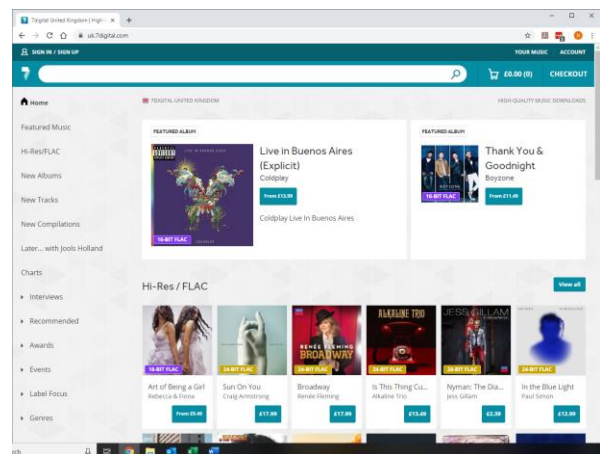
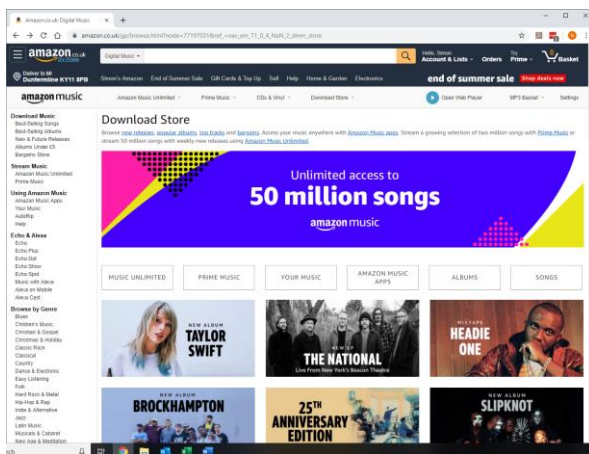


Downloading Music

A Guide for Care Providers

Using Playlist for Life can have an incredible impact on your residents / patients and their families. However, downloading music in group care settings can present challenges and become an obstacle for staff.

Playlist for Life currently recommends using either the **Amazon Download Store** or the **7digital Download Store** to buy music for residents in care settings.



This guide shows how to set up your systems so you can use either of those stores so you can buy music from each of them simply and legally.

This guide will cover:

- Setting up and keeping track of multiple accounts
- Setting up your computer to store each resident / patient's songs separately
- Buying and downloading music

If you follow the guide and the tips in it then you can implement a system for downloading music in your care setting that is simple, efficient and long lasting.

Note: this guide does not give instructions for using either music store. If you need help or support in how to set up accounts, search for music, add songs to your basket, and buying / downloading your songs then please refer to our website where you will find video walk-throughs of both stores.

Before you get started:

- Discuss using music downloads with your manager and finance team
- Seek permission from the family or power of attorney of residents/patients before setting up their account

Is downloading the right option?

If a resident already has a smartphone or tablet and knows how to use it you may want to consider whether streaming music is more suitable for them than downloading.

Streaming would allow them to access millions of songs easily and avoids the need to set up an mp3 player for them. But streaming is usually more expensive than downloading and to keep things legal you would need to ensure the resident has their own streaming account.

In some circumstances, downloading may be the better – or only – option. It is usually cheaper in the long run and because your resident can listen to music on a very cheap mp3 player, you don't have to worry so much about damaging the device.

Registering your residents / patients

Using either the **Amazon Download Store** or the **7digital Download Store** allows you to buy music easily and legally by creating separate accounts for all your residents.

Each resident / patient **must** have their own account so that their music can be bought and downloaded separately so you can avoid sharing downloads. Accounts are easy to create and can be easily managed by you.

You **must not** set up one master account for all your residents / patients because you will not be able to track which song belongs to which resident and you could easily end up sharing music files illegally.

For each account you will need:

- The **name** of the resident or patient
- An **email address**
- A **password** for their account – you choose this yourself too

We suggest creating all your resident's / patient's account details in the same format so they can be easily remembered.

'My residents/patients don't have email addresses'

Both Amazon and 7digital require an email address to set up an account. If your residents / patients don't have their own email there are two options:

- If your care setting already has its own email system you could ask your IT team to create email addresses for each resident. (e.g. Alice@MyCareHome.co.uk, Bob@MyCareHome.co.uk)
- Or they could create a batch of generic email addresses that you can use whenever you need them (e.g. Resident1@MyCareHome.co.uk, Resident2@MyCareHome.co.uk)
- If your IT team cannot do this or you don't have an IT team then you could create a free email address for each resident using a service like **Gmail**, **Yahoo**, or **Outlook**. Just Google each for more information.

If you have multiple residents / patients with Music Store accounts, it is important to keep track of their account details. We suggest you keep a spreadsheet that lists the details of all your residents/ patients.

The spreadsheet can be kept in a folder and should be locked away so that only relevant members of staff have access to the details.

Resident Name	Resident Email	Resident Password	Store used (delete as appropriate)	Purchased Songs (optional)	Computer Folder Created
Betty Smith	betty@email.com	Aywvb378	Amazon / 7digital		
Jim Brown	jim@email.com	OtwXt712	Amazon / 7digital		

This column relates to your computer filing system for storing the music and will become clear in the next step.

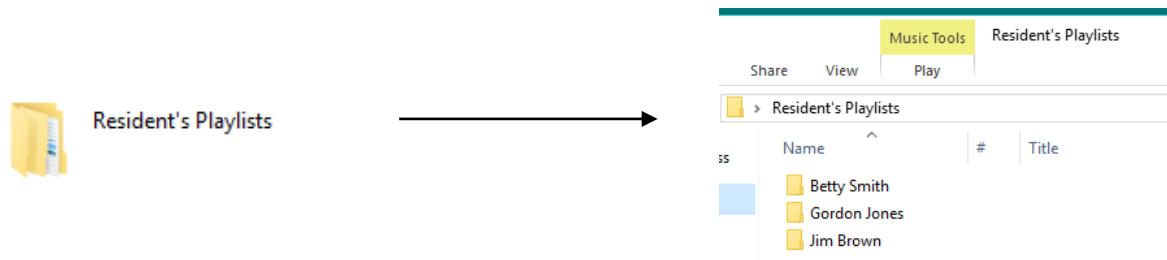
Finally, to create an account for a resident / patient just enter the details from the spreadsheet into the registration page of the Music Store you choose to use.

If you are registering multiple accounts at the same time just register them one after the other, remembering to log out after you have registered each person.

Keeping track of your music downloads

When you buy songs from Amazon or 7digital you will download each song to a folder on a computer before putting in onto a personal music player. We suggest that you create a master folder on your computer and call it something like 'Residents Playlists'.

Within that folder you should create a separate folder for each resident's music.



Once you have created a computer folder for each person you can tick it off on the last column of your spreadsheet.

Where should you store these folders on your computer?

If you want multiple members of staff to have access to these folders, then they will have to be stored on a shared drive. If one staff member is taking ownership of downloading the music, then they can be stored on their personal desktop. Wherever you choose to store your playlists make sure that all Music Store related files are stored in the same place and that a record of their location is kept.

Buying music

There are two ways to buy Music Tokens for your residents / patients.

1. Credit or debit card

You can pay for songs on both **Amazon** and **7digital** using a credit or debit card just like you would on any other online shop. If your care home or hospital already provides you with access to a corporate bank card this might be the most straightforward option. But remember to check with your manager or finance team before buying music this way.

2. Amazon Gift Voucher

Amazon provides an alternative to using a credit or debit card. An Amazon Gift Voucher or Gift Card allows you to add monetary credit to someone's Amazon account. A Gift Voucher or Card can be bought in any value so you could, say, add £10 to someone's account to allow them to buy the first ten songs for their playlist.

The credit added to an account doesn't have to be used in one go. Use some of it and any unused credit stays there until you have something else to buy.

There are various ways that an Amazon Gift Voucher or Gift Card could be used:

- Family members or friends could buy a Gift Card which they give you to add to their loved one's Amazon account.
- Your care home / hospital could buy a batch of Gift Cards to be assigned to a resident / patient when they arrive
- You could run a local fundraising drive or work with a local charity to raise money to buy Gift Cards for residents who need music.

Always remember to get permission from a family member before buying music with tokens they have purchased.

Keeping track of purchases

Once you have bought some songs for a resident we recommend keeping track of their songs in the spreadsheet you set up earlier.

When you buy songs, both Amazon and 7digital will send a receipt for each purchase to the email address associated with the account.

Downloading the tunes onto your computer

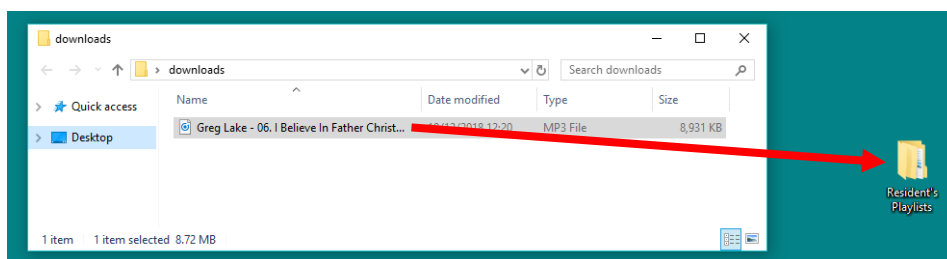
Once you have purchased a resident / patient's songs you should download them onto your computer right away. A back-up copy of the songs will also be stored in the resident's account on both the Amazon and 7digital music stores.

However, sometimes record companies remove a song from sale and in that case you will no longer be able to download that song again. That's why it's important to download each song as soon as you buy it.

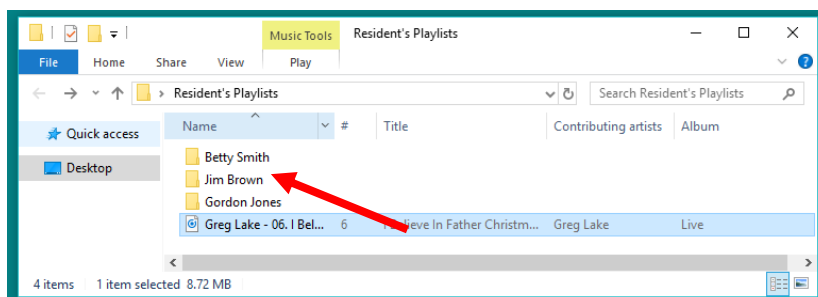
Step 1. Once you have bought some songs you are given the option to download them straight away. Sometimes your computer will ask your permission to download each song. Make sure you click yes so the song downloads.

Step 2. Locate the downloaded music files on your computer. The location of downloaded files varies depending on the type of computer you are using and how it has been set up but it will mostly likely have been saved to your downloads folder or into your music files. If you can't find it ask your IT support.

Step 3. Drag the downloaded tracks into the master folder you created previously.



Step 4. From there drag the track into the relevant person's folder.



From here you can transfer tracks onto an individual's personal music player. Different types of music player use different ways of transferring music so we can't tell you how to do that here. Please refer to the user manual of the music player you are using for your residents / patients.

Remember: it is important to make sure that the tracks purchased for each person are stored separately because:

- Tracks purchased for an individual belong to only to them and are for their personal use
- Tracks purchased on one person's account cannot be shared among multiple people
- Songs purchased on one person's account cannot be used for group listening i.e singalongs

More than one person with the same song choice?

If you have two people who want to download the same song then they must each purchase and download the song separately for their own use. Individuals cannot legally share the same download.

Music Store Checklist

We suggest completing a checklist for every resident you sign up so you can make sure every step has been followed.

Resident / patient's name:	Completed
Permission given from family / power of attorney	
Resident / patient's account created	
Account details logged in spreadsheet	
Personal folder created on computer	
Resident / patient has suitable listening device	

Keeping families involved

Let your residents' or patients' families know about their playlist.

- Could they help recommend songs?
- Would they like to buy their family member tokens?
- A device full of their loved one's songs can be a lovely gift for a family member is the person passes away

Step by step guide to using the Amazon or 7digital music store legally in your care setting

