

Sherish Connect FAQ

How often does the Receiver update the slideshow?

If a photo is added or removed that will be reflected in the slideshow within 15 minutes.

Can people other than the Residents see the Family Albums?

Yes, the family coordinator and those people the coordinator invites 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. 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.

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.

How do I replace a broken Receiver or Remote?

Broken receivers can be replaced via the “Replace” button next to the Resident in the Resident Roster page on sherish.com, which can be accessed through the Sherish Connect Success Center. To access the Success Center, simply login to sherish.com.

What if a Resident or their family takes the Receiver with them when they leave?

Additional Receivers can be ordered via the “Order” button on the Resident Roster page on sherish.com, which can be accessed through the Sherish Connect Success Center. To access the Success Center, simply login to sherish.com.

Can I order extra Remotes?

Yes, additional Remotes can be ordered via the “Order” button on the Resident Roster page on sherish.com, which can be accessed through the Sherish Connect Success Center. To access the Success Center, simply login to sherish.com.

What happens when a family member leaves our Community?

As soon as a resident leaves your Community, remove them from the Resident Roster by clicking the remove button on their row. The Family Coordinator will receive an e-mail with a link to a ZIP file containing all of the album’s photos. They can then download the photos to their own computer.

How do I create our House Album?

Visit the Sherish Connect Success Center and select the Sherish Coach Role. You will then find links describing how to create and maintain your House Album.