

# Empowering Residents Through Tech Support

## Setting the Tone

Helping residents feel at home with technology requires a shift in mindset. It is not just about what you install, but how you support adoption, build confidence, and create a culture where technology enhances daily life. When done right, technology becomes invisible. It simply works, empowering residents to stay connected, engaged, and independent.

## What It Takes



### Resident Experience

Technology decisions should be guided by how residents live, communicate, and engage. When the focus shifts from systems to people, adoption naturally follows.



### Provide Ongoing Education & Support

One-time setup is not enough. Residents need continuous opportunities to learn, ask questions, and build confidence using their devices and applications.



### Make Move-In Seamless & Familiar

The first impression matters. Helping residents set up their devices and replicate their home environment on day one reduces anxiety and accelerates comfort.



### Create a Culture That Embraces Tech

Leadership and staff must align on the role technology plays in the community. A strong technology culture ensures consistency, support, and long-term success.

## Two Key Takeaways for Leadership



### Technology is an Experience, Not Just Infrastructure

Having the right systems in place is only the beginning. The true value of technology is realized when residents actually use it to enhance their daily lives.



### Adoption Drives ROI

Investments in technology only deliver results when residents and staff are confident and engaged. Support and education are what turn technology into impact.

## Free Resources to Support Your Residents

Parasol has developed a [library of easy-to-understand infographics, short videos, and blog content](#) written specifically for residents, not IT professionals. These resources break down technology into simple, approachable concepts that build confidence and reduce frustration.

### An Easy Way to Start Supporting Residents!

Communities can immediately leverage these free resources to enhance their resident experience, without needing to build a program from scratch.

## The Opportunity

Start by identifying where residents struggle with technology and where staff are stepping in to help. These moments highlight gaps in support and opportunities to improve both the resident and staff experience.

From there, build resident technology support into your operations. Create a consistent move-in experience, offer ongoing education, and establish clear ownership so technology is supported proactively, not reactively.

Finally, align leadership around a shared vision for how technology supports your community's goals. When technology is treated as part of the overall resident experience, not just an IT function, it becomes a powerful differentiator. Communities that take this approach will not just keep up. They will deliver a more connected, engaging, and modern living experience that today's residents expect.