eCare Vault

Q. Who is a Care Recipient?
A. Anyone you are providing care for (family member, student, client, patient).

Q. What is a Project Team?
A. A team around a project that you are collaborating with others on.

Q. Who is a Team Member?
A. A trusted member of the care team that provides care/services for the Care Recipient (i.e. adult child, parent, therapist, teacher, home health aide)

Q. What does a Team Member do?
A. Share documents they have uploaded, have discussions and connect with other team members.

Q. Who can see documents I upload into eCare Vault?
A. Only you and the members of the team you choose to share the document with on the team. You can also just store documents and not share them with anyone on the team.

Q. When sharing a document, what is the difference between "view-only" and "view and download?"
A. If you share a document with "view-only" this means that they can only view the document within eCare Vault, they cannot download the document onto their computer. "View and download" means that you are allowing the person you are sharing the document with to both view the document and download it.

Q. Can I share documents with team members that have been invited but have not yet accepted the invitation?
A. Yes! Anyone that has been invited to the team or is currently on the team will appear on the list for sharing documents. The document you shared with them will be waiting for them when they accept the invitation and log in.

Q. Can I delete documents I have uploaded?
A. Yes, very simply choose the drop down arrow next to the document and click delete. If these documents have been previously shared, they remain visible to those that the document has been shared with. Same is true for discussions.

Q. What is a shareable link?
A. Sending a shareable link allows you to send a link to the document you would like to share with someone outside of the team. The link expires after 48 hours for security reasons and the person viewing this document is only able to see the specific document and nothing else.

75 Arlington Street, Suite 500 I **Boston, MA 02116** I **Phone:** 617-848-4558 I **Fax:** 617-830-0666

Q. Can I communicate with my care team via eCare Vault?
A. Yes! You can use the discussions option and click start a discussion to collaborate with the team. Instead of email, we strongly encourage you to use eCV to communicate with team so all information is protected.

Q. Who can see the discussion once I have started a discussion?
A. You determine who can see the discussion by selecting the appropriate team members for that discussion. Those that are added to the discussion, at any point, are able to see the discussion in its entirety. This includes any comments that occurred before they joined the discussion.

Q. What is my Care Feed?
A. It is your most recent care activity over time, including recent documents and discussions that have been shared with you.

Q. What is the Care Recipient Profile?
A. This is the column located on the far right that celebrates the Care Recipient with featured photos and fun, interesting information about the Care Recipient. This area is visible to all members of that Care Recipient's team.

Q. Is the information I put into eCare Vault safe?
A. Yes, eCare Vault is both HIPAA and FERPA compliant. eCare Vault also uses a no-view cloud service platform which means that we can't see your information either!

Q. Does someone have to already be using eCare Vault to be invited to a team?
A. No, anyone can be invited to a team as long as they have an email address!

Q. What is a Vault Key?
A. The Vault Key is a secondary password that the user will create to ensure their account is extra secure. You are encouraged to create a Vault Key that is different from your password but it is not mandatory.

Q. Once I have accepted an invitation and logged in can I add other Care Recipients
A. Yes! You can add any Care Recipients to the platform that you provide care for and invite their specific team members to join their team.

Q. Who can add/remove members to the team?
A. The Team Captain and Co Captain can add/remove team members from a team.

Q. What can a Team Captain do?
A. A Team Captain is responsible for the management of the Care Recipient's team. They can add/remove team members, select a co-captain, and update the Care Recipient's profile. A Team Captain can also onward share any documents shared with them.

Q.What can a Team Co-Captain do?
A.They can add/remove team members from the team along with promoting other members to the rank of Co-Captain. A Team Captain can also onward share any documents shared with them.

Q. How will I be notified of what is happening within my eCare Vault account?
A. You will receive a daily summary email of everything that has happened in your account within the last 24 hours. You will also see notifications within the application with the notification bell icon.

Q. Can I search within the application to find something?
A. Yes, using the magnifying glass icon on the top right of the application you are able to type the keywords directly into the icon. You can filter the search by team member, title, and date.

Q. What if I need help while using the application?
A. Contact us! You can select contact us at the bottom of the page, fill out your information and the issue you need help with and hit submit. We will contact you within 24 hours.

Q. Who can see photos I upload to the Care Recipient profile?
A. All team members can see photos uploaded to the Care Recipient profile.

Q. Can I use eCare Vault on my phone?
A. Yes! You can download the free app for both Android and iOS.

Q. Is eCare Vault free?
A.You are able to use eCare Vault for free on our Care Giver subscription tier. You are also able to select from 3 paid subscription tiers that may better meet your needs. This information is available within the application by going to My Account>My Subscription. You can also check out the subscriptions here.

Q. Where can I learn more in the application?
A. If you need a quick refresher on how to do something, click on the small question mark on the left side of the screen. Here you can select the topic you need help with and take a quick tour!

Q. What is the maximum document file size that I can upload?
A. Your document can be up to 60 MBs.