Getting Started With LifeCloud

Freaquently Asked Questions

You now have access to a secure digital space designed to help you organize, protect, and share the most important details of your life. This FAQ is here to help you get started, activate your account, understand the features included in your plan, and find support whenever you need it.

Whether you're uploading important documents, inviting trusted contacts, or exploring tools like the LifeCloud AI Assistant, this guide will help you get the most out of LifeCloud.

How do I activate my LifeCloud account?

An activation link will be sent to the email address you provided to Legal Resources.

To activate your account:

- Check your email inbox for a message from LifeCloud notifications@lifecloud.com
- Click on the activation link in the email
- Follow the on-screen instructions to set up your password and complete the activation process
- Once activated, you can log in to your account using your email address and newly created password

I didn't receive an activation email. What should I do?

- Check your spam or junk folder
- Verify with Legal Resources that they have your correct email address
- Allow up to 24 hours for the email to arrive

If you still haven't received it after 24 hours, contact LifeCloud Support HERE

How do I log in to my LifeCloud account?

To log in to your LifeCloud account:

- Go to app.lifecloud.com
- Click on "Login with Email" button
- Enter your email address and password
- Click "Login"

For enhanced security, LifeCloud requires two-factor authentication during the login process.

I forgot my password. How do I reset it?

To reset or change your password follow the instructions HERE

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What features are included in my Legal Resources LifeCloud subscription?

Through your Legal Resources subscription, you have access to:

- **Secure Document Storage:** Store up to 5GB of essential files, including wills, trusts, financial statements, and more, in our ultra-secure digital vault.
- **Circle Membership Access:** Invite up to 25 trusted individuals (family, advisors, executors) to your LifeCloud Circle for controlled access and collaboration.
- **Net Worth Dashboard:** Track your assets and obligations in one place with an automatically calculated view of your current net worth.
- **Health & Medical Information:** Safely store and update medical records, insurance details, and procedure notes for easy access when needed.
- **AI-Powered Estate Guidance:** Get personalized assistance from LifeCloud's AI assistant to help you stay organized and informed on estate planning essentials.
- **Seamless Transition Tools:** Ensure your information is accessible to the right people during life's critical moments through secure, permission-based access.

How do I upload documents to LifeCloud?

To upload documents follow the instructions **HERE**

How does the security model work in LifeCloud?

LifeCloud employs industry-leading security measures:

- 256-bit encryption for all stored documents
- Two-factor authentication
- Regular security audits and compliance checks
- Automatic timeout for inactive sessions

In addition, please take a look at the security model implemented at LifeCloud **HERE**

How do I invite others to my LifeCloud?

Please follow the instructions **HERE**

How do I change the roles of circle members in my LifeCloud?

Please follow the instructions **HERE**

How do I remove circle members from my LifeCloud?

Please follow the instructions **HERE**

Who can access my documents in my LifeCloud?

Please follow the information available **HERE**

What is the importance of the LifeCloud Secret?

Please follow the information available **HERE**

How do I enter assets and obligations in my LifeCloud?

Please follow the information available **HERE**

How do I use LifeCloud AI Assistant?

Please follow the information available **HERE**

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Can I access LifeCloud from my mobile device?

Yes, you can access LifeCloud on any mobile device or tablet for a seamless, on-the-go experience by visiting app.lifecloud.com through your browser.

How do I get help if I have problems using LifeCloud?

Please follow the instructions available HERE

How do I cancel my LifeCloud account?

Your LifeCloud account is provided through your Legal Resources membership. To cancel:

- Contact Legal Resources to understand how cancellation affects your benefits
- If approved, they will initiate the cancellation process with LifeCloud
- Make sure to download any important documents before your account is deactivated

Note that specific cancellation procedures may vary based on your Legal Resources agreement.

What happens to my LifeCloud account if I leave my current employer?

If you leave your employer through which your LifeCloud benefit is provided via Legal Resources:

- All contents of your LifeCloud will still be accessible, and you will have 30 days to start a personal LifeCloud subscription to continue full access.
- After 30 days, your LifeCloud account and data will be scheduled for deletion.
- The deletion process typically completes within 90 days.
- Once deleted, your data cannot be recovered.
- To avoid losing important information, we recommend downloading all necessary documents before your account is deleted.

Is LifeCloud SOC and HIPAA compliant?

Yes, LifeCloud is SOC 2 Type II and HIPAA compliant. Our platform is independently audited to ensure we meet rigorous standards for data security, availability, and confidentiality.

What should I do if I suspect unauthorized access to my account?

If you suspect unauthorized access:

- Change your password immediately
- Enable two-factor authentication if not already activated

Contact LifeCloud Support to report the issue HERE

How do I provide feedback or suggestions for improving LifeCloud?

LifeCloud welcomes user feedback. User feedback is regularly reviewed and considered for future product updates.

Please follow the instructions available HERE

LifeCloud provides tools for personal information organization, security, and controlled sharing. LifeCloud does not offer legal, financial, medical, or professional advice. The LifeCloud AI Assistant generates responses based on user-provided information and may produce errors or omissions. Users are responsible for verifying information and consulting appropriate professionals. Data use and protection are governed by LifeCloud's Terms of Service and Privacy Policy.