Frequently Asked Questions (Property Management)

- What happens when a resident presses the button?
    - *When someone presses a help button, a signal is transmitted to LifeStation's monitoring center. One of LifeStation's care specialists will review the information that we have on file for the community, and they will take action to get help as quickly as possible. This may mean calling the apartment, a resident's emergency contacts or in some cases calling first responders or the building security/management.*
- Some of my residents don't speak English very well. Does LifeStation have anyone that speaks [insert language]?
    - *LifeStation always has bilingual English/Spanish operators on staff and we have translators available in case we don't have anyone that speaks a particular language. If you know in advance that someone may have an issue, please let us know by indicating their primary language on their resident registration form.*
- How do I know if a button is working?
    - *On a quarterly basis, LifeStation will send property management our records for the residents in your community. We ask that you review them to ensure accuracy and let us know if there are any changes that have not yet been reported. At this time we will also ask for your assistance in scheduling testing.*
    - *If you have concerns that there may be an issue with your service, or you would like to personally test a button, please contact an account manager directly or call **800.**232.1700 for support.*
- What do I do when a resident moves in/moves out?
    - *Please use the resident registration form and resident change form to notify us of any changes in the building. The forms can be emailed or faxed to us, and the updates are generally made within 1-2 business days. You will receive an email to confirm when the changes have been made. Please note the resident's devices are **not** active until you have received confirmation from us that the buttons have been activated in our system.*
- Is there a charge for a lost/damaged button?
    - *If a button isn't working properly or the battery is due for replacement, LifeStation will replace it at no cost. If a help button is somehow lost, please notify us immediately so we can deactivate it in our system. There will be a one-time replacement charge of $50 for a lost or damaged button. We recommend you pass this cost to the resident.*
- How do I change what happens when a button is pressed?
    - *All change requests must be submitted in writing and will only be accepted by LifeStation if submitted by a member of your staff. Please use the forms provided, or if you have any questions, contact your account manager.*
- How do I test our system?
    - *An individual button can be tested live by simply pressing it. If the button is linked to an account, we will have a phone number on file; stay by that phone and when LifeStation calls, advise them that you are just testing. However, if you wish to test a number of buttons at once, please notify us in advance and we can assist. Please note that only an authorized staff member can initiate a building-wide system test.*