Hearing Care Dashboard

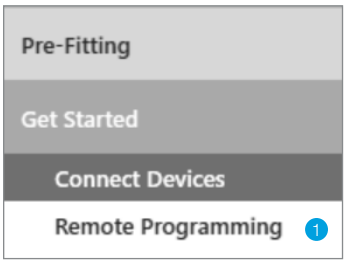
Hearing Care Dashboard: Register and Manage Your Organization

Hearing Care Anywhere is Starkey's remote programming system. The Hearing Care Dashboard is the component of this system used by the professional to receive and manage help requests. To use the Dashboard, you must first set up your organization and determine how that organization should receive and respond to help requests. If your organization is already registered, the administrator can add you to the organization under the Manage Users section.

Before you begin setting up your organization, determine how you would like to handle incoming help requests. For example, if your organization has multiple offices, you should consider registering all offices under one organization. The Hearing Care Dashboard system supports entering multiple locations under the main organization. Professionals registered under the same organization may be grouped together to view and assist with each other's incoming help requests. Once professionals are registered to an organization, they may not use the same login credentials in a different organization.

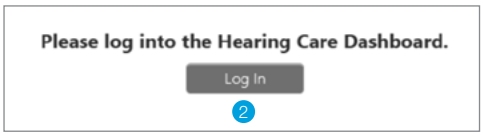
Register Your Organization

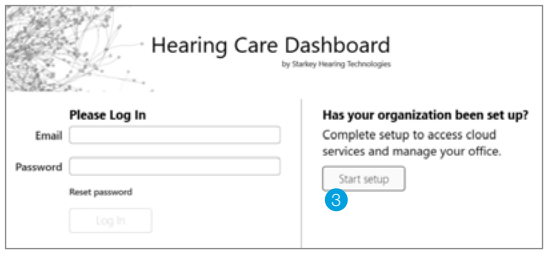
The following steps guide you through the setup process, including creating an administrator, entering office information, customizing the message sent back to patients, and managing users and groups.



1. Double click on in the system tray from the lower right corner of your PC screen. If you do not see the icon, open Inspire X and navigate to the Remote Programming screen.
2. Click **Log In**.
3. Click **Start Setup** to begin the Setup wizard.

   NOTE: *The first person to register is automatically the Administrator. You may change this designation after adding additional users. You may choose to have more than one administrator.*

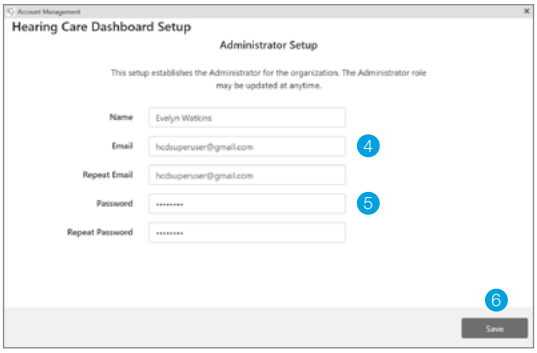


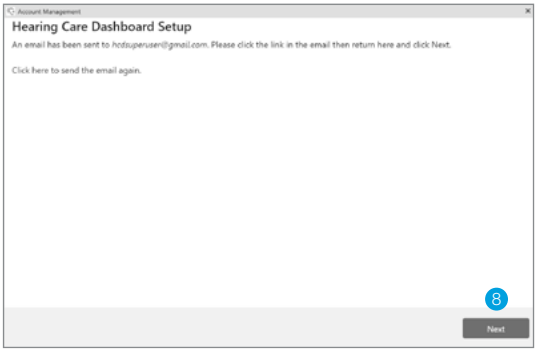


4. Enter your login information. The email address you enter becomes your login email.
5. Enter a password with a minimum of 6 alphanumeric characters including 1 uppercase letter, 1 lowercase letter and 1 number.

   NOTE: *The email address used for this registration cannot be used to register with a different organization.*
6. Click **Save** and the system will send an email to the address you entered.
7. Leave the Hearing Care Dashboard screen open, and go to your email service. To validate your login, you must open the email and click on the link.
8. In the Hearing Care Dashboard Setup dialog, click **Next** to continue.

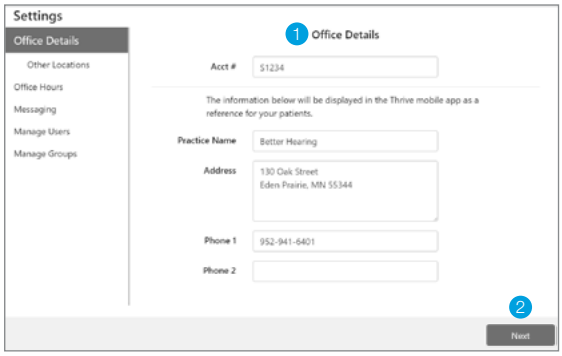
   NOTE: *The link is valid for 6 hours. If you exit the Administrator Setup process, you will need to re-enter the data.*





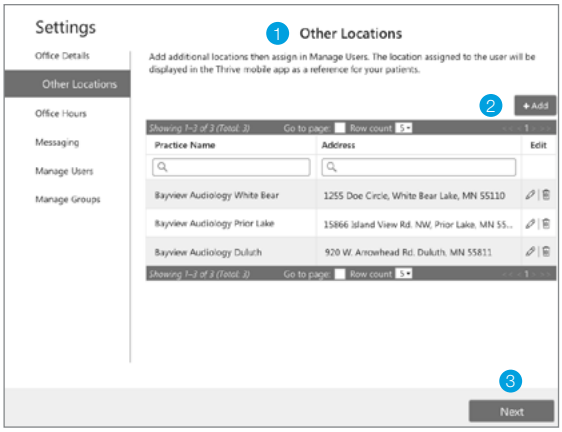
Office Details

1. Enter your office information. The name, address and phone number of your organization will be displayed in the Thrive app for the patient using remote programming.
2. After completing the Office Details, click **Next**.



Multiple Locations

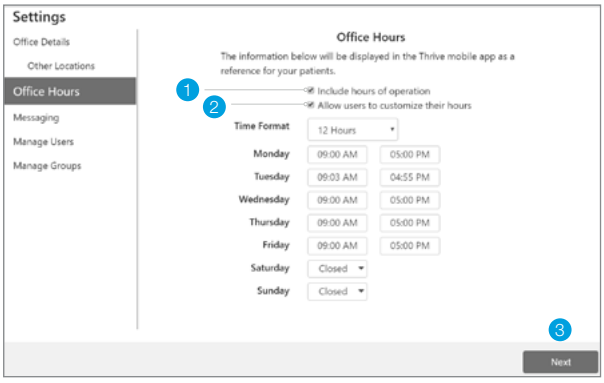
1. Include additional locations if desired. Locations may be assigned to each user who has completed registration and login.
2. Click **+Add** to add additional locations. Click **Save** to save any changes.
3. Click **Next** to advance to the Office Hours screen.



Office Hours

1. Include your office hours if desired. The Office Hours will display in the Thrive app as a convenient reference for the patient if **Include hours of operation** is checked.
2. Customization: Click **Allow users to customize their hours** to display office hours specific to each registered professional associated with your organization.

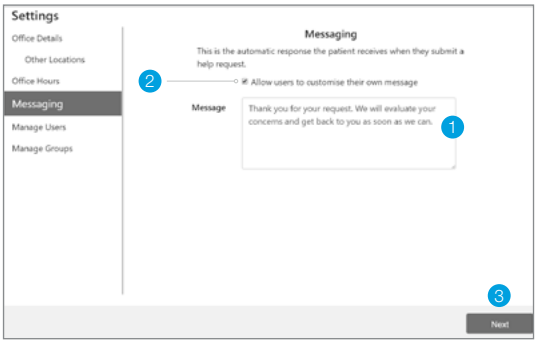
   NOTE: *If a user does not add customized hours, their patients will see the hours set up by the administrator for the organization.*
3. Click **Next**.



Messaging

1. Use the default auto-reply message or customize as desired. The message will be displayed in the Thrive app when the patient submits a help request.
2. Customization: Click **Allow users to customize their own message** to display personalized messages for each registered professional.

   NOTE: *If a user does not add a customized message, their patients will see the message set up by the administrator for the organization.*
3. Click **Next**.

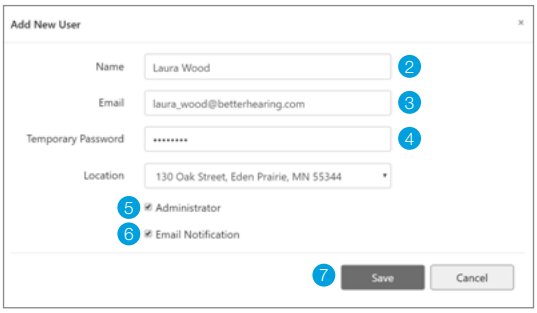


Add and Manage Users

1. Click **+Add** to add a new user to the organization.
2. Enter the user's name as you want it to display in the Hearing Care Dashboard.
3. Enter a valid email address.
4. Enter a temporary password with a minimum of 6 alphanumeric characters, including 1 uppercase letter, 1 lowercase letter and 1 number.

   NOTE: *Inform the user of their email and password. They may continue using the temporary password.*
5. You may choose to make the user an administrator. Administrator status may be changed at any time.

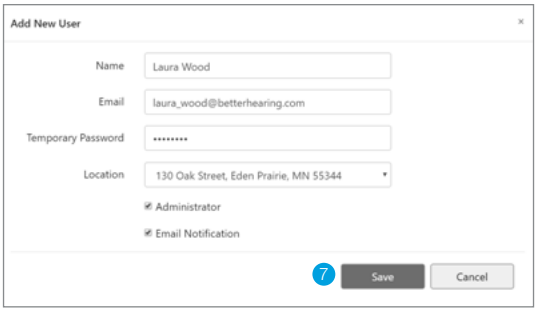
   NOTE: *An administrator can view and adjust help requests as well as add and edit new users and groups.*
6. Click Email Notification to receive email notification of each new help request sent to the user.



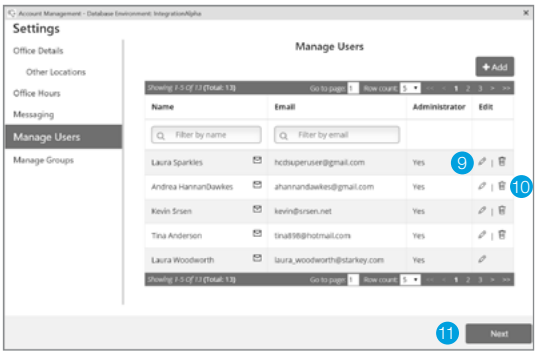
7. Click **Save**. Saving this information automatically sends an email to the address provided for the user. The user must open the email and click on the link to validate their information before they can log in to the Hearing Care Dashboard.

NOTE:

- *A ? beside a user's name indicates that the user has not completed the registration process. This status prohibits the user from using remote programming and being added to groups.*
- *To resolve this issue, the user must:*
  - *Click the verification link in the email then log in to the Hearing Care Dashboard.*
- *If the newly added user did not receive an email, have them check spam.*

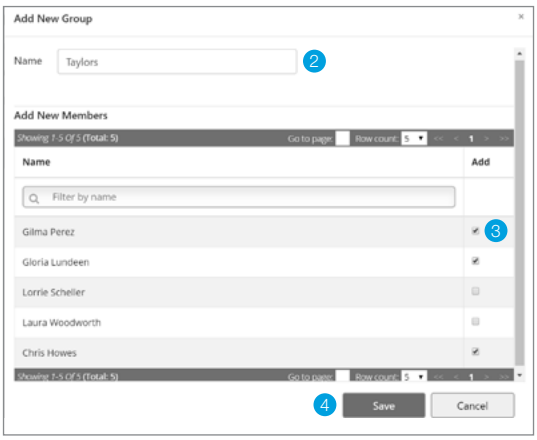


8. Repeat these steps to add more users.
9. Click ✎ to edit a user's name or to change their administrator status.
10. Click 🗑 to delete a user.
11. Click **Next**.



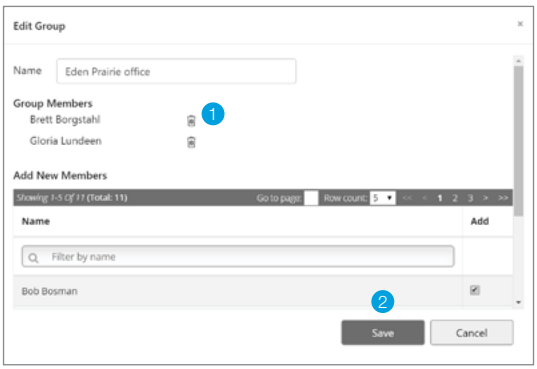
Create and Manage Groups

1. Click **+Add** to create a group.
2. Enter the name of the group.
3. Click the checkbox to add users to the group. Only users that completed the registration process (clicked on the email link and logged in to Hearing Care Dashboard) can be added to the group.
4. Click **Save**.
5. Repeat these steps to add more groups.
6. Click **Done**.



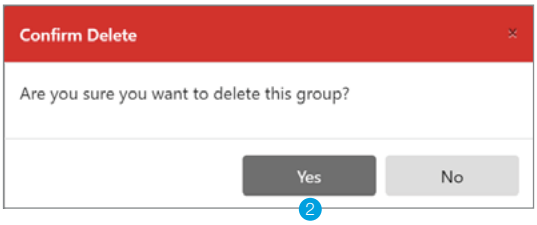
Edit an Existing Group

1. Click 🗑 to remove a user from the group or click the checkbox to add a user to the group.
2. Click **Save**.



Delete an Existing Group

1. Click 🗑 to delete a specific group.
2. Click **Yes**.



Make the Hearing Care Dashboard Icon Visible

Various Windows operating systems organize icons in the system tray, located at the bottom right corner of the screen, in a different manner. Some versions display icons in a row while others (e.g., Windows 10) compile icons into a pop up that requires a click on the up arrow to display hidden icons.

The Hearing Care Dashboard icon should be visible so the professional knows if new help requests have been received.

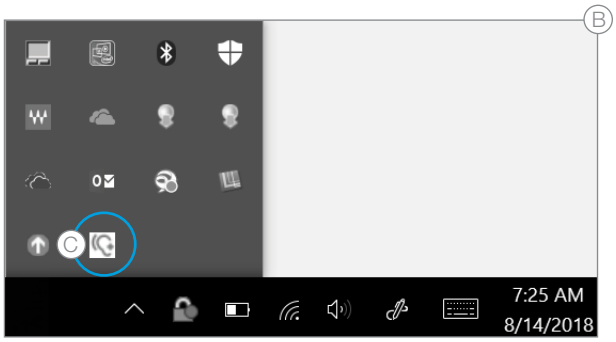
If you cannot see the Hearing Care Dashboard icon in your system tray, use the following steps to make it visible:

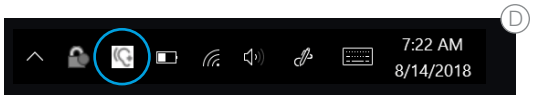
Ⓐ Click the up arrow in the taskbar in order to view hidden icons.

Ⓑ A window will appear that contains the icon for the Hearing Care Dashboard.

Ⓒ Click and drag to the taskbar.

Ⓓ The Hearing Care Dashboard icon will now appear in the taskbar as shown.





Hearing Care Dashboard: Receiving and Managing a Help Request

The Hearing Care Dashboard retains your login and is ready to go when you start your computer. It is a separate application that receives new help requests even when Inspire X is not running. You only need to be logged into the Hearing Care Dashboard. If you or another professional in your office logged out, double click the Hearing Care Anywhere icon in the system tray and log in to receive new requests.

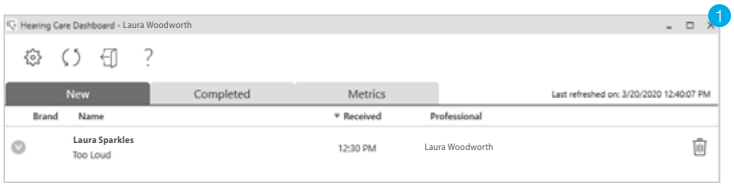
Hearing Care Dashboard icon:

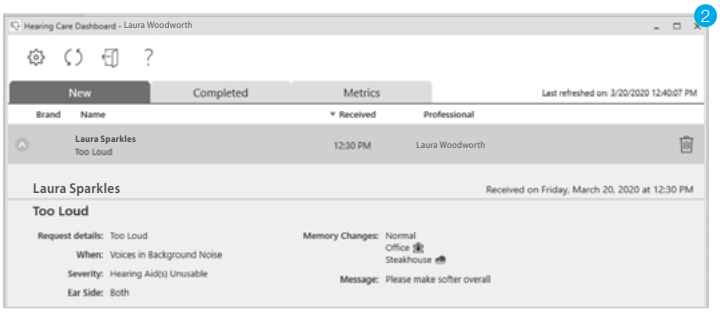
Logged in with no new help requests (icon will be branded color)

Logged in with new help requests (icon will be branded color with red dot)

Not logged in (icon will be gray in color)

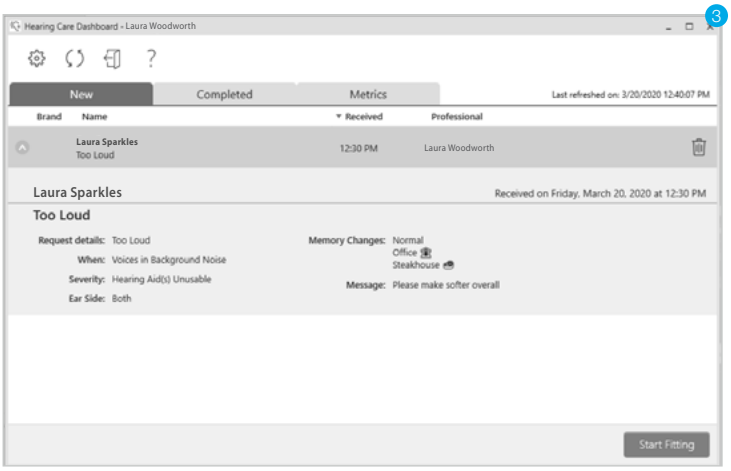
1. Double click on the Hearing Care Dashboard icon and view new help requests on the New tab. The Dashboard may also be launched from Inspire X > Get Started > Remote Programming > Open New Requests.
2. Click on the patient's help request to display additional details.





3 Click **Start Fitting**.

NOTE: *If the Start Fitting button is not at the bottom of the screen after selecting the desired patient, open your hearing aid patient database and select the same patient. Launch Inspire X and click* ***Remote Programming*** *under Get Started, and then click* ***Load Cloud Session****.*



4 Make the requested updates in Inspire X. You may adjust multiple memories if desired.

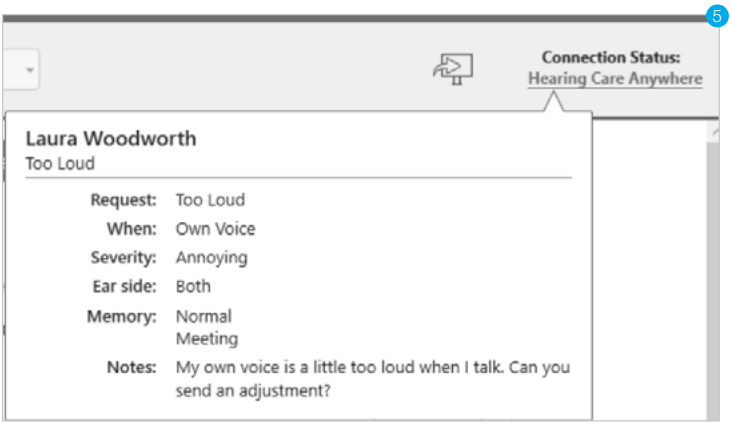
TIP: *The memory linking tool helps you apply the same adjustments to multiple professional memories simultaneously.*

5 To view details of the patient's help request, point to Hearing Care Anywhere in the upper right-hand corner.

NOTE: *Ensure that you are adjusting the intended memory. Click on that memory to make it the "selected memory."*

Selected:

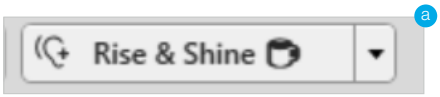
Not selected:

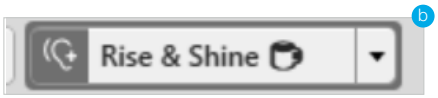


To adjust a custom memory:

a. Select the desired custom memory

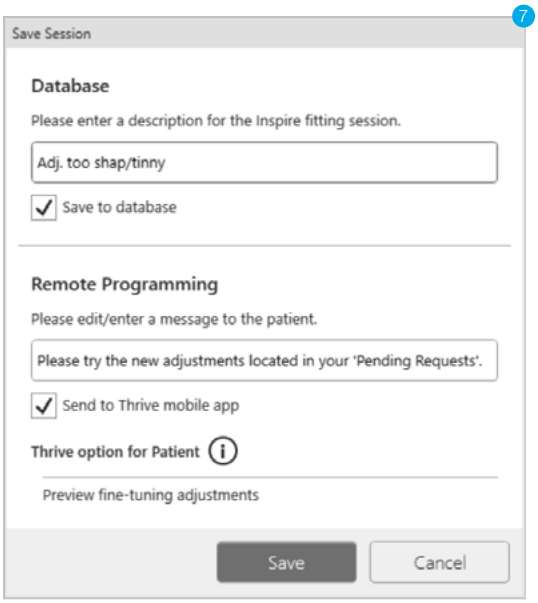
b. Click that environment to make it the "selected" memory.





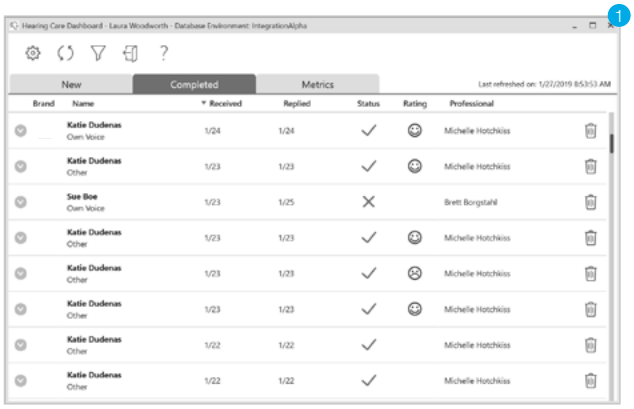
6 Click the **Save icon**.

7 The optional “Database” description is saved to your database. The “Remote Programming” description appears in the Thrive app for your patient. You may edit the message if desired. Click **Save** to save the session to your database and send to the Thrive app.



Hearing Care Dashboard: Reviewing the Status

The Hearing Care Dashboard tracks the status of the adjustment. A quick glance tells you if the patient is reviewing the changes, or has accepted or declined the changes. You can also see if they have not yet tried the adjustment.



1 Simply click on the Completed tab to see the status.

TIP: *Point the cursor to any status icon to quickly view status information.*

2 Click on an individual request to expand and see the details.

3 Delete completed requests if desired.

Hearing Care Anywhere: Metrics

The Hearing Care Dashboard features a Metrics tab that is visible to administrators. The initial display features the organization's data over the past 30 days.

1. You may change the date to display data from a different time frame.
2. You may change the data set by selecting one or more locations, groups or professionals.