LydraCare User Guide

A simple guide for seniors, caregivers and families. Read it here, or download it to keep.

LydraCare helps you keep track of medications, appointments and daily check-ins, and keeps your family informed. This guide explains every screen, what happens when a dose is due, and what to do if something does not work. Questions? support@lydracare.com.

1. Getting started

LydraCare has four kinds of users. Pick the one that fits you when you first open the app.

Setup	Who it is for	What you can do
Caregiver	You look after a parent, grandparent or someone else	Create a senior's profile, manage their medications and appointments, see their check-ins and alerts
Senior	The person being cared for	Check in daily, take medications, see appointments, send alerts, use SOS
Family member	A relative a senior or user has invited	See what the senior has chosen to share with you
Personal (just me)	You want to track your own health	Track your own medications, appointments, check-ins and exercise

Create an account

1. Open LydraCare and choose who it is for.
2. On the **Welcome Back** screen, tap **Create your account** if you are new.
3. Enter your name, email and password, then follow the steps on screen.
4. Type the 6-digit code we email you to confirm your address.
5. Choose your language: English, Spanish, French, Urdu or Arabic.

Sign in

1. On the **Welcome Back** screen, tap your setup: **Caregiver login**, **Family member** or **Personal use (just me)**.
2. Enter your email and password. You can also continue with Google.

Seniors do not need to sign in each time. Once a caregiver sets up the senior's phone, the app opens straight to the senior's Home screen. Seniors have no Log out button, so they cannot be signed out by accident.

Set up your phone (do this once)

LydraCare rings like an alarm, so your phone must allow it. Say **Allow** when the app asks.

- **Notifications:** to remind you of doses and alert your family.
- **Alarms and reminders** (Android): to ring exactly on time, even when the app is closed.
- **Location:** only when you send an alert to your family or add a place to an appointment. Never tracked in the background.
- **Contacts:** only if you choose to add an emergency contact from your phone.
- **Photos / camera:** only if you choose a profile photo.

> **Tip** Turn off battery saver for LydraCare and keep Do Not Disturb from silencing it, so dose alarms are never delayed.

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2. Home screen and SOS

The Home screen greets you by name and shows a tile for each part of the app, with a short summary such as how many doses you have taken today.

Tile	What it opens
Check In	Your daily mood and pain check-in
Alerts	Send a message to your family
Medication	Today's medicines and doses
Appointments	Upcoming doctor visits
Reminders	Things to remember, with a day and time
Family Circle	The people who can see your information
Exercise	Log today's activity
History	Your past check-ins, medicines and alerts
Settings	Your account, plans and preferences

SOS: Emergency contacts

The red bar at the bottom of the screen calls your emergency contacts.

1. Tap the red **SOS** bar.
2. A 5-second countdown starts. Tap **Cancel** to stop it.
3. After 5 seconds, the app shows your emergency contacts so you can call them.

> **Important** SOS calls your family and emergency contacts. It does not call 911. In an emergency, call 911 first.

Seniors: your emergency contacts are the people in your Family Circle. **Personal users:** add your emergency contacts in Settings (up to 10).

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3. Daily check-in and Alerts

Daily check-in

It takes about 10 seconds and lets your family know how you are.

1. Tap **Check In** on the Home screen.
2. Choose how you feel: feeling well, slept well, a little tired, some pain, or need to talk to someone.

3. Optional: choose a pain level from None to 10.
4. Tap **Submit**. Tap **Not now** to skip for today.

Alerts

Alerts send a message to your family. They do not make a phone call.

1. Tap **Alerts** on the Home screen.
2. Choose what is happening: **Medical emergency**, **I fell**, **I need help**, **Need medication** or **Call me**.
3. Optional: add details in the text box.
4. Tap **Send Alert**. The app needs your location so your family can open it in a map.

Only family members who can see **My Alerts** receive them. Your location is shared only with those people and is deleted after 12 hours. If you need someone on the phone right away, use the red SOS bar instead.

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4. Medication and dose alarms

Add a medicine

1. Tap **Medication**, then the **+** button.
2. Type the medicine name (for example, Metformin).
3. Under **Timing**, tap **Add time** for each dose. Tap **+ Add another time** for more doses.
4. Under **How often?**, choose **Every day** or **Custom days** and pick the days.
5. Tap **Save Medication**.

What happens when a dose is due

LydraCare rings like an alarm, even when the app is closed. For a dose at 2:00 PM:

Time	What happens	What you can do
2:00 PM	First alarm rings	**Take**, or **Remind me in 30 minutes**
2:05 PM	Second alarm rings if you have not answered	**Take**, or **Remind me in 30 minutes**
2:10 PM	The dose is marked **Missed**. Caregivers and family who can see Medications are notified	Tap **I took it** or **Skip** on the Medication screen
3:00 PM	The dose is locked as missed	It can no longer be changed

- **Remind me in 30 minutes:** the dose is not treated as missed while you wait. The reminder rings once at 2:30 PM with **Take** only, and counts as missed 5 minutes after that.
- **Family Alert:** when a dose is missed, a family member can press **Alert** (once per missed dose). It rings your phone with a **Take** button so you can mark the dose taken in one tap.
- **Undo:** tapped by mistake? Tap **Undo** within 5 seconds.

> **Safety** Not sure whether to take a late dose? Ask your pharmacist. Never take a double dose to catch up. LydraCare is a reminder tool and does not give medical advice.

Take or skip a dose

The Medication screen shows today's date, how many doses are due and how many you have taken. Tap the arrow on a medicine card to see each dose.

- Tap **Take** when you take a dose. It turns green with the time you took it.
- Tap **Skip** if you are not taking that dose.
- A missed dose can still be marked **I took it** (saved as taken late) or **Skip** for up to 1 hour after its time.

Seniors: your caregiver and family are notified when a dose is missed. **Personal users:** only family you share Medications with are notified.

Edit, pause or delete a medicine

Tap ⋯ on a medicine card, then choose **Edit Medication**, **Pause for now** or **Delete Medication**.

Alarm sounds

Dose alarms and everyday notifications sound different on purpose. Dose and family alarms are loud and repeat. Everyday notifications, such as an invite or a plan notice, play one short bell. To choose a

different alarm tune, open **Settings, then Alarm sound**.

Time zones

A dose time belongs to the clock of the person taking the medicine. A caregiver or family member in another time zone sees it on their own clock: 8:00 PM in Lahore shows as 3:00 PM in London. When a caregiver adds a time for a senior in another time zone, they type it on their own clock and the app converts it. Days of the week stay the senior's days.

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5. Appointments, Reminders and Exercise

Add an appointment

1. Tap **Appointments**, then **+**.
2. Enter the doctor's name, choose the day and time, and optionally add the location and notes (for example, "Bring your last test reports").
3. Tap **Save Appointment**.

Upcoming appointments show how many days away they are. Tap **Open in Maps** for directions. On the day, tap **I'm on my way** to let your family know you are heading there.

Appointments do not ring like medicine. You and the family members who can see Appointments get a quiet notification **1 day** and **2 hours** before. After the time passes, the appointment moves to your Past list. If you turned on reminder emails in Settings, you also get an email at the same times.

Add a reminder

Use a reminder for anything that is not a doctor visit, like "Call the pharmacy".

1. Tap **Reminders**, then **+**.
2. Type what to remember, then choose the day and time.
3. Tap **Save Reminder**.

Reminders appear under **Upcoming**. After the time passes they move to **Past** with "Reminder sent". Past items stay in your lists for 3 days, then only in History.

Log exercise

1. Tap **Exercise**.
2. Choose how long you moved: 15, 30, 45 or 60 minutes, or type custom minutes.
3. Optional: choose what you did (Walking, Yoga, Cycling and more) or type your own.

4. Tap **Add**, then **Done**. Today's sessions are listed at the bottom.

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6. Family Circle and family members

Invite a family member

1. Tap **Family Circle**, then **Invite Family** or **+**.
2. Enter their name, email and phone number. Relationship (Son, Brother, Friend) is optional.
3. Under **What they can see**, turn on or off: **Daily check-ins**, **Medications**, **Appointments**, **My Alerts**, **Exercise**.
4. Tap **Generate Invite** and send them the code or link.

> **Note** An invite link or code is valid for **24 hours** and never signs anyone in by itself. The invited person must type the invited email, and you must **approve** their request. Approve only people you know.

Change what someone can see, or remove them

Tap their name in Family Circle. Turn items on or off, or tap **Remove from Family Circle**. Changes take effect straight away.

Join as a family member

1. On the **Welcome Back** screen, tap **Family member**.
2. Enter the 7-character code your family member sent you, or open the invite link.
3. Tap **Join Family Circle**. Once approved, you see only what they chose to share.

A family member's screen is read-only. It shows the senior's check-ins, medications, appointments and exercise, plus any alert that needs attention with an **Open in Maps** button.

Birthdays

Add your birthday (day and month only) in Settings. Your Family Circle gets a reminder to send you wishes, and you can send birthday messages to them.

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7. Caregivers, plans and free trial

Look after a senior

1. Sign in with **Caregiver login**. Your **Seniors** screen lists everyone you manage.

2. Tap + to create a senior's profile. You get an invite code and link to share with the senior.
3. Set up the senior's phone with the code. From then on the app opens straight to their Home screen.
4. The senior can later open the invite and take over the account as their own.

If the senior's phone is lost or replaced, sign it out from your caregiver app and send a new invite code.

Free trial and plans

New caregivers get a **7-day free trial** of the Plus plan, with no card needed. After the trial, choose a plan to keep adding seniors and family members. Only the caregiver pays. Seniors and family members use the app for free.

	Basic	Plus
Seniors you can care for	1	2
Family members per senior	Up to 5	Up to 10
Billing	Monthly or yearly	Monthly or yearly

- **Yearly plans save 20%** compared with paying monthly.
- Find your plan in **Settings, then Plans & billing**. See also our pricing page.
- Subscriptions are bought and renewed through Google Play or the Apple App Store. Cancel there. Deleting your LydraCare account does not cancel a subscription.
- **Promo codes** (where available) are entered on the Plans screen. A code works once per account.
- When your trial ends and you have added a senior, you get one notice and the app offers the yearly plans. Adding another senior needs a plan first.
- If a plan ends or is full, seniors beyond the limit are locked until you upgrade. **Nothing is deleted.**

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8. History and Settings

History

History shows your check-ins, doses taken, skipped and missed, alerts and exercise. Tap **Last 3 days** or **Custom range** (up to 92 days), and use the download button at the top right to save a copy.

Settings

Setting	What it does
Profile	Change your photo, name and phone number
Plans & billing	See your plan and trial, and change or upgrade (caregivers)
Push Notifications	Medication, appointment and family alerts on your phone
Alarm sound	Choose the tune used for dose alarms
Language	English, Spanish, French, Urdu or Arabic
Birthday / Birthday wishes	Your birthday and birthday messages
Email me my reminders	An email when a reminder is due, and 1 day and 2 hours before each appointment
Email me a weekly report	A PDF of your week every Sunday at 6 PM. Caregivers also get each senior's report
Emergency contacts	People to call from the SOS bar (up to 10)
Dark mode	Switch between dark and light screens
Change Password	Set a new password
Delete Account	Permanently delete your account and data
Log Out	Sign out (not shown to seniors)

9. Your privacy and your data

- **You choose who sees what.** Family members see only the categories you turn on, and you can remove anyone at any time.
- **We do not sell your data** and we show no advertising.
- **Location is used only when you send an alert** or search for a place. It is never tracked in the background, and an alert and its location are deleted after 12 hours.
- **Passwords are never stored in readable form.** We never receive your card or bank details. Payments are handled by Google Play and Apple.

- **You can delete your account yourself** in Settings, then Delete Account. This cannot be undone. If you cannot open the app, use the delete account page.

Read the full details in our Privacy Policy and Terms of Service.

> **Reminder** LydraCare is a reminder and organizing tool. It does not give medical advice. Always follow your doctor's and pharmacist's instructions.

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10. Troubleshooting and common questions

My dose alarm did not ring

- Check that **Notifications** and **Alarms and reminders** are allowed for LydraCare in your phone settings.
- Turn off battery saver for LydraCare. Some phones stop apps that run in the background.
- Make sure the phone is not on silent or Do Not Disturb, and the volume is up.
- Restart the phone once, then open LydraCare so it can set its alarms again.

I get notifications but no sound

Open your phone settings, then Apps, LydraCare, Notifications. Check that the sound is on and not set to silent.

The times look wrong

Each person sees dose times on their own clock. Check your phone's date, time and time zone are set to automatic.

More questions

- **Does SOS call 911?** No. It calls your emergency contacts. In an emergency, call 911.
- **I took a dose but forgot to tap Take.** Tap **I took it** on the missed dose, within 1 hour of its time.
- **My family is not getting my alerts.** In Family Circle, check that **My Alerts** is turned on for them, and that they have notifications turned on.
- **An invite link does not work.** Links expire after 24 hours. Send a new invite.
- **The text is too small.** Increase the text size in your phone's settings. LydraCare follows it.
- **I am a senior and the app asks me to sign in.** Ask your caregiver to reconnect your phone with a new invite code.
- **My trial ended.** Open Settings, then Plans & billing, and choose a plan. Your data is kept.

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11. Getting help and quick reference

Email support@lydracare.com from the address on your account. Include your phone model and what you were doing. Please never send your password. More answers are on the support page.

The numbers that matter

What	Value
Dose alarms	At the dose time, and again 5 minutes later
Remind me in 30 minutes	One extra reminder, Take only
Dose marked Missed	10 minutes after the dose time
Dose locked	1 hour after the dose time
Undo after Take or Skip	5 seconds
Appointment notifications	1 day and 2 hours before
Invite link or code	Valid 24 hours, then send a new one
Alert and location kept	12 hours
Free trial	7 days, no card
Yearly plan discount	20% off monthly
Weekly report email	Sundays at 6 PM (if turned on)
History range	Up to 92 days