

An elderly man and woman are sitting at a table, looking at a laptop screen. The man is on the left, wearing glasses and a striped shirt. The woman is on the right, wearing a blue shirt. There are two white coffee cups on the table. In the background, there is a bookshelf and a window with light coming through.

Lifeline

Self-Service Enrollment Portal Help Guide

This guide contains an overview of the information needed to complete the self-service enrollment process for a Lifeline personal emergency response service.

Effective January 2023

Introduction

The Lifeline self-service enrollment portal is optimized for Google Chrome and Internet Explorer. We recommend using either of these browsers for a seamless enrollment experience.

The enrollment process should take between 5 and 7 minutes to complete. Please be sure you can complete the process in one sitting. If not, you will have to start over when you return.

Things to Know:

A. Average time to complete this process



During this process, we will recommend the service(s) available to you. **Please be aware that the personal data you enter as part of enrollment is not saved until the enrollment process is completed and you accept the terms and conditions of use.** After completion of this process, we will then be able to send your medical alert service equipment directly to you.

You will need to provide the following information:

- Member ID
- Full Name
- Home Address
- Date of Birth
- Phone Number
- Email Address
- Caregiver Information (family member, neighbor, etc.)

If you are a caregiver completing this on behalf of someone else, please be sure to have the above information available.



Note: At the top of every portal page is a dedicated Customer Service phone number. Call this phone number at any time for help or to complete the enrollment process by phone.

Click the “Get started” button to begin

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Membership verification

The membership verification is the beginning of the enrollment process. Please choose your provider from the drop down list. A picture of your card will appear to help you choose. Enter the requested information to confirm your eligibility for this service.

Self Service Enrollment

Please use the form below to confirm your eligibility and to complete the process of setting up your medical alert service account.

1 Membership Verification 2 Select your product 3 Member's Information 4 Caregiver Information 5 Review & Complete

1 Membership Verification

This information helps us verify your benefit coverage. Fields marked (*) are mandatory.

Enter last name *

Enter your Member ID *

Date of Birth *
 

Enter your Zip Code *
Please use the zip code on record with your plan

I'm not a robot  reCAPTCHA
Privacy - Terms

Membership verified

 **Membership Verified**
We will be conducting a secondary check of your eligibility once you submit your order. You may receive a phone call from Lifeline customer service regarding your eligibility status.

If you receive the message below, please re-enter your information to continue.



Please enter the valid information to continue

- Your member ID is required.
- Your last name is required.
- Date of birth is required.
- Your zip code is required.

If your membership record is not found, you may have mistyped your information. Please review your information – including the Membership ID and the zip code that your plan has on record for your address – and try again. After three tries you will be directed to call customer service for help.

Membership record not found

We could not find the ID you entered. Please try re-typing your number again. If that does not work, or you need assistance, please call our customer service team.

After you are verified, there are a few questions you need to answer to continue in the enrollment process. This information allows us to determine which products are available to you as part of your benefit, and based on product screening criteria.

Please be sure to select YES/NO for each question.

If you answer **YES** to any of the questions, you will be directed to call our Customer Service line to complete your enrollment. A Lifeline representative will help you choose the product best suited for your needs.

In order to recommend the right service to you, please answer the following questions:

1. Do you have a pacemaker? * 

Yes No

2. Do you already have a Lifeline medical alert service? *

Yes No

3. Do you have Alzheimer's or dementia? *

Yes No

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Select your product

The product selection process starts with an assessment to determine the right product for you.

2 Select your product
This section will recommend product(s) available to you based on your answers to the questions below.

Select your phone connection type: ⓘ
Please enter the phone number at your residence. If you have both a landline and cell phone number, please enter your landline phone number.

Do you have a Landline? Yes No

If you have both a landline and a cellular connection, you will have the chance to enter both numbers. It is important to provide your phone number so that we can validate your product options.

You will first answer Yes/No to having a landline and then enter that phone number. You will then answer Yes/No to having a cell phone and will enter that phone number.

Based on your answers, you will be presented with available product options. Each product will have a picture and a short description. You will be able to click on the “**Learn More**” link for a pop-up screen that presents more detailed product information.

After reviewing the available product options, select your preference and then click “**Next**” at the bottom of the screen to continue with the enrollment process.

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Member's Information

Please provide the necessary information to set up your account. Fields marked (*) are mandatory.

Self Service Enrollment

1 Membership Verification 2 Select your Product **3 Member's Information** 4 Caregiver Information 5 Review & Complete

3 Member's Personal Information

Please provide your information to set up your account. Please use your home address which will be used if help needs to be sent. Fields marked (*) are mandatory.

Josephine	Middle Name	DOE
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Address1 *	Apt/Suite
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Address2

City *	* Select your state	Zip Code *
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Email

Reconfirm Email

Phone Number *	To speak with our service representative *	Gender *	Date of birth *
617-555-1212	* Select your language	* Select	1959-06-23

Do you have a Hidden Key? *

If you have hidden a key, tell us the location. This location is private and will only be shared with responders.

Yes No

[Back](#) [Next: Caregiver Information](#)

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Caregiver information

Please enter your caregiver information – up to three (3) – and then assign each a role of “Responder” or “Notify.”

The screenshot shows a web form titled "Self Service Enrollment" with five steps: 1. Membership Verification, 2. Select your Product, 3. Member's Information, 4. Caregiver Information (current step), and 5. Review & Complete. The "Caregiver Information" step includes a sub-header "4 Caregiver Information" and a note: "This information helps us registering and verifying your account. All labels with(*) are required fields." The form is divided into "First Caregiver Information" and "Relationship to care recipient" sections. The "First Caregiver Information" section contains fields for First Name, Middle Name, Last Name, Phone, Phone type (dropdown), Email, and Reconfirm Email. The "Relationship to care recipient" section contains dropdowns for Relationship, Assign Role, and preferred language. A blue "Add phone" button is next to the Phone type dropdown. At the bottom, there is a "+ Add caregiver" link with a question mark icon, a "Back" button, and a "Next: Review & Complete" button.

A Responder is someone who lives nearby, such as a relative, friend or neighbor, who can respond when you need non-emergency services help.

A Notify is a member of your care circle who wants to be notified when you have an incident, however they will not be called to respond when Lifeline has dispatched help to you. For instance, this may be a daughter or relative who lives in a neighboring state.

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Review and complete

The final step in the enrollment process is the review & complete step. Here you will see a detailed overview of the information you have already entered. You will have the opportunity to review and update your information and then submit your enrollment.

The screenshot shows the 'Self Service Enrollment' interface at the 'Review & Complete' stage. At the top, a progress bar indicates five steps: 1. Membership Verification, 2. Select your Product, 3. Member's Information, 4. Caregiver Information, and 5. Review & Complete (highlighted). Below the progress bar, the current step is titled '5 Review & Complete' with a subtext: 'This information provides a summary of your product selection and gives you the opportunity to update your information.' A summary card displays a green checkmark, the member's name 'Josephine DOE', member ID '0503086', and the selected product 'HomeSafe medical alert system with AutoAlert'. To the right of the summary card is a 'Submit order' button. Below the summary card are four expandable sections: 'Personal Information', 'Caregiver Information', 'Your Product', and 'Shipping Information', each with a down arrow on the right. At the bottom, there is a 'Care Plan Agreement – Terms and Conditions' section with a scrollable text area containing the agreement terms and a checkbox for consent. A second 'Submit order' button is located at the bottom right of the page.

To review your enrollment details, click on the down arrow on the right side of the information section to open up the details within each panel. Click on the “edit” link to update any information.

The Care Plan Agreement is located at the bottom of the page. You will need to check the box to confirm your consent to the terms of the agreement.

Once completed, click the “Submit order” button to send your enrollment information to Lifeline.

Enrollment complete

After completing the enrollment process, your information is submitted to Lifeline and your order will be processed. You should expect to receive your system within 3-5 business days from when your order was processed.

Troubleshooting

Abandon enrollment

If you decide to abandon the enrollment process or if you close your browser, you will have to restart the process from the beginning. You can always call Customer Service to complete the process by telephone.

Poor internet connection

If you experience poor internet connection, you will receive a notification and will experience a "freeze" on your enrollment until the internet is restored.

Lifeline

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