

# Hearing Care Dashboard

## Registration & Management

## 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.

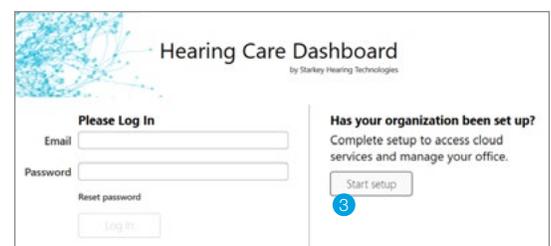
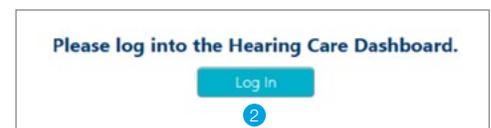
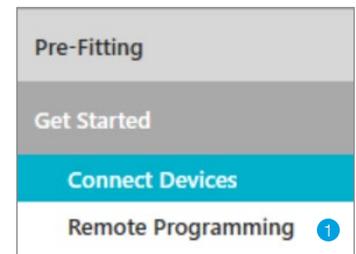
## Register Your Organization

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.

To begin, open the Hearing Care Dashboard.

- 1 Open Inspire® and navigate to the Remote Programming screen located in the Get Started menu.
- 2 Click **Log In** to open the Hearing Care Dashboard.
- 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.  
Next

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  
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  
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.  
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 'Office Hours' section is active. The main content area has a title 'Office Hours' and a subtitle 'The information below will be displayed in the Thrive mobile app as a reference for your patients.' There are two checkboxes: 'Include hours of operation' (checked) and 'Allow users to customize their hours' (checked). Below these is a 'Time Format' dropdown 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 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 'Messaging' section is active. The main content area has a title 'Messaging' and a subtitle 'This is the automatic response the patient receives when they submit a help request.' There is a checkbox 'Allow users to customize their own message' (checked). Below this is a text box containing the 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 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 'Manage Users' section is active. The main content area has a title 'Manage Users' and a '+Add' button. Below the title is a table with columns: Name, Email, Administrator, and Edit. The table contains four rows of user data: Tina Anderson (tina99@hotmail.com), Laura Woodworth (laura\_woodworth@starkey.com), Brett Borgstahl (brett\_borgstahl@starkey.com), and Tina Liu (tina\_liu@starkey.com). A 'Next' button is at the bottom right.

The screenshot shows the 'Add New User' form. It has fields for Name (Laura Wood), Email (laura\_wood@betterhearing.com), Temporary Password (\*\*\*\*\*), and Location (130 Oak Street, Eden Prairie, MN 55344). There are two checkboxes: 'Administrator' (checked) and 'Email Notification' (checked). A 'Save' button is at the bottom right.

- 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 HannanBawkes	ahannandawkes@gmail.com	Yes	 
Kevin Srsen	kevin@srsen.net	Yes	 
Tina Anderson	tinat8@hotmail.com	Yes	 
Laura Woodworth	laura_woodworth@starkey.com	Yes	 

## Create and Manage Groups

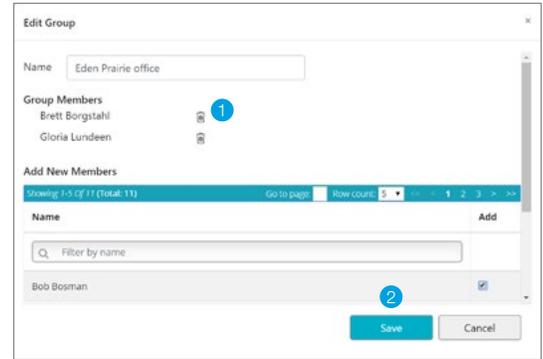
- Click **+Add** to create a group.
- Enter the name of the group.
- Click the checkbox to add users to the group. Only users that completed the registration process (clicked on the email link and logged in to Hearing Care Dashboard) can be added to the group.
- Click **Save**.
- Repeat these steps to 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"/>

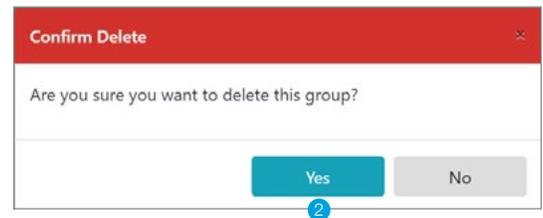
## Edit an Existing Group

- 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.

