



Help with using the LifeCurve Public site

Latest Revision: August 2025

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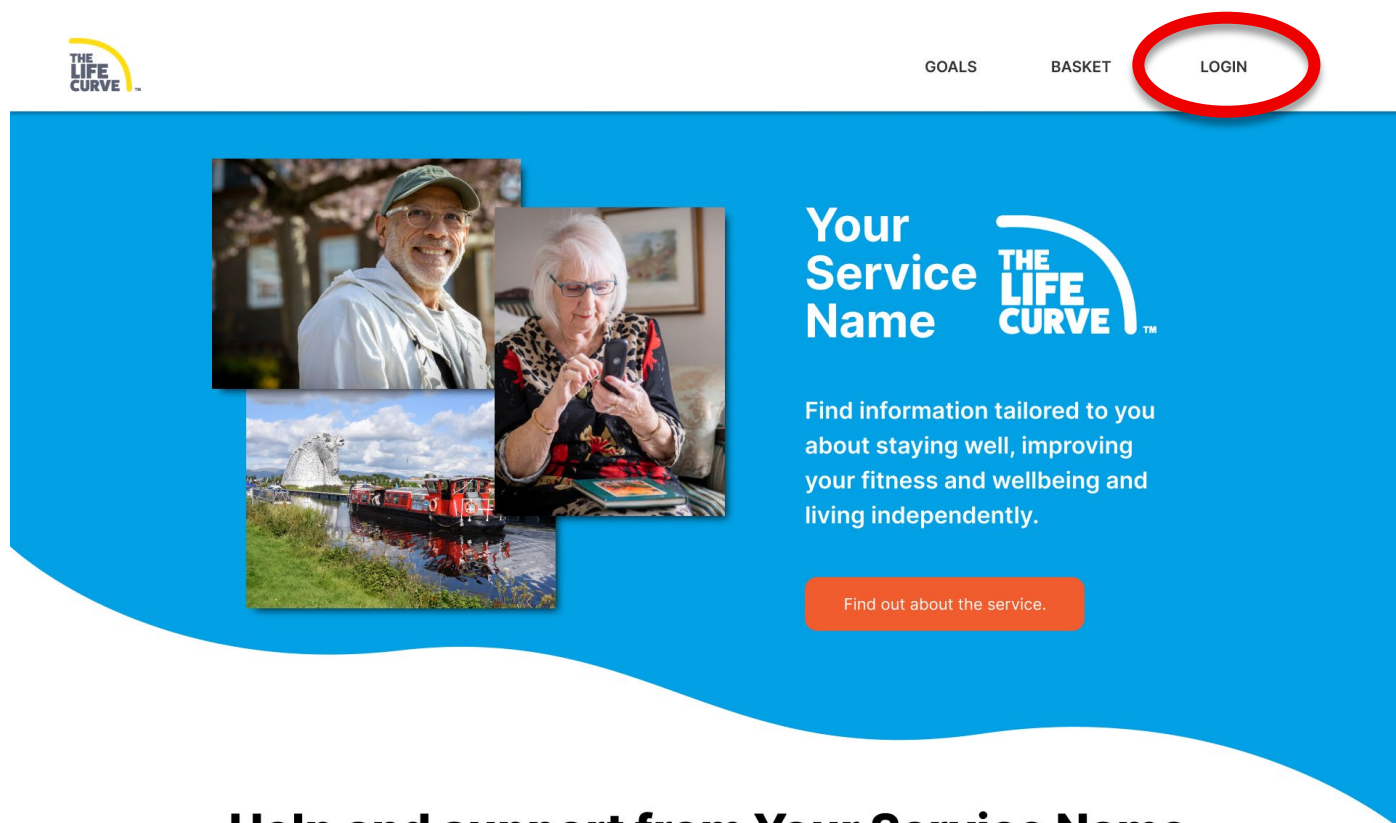
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Getting Started

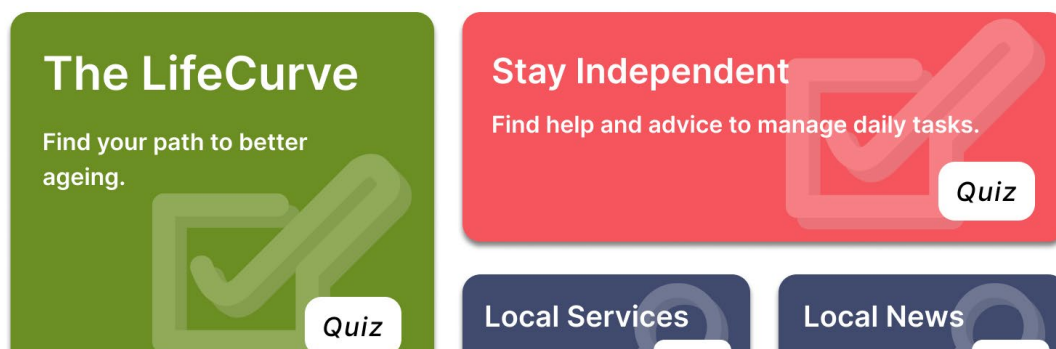
This document takes you through the full process of using the LifeCurve Public website. A service which provides information tailored to you about improving your fitness and wellbeing, and living independently.

The homepage contains links to The LifeCurve quiz, other questionnaires (which we call goals) that you can take to stay independent, a helpful list of local services and a section for local news.

Once you arrive on the homepage, click on the “Log in” button at the top of the page.



Help and support from Your Service Name



Log in / Sign up

On the login page, please log in to your account. If you do not have an account, please click on the “Create an account” button below the login form. Creating an account on LifeCurve Public services is free, easy and quick to do. It allows you to save your goal results and answers, so you won’t have to retake them to get back to the results at a later date.


Log in to your account

Log in or create an account to access the full range of help available
It's quick and easy to create an account and will allow you to save your answers for next time!

LOG IN WITH YOUR ACCOUNT

Email address

Password



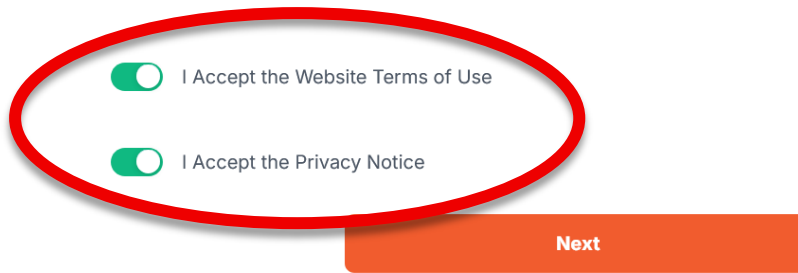
ALTERNATIVELY

[Forgotten your password?](#)

Benefits of creating an account

- Access the full range of goals
- Save your progress
- See how you're ageing
- Create profiles for your family and friends

The sign-up process should only take a few minutes. Please enter the requested information and click the “Next” button to proceed to the next screen. There are four steps in the process. Entering your name, choosing a profile picture from a gallery, entering your email address and choosing a password. Passwords must be at least eight characters long, and contain a mix of uppercase and lowercase letters, a number and a special character (such as !, @ or *, etc.).



The image shows a registration screen with two toggle switches, both of which are turned on (green). The first toggle is labeled "I Accept the Website Terms of Use" and the second is labeled "I Accept the Privacy Notice". Both toggles are circled in red. Below the toggles is an orange button labeled "Next".

After creating your account, please review and accept the website terms of use and our privacy policy by clicking the switches at the bottom of the page. Then click "Next" to continue to the final screen.

Click "Continue as yourself" if you are ready to get started. Or, if you would like to add a profile for another person, such as a family member or dependent, click "Add another person."

Clicking "Continue as yourself" takes you to your Profile page.

Profile page

Your Profile page contains two main links; “Take the LifeCurve Quiz” and “Choose My Goals”.

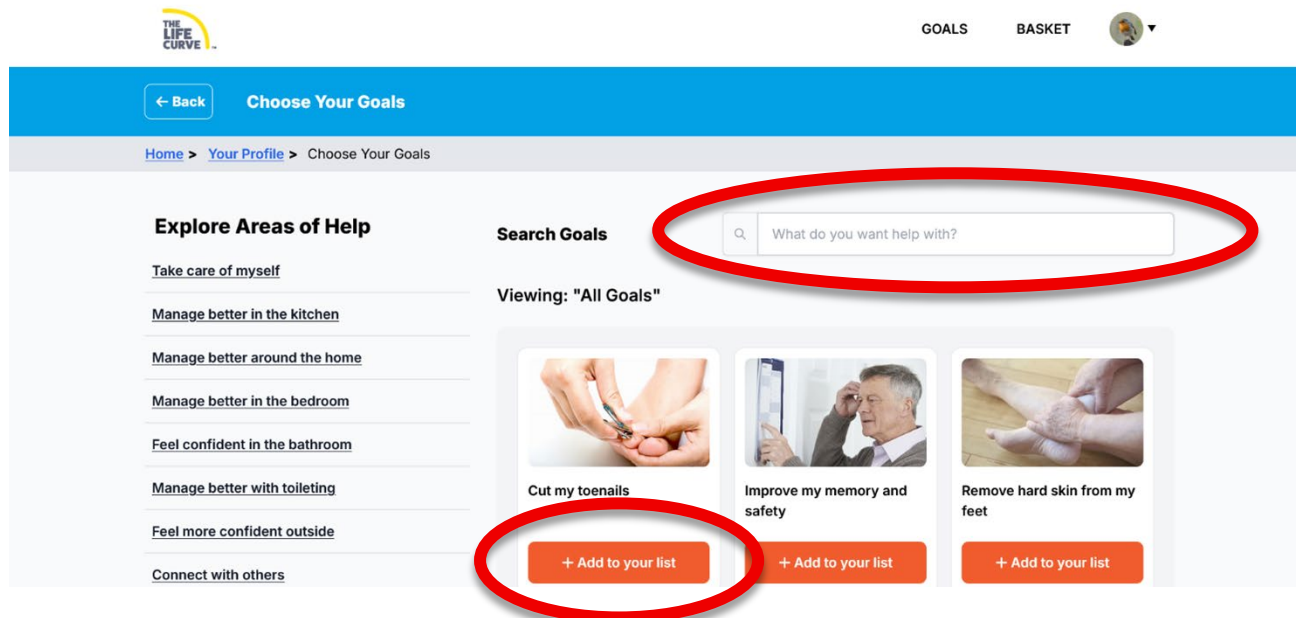
Clicking “Take the LifeCurve Quiz” will allow you to find out how you are ageing and see where you are on the LifeCurve. At the end of the Quiz, you will be matched with solutions to best support your position on the Curve. These results will include support and professional guidance, movement routines to help maintain your ability and independence and recommended goals that you may be interested in exploring.

If you have already taken The LifeCurve, or have a specific need you would like support with, clicking “Choose My Goals” will allow you to view the wide range of goals we have available.

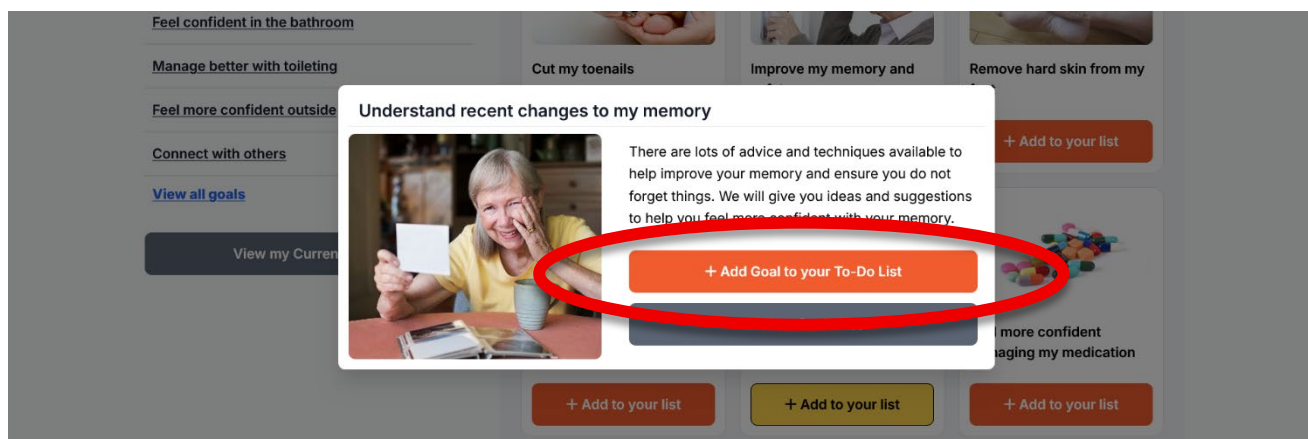
You can get back to your Profile page from anywhere on the site by clicking the icon in the top right-hand corner of the page and selecting “View Profile” from the dropdown menu.

Choose Your Goals

The Choose Your Goals page offers a catalogue of goals available for you to choose from. All goals are shown on the right-hand side of the page, and you can scroll down to view them all. You can view specific areas of help by clicking an option from the category list under the heading “Explore Areas of Help”. You can also type a keyword into the Search box on the upper right-hand side of the page.



When you find a goal that you would like support with, click “Add to your list” beneath it, then click on “Add Goal to your To-Do List” in the pop-up window. This will add the goal to your Profile page.



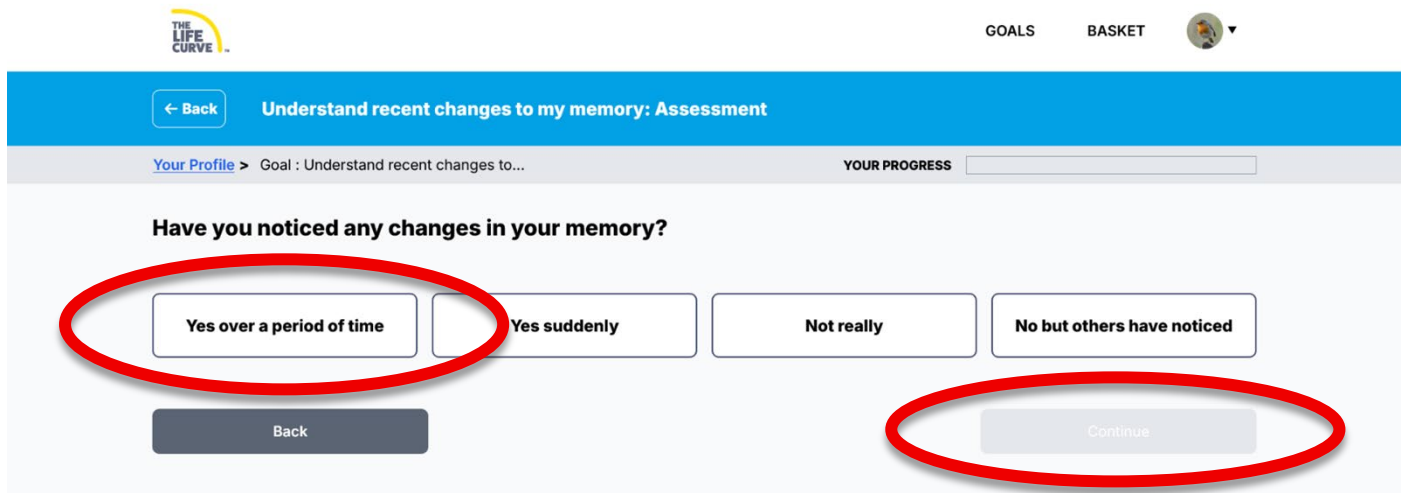
If you wish to begin completing this goal now, click “Start Goal” in the pop-up window, or click “Close” to continue browsing for more goals.

If you would like to view a list of goals that you have added, you can return to your Profile page by clicking either “Back” or “Your Profile” from the page header, where a list of your goals will be displayed.

Completing a goal

A goal is a type of self-assessment and is made up of different questions that help us to match you with solutions which are best suited to your needs.

When presented with a question, click on or type in the appropriate information, then click "Continue" to move on to the next question.



THE LIFE CURVE

GOALS BASKET

← Back Understand recent changes to my memory: Assessment

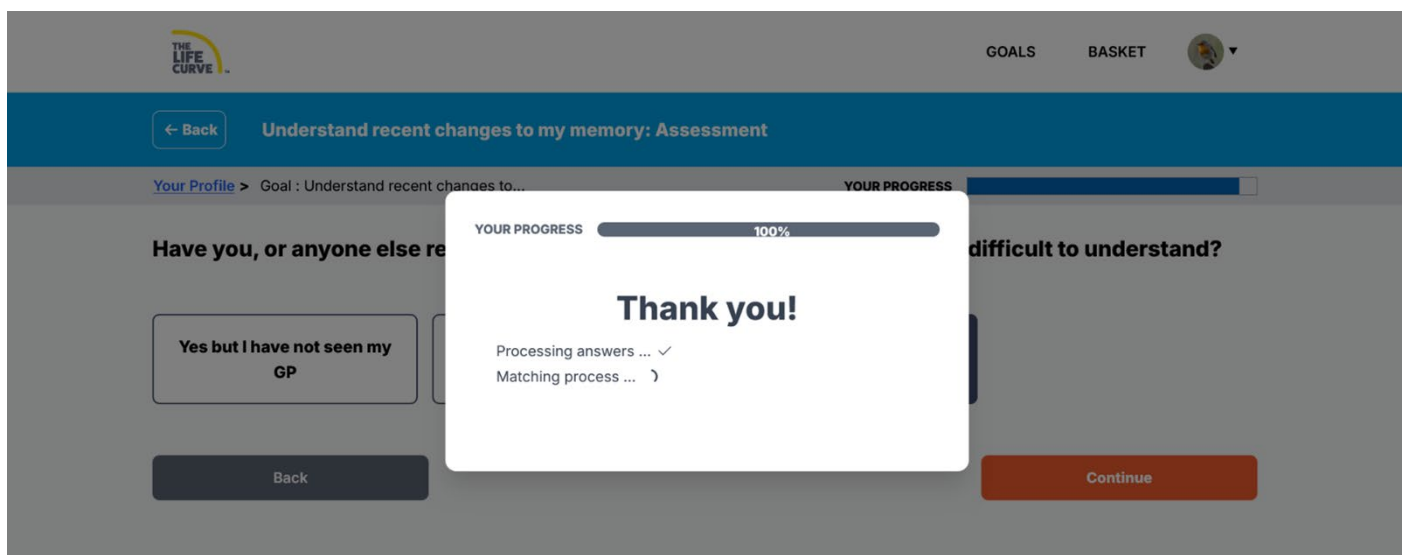
Your Profile > Goal : Understand recent changes to... YOUR PROGRESS

Have you noticed any changes in your memory?

Yes over a period of time Yes suddenly Not really No but others have noticed

Back Continue

At different points in the goal, a "matching" screen will appear. This shows that the system is matching your answers to professional, personalised support tailored to you.



THE LIFE CURVE

GOALS BASKET

← Back Understand recent changes to my memory: Assessment

Your Profile > Goal : Understand recent changes to... YOUR PROGRESS

Have you, or anyone else re... difficult to understand?

Yes but I have not seen my GP

Back Continue

Thank you!

YOUR PROGRESS 100%

Processing answers ... ✓

Matching process ...

Based on your answers, the system will then either give you another set of questions to answer so that we can provide the most appropriate support, or you will be taken to the results of your goal on the "Your Plan" page.

View your results

The screenshot displays the 'Your Plan' page on the LifeCurve Public site. The page is titled 'Your LifeCurve position: Getting in and out of bed'. It provides guidance on how to meet the goal using the LifeCurve method. The page is organized into several sections: 'Movement Routines' (3 Results), 'Advice' (1 Result), 'Helpful Tips' (1 Result), 'Services and Organisations' (2 Results), 'Next Steps', 'Recommended Goals' (2 Results), and 'Other Routines To Try' (3 Results). A photo of an elderly person sitting on a bed is shown on the right. The page also includes a 'View your Position on the LifeCurve chart' button and a 'Print' button.

Your results package might contain any of the following:

- **Important Information:** Please read and understand the important information that is shown.
- **Movement Routines:** These are professionally designed, simple functional movements that will help you to maintain, or even regain, your strength and ability levels. Instructions for how to perform the routine safely, as well as a demonstration of the routine, are shown on this page. You take responsibility for your own exercise programme. This content should not be treated as a substitute for the medical advice of your own GP or any other healthcare professional.
- **Helpful Tips:** Professional support, advice and guidance, written by experts in their field, designed to help support you based on the answers you provided.
- **FAQs:** Frequently Asked Questions and answers tailored to your needs.
- **Equipment:** Some goals have suggested equipment to help you manage your needs and continue to live independently. If a piece of equipment would suit your needs, a link to where it can be purchased is available on the page. We do not take commissions for purchase links. If you choose to buy the product through another site than the one provided, please make sure you are buying the **exact same product**, as others may not be suitable for your needs, ability levels or home environment. Some equipment can be borrowed for free from the local authority. If loaning the item is available, a "Borrow" button will show on the item.
- **Services:** Services in your local area which may be of interest.
- **Recommended Goals:** Other goals that might be of interest, based on the outcome of your goal.
- **Other Movement Routines:** These are designed to be practised as an extension of the movement routines matched to you above.

To view any of these results, click on the relevant buttons on the “Your Plan” page.

If you do not find the results you need, contact details for the service facilitator team are available on Your Plan page. Please review your results carefully before contacting the team.

Equipment

When you click through to Equipment, a list of items that have been matched to you will be displayed. Items that are marked with a “Buy” icon have a link to an external website where they can be purchased. We do not take commissions on purchases you make. Please remember that if you choose to buy the product through another site than the one provided, you should make sure that you are buying the **exact same product**, as others may not be suitable for your needs, ability levels or home environment.

The screenshot shows a web interface titled "Your matched products" with a blue header. Below the header is a breadcrumb trail: [Your Profile](#) > [Goal : Get on and off my toilet mor...](#) > [Your Plan](#) > Your Matched Products. The main section is titled "Grab rails" and displays a grid of product cards. Each card includes an image of the grab rail, a title, and action buttons. The "President grab bar white 12in" card is circled in red, showing both "BORROW" and "BUY" buttons. Other cards include "Solo Easigrip Steel Grab Bar (12in)", "12in Rose End Grab Rail", "18in Rose End Grab Rail", "President grab bar white 18in", and "President grab bar blue 12in".

Product Name	Action Buttons
Solo Easigrip Steel Grab Bar (12in)	None
12in Rose End Grab Rail	BUY
18in Rose End Grab Rail	BUY
President grab bar white 12in	BORROW, BUY
President grab bar white 18in	BUY
President grab bar blue 12in	BORROW, BUY
President grab bar blue 18in	BUY
President grab bar red 12in	BUY
President grab bar red 18in	BUY

Some equipment can be borrowed for free from the local authority. If loaning the item is available, a “Borrow” button will show on the item.

Clicking on a piece of equipment displays more information about the product.



[← Back](#)

Product Information

[Your Profile](#) > [Goal : Get on and off my toilet mor...](#) > [Your Plan](#) > [Your Matched Products](#) > President grab bar white 12in



Buy this product [↗](#)

THIS WILL TAKE YOU TO AN EXTERNAL WEBSITE

ALTERNATIVELY

Borrow this product

THIS PRODUCT IS FREE TO BORROW

President grab bar white 12in

Product description

This 12in durable grab bar is constructed from cadmium and lead-free UPVC with ABS flanges and is ribbed for improved grip. The flanges are multi-fixing, giving the choice of five different fixing point to suit all installation needs. Each fixing point is reinforced, and the flanges have cover caps as standard. IMPORTANT NOTICE: This rail may need to be earthed in bathrooms or other wet areas, please check with a qualified electrician.

Product related advice

[Help from a qualified fitter](#) +

[How to fix your rails safely](#) +

[Fitting and positioning your grab rail](#) +

If a product has "Product related advice", please read these messages carefully by clicking on them, as they contain important information about fitting and safety of the product.

The "Buy this product" and "Borrow this product" buttons are also displayed on this page on the left-hand side.

[← Back](#)

Product Information

[Your Profile](#) > [Goal : Get on and off my toilet mor...](#) > [Your Plan](#) > [Your Matched Products](#) > President grab bar white 12in



Buy this product [↗](#)

THIS WILL TAKE YOU TO AN EXTERNAL WEBSITE

ALTERNATIVELY

Borrow this product

THIS PRODUCT IS FREE TO BORROW

President grab bar white 12in

Product description

This 12in durable grab bar is constructed from cadmium and lead-free UPVC with ABS flanges and is ribbed for improved grip. The flanges are multi-fixing, giving the choice of five different fixing point to suit all installation needs. Each fixing point is reinforced, and the flanges have cover caps as standard. IMPORTANT NOTICE: This rail may need to be earthed in bathrooms or other wet areas, please check with a qualified electrician.

Product related advice

Help from a qualified fitter -

If the products you are ordering are fixed to the wall or floor, we recommend that you contact a local fitter/handyman to complete this work.

It is always a good idea to use someone who has been recommended to you


[How to fix your rails safely](#) +

[Fitting and positioning your grab rail](#) +



[← Back](#)
Product Information

[Your Profile](#) > [Goal : Get on and off my toilet mor...](#) > [Your Plan](#) > [Your Matched Products](#) > President grab bar white 12in



Buy this product

THIS WILL TAKE YOU TO AN EXTERNAL WEBSITE

— ALTERNATIVELY —

Added to basket

THIS PRODUCT IS FREE TO BORROW

President grab bar white 12in

Product description

This 12in durable grab bar is constructed from cadmium and lead-free UPVC with ABS flanges and is ribbed for improved grip. The flanges are multi-fixing, giving the choice of five different fixing point to suit all installation needs. Each fixing point is reinforced, and the flanges have cover caps as standard. **IMPORTANT NOTICE:** This rail may need to be earthed in bathrooms or other wet areas, please check with a qualified electrician.

Product related advice

Help from a qualified fitter
+

How to fix your rails safely
+

Fitting and positioning your grab rail
+

If you click “Buy this product”, you will be taken to an external website where the product is available to purchase. Again, if you choose to buy the product through another site than the one provided, you should make sure that you are buying the **exact same product**, as others may not be suitable for your needs, ability levels or home environment.

If you wish to borrow the equipment, click on “Borrow this product.” This will add it to your basket. The button text will change to “Added to basket” to signify this.

You can add multiple loanable items to your basket. If you would like to take other goals before completing your basket order, you can do so and add more loanable items to your basket before completing the order.

To complete your request to borrow the items, click on “Basket” at the top of the page.

The basket process is five steps long. The first step, “Items in Basket,” displays the list of items you are requesting to borrow. On this page, you can review the quantity of each item and enter any notes you wish to give to the Local Authority. Click “Continue to next step” when you are finished.



GOALS

BASKET 1



[← Back](#)

Request Items

Basket

Items in Basket

YOU ARE HERE

Confirm Address

Order Notes

Summary and Confirm

Order Complete

Items in Basket

The following items are currently in your basket. Add any specific instructions or information in the note field for each item or update the quantity you wish to request.

Image

Details

Options



President grab bar white 12in

Product code: YE09

From Goal: [Get on and off my toilet more easily](#)

1

Enter an item note (optional)

QUANTITY

[Remove](#)

Cancel

Continue to next step

On Step 2, "Confirm Address", please provide the address to which you would like the items delivered.

[← Back](#)

Request Items

[Basket](#) > Confirm Address

Items in Basket

Confirm Address

YOU ARE HERE

Order Notes

Summary and Confirm

Order Complete

Confirm your address

Please enter your delivery address and contact information. We have pre-filled this form with any information you have provided before.

Required fields are labelled

Name Hannah Cumber

Building name

Address line 1 (required)

Address Line 2

Town/City (required)

County/Province/State

On "Order Notes", please tell us anything you think we will need to know to deliver your items. For example, door access codes or where to leave the package. Do not enter any personal or medical information in this form.



[← Back](#)

Request Items

[Basket](#) > [Confirm Address](#) > [Order Notes](#) > Summary and Confirm

[Items in Basket](#)

[Confirm Address](#)

[Order Notes](#)

[Summary and Confirm](#)

YOU ARE HERE

[Order Complete](#)

Summary and Confirm

Please read the following page carefully to ensure that your order is correct. If you are satisfied there are no errors select "Confirm order" below.

Items in Basket

ITEM INFORMATION	QUANTITY
 President grab bar white 12in Product code: YE09	1

Delivery Details

Order notes

On the "Summary and confirm" page, you can review the information you have just entered to make sure that it is all correct. Click "Continue" to complete the order.



[← Back](#)

Request Items

[Basket](#) > [Confirm Address](#) > [Order Notes](#) > Summary and Confirm

[Items in Basket](#)

[Confirm Address](#)

[Order Notes](#)

[Summary and Confirm](#)

YOU ARE HERE

[Order Complete](#)

Summary and Confirm

Please read the following page carefully to ensure that your order is correct. If you are satisfied there are no errors select "Confirm order" below.

Items in Basket

ITEM INFORMATION	QUANTITY
 President grab bar white 12in Product code: YE09	1

Delivery Details

Order notes

Once the order is completed, you will be shown the "Order Confirmed" page.



GOALS

BASKET



[← Back](#)

Request Items

[Basket](#) > [Confirm Address](#) > [Order Notes](#) > [Summary and Confirm](#) > [Complete](#)

Items in Basket

Confirm Address

Order Notes

Summary and Confirm

Order Complete

YOU ARE HERE

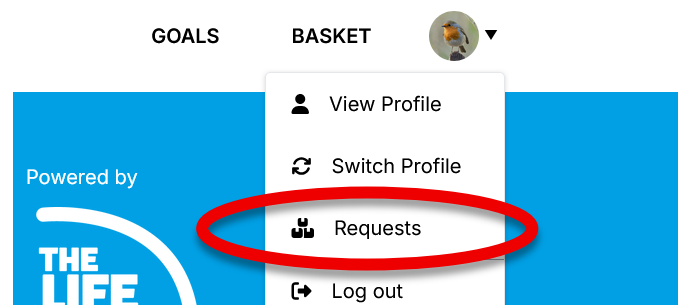
Order Confirmed

Thank you, your order is has been placed! Your order reference is **#21**. Please quote this number if you need to contact us about your equipment request.

[Return to profile](#)

[View previous requests](#)

You can check up on the progress of your order by clicking on your profile icon in the top right of the page and viewing the "Requests" page from the drop-down menu.




Revisiting your goals

If you would like to revisit your results at a later time, you can click the “View Options” button found beside the goal on your Profile page.

Your Goals

[Choose My Goals](#)

We can help you with daily living activities, tell us what you would like help with and let us help you achieve your goals. Selecting an option below will open a pop-up with more information and next steps.



Open jars more easily

[Remove goal](#)

[View Options](#)
[Update Goal](#)

We recommend revisiting the site and retaking the LifeCurve goal once a month to track your progress and explore other available goals that can support you to age well.