QUICKTIP

Government Services TeleHear

System Setup with Inspire X and Thrive 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: *Password that is 8 to 20 alphanumeric characters long including 1 lower case, 1 upper case,1 number and 1 special character. This information will be used by the administrator to log in to the Portal in the future.*

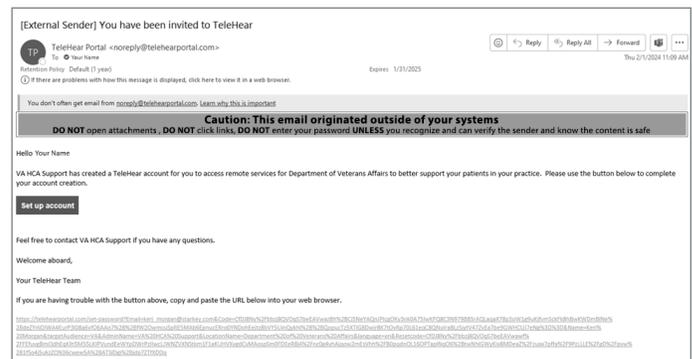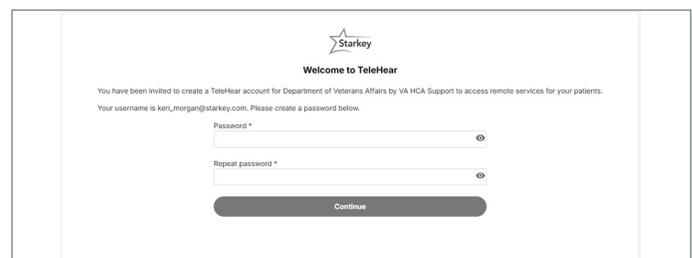**5** Log in using your government email address and your new password.

Figure 1

Figure 2

Step 2: Generate a Remote Programming Invite Code

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.

Hearing Aids are Connected to Inspire X:

1. Select the patient from the patient database or create a patient file for them.

2. Open Inspire X and connect the hearing aids.

3. Click **Patient Tools** from the left navigation menu. *[Fig. 3]*

4. Select the **TeleHear Remote Services** window.

5. Enter your login credentials and select **Log In.**

6. Click **Generate Code** to generate a unique remote programming invite code for the patient. Entering this code into their Thrive app will connect them to the clinic/hearing professional. *[Fig. 4]*
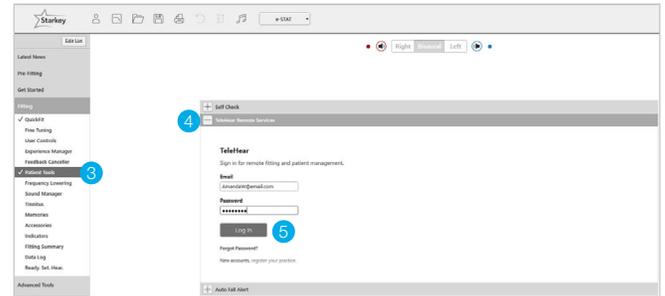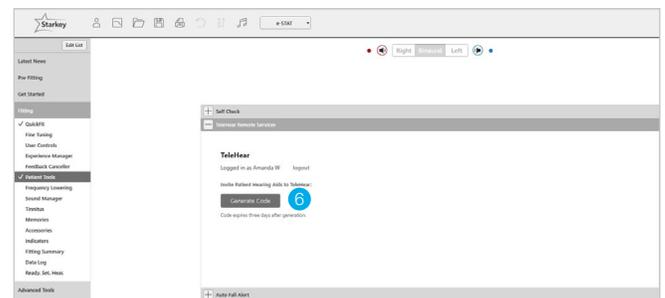
Hearing Aids are NOT Connected to Inspire X:

1. Select the patient from the patient database or create a patient file for them.

2. Open Inspire X.

3. Click **Get Started** from the left navigation menu.

4. Enter your login credentials and select **Log In.** *[Fig. 5]*

5. Click **Generate Code** to generate a unique remote programming invite code for the patient. Entering this code into their Thrive app will connect them to the clinic/hearing professional. *[Fig. 6 and 7]*
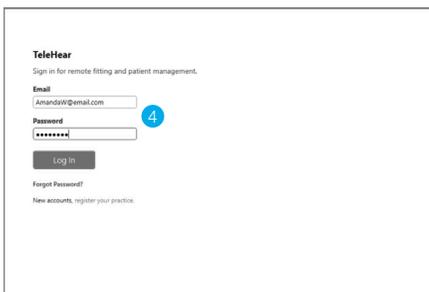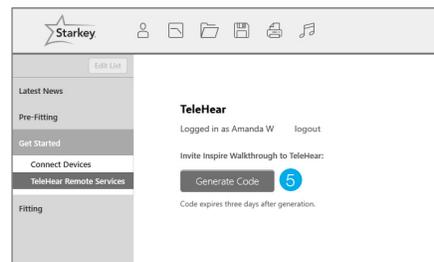

Figure 3

Figure 4
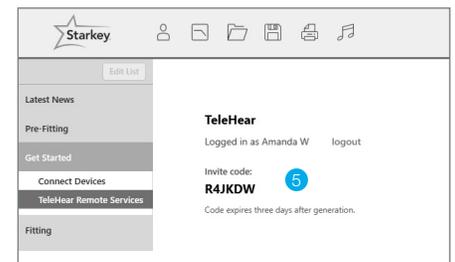

Figure 5

Figure 6

Figure 7

## Step 3: Activate Remote Programming in the Patient's Thrive App

The remote programming invite code generated by the hearing professional will be entered into the patient's Thrive app. The patient should have the current version of the Thrive app on a compatible smart device and be signed into their cloud account in the app.

1. Click the **Settings** menu ☰

2. Tap **TeleHear**.

3. Tap **Add a professional**.

4. Enter the code generated in Inspire X. Instruct the patient to enter both their first and last name. How the patient enters their name in the app is how it will display in the TeleHear Portal. (i.e., Robert versus Bob). **Tap Submit.**

NOTE: *All patients using TeleHear within the VA system are visible.*

5. The clinic/hearing professional will now appear in the Thrive app.

Setup is now complete.
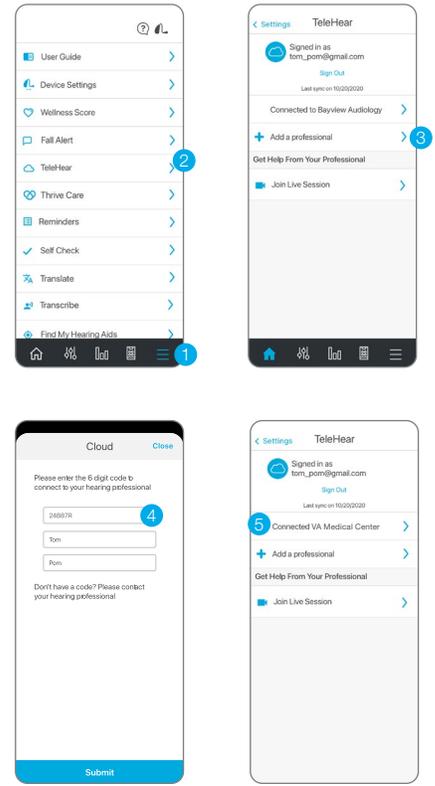
Step 4: Confirm Invitation Status *(Optional)*

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 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 three 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.*