

KEEP THIS WITH YOUR PHONE

Your privacy & safety

Hollyhock Family shows only information your agency has authorized for your household or client relationship.

- You can see family-safe visit updates, requests, notices, and your own account information.
- You do not see caregiver payroll, raw GPS evidence, device-security details, staff tools, or information about other clients.

Important privacy note

A visit status such as “caregiver is on the way” is not live caregiver tracking. Hollyhock shows the status of the visit, not a moving map of the caregiver.

Emergency?

Do not use a household request for an emergency or urgent medical need. Call 911 when appropriate, or call your agency using the number on the back of this guide.

When you are finished

You may sign out from More > Account. If you share your phone with someone else, signing out is the safest choice.

AGENCY SUPPORT

Need help?

Call your home-care office if you cannot sign in, a visit looks wrong, a request needs attention, or you received a new phone.

Agency _____

Office phone _____

After-hours _____

Install link _____

Before staff leaves

- The app opens and your name is shown.
- You can open Visits.
- You can open Requests.
- You can open Messages.
- You know the office phone number.

Lost password?

Use the agency's approved password-reset or invitation process. Never share a password with a caregiver, another family, or office staff.

HOLLYHOCK FAMILY

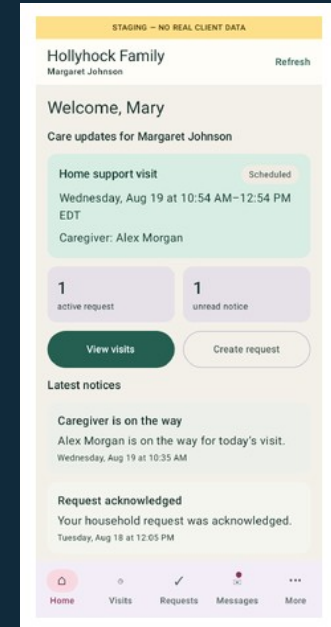
Client & Family Quick Guide • Version 1.0

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HOLLYHOCK

FAMILY

CLIENT & FAMILY QUICK GUIDE



Visits. Requests. Messages. One simple place.

Your agency will provide your sign-in information and the approved installation link.

Keep this guide near your phone.

1 • GETTING STARTED

Install and sign in

A staff member can walk through this with you. Use only the Hollyhock installation link supplied by your agency.

1. Open the agency's Hollyhock link in Chrome on your Android phone.
2. Choose the Client & Family app and download it.
3. If Android asks whether Chrome may install apps, open Settings, allow this source, then return to the download.
4. If Play Protect warns that the app is unfamiliar, continue only if the file came from your agency's approved Hollyhock page. Do not turn Play Protect off.
5. Open Hollyhock Family. Enter the email address and password supplied for your account.
6. If Hollyhock asks you to create a new password, choose one only you know.

You are ready when...

Your name appears and the bottom of the app shows Home, Visits, Requests, Messages, and More.

After installation, you may turn off Chrome's "install unknown apps" permission again in Android Settings.

2 • DAILY USE

Visits & household requests

Visits

Tap Visits to see the visits your agency has made available to your account. A visit may show the scheduled time, caregiver name, and a simple status such as scheduled, on the way, in progress, or completed.

1. Tap Visits.
2. Choose the visit you want to review.
3. Read the visit time, caregiver, and current status.
4. If something looks wrong, contact the office instead of trying to change the visit yourself.

Requests

Requests are for non-emergency household needs and routine communication - for example, a supply reminder, meal preference, or household task.

1. Tap Requests, then Create a request.
2. Choose the request type if the app asks.
3. Write what you need and submit it.
4. Watch the status move from Submitted to Acknowledged and, when finished, Completed.

Not an emergency channel

For an urgent health or safety issue, call the appropriate emergency service or your agency directly.

3 • STAYING CONNECTED

Messages, account & offline use

Messages & notices

- Tap Messages to read notices and updates from the care team.
- Unread items are kept separate from recent/history items so you can find what is new.
- Use the office phone for anything that needs an immediate answer.

More

- Access & Privacy shows who you are signed in as and what client relationship is connected to your account.
- Account lets you sign out.
- About shows the Hollyhock Family app information provided with your release.

If the phone is offline

Hollyhock may keep the last information it successfully loaded and show an offline banner. Reconnect to Wi-Fi or mobile data, then refresh before relying on a changed visit or request status.

New phone or reinstall?

Call the office before creating another account. Your agency should restore or reissue access using the existing client/family relationship.

Five tabs to remember

Home • Visits • Requests • Messages • More