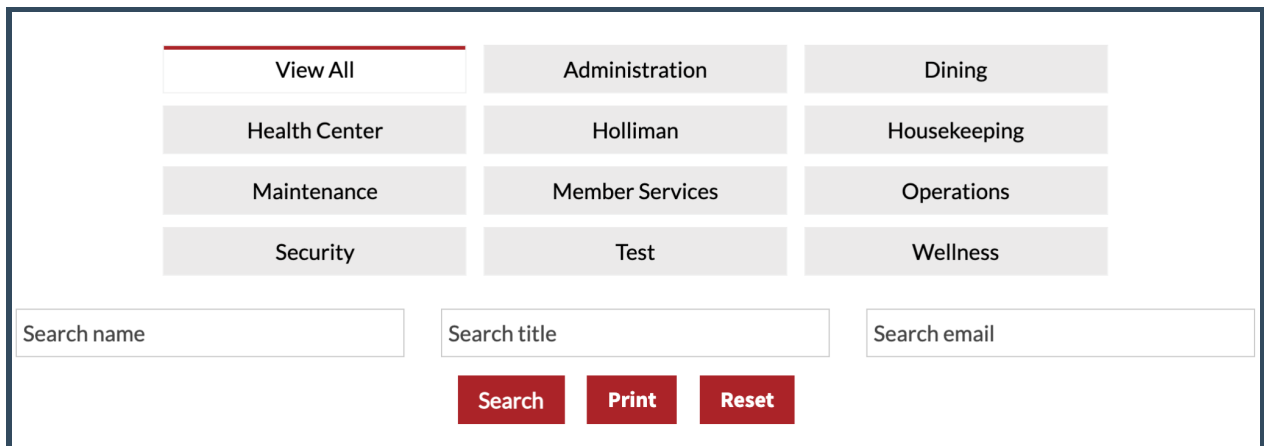
You can sort by last name by clicking the letter corresponding to a member’s last name. You can search by first name, last name, and/or location and address. The corresponding results will be shown when you make a selection and click “Search.”

You can also print out the Member Directory by selecting the blue “Print” button at the top of the page.

### Search the Staff Directory

Navigate to “Directories” from the top navigation bar and select “Staff Directory.” You will then be presented with your community staff directory. You may also access the directory from the portal homepage by clicking the “Directories” button, then clicking on “Staff Directory.”

As you scroll down on the Staff Directory page, you’ll see your community staff profiles and contact information as alphabetical order. But let’s say you wish to find someone specific. Select their department or enter their name, title and/or email in the search bar, then click “Search.”



The screenshot displays a search interface for the Staff Directory. At the top, there is a grid of department filters: View All (highlighted with a red border), Administration, Dining, Health Center, Holliman, Housekeeping, Maintenance, Member Services, Operations, Security, Test, and Wellness. Below the filters are three search input fields: "Search name", "Search title", and "Search email". At the bottom of the search area are three red buttons: "Search", "Print", and "Reset".

If you are accessing the portal on a mobile phone or other voice enabled devices, you may select the staff member’s phone number and call them directly from your device.

## Documents

This tab contains important community-related documents. The documents are controlled and uploaded by the Trinity Woods Tulsa administration team.

You can print out certain documents, such as the Change of Address Form, Care Giver Contractor Registration Forms, or the Transportation waiver, by selecting them in this section. Once printed, you can fill them out, and return them to the correct staff member.



## Spa

### Meet the Spa Staff

Navigate to “Spa” from the top navigation bar and select “Meet the Spa Staff.” You will then be presented with your community spa team directory. You may also access the “Meet the Spa Staff” from the portal homepage by clicking the “Spa” button, then clicking on “Meet the Spa Staff.”

This section lists members of the Spa Staff. For appointments, please call 918-346-6659.

### Spa Services

Navigate to “Spa” from the top navigation bar and select “Spa Services.” You will then be presented with the Spa services information. You may also access the “Spa Services” from the portal homepage by clicking the “Spa” button, then clicking on “Spa Services.”

This section contains a list of Spa Services. Spa services can be added to your TWT account or can be paid for by credit card.

## Help

This tab is your quick guide to member portal training, help and videos. The documents and videos are controlled and uploaded by the Trinity Woods Tulsa administration team.

## Your Account

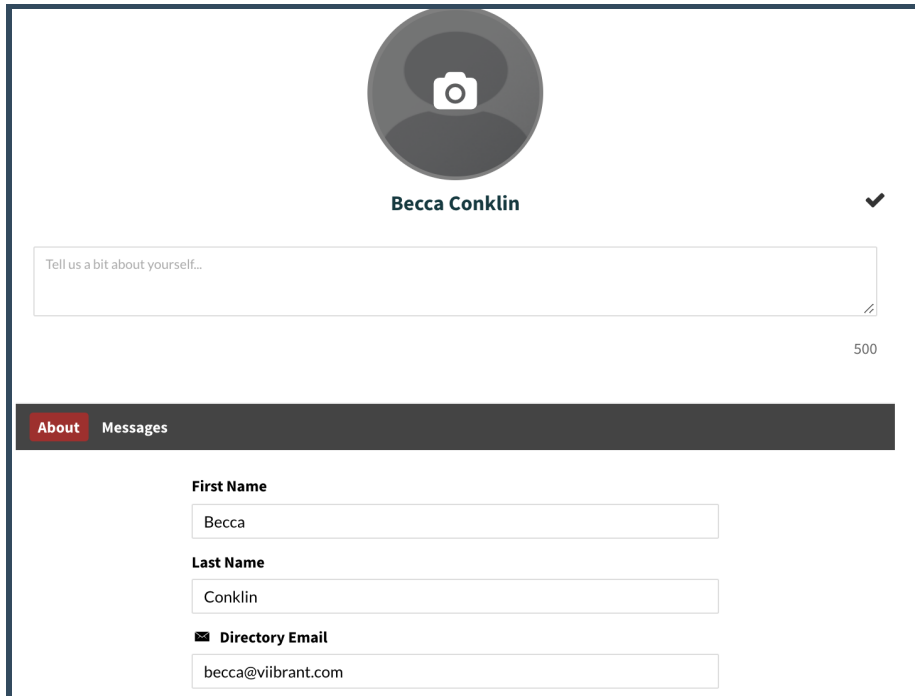
At the top of the page, you will see a people icon. If you choose to add a photo of yourself to your profile, you will see your picture here.



### Edit Your Profile

Do you go by a nickname that you'd prefer to have shown in the directory? Is your phone number incorrect in the portal? Want to update to your profile photo? You can edit your personal information by clicking on your profile picture at the top right corner of the portal.

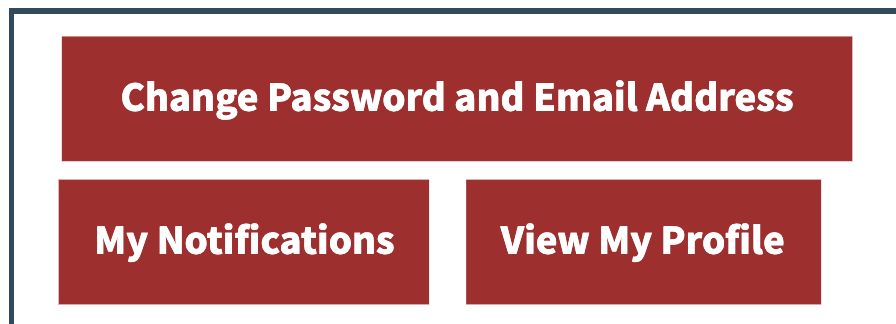
You'll be directed to a screen with your profile image and information that has already been filled out. To update your photo and information please click "Settings" then "Edit Profile" From there you can update your profile information. You can easily change it by clicking the camera icon/photo at the top to upload a new photo. There is also space for you to enter information about yourself that will be reflected in the resident directory.



The screenshot shows a user profile for Becca Conklin. At the top is a circular profile picture placeholder with a camera icon. Below it, the name "Becca Conklin" is displayed with a checkmark to the right. A text input field with the placeholder "Tell us a bit about yourself..." and a character count of "500" is positioned below the name. A dark navigation bar contains "About" (highlighted in red) and "Messages". Below the navigation bar, there are three form fields: "First Name" with the value "Becca", "Last Name" with the value "Conklin", and "Directory Email" with the value "becca@vibrant.com".

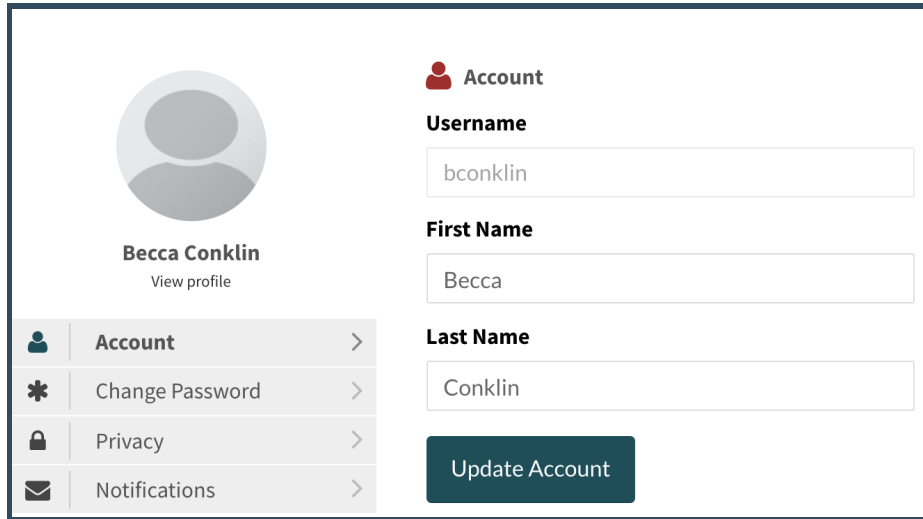
## Edit Your Account

From "Settings", by clicking "My Account", you can update your privacy settings and password, as well as change how your name is displayed on the portal. Usernames cannot be changed.



The screenshot shows three red buttons with white text. The top button is "Change Password and Email Address". Below it are two buttons: "My Notifications" on the left and "View My Profile" on the right.

You can also change your password and email address by selecting the red “Change Password and Email Address” button in the top right hand corner of your profile.



The screenshot shows a user profile for Becca Conklin. On the left, there is a profile picture placeholder and the name "Becca Conklin" with a "View profile" link. Below this is a menu with options: "Account", "Change Password", "Privacy", and "Notifications". On the right, under the "Account" heading, there are three input fields: "Username" (containing "bconklin"), "First Name" (containing "Becca"), and "Last Name" (containing "Conklin"). A dark green "Update Account" button is located at the bottom right of the form.

## Messages

In your profile, you can also read any messages from residents. In your profile, select “Messages” under your profile picture. This will take you to any messages that you might have received. You can respond directly to the messages from this section.

