QUICKTIP

Government Services TeleHear

System Setup with Pro Fit and My Starkey App QuickFIT

Follow these 4 simple steps to set up TeleHear synchronous remote programming.

Step 1: Request a Login

The TeleHear Portal serves as the hearing care professional control center for managing remote programming and provides a variety of administrative tools.

Portal Setup

1. Contact your Government Services (GS) Support Audiologist to be added to the Government Services Remote Programming Portal.

2. Once you have been added by your GS Support Audiologist, you will receive an email from: "TeleHear Portal <noreply@telehearportal.com> to continue setting up your account.

    NOTE: *Do Not click on "register your practice." This is only for non-government accounts.*

3. Open the email and click on **Set up account**. *[Fig.1]*

4. **Password setup.** *[Fig. 2]*

    NOTE: *Passwords must include: at least 14 characters, uppercase and lowercase, at least 1 number, at least 1 symbol.*

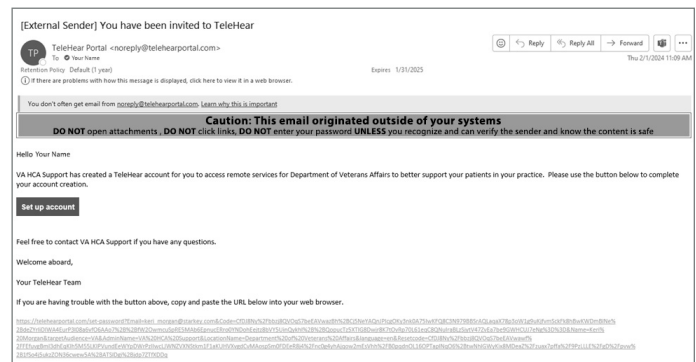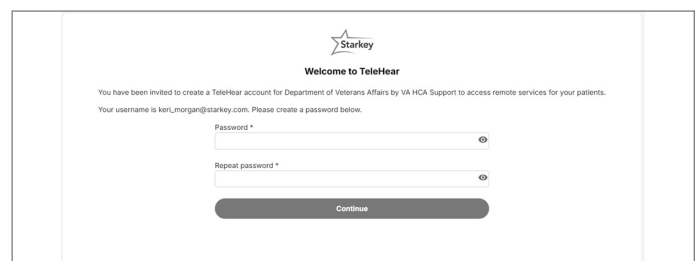5. Log in using your government email address and your new password.

Figure 1

Figure 2

Step 2: Invite the Patient to Use TeleHear

The remote programming invite code creates a secure cloud connection between you and your patient. This code is generated once per patient and is only used during setup. A code can be generated with or without the hearing aids connected to the software. Codes are valid for **three days** and each patient must receive a unique code. Make note of the remote programming code for later use.

1. Select the patient from the patient database or create a patient file for them.
2. Open Pro Fit.
3. Enter your login credentials and select **Log In.** *[Fig. 2]*
4. Enter the patient's mobile phone number and select **Invite**. *[Fig. 3]*
5. The invite code will display in Pro Fit along with a green Invited indicator. The code may be resent using the resend button, if needed. *[Fig. 4]*
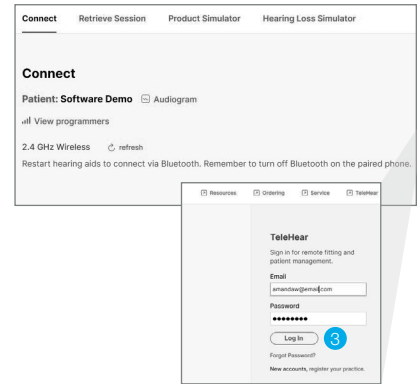6. The unique invite code will be sent by text message to the mobile phone number provided. *[Fig. 5]*
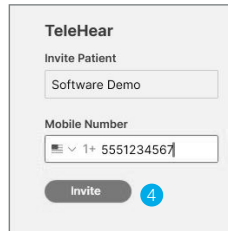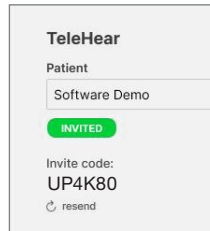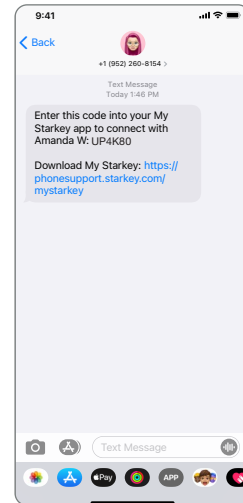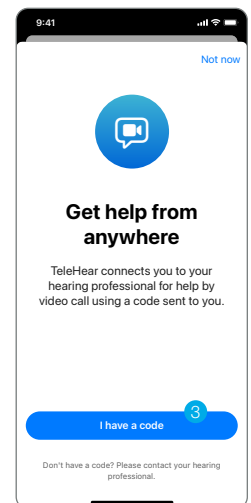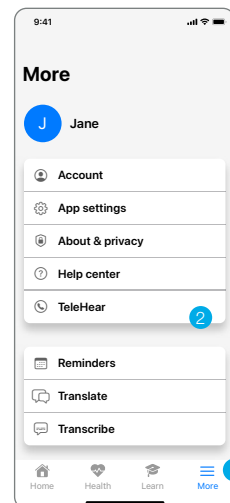
Figure 2

Figure 3

Figure 4

Figure 5

Step 3: Activate Remote Programming in My Starkey

The remote programming invite code generated by the hearing care professional will be entered into My Starkey. The patient should have the current version of My Starkey on a compatible smart device.
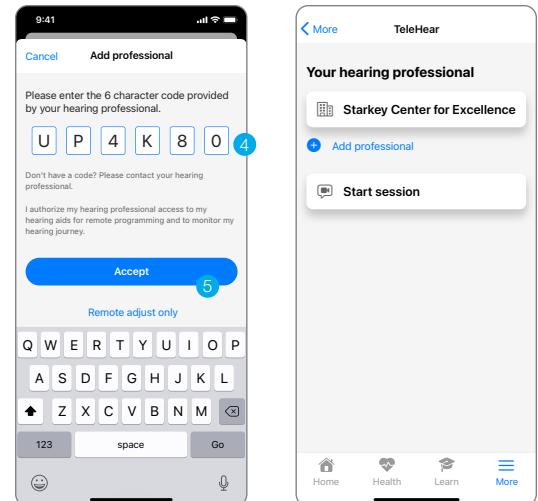
1. Click **More.**
2. Tap **TeleHear**.
3. Tap **I have a code**.

Step 3: Activate Remote Programming in My Starkey (Continued)

4. Enter the invite code from the text message.

5. The patient will be asked if they authorize you to have access to their hearing aid information. Tap **Accept**.

6. The clinic/hearing care professional will now appear in My Starkey.

Setup is now complete.

Step 4: Confirm Invitation Status *(Optional)*

To confirm if the patient has been correctly set up for a live remote session:

1. Log in to 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 3 days ago 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 3 days, but they have not entered the remote programming invite code in the mobile app.

   - **Enrolled:** The patient has successfully entered the remote programming invite code in their mobile app and is ready for remote sessions.

   NOTE: *You can only perform remote sessions with patients that have an "Enrolled" status. It may take up to 10 minutes for the patient status to update on the TeleHear Portal.*

Starkey