

Sherish Connect Family Coordinator FAQ

Can I upload old pictures to the Family Album?

Yes! We encourage Family Coordinators and all Family Album members to include new and old pictures in their Family Album to enrich the experience not just for their loved ones, but also for all others who are invited into their Family Album. Simply use a smartphone or tablet to take pictures of old pictures, then find them in your Camera Roll on the Sherish Connect App and swipe up to include them in the Family Album.

How quickly do we all see the photos that are shared into the Family Album??

Photos that are added or removed that will be reflected in the slideshow within 15 minutes.

Can I add a voice message to photos already in my Family Album?

If you uploaded the photo, you can add a voice message to the photo. This can be done from your smartphone while using the Sherish Connect App.

Can I delete photos from my Family Album?

Yes, if you choose to remove a photo anyone contributed,, simply enter the Sherish Connect App and swipe down on the photo to remove the photo from your Family Album. Other contributors can only delete photos that they have added.

How can I see if people are adding photos to our Family Album?

Select the Sherish Connect App on your phone or tablet and view the Family Album. You will be able to see all photos that are being uploaded to your Family Album.

Can we print photos from our Family Album?

No. We may add this feature in the future based on interest.

Can all the people in the Family Album view the slideshow with voices, too?

Yes, as the Family Coordinator you and those people you invite to join your Family Album will be able to view and add photos and voices any time from their smartphones or tablets to the Family Album.

Can people other than the Residents see the Family Albums?

Yes, as the family coordinator you and those people you invite to join your Family Album will be able to view and add photos to the Family Album.

How does a Resident see new photos that have been added to the Family Album?

Photos that were recently added to the Family Album will be shown in the slideshow at the top of every hour for your loved one to see the photos are shown in random order.

How many photos can be stored in Sherish Connect?

Residents, their families, and friends can store and protect an unlimited number of photos in the Family Album.

What happens when our loved one moves out of the Community?

The Receiver and Remote are the property of the Community and must remain there. You will receive an email from Sherish Connect with an attached zip file of all the pictures from your Family Album that you can download on your computer.

Are my pictures safe?

Yes, your pictures are safe and secure. We hold all photos in their original format in Amazon Web Services cloud storage that they manage to be safe and secure.

Will I have access to customer support?

We have support staff ready to assist you. We are always eager to help. Contact customer support at help@sherish.com.

[Return To The Family Coordinator
Success Center Page](#)