



SignUpGenius Directions:

How to sign up for an appointment and create an account along the way

Things to know before visiting SignUpGenius.com

- The screenshots contained in this document were taken from Independent Living's Indoor sign-up page. Each sign-up page for the visitation types look and function the exact same. Only the dates, times, locations, and booth names may be different.
- You can use the SignUpGenius mobile app to easily manage your appointments. To download, search for SignUpGenius in the Apple App Store or Google Play.
- Family members will need to coordinate their planned appointments amongst themselves to avoid booking more than one appointment in a day. Names of visitors or residents will not be visible on the website.

Waitlist

A waitlist was created for each available appointment in the event that there is a cancellation within 24 hours before the appointment. Should an appointment in any of the visitation booths cancel for the time you joined the waitlist, we will contact the person in the Waitlist #1 position to see if he or she would like to take the newly available appointment. Should #1 not take the appointment, we will contact #2, #3 and then #4. When signing up for a waitlist position, you should select the lowest available position number to ensure you queue in a first-come, first-served basis.

Important Note: You should **ONLY** sign up for a Waitlist appointment if you want to be on the waitlist for that specific date/time in the event there is a cancellation within 24 hours of the appointment. **DO NOT** select this option if you or others seeing your loved one have made another appointment on the **SAME DAY**.

Links to Sign Up Pages

Visit the SignUpGenius webpage for your loved one's level of care in order to view and sign up for appointments. Both links under each level of care go to the same webpage. The Bitly link was created in order for it to be easier to remember. Please bookmark one of these links for easy reference.

Independent Living - Indoor Booths

<https://www.signupgenius.com/go/ILvisits>

<http://bit.ly/ilvisits>

Independent Living - In-Room for Fully Vaccinated Residents/Visitors

<https://www.signupgenius.com/go/ilinroom>

<http://bit.ly/ILinroom>

Assisted Living & Healthcare

<https://www.signupgenius.com/go/hhvisitation>

<http://bit.ly/ALHCvisits>


Video Calls

<https://www.signupgenius.com/go/hhvideocalls>

<https://bit.ly/HHvideocalls>

How to sign up for an appointment and SignUpGenius account

1. On the sign-up page, there is important information at the top of the page. Please read those instructions, guidelines, and reminders before signing up. A little further down the page, you will see a green grid under the instructions at the top of the page that has the date, location, time, and available appointments listed. Available appointments are noted by the green "Sign Up" button on the far right-hand side. In this screenshot, all of these appointments are available.

Date (mm/dd/yyyy)	Location	Time (CDT)	Available Appointments	 Calendar View
09/22/2020 (Tue.)	Chapel Hall	1:00pm - 2:00pm	<p>Chapel Visitation Booth #1 <input type="button" value="Sign Up"/></p> <p>Chapel Visitation Booth #2 <input type="button" value="Sign Up"/></p> <p>Chapel Visitation Booth #3 <input type="button" value="Sign Up"/></p> <p>Waitlist #1 <input type="button" value="Sign Up"/></p> <p>Select this option ONLY if you want to be on the waitlist for this appointment in the event there is a cancellation within 24 hours of the appointment. DO NOT select this option if you/others made another appointment the same day.</p> <p>Waitlist #2 <input type="button" value="Sign Up"/></p> <p>Select this option ONLY if you want to be on the waitlist for this appointment in the event there is a cancellation within 24 hours of the appointment. DO NOT select this option if you/others made another appointment the same day.</p> <p>Waitlist #3 <input type="button" value="Sign Up"/></p> <p>Select this option ONLY if you want to be on the waitlist for this appointment in the event there is a cancellation within 24 hours of the appointment. DO NOT select this option if you/others made another appointment the same day.</p>	

An appointment is not available if “Already filled” is in the right-hand column.

Date (mm/dd/yyyy)	Location	Time (CDT)	Available Appointments	Calendar View
09/22/2020 (Tue.)	Chapel Hall	1:00pm - 2:00pm	Chapel Visitation Booth #1 Chapel Visitation Booth #2 Chapel Visitation Booth #3 Waitlist #1 <small>Select this option ONLY if you want to</small>	Already filled Sign Up <input type="checkbox"/> Sign Up <input type="checkbox"/> Sign Up <input type="checkbox"/>

- To sign up for a specific appointment or waitlist, click the “Sign Up” box to the right of the appointment option.

Available Appointments

Chapel Visitation Booth #1 Sign Up

Chapel Visitation Booth #2 Sign Up

- After selecting the appointment you want, click the large “Submit and Sign Up” at the very bottom of your screen/page.

Waitlist #3 Sign Up

Select this option ONLY if you want to be on the waitlist for this appointment in the event there is a cancellation within

Submit and Sign Up

[Privacy Policy](#) | [Terms c](#)

4. You will be prompted to create a SignUpGenius account at this point. This process has a few steps, but it is very easy and only takes a few minutes to complete. If you already have a SignUpGenius account, you can login from this window. Fill in all the fields, confirm you are not a robot, and click “Register Now.”

The image shows a 'Account Registration' window with a close button (X) in the top right corner. The text inside reads: 'For added security, the sign up creator requires you to have an account at SignUpGenius to sign up. Login or register below to continue.' Below this, it says 'Membership is FREE and makes it easy to create a sign up or manage the items you sign up for!'. The form includes fields for 'Name' (split into 'First' and 'Last'), 'Email', and 'Password'. There is a checkbox for 'I'm not a robot' with a reCAPTCHA logo and 'Privacy - Terms' link. A green 'Register Now' button is circled in red. Below the button, it says 'By clicking Register Now, you agree to the SignUpGenius Terms of Service and Privacy Policy.' At the bottom, there is a link 'Already a member? Login' which is also circled in red. On the left side of the form, four red arrows point to the Name, Email, Password, and 'I'm not a robot' fields.

5. After clicking “Register Now,” you will see the Success window below and you will need to verify the email address used to create the account.

The image shows a 'Success' window with a close button (X) in the top right corner. The text inside reads: 'To complete your account registration, we have sent you a verification email. Please log in to your email account and verify your email address. If you did not receive the verification email, you can restart the registration process. If this error persists, please contact support.' At the bottom, there is a green 'OK' button.

You should receive the verification email immediately. Open the email, click the “Activate Your Account” button, and then you will be able to login to your account to complete your appointment signup.



SignUpGenius

5:22 PM

To:

Welcome to SignUpGenius.com

SignUpGenius Group Organizing Made Easy

Hello, Amy Ward!

Welcome to SignUpGenius! You recently created an account at our site with the email youremailaddress@hollyhall.org.

Your account will be finalized once you confirm your email address.

[Activate Your Account](#)

If you did not register at our site and you received this email, please [contact us](#).

New to SignUpGenius? Check out our Starter Kit. [View Now](#)

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6. Once you log in, you will see a green grid with the appointment you selected. You must fill in all of the requested information on this page. As you saw in section #1, this information is not visible to the public. The “Comment for staff” field is optional. If you are making the appointment for a family member (i.e. not yourself), please check the box for “Display an alternate name” so that we will know who will be at the appointment.

Sign me up for:

Available Appointments	Date (mm/dd/yyyy - CDT)	Comment for staff	Quantity
Chapel Visitation Booth #1	Tue., 09/22/2020 1:00pm - 2:00pm	optional field	1

Sign up as: Amy Ward (youremailaddress@hollyhall.org) - [This isn't me](#)

Display an alternate name on the sign up (like a child or spouse) **← If making an appointment on behalf of another person, please fill in this section.**

Name
First **Cousin Joe** Last **Doe**

Make this my default member name

Phone 713-410-9082 Mobile **← Please use your mobile number for easier and quicker communications about your appointment.**

Save my contact info for use on future sign ups

What is the first and last name of the resident you will visit?
Jane Doe

Is a second visitor joining you for this appointment?
 No
 Yes

If yes, what is the first and last name of the second visitor?
If only one visitor is coming to this appointment, please type N/A in this box.
N/A **← This should be a name if you selected Yes above.**

Are you bringing any packages/deliveries at the time of your appointment?
 No
 Yes

By signing up, you agree to the SignUpGenius [Terms of Service](#) and [Privacy Policy](#).

Sign Up Now Cancel

7. After clicking “Sign Up Now,” you will see this Confirmation page. On this page, you can edit your appointment and add it to your calendar.

Thank you, Amy!

You're all signed up for **Independent Living Visitation Appointments.**

A confirmation email with an attached iCalendar has been sent to you.

✓ Chapel Visitation Booth #1

Tue., 09/22/2020 1:00pm - 2:00pm CDT

Location: Chapel Hall

[Back to Sign Up](#)

[Add to Calendar](#) [Edit My Sign Up](#) [Contact Amy Ward](#)

You will also receive a Confirmation email that will have the same options as this page plus additional information about your appointment, including the Visitation Guidelines. You can use this email for easy access to manage your appointment.

8. Should you need to edit or cancel your appointment more than 24 hours in advance, you can do so by clicking on the “Edit my sign up” link in your Confirmation email or by logging into your SignUpGenius account. When you log into your account, you will see your appointment(s) on this page.

To **edit your appointment**, click the pencil in the Action column on the far right. Editing your appointment allows you to make changes to the information you supplied when you signed up for the appointment (see image in section #6).

To **cancel your appointment**, click the X in the Action column on the far right. This cannot be undone and will make this appointment time available for someone else.

The screenshot shows the 'Sign Ups' interface. On the left is a navigation menu with icons for Sign Ups, Groups, Messages, Reports, Tools, and Collect. The main area has a header 'Sign Ups' and filters for 'Created', 'Invited To', 'Favorites', and 'Calendar'. Below is a table titled 'Items I Signed Up For' with a search bar and a settings gear. The table has columns: Date, Time/Loc, Sign Up, Item, and Action. The first row shows an appointment on 09/22/2020 from 2:00 PM to 3:00 PM at Chapel Hall, titled 'Independent Living Visitation A...'. The 'Action' column for this row contains a pencil icon, an 'X' icon, and a calendar icon, all of which are circled in red. Below the table is a 'Past Sign Ups' button.

Date	Time/Loc	Sign Up	Item	Action
09/22/2020	2:00 PM - 3:00 PM Chapel Hall	Independent Living Visitation A...	Chapel Visitation Booth #1	

Appointment Reminders, Confirmations, and Cancellations

- You will receive an appointment reminder email and/or text from SignUpGenius the day before the appointment, as well as a call from Holly Hall staff to confirm the appointment.
- If you need to cancel within 24 hours of your appointment, you must call us at 713-799-9031 to do so. You will not have access to edit your appointment the day before. Please call us as soon as you know you need to cancel so that we can call individuals on the waitlist.

Have questions about SignUpGenius? Please call us at 713-799-9031.