

Hearing Care Dashboard

Hearing Care Dashboard: Register and Manage Your Organization

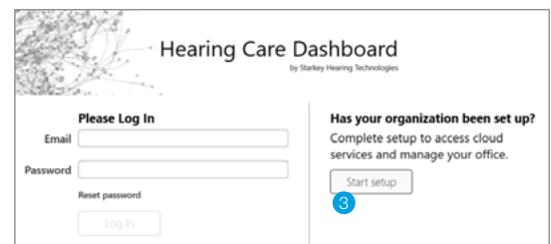
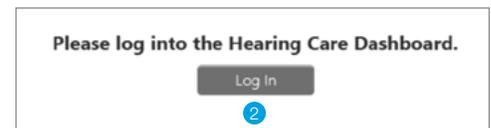
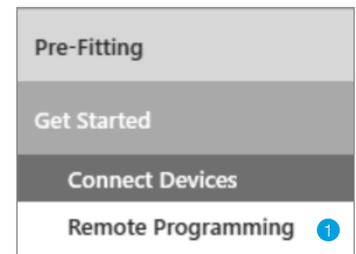
Hearing Care Anywhere is Starkey's remote programming system. The Hearing Care Dashboard is the component of this system used by the professional to receive and manage help requests. To use the Dashboard, you must first set up your organization and determine how that organization should receive and respond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

Account Management
Hearing Care Dashboard Setup
Administrator Setup

This setup establishes the Administrator for the organization. The Administrator role may be updated at anytime.

Name: Evelyn Watkins
Email: hcdsuperuser@gmail.com
Repeat Email: hcdsuperuser@gmail.com
Password:
Repeat Password:

Save

Account Management
Hearing Care Dashboard Setup

An email has been sent to hcdsuperuser@gmail.com. Please click the link in the email then return here and click Next.
Click here to send the email again.

Account Management
Hearing Care Dashboard Setup

An email has been sent to hcdsuperuser@gmail.com. Please click the link in the email then return here and click Next.
Click here to send the email again.

Next

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**.

Settings
Office Details

Other Locations
Office Hours
Messaging
Manage Users
Manage Groups

Acct #: 51234

The information below will be displayed in the Thrive mobile app as a reference for your patients.

Practice Name: Better Hearing
Address: 130 Oak Street, Eden Prairie, MN 55344
Phone 1: 952-941-6401
Phone 2:

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.

Settings
Other Locations

Office Details
Other Locations
Office Hours
Messaging
Manage Users
Manage Groups

Add additional locations then assign in Manage Users. The location assigned to the user will be displayed in the Thrive mobile app as a reference for your patients.

+Add

Showing 1-3 of 3 (Total: 3) Go to page: Row count: 1

Practice Name	Address	Edit
Bayview Audiology White Bear	1255 Doe Circle, White Bear Lake, MN 55110	
Bayview Audiology Prior Lake	15866 Island View Rd. NW, Prior Lake, MN 55...	
Bayview Audiology Duluth	920 W. Arrowhead Rd. Duluth, MN 55811	

Showing 1-3 of 3 (Total: 3) Go to page: Row count: 1

Next

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**.

The screenshot shows the 'Office Hours' settings page. On the left, a sidebar lists 'Office Details', 'Other Locations', 'Office Hours', 'Messaging', 'Manage Users', and 'Manage Groups'. The main content area is titled 'Office Hours' and contains the following text: 'The information below will be displayed in the Thrive mobile app as a reference for your patients.' Below this, there are two checkboxes: 'Include hours of operation' (checked) and 'Allow users to customize their hours' (checked). A 'Time Format' dropdown is set to '12 Hours'. A table shows office hours for each day: Monday (09:00 AM - 05:00 PM), Tuesday (09:03 AM - 04:55 PM), Wednesday (09:00 AM - 05:00 PM), Thursday (09:00 AM - 05:00 PM), Friday (09:00 AM - 05:00 PM), Saturday (Closed), and Sunday (Closed). A 'Next' button is located at the bottom right.

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**.

The screenshot shows the 'Messaging' settings page. On the left, a sidebar lists 'Office Details', 'Other Locations', 'Office Hours', 'Messaging', 'Manage Users', and 'Manage Groups'. The main content area is titled 'Messaging' and contains the text: 'This is the automatic response the patient receives when they submit a help request.' Below this, there is a checkbox 'Allow users to customize their own message' (checked). A text box contains a sample message: 'Thank you for your request. We will evaluate your concerns and get back to you as soon as we can.' A 'Next' button is located at the bottom right.

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.

The screenshot shows the 'Manage Users' page. On the left, a sidebar lists 'Office Details', 'Other Locations', 'Office Hours', 'Messaging', 'Manage Users', and 'Manage Groups'. The main content area is titled 'Manage Users' and features a '+Add' button at the top right. Below the button is a table with columns for 'Name', 'Email', 'Administrator', and 'Edit'. The table contains the following data:

Name	Email	Administrator	Edit
Tina Anderson	tina99@hotmail.com	Yes	[Edit]
Laura Woodworth	laura_woodworth@starkey.com	Yes	[Edit]
Brett Borgstahl	brett_borgstahl@starkey.com	Yes	[Edit]
Tina Liu	tina_liu@starkey.com	Yes	[Edit]

The screenshot shows the 'Add New User' form. It includes the following fields and options:

- Name: Laura Wood
- Email: laura_wood@betterhearing.com
- Temporary Password: [Masked]
- Location: 130 Oak Street, Eden Prairie, MN 55344
- Administrator
- Email Notification
- Buttons: Save, Cancel

- 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.

- Repeat these steps to add more users.

- Click to edit a user's name or to change their administrator status.

- Click to delete a user.

- Click **Next**.

Name	Email	Administrator	Edit
Laura Sparkles	hcdisperuser@gmail.com	Yes	
Andrea Hannan-Bawles	ahannandawles@gmail.com	Yes	
Kevin Sraen	kevin@sraen.net	Yes	
Tina Anderson	trna198@hotmail.com	Yes	
Laura Woodworth	laura_woodworth@starkey.com	Yes	

Create and Manage Groups

- Click **+Add** to create a group.
- Enter the name of the group.
- 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.

- Click **Save**.

- Repeat these steps to add more groups.

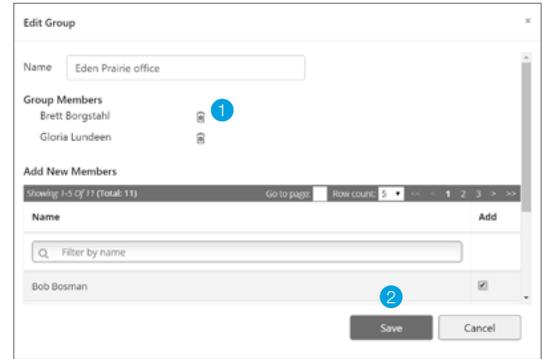
- Click **Done**.

Name	Edit
Eden Prairie office	
Minnetonka office	
Minneapolis office	

Name	Add
Gilma Perez	<input checked="" type="checkbox"/>
Gloria Lundeen	<input type="checkbox"/>
Lorrie Scheller	<input type="checkbox"/>
Laura Woodworth	<input type="checkbox"/>
Chris Howes	<input type="checkbox"/>

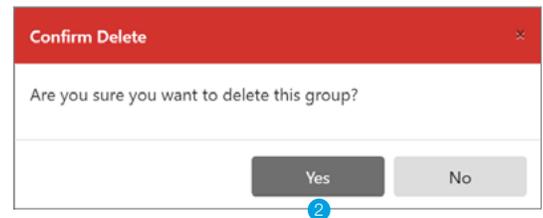
Edit an Existing Group

- 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**.



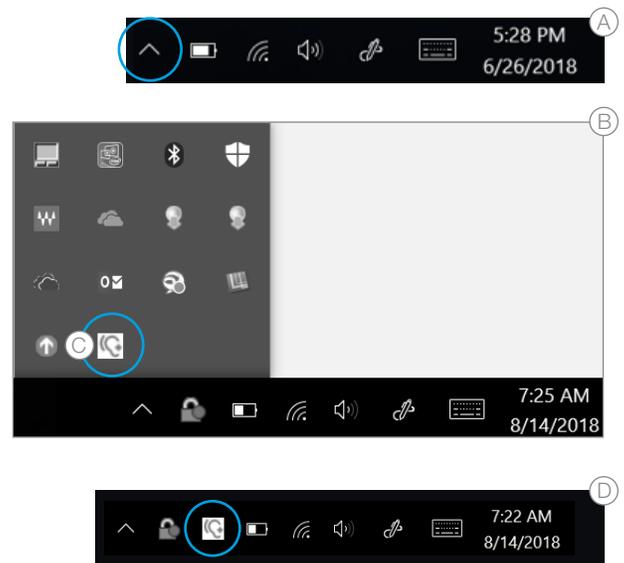
Make the Hearing Care Dashboard Icon Visible

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:

- A Click the up arrow in the taskbar in order to view hidden icons.
- B A window will appear that contains the icon for the Hearing Care Dashboard.
- C Click and drag  to the taskbar.
- D 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)

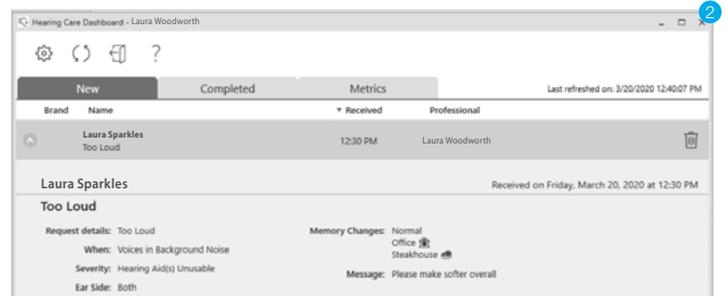


Not logged in (icon will be gray in color)

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.

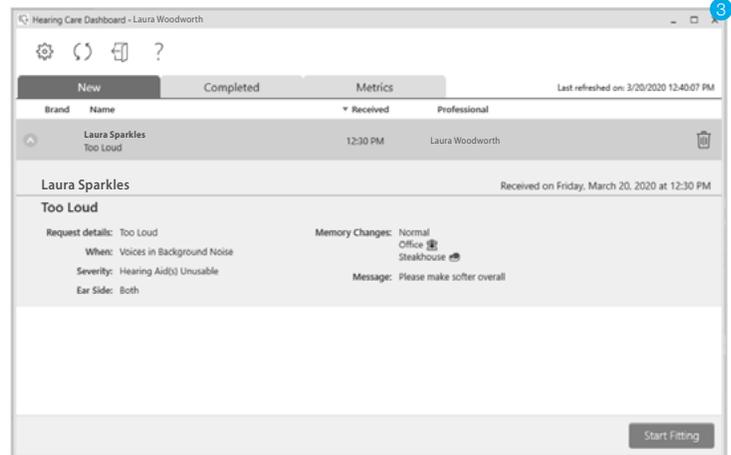


2 Click on the patient's help request to display additional details.



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.

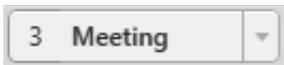
5 To view details of the patient's help request, point to Hearing Care Anywhere in the upper right-hand corner.

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

Selected:

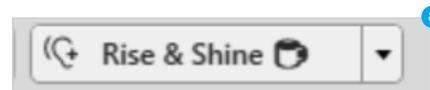
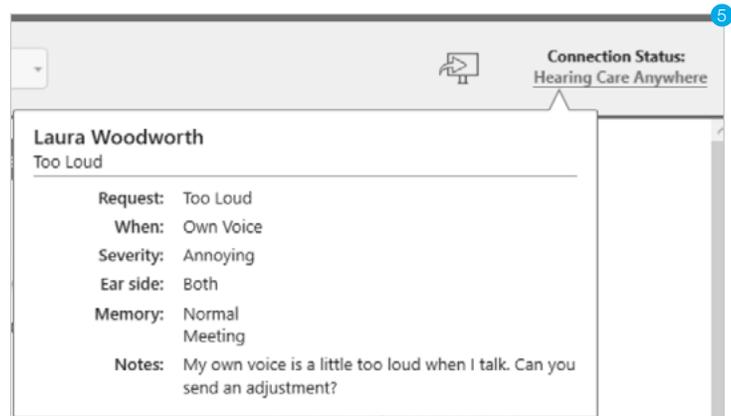


Not selected:



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.

A "Save Session" dialog box with a light gray background. It has two main sections: "Database" and "Remote Programming". The "Database" section has a text input field containing "Adj. too shap/tinny" and a checked checkbox labeled "Save to database". The "Remote Programming" section has a text input field containing "Please try the new adjustments located in your 'Pending Requests'." and a checked checkbox labeled "Send to Thrive mobile app". Below these is a section titled "Thrive option for Patient" with an information icon and a link to "Preview fine-tuning adjustments". At the bottom are "Save" and "Cancel" buttons.

Database
Please enter a description for the Inspire fitting session.
Adj. too shap/tinny
 Save to database

Remote Programming
Please edit/enter a message to the patient.
Please try the new adjustments located in your 'Pending Requests'.
 Send to Thrive mobile app

Thrive option for Patient ⓘ
Preview fine-tuning adjustments

Save Cancel

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.

A screenshot of the "Hearing Care Dashboard" for "Laura Woodworth - Database Endonment: IntegrationsAlpha". The "Completed" tab is selected. The table shows a list of adjustment requests with columns for Brand, Name, Received, Replied, Status, Rating, and Professional. Each row has a status icon (checkmark, X, or smiley face) and a trash icon for deletion. The last refresh time is 1/27/2019 8:31:13 AM.

Brand	Name	Received	Replied	Status	Rating	Professional
Katie Dudenas	Own Voice	1/24	1/24	✓	😊	Michelle Hotchkiss
Katie Dudenas	Other	1/23	1/23	✓	😊	Michelle Hotchkiss
See Bob	Own Voice	1/23	1/25	✗		Brett Borgstahl
Katie Dudenas	Other	1/23	1/23	✓	😊	Michelle Hotchkiss
Katie Dudenas	Other	1/23	1/23	✓	😊	Michelle Hotchkiss
Katie Dudenas	Other	1/23	1/23	✓	😊	Michelle Hotchkiss
Katie Dudenas	Other	1/22	1/22	✓		Michelle Hotchkiss
Katie Dudenas	Other	1/22	1/22	✓		Michelle Hotchkiss

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.

