

## QUICKTIP

## TeleHear

## Portal and System Setup

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

## Step 1: Establish your TeleHear Portal

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 Select someone to create the TeleHear Portal for the organization. This person will serve as the first administrator.
- 2 Open Pro Fit and click **Register your practice.** [Fig. 1]
- 3 Your internet browser will launch a TeleHear registration website. The first step will be to create an administrator.

**NOTE:** *TeleHear Remote Services supports the latest versions of Google Chrome or Microsoft Edge.*

- 4 Enter a valid email address and select a 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. [Fig. 2]

**NOTE:** *If the email address is linked to a TeleHear practice, the message “An account with this email address already exists” will display. You can close the message and update the email. If you do not remember your password, click on “already have an account? Sign in” to be directed to the login screen where you can reset your password.*

- 5 Click **Register** and the system will send a verification link to the email address you entered.
- 6 Go to your email service and click the link in the email you received to verify your login. The email link is valid for 72 hours.

**Note:** *If you don't receive an email within 5-10 minutes, check your spam. If no email is found, click the Resend Email button on the last TeleHear registration page. If you attempt to log in without verifying your credentials, another verification email will be sent. If your account is not verified within 3 days, it will be deleted.*

- 7 The TeleHear registration screen will be launched in your browser. Click on **Continue Account Registration.** [Fig. 3]

Figure 1

Figure 2

Figure 3

## Step 1: Establish your TeleHear Portal (Continued)

### Practice Details

- 1 Enter your account number, clinic name, address, phone number, and website (if applicable). [Fig. 4]

**NOTE:** Some of this information will be displayed on the patient's mobile app. Only one Practice may be set up, but multiple locations (e.g. areas, facilities, etc.) can be added. Professionals may be assigned to only one location.

- 2 Click **Next**.

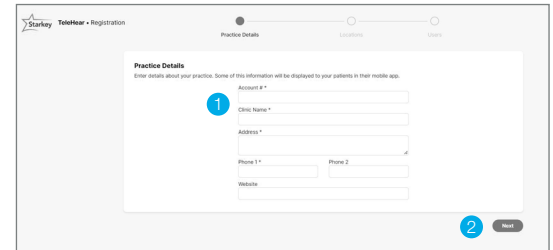
The screenshot shows the 'Practice Details' registration form in the TeleHear portal. The form includes fields for Account #, Clinic Name, Address, Phone 1, Phone 2, and Website. A blue circle with the number '1' is placed over the 'Clinic Name' field. A blue circle with the number '2' is placed over the 'Next' button at the bottom right of the form.

Figure 4

### Locations

- 1 If you have more than one location for your Practice, add those by clicking on the **+ Add** link. [Fig. 5]
- 2 Enter the clinic name, address, phone number, and website (if applicable).

- 3 Click **Save Location**.

**NOTE:** You can edit or delete locations by clicking on them.

- 4 If no other locations need to be added, click **Next**. [Fig. 5]

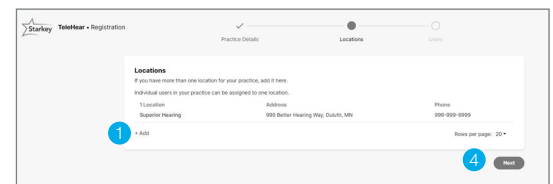
The screenshot shows the 'Locations' management screen. It features a table with columns for 'Location', 'Address', and 'Phone'. One location is listed: 'Superior Hearing' at '999 Better Hearing Way, Duluth, MN' with phone '999-999-9999'. A blue circle with the number '1' is over the '+ Add' link, and a blue circle with the number '4' is over the 'Next' button.

Figure 5

### Users (hearing care professionals)

An administrator can add additional users to the Practice. To add a user:

- 1 Click **+ Add** link. [Fig. 6]
- 2 Enter in the user's name, email address and location.
- 3 If desired, make the user an administrator by checking the **Make Administrator** box.

**NOTE:** An administrator can add and edit new users.

- 4 Click **Save User**.

**NOTE:** If the user already has a TeleHear account, a message will be displayed to notify that the user already belongs to another organization.

- 5 A verification link will be sent to the email address entered for the user. The user will need to open the email and click the link to verify their information before they will be able to log in to TeleHear. If they do not see the email, have them check junk mail. The verification email is valid for 72 hours.

- 6 To add more users, repeat steps 1-5.

**NOTE:** You can edit or delete users by clicking on them. You cannot delete the administrator unless they are the last user in the entire Practice. Deleting the administrator will cause the Practice to be deactivated.

- 7 If no other users need to be added, click **Next**. [Fig. 6]

- 8 Once you have successfully registered your Practice, you will be redirected to the TeleHear Portal.

**NOTE:** Administrators can add and edit locations and users in the My Practice section.

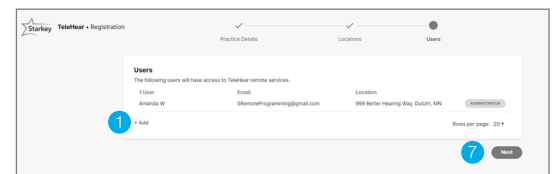
The screenshot shows the 'Users' management screen. It features a table with columns for 'User', 'Email', and 'Location'. One user is listed: 'Alminda W' with email 'Skenon@programming@gmail.com' and location '999 Better Hearing Way, Duluth, MN'. A blue circle with the number '1' is over the '+ Add' link, and a blue circle with the number '7' is over the 'Next' button.

Figure 6

## 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. 7]
- 4 Enter the patient's mobile phone number and select **Invite**. [Fig. 8]
- 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. 9]
- 6 The unique invite code will be sent by text message to the mobile phone number provided. [Fig. 10]

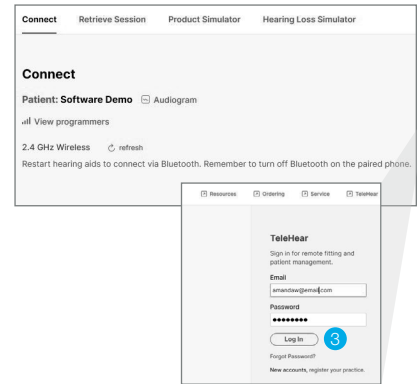


Figure 7

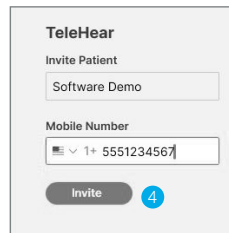


Figure 8

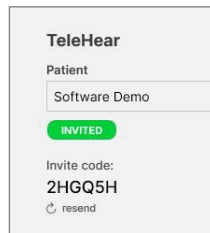


Figure 9

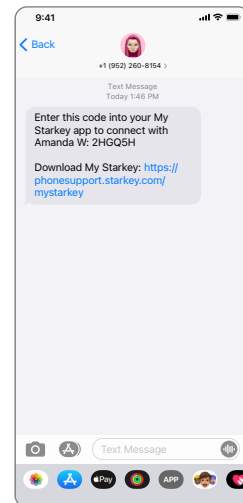
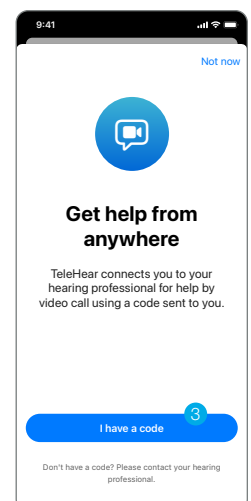
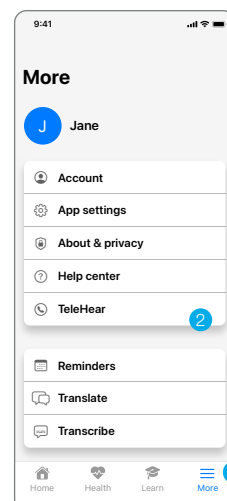


Figure 10

## 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.

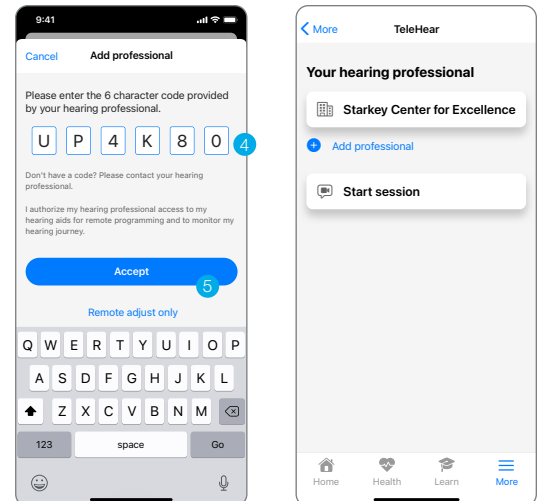
- 1 Click **More**.
- 2 Tap **TeleHear**.
- 3 Tap **I have a code**.



## 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 your Practice has 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 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.

The app may look slightly different depending on your phone.

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