



Welcome to Memory Lane

A gentle guide for carers and families

Everything you need for your first week: how to get in, how to gather the stories, and how to hand the device over when it is time to sit together.

WHILE WE ARE IN THE PILOT

Memory Lane is invitation only for now, and it is free while this phase lasts. The screens in this guide show our demonstration family.



Three experiences, one quiet promise

Memory Lane is one product worn three different ways. Knowing which one you are in at any moment makes everything else make sense.

1

The family contributes

Sons, daughters, siblings and friends send in the stories they hold. They can speak them, send photos, or type them. They only ever see what they themselves sent.

2

You decide

Everything the family sends waits for you. You read it, listen to it, and choose. Nothing goes any further until you say so.

3

They enjoy it

When you hand the device over, the screen becomes calm and full-screen: photographs already playing, a few large buttons, and the stories read aloud.

Only what you share reaches them

Their screen shows the memories you have shared, and nothing else.

Every AI picture is labelled

A watercolour painted by Memory Lane always carries a visible **AI illustration** badge, wherever it appears.

You decide everything

The safety check is advice, never a decision. The choice is always yours.

A WORD ABOUT THE WORDS

Throughout this guide we say **carer** for you, **the person in your care** or their first name for the person you are minding, **Memories** for the collection, and **Family Circle** for the relatives who send stories in. Those are the words the app itself uses, so what you read here matches what you see on screen.

It starts with an email

There is no sign-up button to go looking for. Your journey begins by opening the invitation that was sent to you.

THE EMAIL THAT LANDS

Subject line:

“Your place on the Memory Lane pilot is ready”

Inside, after a short hello, there is one button:

“Set up your family account”

That button carries your personal invitation. Open it on whichever device you plan to use, and it will take you straight to a sign-up form with your name and email already filled in.

WHAT THE FORM ASKS FOR

Your name Already filled in from the invitation

Email address Already filled in. This address is what links you to your family

Password At least 8 characters

I am a... Choose one: Caregiver, Family Member, or Friend

Then press **Create Account**. The page tells you plainly: **Setup is quick. You'll add your first memory in about 2 minutes.**

IF YOU GO LOOKING FOR THE SITE INSTEAD

You will meet a courteous wall rather than a form. It reads:

“Memory Lane is invitation only, for now”

“We're working closely with a small number of families while we build, so we can look after each one properly. Tell us about yours and we'll be in touch when there's a place.”

This is not a glitch. It is deliberate, and it is enforced in the database as well as on the page.

? When a friend asks how to join

Send them to the home page, where the button reads **Apply to join the pilot**. That adds them to the waitlist under the heading **Be among the first families**. A place is opened by hand, one family at a time.

Never tell someone to “go and create an account”. Without an invitation there is no account to create.

IF THE CONFIRMATION EMAIL IS SLOW

If you see **Almost there! Check your email to confirm your account, then we'll help you save your first memory.** there is a **Send it again** control right beside it. Check the spam folder too.

Getting back in, every time after

Once your account exists, this is the door you use. An email address and a password, nothing more.

Welcome back

Sign in to access your memories

Email address

you@example.com

Password

Your password

Forgot password?

→] Sign In

New here? Create an account

The sign-in screen. Heading **Welcome back**, with the reassurance **Your account is private and secure.** underneath the form.

IF THE PASSWORD HAS GONE

Tap **Forgot password?** beside the password field. You will be asked for your email address, and a reset link is sent to it. Follow the link, choose a new password, and sign in again.

IF IT SAYS THE ACCOUNT IS NOT CONFIRMED

A button appears in place of an error: **Email me a new confirmation link.** Press it and you will see:

“A fresh confirmation link is on its way. Please check your inbox, and your spam folder just in case.”

WORTH KNOWING

- There is **no magic link and no sign-in with Google**. It is an email address and a password.
- The wrong details give you a kind sentence, not a red error. If it says the email and password do not match, try both again slowly.
- The **Create an account** link inside the card is not a way round the invitation. It lands on the same invitation-only page described on the previous page.
- At the bottom sits **Not part of the pilot yet?** with **Join the waitlist**, which is the link to pass to a friend.

Your first ten minutes

The very first time you arrive, Memory Lane does not show you a dashboard. It walks you through three steps, in this order.

1

Who we're remembering for

Under the heading **Let's get started** you are asked to tell it about the person whose memories you would like to preserve.

Their name Required

Date of birth Optional, and it quietly sets the music era

A photo of them Optional, and you can add one later

Then **Continue**.

2

Your first memory

The prompt is deliberately small:

“Think of a story {name} loves to tell: a wedding day, a seaside holiday, the kitchen everyone gathered in. Don't worry about getting every detail right. One small, happy moment is all it takes.”

Choose **Add the first memory**, or **I'll add a memory later** if now is not the moment. When it saves you will see a green line: **First memory saved. Beautifully done.**

3

Invite family

Headed **One last thing**, with the reason given plainly:

“Memories are richer when the whole family adds their stories.”

Invite a son, daughter, sibling or friend now, or take **Skip for now, take me to the memories**. You can invite anyone later from the Family tab.

IF WORDS DO NOT COME EASILY, ASK FOR HELP

On that first memory there is a button reading **Help me tell this story**. It opens a gentle helper that asks you **at most three rounds of questions**, then puts your story together. It is bound by one strict rule: it uses **only the details you actually said**. It will not add a name, a place, a date or a feeling you did not give it. If you would rather not use it, **I'd rather write it myself** turns it off, and if it is unavailable it says so and leaves the form for you.

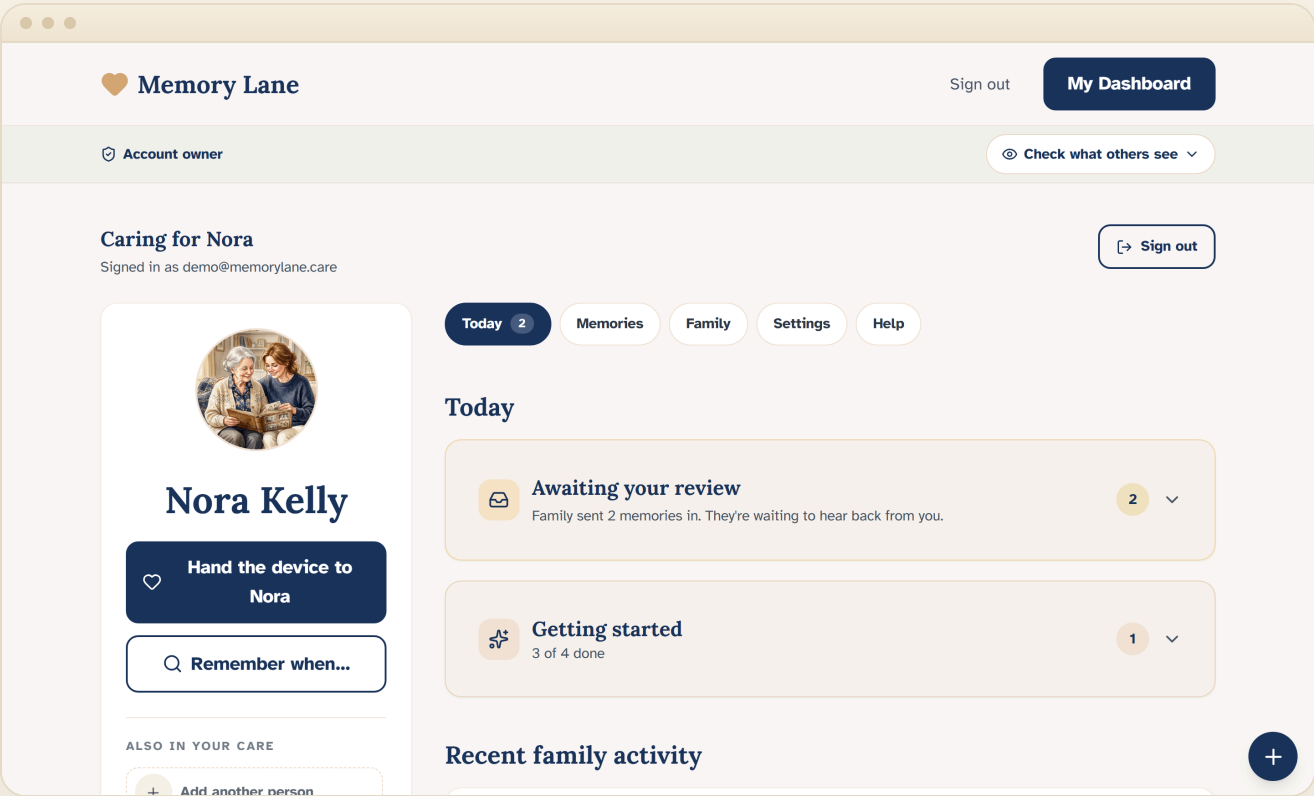
One thing to expect

- ✗ This first memory uses a short four-step form, not the three doors you will meet on page 7. Do not go looking for them here.

Everything after this first memory does offer the three doors.

Your dashboard, and what to do first

From here on, this is home. The heading always tells you who you are looking after right now.



The Today tab. The badge top left reads **Account owner**. The person panel offers **Hand the device to Nora** and **Remember when...**, and below them **Also in your care** with **Add another person**.

THE FIVE TABS

Today Anything waiting for you, plus a story from this time of year

Memories Everything gathered so far, and the ways to read it back

Family The Family Circle, story links, the family tree, your care team

Settings What they see, their music era, their photo

Help Read the Family Guide, Talk it through, and how it all works

A round + button floats bottom right for adding a memory from anywhere, and a **Share feedback** pill sits beside it on every screen.

GETTING STARTED, FOUR SMALL STEPS

Add your first memory One small story is a good start, like a holiday, a wedding, or the local shop.

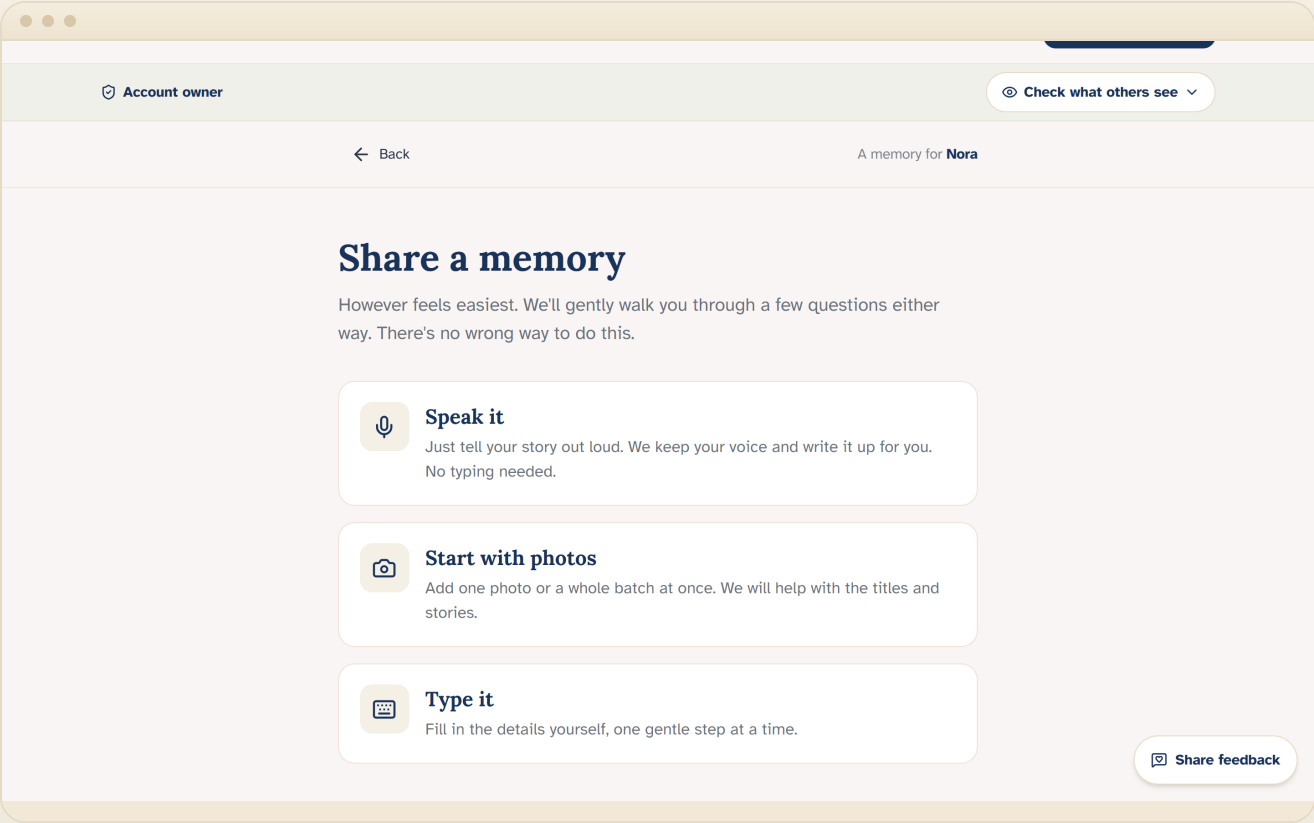
Invite a family member Invite someone who knows a story they would like to share.

Try “Remember when...” Ask about a memory by voice or text, like chatting about old times together.

Preview their screen Hand the device to them and see how their screen feels. The checklist starts open, then folds itself away to a small count once you have done anything at all. **Dismiss checklist** retires it for good.

Adding memories: the three doors

Tap the + button or **Add a memory** and you are asked one question first: however feels easiest today?



The chooser at Share a memory. The same three doors appear every time you add a memory, and the promise above them reads: "However feels easiest. We'll gently walk you through a few questions either way. There's no wrong way to do this."

DOOR ONE

Speak it

"Just tell your story out loud. We keep your voice and write it up for you. No typing needed."

DOOR TWO

Start with photos

"Add one photo or a whole batch at once. We will help with the titles and stories."

DOOR THREE

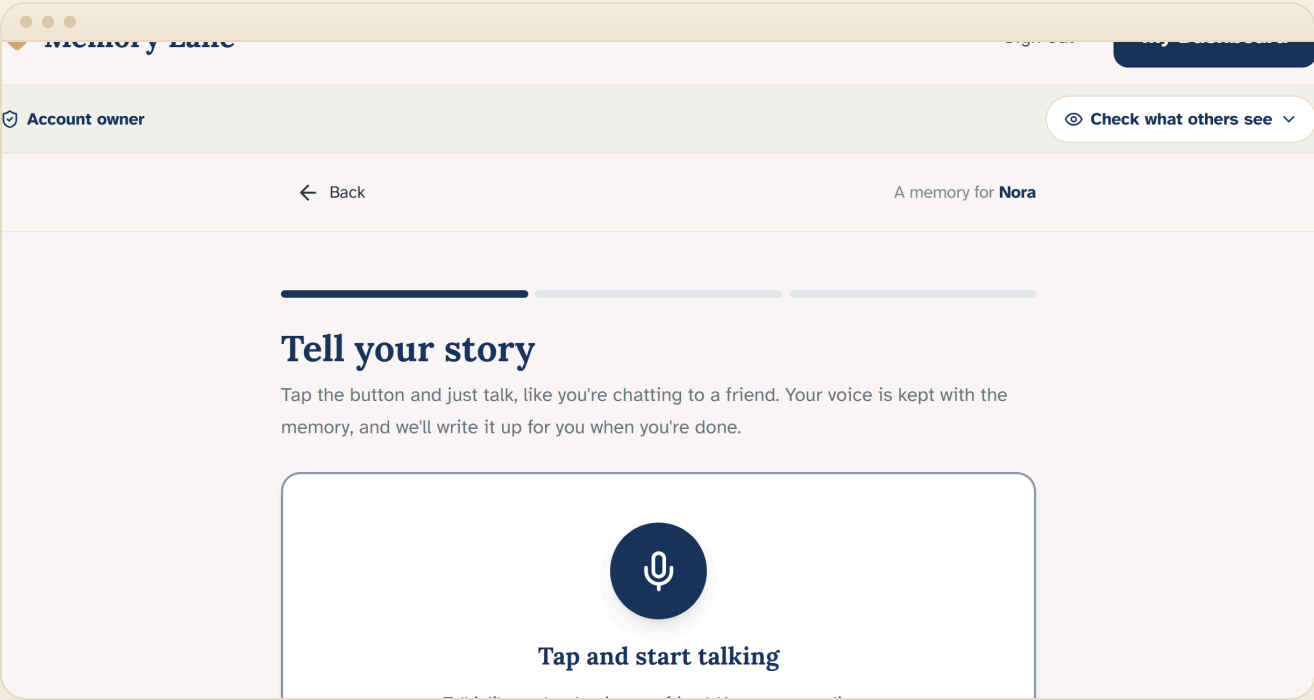
Type it

"Fill in the details yourself, one gentle step at a time."

Once a title and a story exist, a quiet link appears: **Save now and skip the rest**. You never have to finish every step.

Speak it

The warmest door, and the quickest. You talk; Memory Lane keeps your voice and writes the story up for you.



Tell your story. If words stall, chips underneath suggest **What happened?**, **Where were you?**, **Roughly when?** and **Who was there?**, followed by the line **...but any way you tell it is the right way.**

WHILE YOU ARE TALKING

- ◆ Press **Tap and start talking** and speak as if on the phone to a friend.
- ◆ **Pause** whenever you like. Each stretch is kept as **Part 1**, **Part 2** and so on, and you can play any part back or remove it.
- ◆ **Start again** throws it all away if you would rather begin fresh.
- ◆ A recording runs to **six minutes**. Near the end it says so kindly and suggests another memory instead.

Nothing is saved until you are happy with it.

WHAT HAPPENS WHEN YOU PRESS "I'M FINISHED"

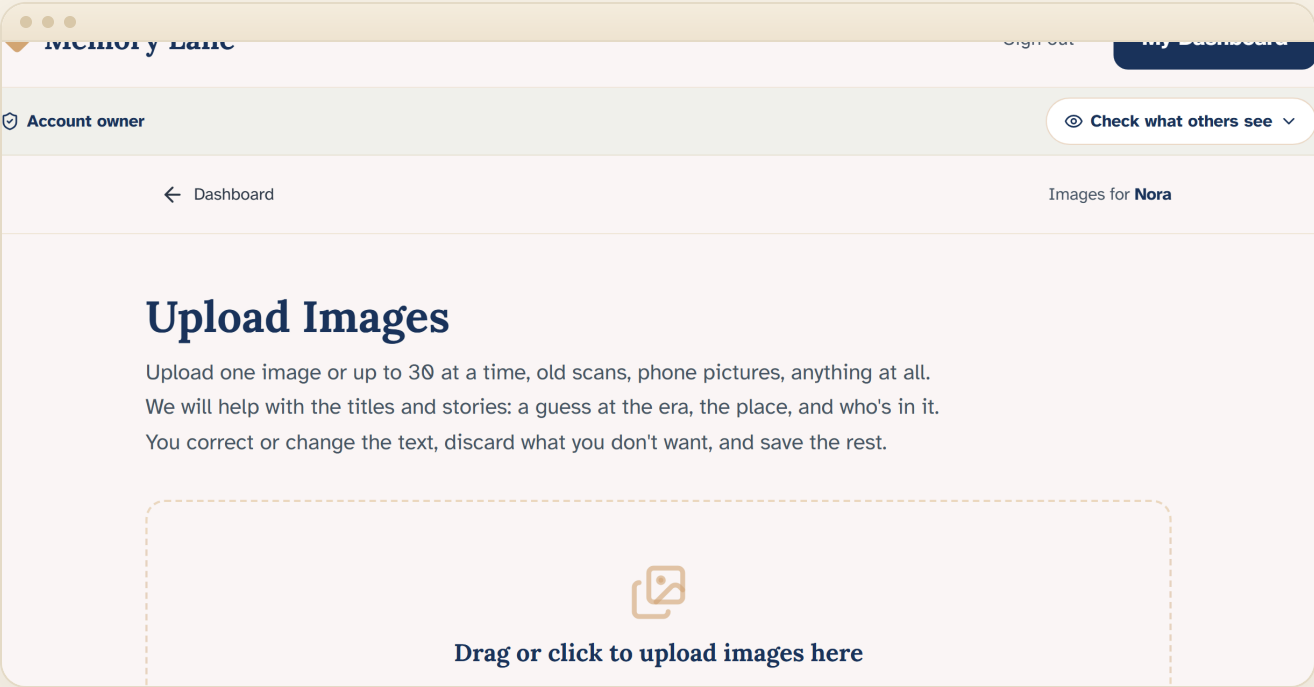
- First** "Keeping your recording safe..." The audio goes to storage straight away, so it cannot be lost.
- Then** "Listening back and writing it up..." with the reassurance that your voice is saved with the memory, exactly as you told it.
- Finally** "Here's your memory", ready to check, with your recording attached under the label "Your voice, saved with this memory".

! Nothing is ever lost

If the words cannot be made out, you keep the recording and fill the details in yourself. If the write-up fails, the plain transcript becomes the story. There is no path here that loses your voice.

Start with photos

For the shoebox under the bed. Bring a handful or a batch, and let Memory Lane make the first guess at each one.



Where a batch begins. Old scans, phone pictures, anything at all. Up to thirty images in one go.

WHAT IT DOES WHILE YOU WAIT

The screen reads **Reading your images...** and counts them off, one line telling you exactly what it is doing: guessing the era, the place, and who's smiling. Each photo is stored the moment it arrives, so a guess that fails never costs you the picture.

THEN YOU CHECK THEM OVER

“These are our best guesses. Fix anything that's wrong, discard what you don't want. Nothing reaches {name} until you save it.”

Every card has a title, the story behind it, roughly when, where, and who is in it. Change anything. **Discard this one** puts a card aside, and **Keep it after all** brings it back. A card with no title says **Add a title to save this one.** and is left out until you give it one.

HONEST ABOUT FAILURES

If a photo will not upload, it says so and tells you it is still on your device and you can run another batch. It does not pretend the batch was complete.

A single memory can hold up to twenty photographs.

Type it

Four gentle steps, and only the first one is required. The panels below quote each step exactly as it appears on screen.

STEP ONE

What happened?

"Tell the story of this memory: a moment, a place, a day you remember together. The more detail you share, the warmer it feels when it's read back later."

Give it a short title for example, Summer holiday in Bundoran

Tell the story in your own words, as long or short as you like

Where did this happen? optional, for example, Bundoran, Co. Donegal

STEP TWO

When was this?

"An approximate time is perfect: 'Summer 1972', 'around Christmas', 'the early '90s'. Don't worry about exact dates."

STEP THREE

Who was there?

"Name the people in this memory, separated by commas: family, friends, anyone who shared the moment."

For example: Mam, Declan, Uncle Pat. These names are what later build the people and places map.

STEP FOUR

Add photos or your voice

"Optional, but lovely. Add a photo or two, or record a few words in your own voice to bring this memory to life."

✓ Only two things are required

A title and the story. Everything else is optional. The moment those two exist, the link **Save now and skip the rest** appears and you can stop there with a clear conscience.

A watercolour when no photo survives

Some of the best stories have no picture left. Memory Lane can paint one, and it will never pretend the painting is real.



A watercolour painted by Memory Lane. The **AI illustration** badge shown here is drawn to match the one the app applies. In the app that badge is permanent and travels with the picture everywhere it appears, including inside the photo slideshow on their screen.

THE EXPLANATION THE APP GIVES YOU

“No photo? We can paint a gentle watercolour of this memory, always labelled as AI, never a real photo.”

You will find it on the last step of adding a memory, under the label **Or create an illustration.**

HOW IT BEHAVES

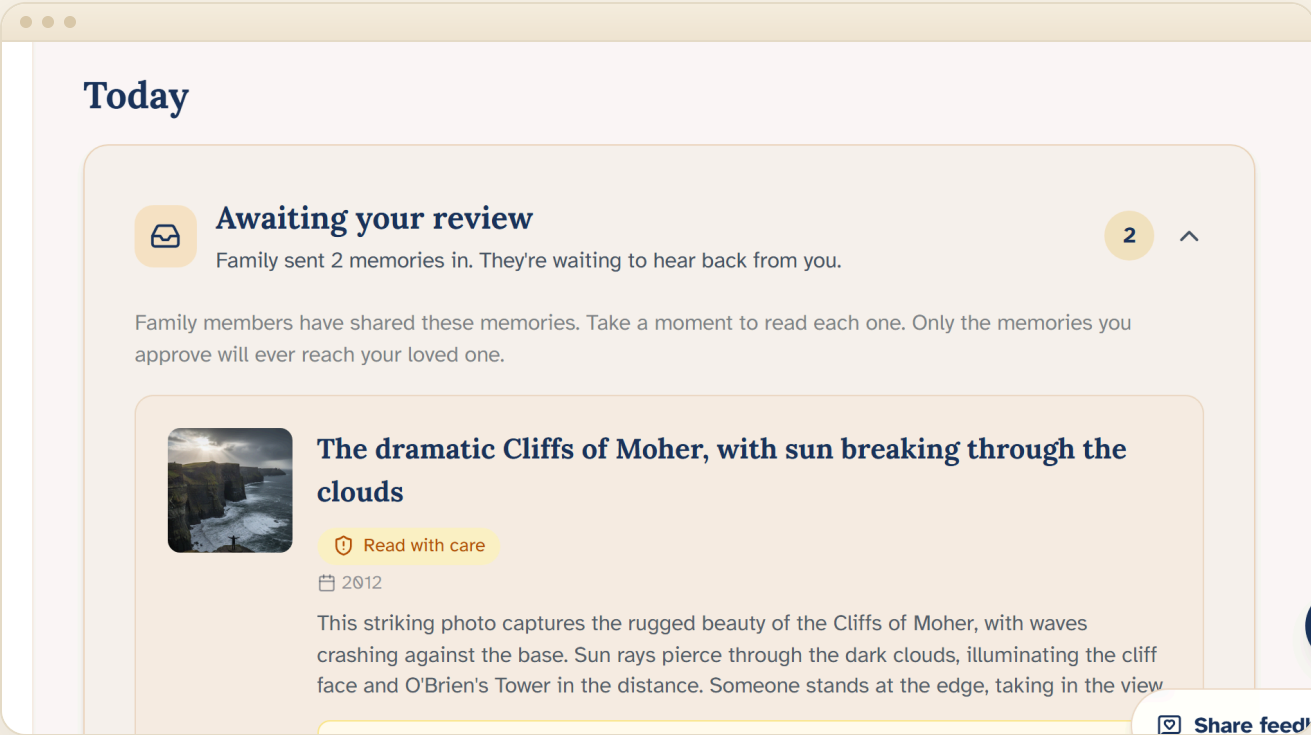
- ◆ The button stays greyed out until a title and a story exist. It tells you why: **Tell the story first, then you can create an illustration.** The painting comes from your words, never the other way round.
- ◆ While it works it says **Painting this memory...** After that you can **Regenerate** or **Remove** it.
- ◆ The house style is soft, warm watercolour. It deliberately avoids realistic faces.

! Why the label matters so much

For someone living with memory loss, a picture that looks like a photograph can quietly become a memory. The badge is there so nobody, at any point, mistakes a painting for a photograph.

When family sends memories in

This is the part of the job only you can do. Anything the family sends waits here until you have read it.



Awaiting your review, on the Today tab. Each memory carries a badge and, where the check found something, a plain-language note underneath explaining what gave it pause.

THE BADGE YOU WILL SEE

- Looks gentle
- Read with care
- Needs your attention
- Checking gently...

A quiet pre-read looks at the words, the place, the people, the spoken recording, and the photographs themselves, because a picture can carry sadness the caption does not. It watches for grief, loss, and things that might confuse.

It is advice, and only advice. It never decides anything, and it never changes what the family sent. If it cannot check something it says so, rather than claiming it is fine.

YOUR TWO CHOICES

- Share this memory
- Not right now

A tick box marked **Comfort memory** flags the stories that reliably settle them. If a recording is attached you are asked to listen to it before you share it.

Not right now deletes nothing. Those memories collect in a set-aside card on the Today tab, ready whenever the moment is better.

WHAT THE CARD SAYS

“Family members have shared these memories. Take a moment to read each one. Only the memories you approve will ever reach your loved one.”

Growing the Family Circle

There are two ways to bring a relative in. One gives them their own way back in; the other asks nothing of them at all.

⊕

Invite a family member

×

This gives them their own way in, so they can send memories any time.

Their name

e.g., Declan

Email address

declan@example.com

Relationship

Son / Daughter

▼

Create the invite

Invite a family member, here on a phone. Their name, their email, and how they are related. Then **Create the invite**.

!

The one thing that trips people up

"One thing that matters: {name} must sign up with exactly {email}. The invitation only opens for that address."

WAY ONE: AN INVITATION BY EMAIL

This one **does** send an email, and gives you a link to copy as well in case it goes astray. When it lands you will see **Invite created!** and, if the email went, **Email sent to** their address. On the Family tab each person then shows as **Joined** or **Invited**.

Relationship offers exactly six choices: Spouse / Partner, Son / Daughter, Brother / Sister, Grandchild, Friend, Other.

WAY TWO: ASK FOR A STORY, NO ACCOUNT NEEDED

At the top of the Family tab sits a card headed **Ask for a story**. Its own words:

"Send this link to a relative and they can record a memory of {name} in their own voice. No app, no account, one minute. You approve every story before {name} hears it."

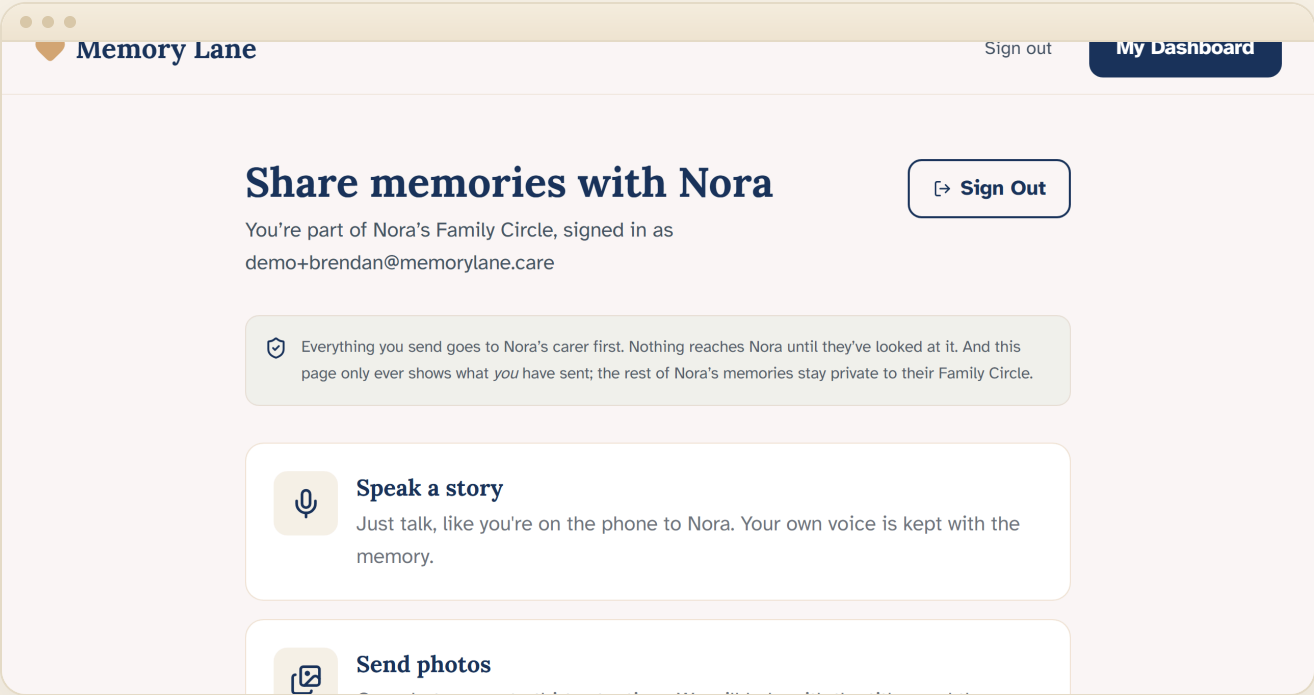
Send it with **Share on WhatsApp** or **Copy the invitation**. They open it, type their name, and talk. Their page is headed **Tell a story for** the person's name, and when it goes it says **Thank you, it's on its way**.

*A story link lasts **90 days** and accepts **up to 10 stories**. After that it says **This link isn't active any more**, and you can make a fresh one.*

Removing someone from the circle tells you exactly what will happen first: what they have already added stays, they simply cannot send any more.

What the family member sees

Worth knowing, because it is the thing relatives ask you about most. Their page is nothing like yours.



A family member's own page. Headed **Share memories with** the person's name, with their three ways in and a running list of what they have sent.

THE BANNER THEY READ FIRST

“Everything you send goes to {name}'s carer first. Nothing reaches {name} until they've looked at it. And this page only ever shows what you have sent; the rest of {name}'s memories stay private to their Family Circle.”

THEIR THREE DOORS, WORDED FOR THEM

- Speak a story** Just talk, like you're on the phone to them. Your own voice is kept with the memory.
- Send photos** One photo or up to thirty at a time. We will help with the titles and the stories.
- Write it down** Type the story yourself, one gentle question at a time.

HOW THEY FOLLOW WHAT THEY SENT

Under **What you've sent**, each memory carries its own plain status: added to the collection, still waiting for the carer, or not added this time. While something is still waiting they can change it or take it back themselves.

They never see the rest of the collection, and they never see anyone else's stories.

Sharing the care

Three kinds of people can be attached to one person, and they see three quite different things.

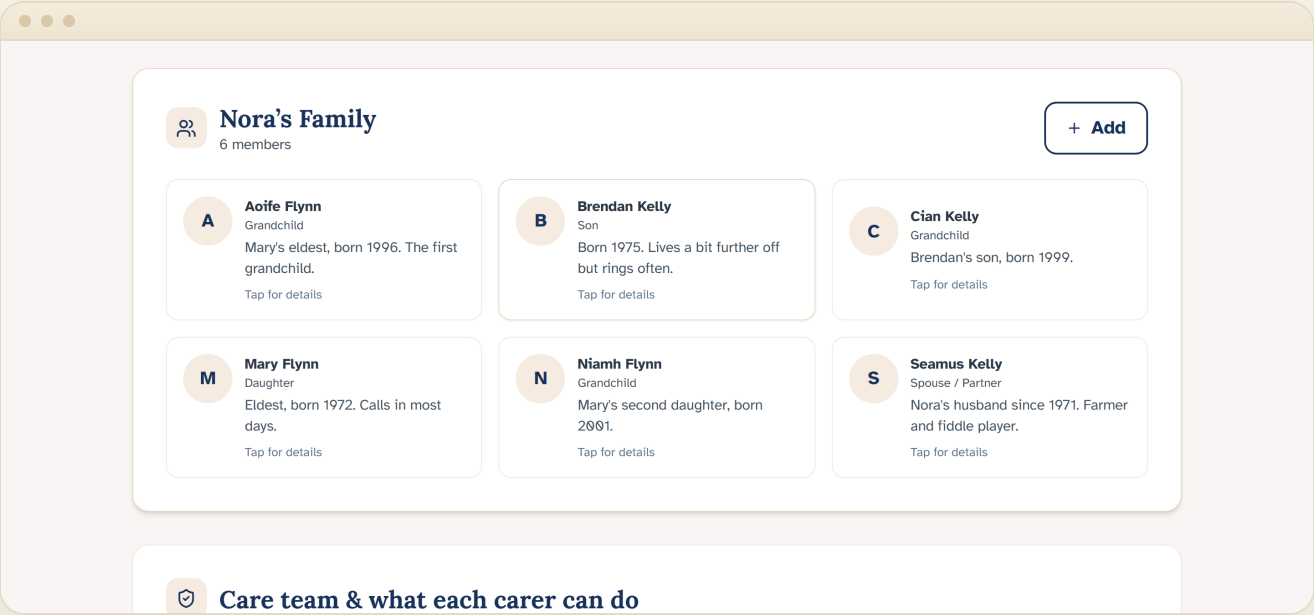
WHO	WHAT THEY GET
Account owner	The person who set the record up. Holds everything, and is the only one who can add another person or download everything.
Carer	Someone who helps day to day. Gets exactly the eight things you switch on, and nothing else.
Family member	Sends memories in, and only ever sees what they themselves sent.

A USEFUL DETAIL

These roles belong to the **person**, not to the account. The same human can be the Account owner for their own mother and a carer on a sibling's account, and Memory Lane keeps the two quite separate.

CHECKING BEFORE YOU PROMISE

Top right of every page is **Check what others see**. It lets the Account owner look through a carer's eyes, a family member's eyes, or at the person's own screen. It is the real thing, not a mock-up: an amber frame surrounds the page, a banner says you are seeing it read only, and nothing can be changed while you are in there.



The Family tab, further down. The family card, and beneath it the care team.

! Adding a carer sends no email

The most common surprise. Press **Add a carer**, give their name and email, and then **you** pass the invitation on. The app says so plainly:

“We don't send this one for you. Pass the invitation on yourself, and make sure {name} signs up with exactly {email}.”

Their access begins the moment they sign up with that exact address.

What each carer can do: the eight switches

Written as plain outcomes rather than permissions. Each carer's row summarises as their email address and how many of the eight they hold.

THE SWITCH	WHAT IT LETS THEM DO
Review family submissions	Approve or set aside memories the family sends in.
Add and edit memories	Add stories and photos, tidy up details, import a shoebox.
Start patient mode and Remember When	Hand the device over for a gentle session, or look up memories together.
Day-to-day settings	The Today note, music era, and family tree.
Invite family members	Send Family Circle invites and story links.
See insights and reports	Engagement patterns, what soothes, and the doctor report.
Life story and connections	Read the life story pages and see the people and places map.
Switch the companion chat on or off	Only if the companion is allowed for this person at all.

READING THE TABLE

The labels and the sentences beside them are quoted exactly as they appear on the switch card, including the two that use the app's own internal wording. On screen the third switch is the one that lets a carer hand the device over and use the "Remember when..." lookup.

The last switch is greyed out whenever the companion chat is turned off for that person, and tells you so rather than failing quietly.

TAKING ACCESS AWAY

Switch anything off and it vanishes from that carer's dashboard immediately. Removing a carer entirely asks you to confirm in the app itself, and tells you their access ends straight away and that you can always invite them back.

Handing over the device

Everything so far has been preparation for this. The button on your dashboard reads **Hand the device to** their first name.

THE SCREEN YOU BOTH SEE FIRST, EVERY SINGLE TIME

“You're about to begin {name}'s Memory Lane session.”

“Sit together if you can. There are no right or wrong answers. Simply enjoy the memories together.”

Begin Session

Underneath, in a quieter line: “When it's time to finish, tap the top left corner of the screen three times.”

This is a designed page from this guide, not a screenshot. It quotes the handover screen word for word.

WHY IT APPEARS EVERY TIME

It is a ritual, not a tip to be dismissed. It gives you a breath to sit down beside them before the screen changes, and it sets the expectation for both of you that there is nothing here to get wrong.

IF YOU CHANGE YOUR MIND

A quiet link offers **Not just now, back to the dashboard**. It asks once, **Leave without a session?**, and offers **Stay for the session** or **Yes, back to the dashboard**.

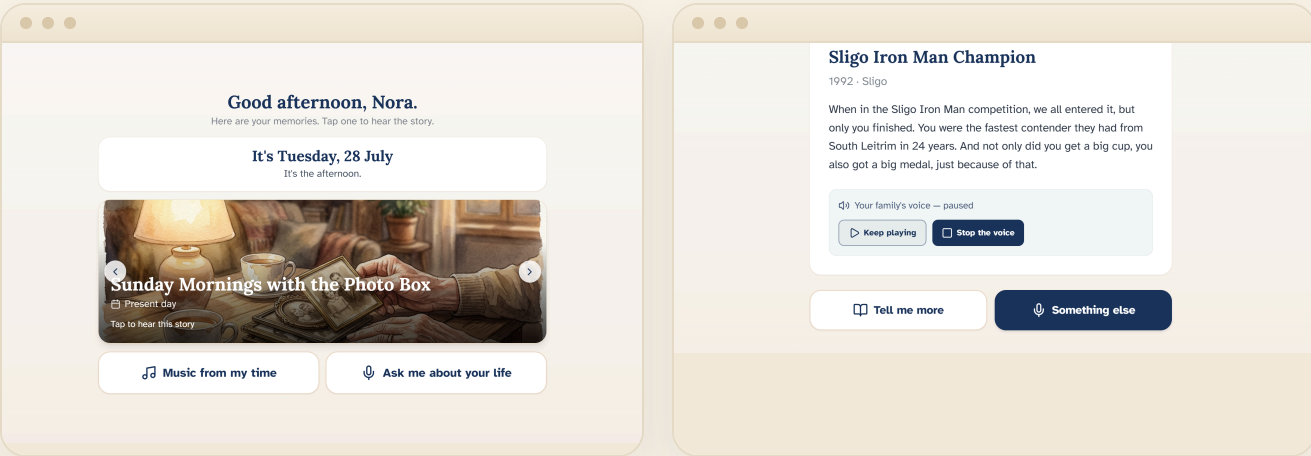
✓ **Nothing is recorded until you press Begin**

A handover you abandon leaves no trace at all. Nothing is counted, nothing appears in how it's going, and the record stays honest.

*Before a first real session, it is worth using **Preview {name}'s screen** from the Settings tab, so you know what they are about to meet.*

Their screen, and the story playing

It opens into the memories already playing. The photographs are the interface, and there is nothing below the fold.



Their home screen. A greeting by name, one orientation line, the date, a slow slideshow, then the large buttons.

A story open, paused. The panel names whose voice it is and offers **Stop the voice**; while it is paused the other button reads **Keep playing**, and while it is playing it reads **Pause**. Underneath sit **Tell me more** and **Something else**.

WHOSE VOICE THEY HEAR

If the memory has a recording from the family, **that recording plays**. It is the real voice, exactly as it was spoken. If there is no recording, the story is read aloud from a fixed pattern built only from the fields of that memory. **No AI model sits in the playback loop**, so there is nothing that can invent a detail while they are listening.

UP TO FOUR LARGE BUTTONS, NO MORE

Music from my time appears when music resolves for their era

Look at familiar faces off to start with

Ask me about your life off to start with

Have a chat with me off to start with

You turn the extras on in Settings, under **What {name} sees**. The card says why it is cautious: research suggests three buttons or fewer works best for people living with memory loss, but you know them best.

WHEN IT CANNOT FIND WHAT THEY ASKED FOR

There are no error messages on their screen. If nothing matches, it offers something else instead, leaning towards a memory you marked as a comfort. If anything at all goes wrong it becomes a warm pause: **Let's rest a moment.** with **I'm ready** to carry on. If it mishears, it simply says it did not quite catch that and lets them try again.

Coming back: the way out

Once the device is handed over there is no visible exit anywhere on the screen. That is deliberate, and it means you need to know this.

! Tap the top left corner three times

1. Put a finger on the very **top left corner** of the screen. There is nothing to see there; the button is invisible on purpose.
2. Tap it **three times, quickly**, within about a second and a half.
3. A dialog appears headed **Leave Memory Lane?** with the line **This returns to the caregiver dashboard.**
4. Choose **Yes, back to dashboard**. The other button, **Stay here**, is the one that is highlighted first, so a stray press keeps you in.

Without this, you are stuck. There is no menu, no sign-out and no link out of their screen. Learn it before the first real session.

HOW A SESSION ENDS

A session begins the moment you press **Begin Session**, and it closes itself when you leave their screen. Choosing **Yes, back to dashboard** ends it, and so does closing the tab or the browser. There is nothing to press to stop it.

What is kept is when it ended, which stories were opened, and anything they asked out loud. That is what the Today tab uses to ask you how it went, and what **How it's going** draws on later.

WHY THERE IS NOTHING VISIBLE

Anything visible is a temptation for a stray tap. A person living with memory loss who presses a way out mid-story loses the story and lands somewhere that means nothing to them. Keeping the exit invisible keeps their screen a place they cannot fall out of.

THE ONE THING THAT DOES SHOW

Once they are inside a story, the music or the faces, a single **Back** pill appears in that same top left area. It deliberately sits above the invisible corner, so their taps on Back always reach Back, and only a triple tap on the bare home screen leaves altogether.

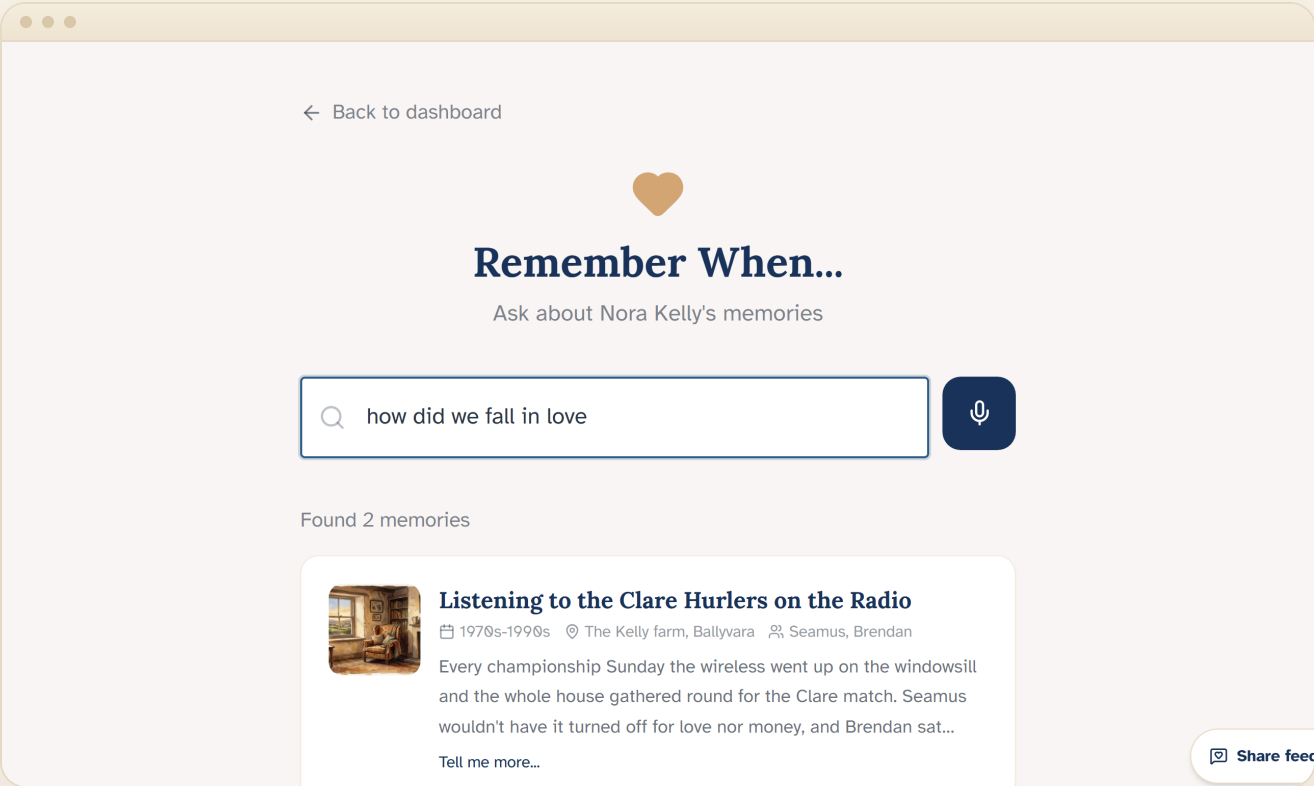
A NOTE ON THE WORDING

The dialog uses the word “caregiver” because that is what the app says on that one screen. Everywhere else, in the app and in this guide, the word is **carer**.

Practise the triple tap once, on your own, before you ever hand the device over.

Remember when, together

A lookup tool on your side of the app, for sitting beside someone and finding the right story on purpose.



Ask in your own words. Type it or use the microphone. Here the question was “how did we fall in love”, and it found two memories, each one openable with **Tell me more...**

WHOSE TOOL THIS IS

This one is yours. It lives on the carer side of the app, behind the button marked **Remember when...** on your dashboard. Use it while you are sitting together to steer the conversation somewhere warm.

The person's own way of asking is separate, and lives on their screen behind **Ask me about your life**, which is off until you switch it on.

HOW TO ASK

- ◆ Ask it the way you would ask a person: **that day at Lahinch**, or a name, or a place.
- ◆ It shows how many it found, with the year, the place and the people listed beside each one.
- ◆ If nothing matches, it says so plainly and offers to add one. This is a carer screen, so it is allowed to be direct.

GOOD MOMENTS TO USE IT

When a visitor arrives and you want a story that includes them. When the afternoon has gone flat. When they mention a name you half recognise and you would like to find where it came from.

Changing your mind

Nothing you save is set in stone. A memory can be tidied up, tucked out of sight, or removed for good, and only one of those three cannot be undone.

These days, after Mass, Mary often sits in with Nora and the old biscuit tin of photographs comes out. They go through them slowly, one at a time, Nora naming everyone before Mary can even ask. It is one of the gentlest hours of the week for both of them, and Mary says her mother's memory for a face has never once let her down.

Comfort memory



A story that reliably settles them. Comfort memories play first in their slideshow, and are what “Calm stories only” shows.

A memory opened from the Memories tab. The switch near the foot is **Comfort memory**: “A story that reliably settles them. Comfort memories play first in their slideshow, and are what “Calm stories only” shows.” The three controls sit just below it.

A family member can still change or take back what they sent while it waits for you. Once you have shared it, changing it is a carer's job.

WHO CAN CHANGE A MEMORY

Anyone holding **Add and edit memories**, which the Account owner always has. The controls are hidden inside a **Check what others see** preview, which is always read only.

EDIT

Edit reopens the same short form your very first memory used, headed **Edit memory** with the line **Update the details or swap the photo**. Change the title, the story, the when, the who, or the pictures, then **Save changes**.

ARCHIVE, FOR THE ONES YOU WOULD RATHER NOT LOSE

Archive takes a story out of sight without deleting it. Archived stories gather under **In the archive** on the Memories tab, and each one offers **Bring back**.

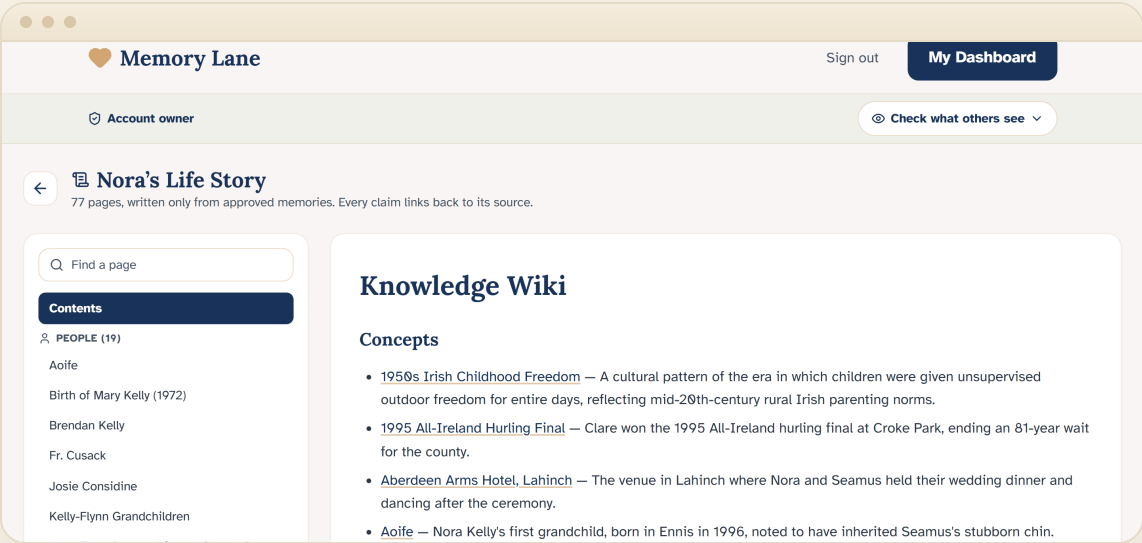
!

Delete is final

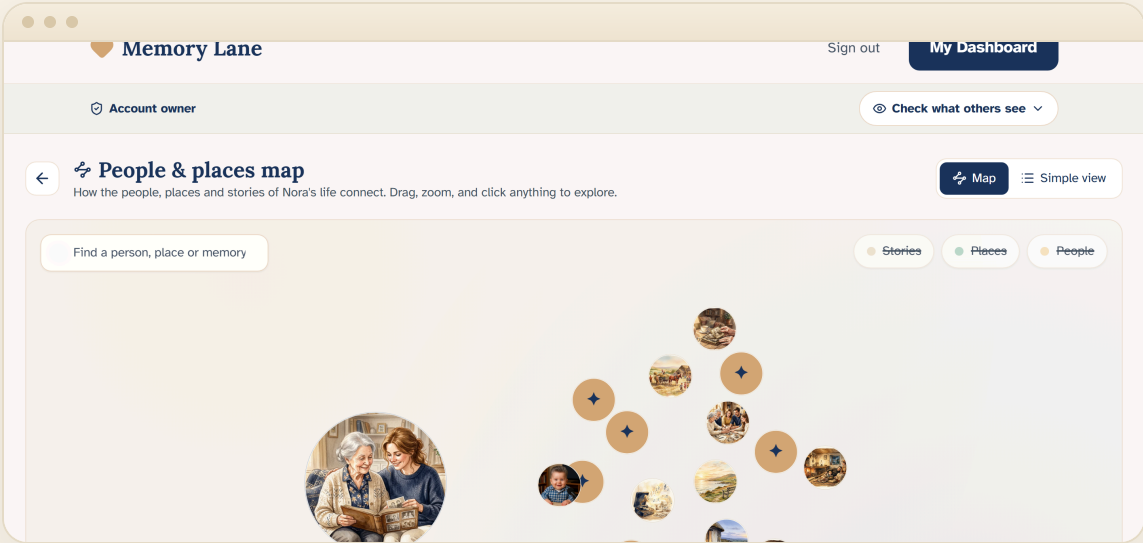
Delete asks once, in the app itself: “Delete this memory for good? This can't be undone.” with **Yes, delete** and **Cancel**. There is no undo afterwards. When in doubt, archive it instead.

Watching the story grow

As the memories gather, Memory Lane quietly weaves them into two other ways of reading a life. Both live on the Memories tab.



Life Story. *Their memories, rewritten as connected pages with a contents list of the people, places and moments. Every claim links back to the memory it came from, so you can always check where a sentence came from.*



People & places map. *How the people, places and stories of a life connect. Drag it, zoom it, and tap anything to open it.*

IT BUILDS ITSELF WHILE YOU SLEEP

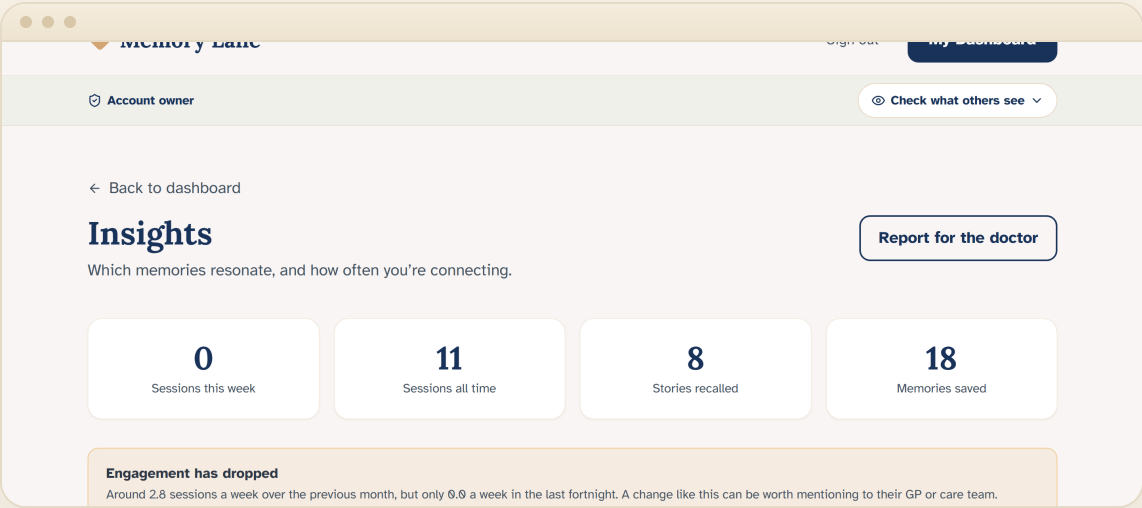
“As memories are added and approved, Memory Lane weaves them into readable life story pages overnight. Add a few memories and look back here tomorrow.”

WHERE IT COMES FROM

Every time you save a memory, the names and places in it are quietly picked out and added to the map. Nothing extra is asked of you. The count along the bottom grows on its own as the collection does.

How it's going, the music, and the family

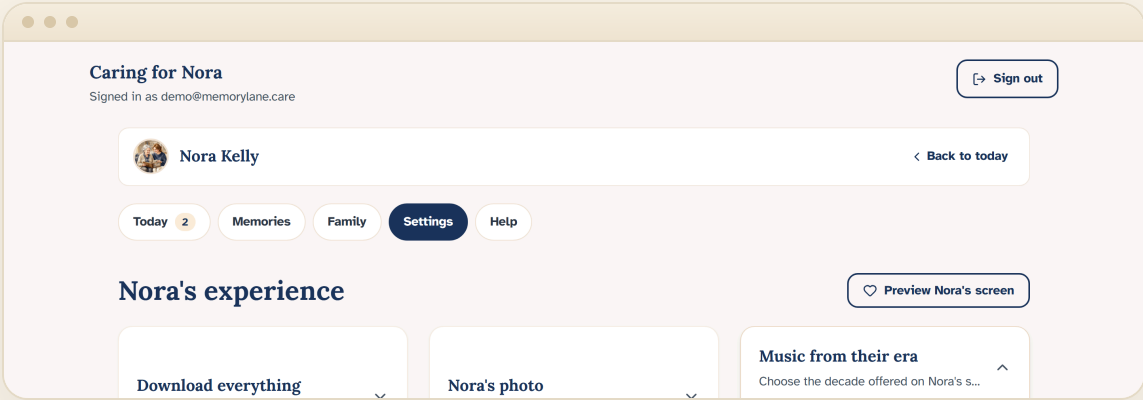
Three smaller things that make the sessions easier, and one report you can bring to an appointment.



How it's going. On screen the page is headed **Insights**, with the line **Which memories resonate, and how often you're connecting**. Counts sit along the top, and underneath them the observations are written as plain sentences.

THE REPORT FOR AN APPOINTMENT

Report for the doctor makes a printable summary of sessions, mood notes and what has settled them. It says what it is at the foot of the page: an informational summary for the family and care team, and **not a medical assessment, diagnosis, or cognitive test result**.



Music from their era, on the Settings tab. The decade comes from their date of birth. On their own screen it becomes **Music from my time**.

AFTER A SESSION, ONE TAP

The Today tab asks **How was {name}'s time with their memories?** and offers **Calm and content**, **Okay** or **A bit unsettled**. Those answers are what later produce a line like **This week: mostly calm sessions**, and what feeds the calm stories playlist.

THE FAMILY TREE, AND ONE SAFEGUARD

Each relative can carry a photo, a relationship and a note, and a clear face photo is what powers **Look at familiar faces**. A tick box marked **Restricted individual** marks anyone who should not have access to the person or their memories. They are hidden from everything the person sees.

For care settings

Read this page carefully if you are minding several people. It says exactly what Memory Lane does today, and just as plainly what it does not.

WHAT WORKS TODAY

One carer, several people in their care, switched with one tap.

Also in your care A roster in the side panel. Each person is a button with their photo and name; tapping switches everything to them.

Add another person Starts the same three-step setup you did the first time. Account owner only.

Person in your care A dropdown on the other tabs, so you can switch without going back to Today.

Everything below the switch is kept properly separate. Each person has their **own Family Circle**, their own memories, their own family tree, their own settings and their own **How it's going**. Nothing leaks between them.

GIVING STAFF LIMITED ACCESS

Use the care team card and the eight switches on page 16. That is the mechanism for delegated access: a named person, with an email address, holding only what you switch on for that one person.

Today, Memory Lane does not have

- ✗ Any facility, organisation or home account. There is no shared login for a building.
- ✗ An overview of everyone at a glance. You look at exactly one person at a time.
- ✗ Bulk import of people, per-home branding, staff rotas or clinical system integration.
- ✗ Reporting across several people. Every figure is for one person only.
- ✗ A way for a delegated carer to add a new person. Only the Account owner can do that.

WHAT THAT MEANS IN PRACTICE

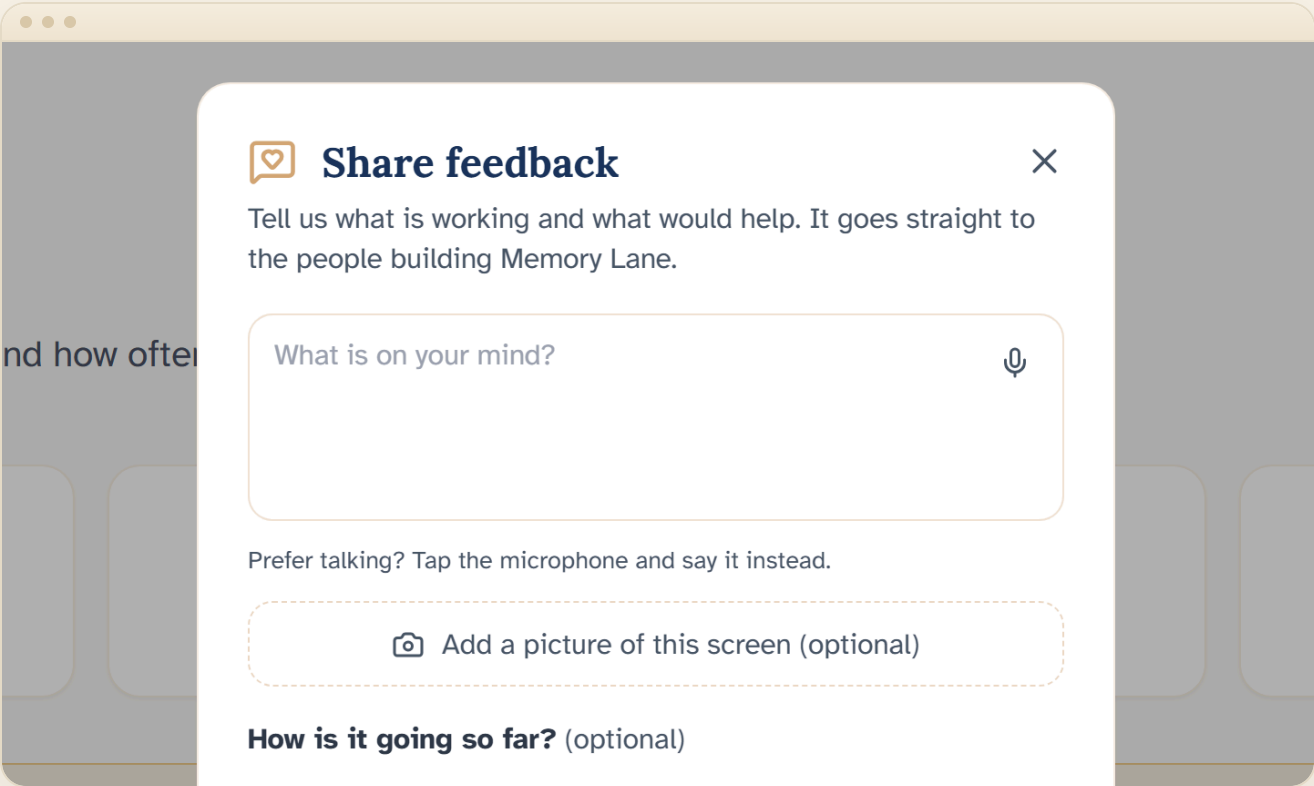
Memory Lane works well today as a **one-to-one tool used by staff**: a carer with a device, moving between the people they mind, one session at a time. It is not a management system, and this guide will not pretend otherwise or promise you a date for one.

If that shape does not fit how your setting works, tell us. The **Share feedback** button on every screen reaches the people building it.

A single person can be minded by several carers, each with their own account and their own set of switches, and each person's sessions are recorded against that person.

Help, feedback, and the people behind it

You are among the first families using this. What you tell us genuinely changes what gets built next.



Share feedback, reachable from a pill in the corner of every screen. Write it, or press the microphone and say it. You can attach a picture of the screen you are looking at, and give it a rating out of five if you like.

WHAT IT SAYS WHEN YOU OPEN IT

“Tell us what is working and what would help. It goes straight to the people building Memory Lane.”

The box asks **What is on your mind?** and, if typing is a nuisance, offers **Prefer talking? Tap the microphone and say it instead.**

OTHER HELP, CLOSE AT HAND

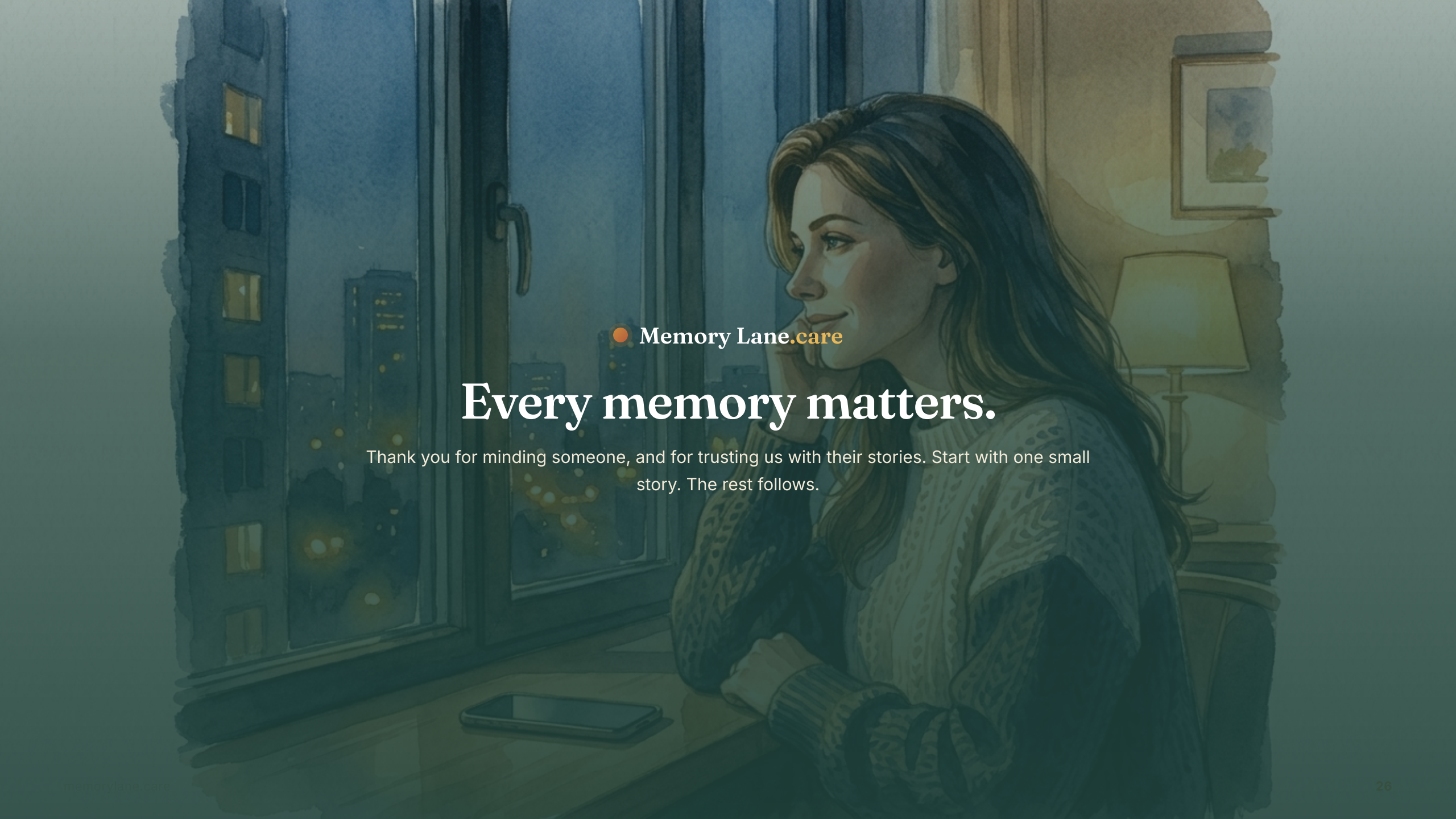
Read the family guide An in-app guide you can print, linked from the Getting started checklist and the Help tab

Download everything On the Settings tab: take every memory, photo and recording with you. Account owner only

WHERE YOUR FAMILY'S MEMORIES LIVE

Everything your family adds belongs to your family. The footer of every page says so plainly: **Your data stays yours. Always.** Nothing is sold, and you can take all of it with you whenever you want.

If something here does not match what you see on screen, trust the screen and tell us. We would rather fix the guide than have you doubt yourself.



● Memory Lane.care

Every memory matters.

Thank you for minding someone, and for trusting us with their stories. Start with one small story. The rest follows.