



TeleHear Remote Fitting with Pro Fit and My Starkey App

Table of Contents

Topics covered include:

System Requirements.....	2
Getting Started.....	2
Provider Registration.....	2
Access The TeleHear Portal.....	2
Remote Fitting.....	3
Add Patients to TeleHear Remote Fitting.....	3
Confirm Invitation Status.....	3
Conduct A Live Session.....	3

System Requirements

TeleHear Remote Fitting is Starkey's remote programming system used by professionals to provide remote services to their patients. To effectively use this system, you must have:

Professional requirements:

- Pro Fit 2023.1 or higher
- Internet browser (Google Chrome or Microsoft Edge)
- Patient database (NOAH or PatientBase)
- Stable internet connection

Patient requirements:

- Compatible smartphone
- The latest version of the My Starkey mobile app
- Stable internet connection

If the Patient is a remote programming candidate, you need to generate a unique code for the Patient in the fitting software. Once the Patient enters the code in the mobile app, it is possible to perform a Remote Programming session from the fitting software.

Getting Started

Provider Registration

Before using the TeleHear portal, you must have a registered login (your VA email address). Contact your Government Services Support Audiologist for assistance with initial registration.

NOTE: *There is one location for Government accounts. Please do not Edit Location, as it will change the location of all Government Services TeleHear locations.*

Access the TeleHear Portal

You can access the [TeleHear Portal](#) from your fitting software

1. Make sure your PC has internet access and you have installed a supported internet browser.
NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge.*
2. Launch Pro Fit. TeleHear login is visible on the right side of the Connect screen.
3. Login with your credentials.
NOTE: *If your password has expired or you don't remember your password, click on "Forgot Password?" to change it.*
4. Click on the "Open Profile - TeleHear" link.

You can also launch the TeleHear portal by visiting TeleHearPortal.com

Remote Fitting

Add Patients to TeleHear Remote Fitting

First, you need to generate a unique code for each Patient in the fitting software. Then the Patient enters the code in their mobile app to join TeleHear Remote services for your Practice so that you can perform remote fitting sessions.

1. Make sure your PC has internet access, and you have installed an internet browser.
NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge.*
2. Select the Patient in the database (NOAH or PatientBase).
NOTE: *If the patient is not already in your database, simply add their audiogram.*
3. Launch Pro Fit. TeleHear login is visible on the right side of the Connect screen. Select **Get Started > TeleHear Remote Services.**
4. Login to TeleHear account.
5. Enter the patient's mobile phone number.
6. The patient will receive a text message with their unique Invite Code.
7. The Patient has been successfully linked to TeleHear Remote Programming once they enter the code in their mobile app.
NOTE: *The code will expire after three days if it is not entered. Once the code expires, a new one must be generated in order to set the Patient up with TeleHear Remove services.*

Confirm Invitation Status

You can confirm if the Patient has been correctly set up for a live remote fitting session in advance, this can help you speed up the process or reschedule an upcoming remote fitting session.

1. Launch and log into the TeleHear portal at TeleHearPortal.com.
2. The TeleHear portal opens in the **Patients** section.
NOTE: *You can see all the patients that have been invited to TeleHear Remote services.*
3. Search for the Patient name in the search box or by scrolling in the patient list.
NOTE: *If you do not find the Patient, it could be possible that a code was not generated, it was sent over three days and expired, or the patient declined remote services in the mobile app.*
4. Review the status column:
 - **Invited:** The Patient code was generated in the last three days, but they have not entered the registration code in the mobile app.
 - **Enrolled:** The Patient has successfully entered the code in their mobile device and is ready for remote fitting sessions.
NOTE: *You can only perform remote sessions on patients that have an enrolled status. It may take up to 10 minutes for the patient status to update on the TeleHear portal.*

Conduct a Live Session

You can conduct a live session in two ways:

Launch from Pro Fit

1. Make sure your PC has internet access and you have installed an internet browser.
NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge.*

2. Select the Patient in the database (NOAH or PatientBase).
3. Launch Pro Fit and login to TeleHear.
4. Click **Start Remote Session**.

Launch from TeleHearPortal.com

1. Make sure your PC has internet access and you have installed a supported internet browser.
NOTE: *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge.*
2. Type in your browser TeleHearPortal.com and enter your login credentials in the login screen.
3. Search for the Patient in the search box or by scrolling in the patient list.
NOTE: *If you do not find the Patient, it could be possible that a code was not generated, it was sent over three days and expired, or the patient declined remote services in the mobile app.*
4. Click on the Patient's name to open the screen that contains basic device information.
NOTE: *You can only perform a remote fitting session if the patient status is "Enrolled."*
5. Click on the **Start Fitting** button in the top right corner. Follow the prompts to initiate a live remote fitting session.