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. Alternately, you can register each office as its own 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.
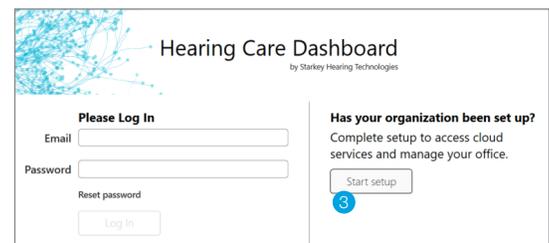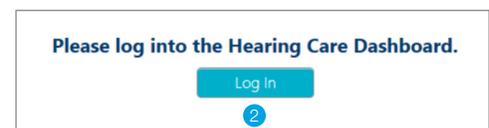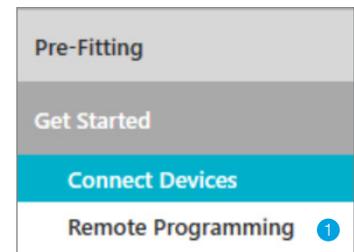
6 Click **Save** and the system will send an email to the address you entered.

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.

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**.

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**.

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**.
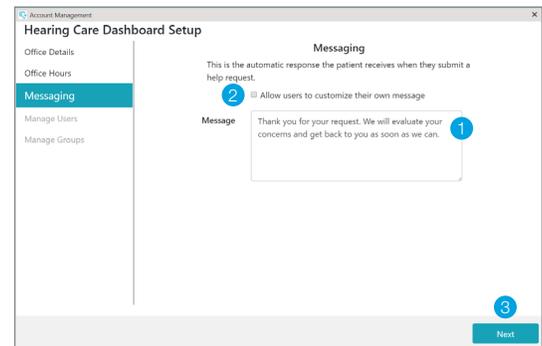
Add and Manage Users

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 **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.
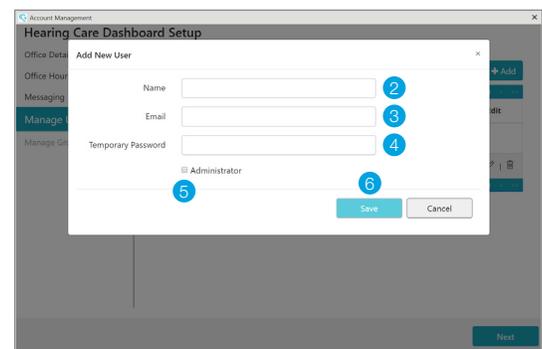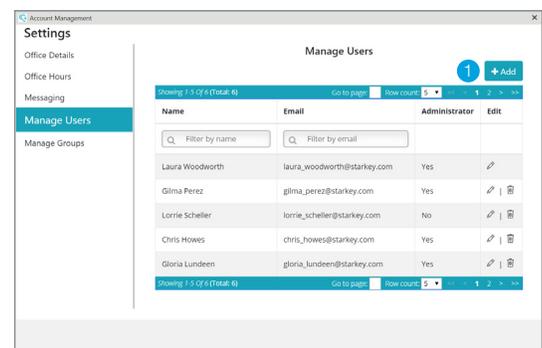
   Note:
   - *A ❓ beside a user's name indicates that the user has not completed the registration process. This status prohibits the user from using remote programming and being added to groups.*
   - *To resolve this issue, the user must:*
     - Click the verification link in the email then log in to the Hearing Care Dashboard.
   - *If the newly added user did not receive an email, have them check spam.*

7 Repeat these steps to add more users.

8 Click ✎ to edit a user's name or to change their administrator status.
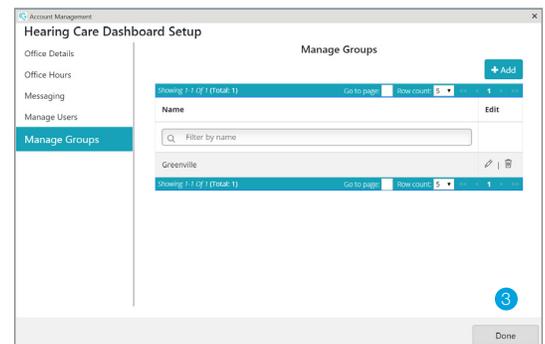
9 Click 🗑 to delete a user.

10 Click **Next**.
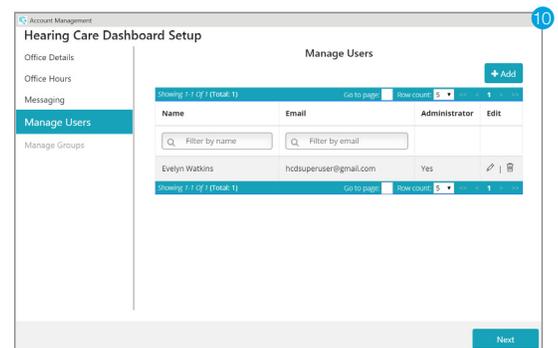
Create and Manage Groups

1 Click **+Add** to create a group.

2 Enter the name of the group.

3 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.

4 Click **Save**.

5 Repeat these steps to add more groups.
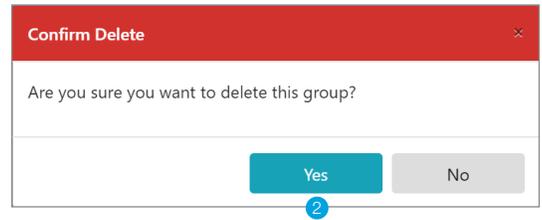
6 Click **Done**.
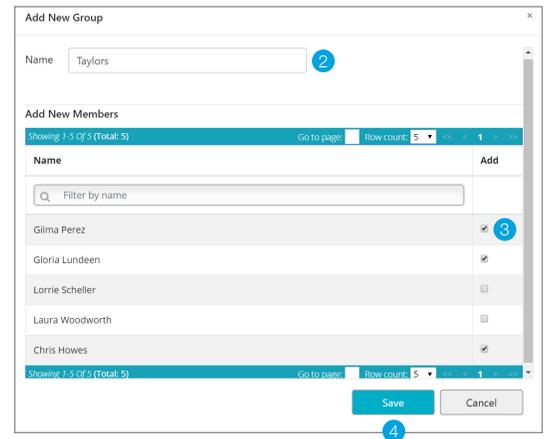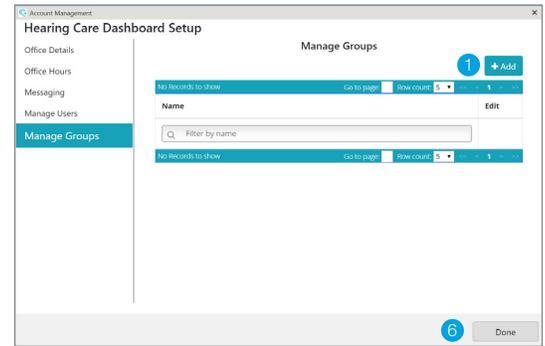
Edit an Existing Group

1 Click ✏ to edit a specific group.

2 Click 🗑 to remove a user from the group or click the checkbox to add a user to the group.

3 Click **Done**.

Delete an Existing Group

1 Click 🗑 to delete a specific group.

2 Click **Yes**.

Confirm Delete   ✕

Are you sure you want to delete this group?

[Yes]   [No]
2

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:

- Ⓐ Click the up arrow in the taskbar in order to view hidden icons.

- Ⓑ A window will appear which contains the icon for the Hearing Care Dashboard.

- Ⓒ Click and drag 📟 to the taskbar.

- Ⓓ The Hearing Care Dashboard icon will now appear in the taskbar as shown.

Ⓐ 5:28 PM 6/26/2018

Ⓑ 7:07 AM 6/28/2018

Ⓓ 7:22 AM 8/14/2018