

Hearing Care Anywhere

Dashboard and System Setup

Hearing Care Anywhere System Components

Hearing Professional:

- Fitting Computer
- Inspire X 2020.1
- Hearing Care Dashboard
- Internet Connection

Patient:

- 2.4 GHz Thrive Platform Hearing Aids
- Smart Device
- Thrive Hearing Control App
- Internet Connection (Cellular or WiFi)

Register and Manage Your Organization

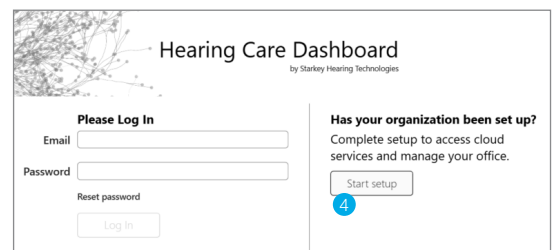
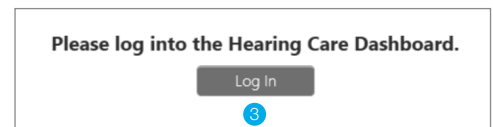
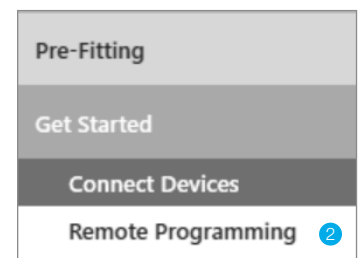
Hearing Care Anywhere is Starkey's remote programming feature that offers both synchronous (Live Sessions) and asynchronous (Remote Adjustments) applications to meet the needs of every hearing professional and hearing aid user.

To use Hearing Care Anywhere, you must first register your practice by setting up a Hearing Care Dashboard.

The Dashboard serves as the hearing professional control center for answering and managing remote programming requests and provides a variety of administrative tools. It offers flexibility to meet the needs of each organization through setup and grouping.

Create the Hearing Care Dashboard

- 1 Select someone to create the Hearing Care Dashboard for the organization. This person will serve as the first administrator.
- 2 Open Inspire X 2020.1 and navigate to **Get Started** and select **Remote Programming**.
- 3 Click **Log In**.
- 4 Click **Start Setup** to begin the setup process.



Create the Hearing Care Dashboard (Continued)

- 5 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 Dashboard in the future.
- 6 Click **Save** and the system will send an email to the address you entered.
- 7 Leave the Hearing Care Dashboard Setup screen open and go to your email service. Click the link in the email you received to verify your login.
- 8 Return to the Hearing Care Dashboard Setup screen and click **Next** to continue.

NOTE: The email link is valid for 6 hours. If you exit the Administrator Setup process, you will need to re-enter the data.

Account Management
Hearing Care Dashboard Setup
Administrator Setup

This setup establishes the Administrator for the organization. The Administrator role may be updated at anytime.

Name: Evelyn Watkins
Email: hcdsuperuser@gmail.com
Repeat Email: hcdsuperuser@gmail.com
Password: *****
Repeat Password: *****

Save

Account Management
Hearing Care Dashboard Setup

An email has been sent to hcdsuperuser@gmail.com. Please click the link in the email then return here and click Next.
Click here to send the email again.

Next

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 hearing aid user to see.
- 2 Select one of the following from the **Remote Type** dropdown:
 - a. **Both** (Live Sessions and Remote Adjustments)
 - b. **Live Sessions** only (synchronous remote programming)
 - c. **Remote Adjustments** only (asynchronous remote programming)
- 3 After completing the Office Details, click **Next**.

Account Management
Hearing Care Dashboard Setup
Office Details

Acct #: 11234

The information below will be displayed in the Thrive mobile app as a reference for your patients.

Practice Name: Helpful Hearing Center
Address: 1010 Hearing Aid Way, Charleston, SC 12345
Phone 1: (123) 456-7890
Phone 2:
Remote Type: Both (selected)
Live Sessions
Remote Adjustments

Next

Multiple Locations

- 1 Include additional locations if desired. Locations may be assigned to each hearing professional who has completed registration and login (details under **Manage Users**).
- 2 Click **+Add** to add additional locations.
- 3 Click **Save** to save any changes.
- 4 Click **Next** to advance to the next screen.

Settings
Other Locations

Add additional locations then assign in Manage Users. The location assigned to the user will be displayed in the Thrive mobile app as a reference for your patients.

+Add

Practice Name	Address	Edit
Bayview Audiology White Bear	1255 Doe Circle, White Bear Lake, MN 55110	
Bayview Audiology Prior Lake	15866 Island View Rd. NW, Prior Lake, MN 55108	
Bayview Audiology Duluth	920 W. Arrowhead Rd. Duluth, MN 55811	

Showing 1-3 of 3 (total: 3) Go to page: 1 Row count: 3

Next

Office Hours

- 1 Include your office hours if desired. Office Hours will display in the Thrive app as a convenient reference for the hearing aid user if **Include hours of operation** is checked.
- 2 Hearing professionals within the organization may customize their hours if **Allow users to customize their hours** is checked.

NOTE: If a hearing professional does not add customized hours, hearing aid users will see the hours set up by the administrator for the organization.

- 3 Click **Next**.

Settings

Office Details
Other Locations
Office Hours
Messaging
Manage Users
Manage Groups

Office Hours

The information below will be displayed in the Thrive mobile app as a reference for your patients.

☒ Include hours of operation
☒ Allow users to customize their hours

Time Format: 12 Hours

Monday	09:00 AM	05:00 PM
Tuesday	09:03 AM	04:55 PM
Wednesday	09:00 AM	05:00 PM
Thursday	09:00 AM	05:00 PM
Friday	09:00 AM	05:00 PM
Saturday	Closed	
Sunday	Closed	

Next

Messaging

This is the automatic response hearing aid users will see when they submit a Remote Adjustments request applicable only to the asynchronous application of Hearing Care Anywhere.

- 1 Use the default auto-reply message or customize it as desired. The message will be displayed in the Thrive app when the hearing aid user submits a request for a Remote Adjustment.
- 2 Hearing professionals within the organization may customize their own messages if **Allow users to customize their own message** is checked.

NOTE: If a hearing professional does not add a customized message, hearing aid users will see the message set up by the administrator for the organization.

- 3 Click **Next**.

Settings

Office Details
Other Locations
Office Hours
Messaging
Manage Users
Manage Groups

Messaging

This is the automatic response the patient receives when they submit a help request.

☒ Allow users to customize their own message

Message: Thank you for your request. We will evaluate your concerns and get back to you as soon as we can.

Next

Manage Users (Hearing Professionals)

- 1 Click **+Add** to add a hearing professional to your organization.
- 2 Enter the user's name as you want it to display in the Hearing Care Dashboard.
- 3 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.

NOTE: Inform the user of their email and password. They may change their password later or continue using the temporary password.

Settings

Office Details
Other Locations
Office Hours
Messaging
Manage Users
Manage Groups

Manage Users

Showing 1-4 of 4 (Total: 4) Go to page: 1 Row count: 5 1 +Add

Name	Email	Administrator	Edit
Tina Anderson	tina898@hotmail.com	Yes	
Laura Woodworth	laura_woodworth@starkey.com	Yes	
Brett Borgstahl	brett_borgstahl@starkey.com	Yes	
Tina Liu	tina_liu@starkey.com	Yes	

Showing 1-4 of 4 (Total: 4) Go to page: 1 Row count: 5 1

Add New User

Name: Laura Wood

Email: laura_wood@betterhearing.com

Temporary Password: *****

Location: 130 Oak Street, Eden Prairie, MN 55344

☒ Administrator
☒ Email Notification

Save Cancel



Manage Users (Hearing Professionals) (Continued)

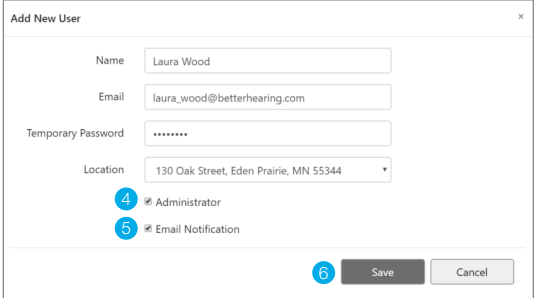
- 4 You may choose to make the hearing professional an administrator by checking the **Administrator** box.

NOTE: An administrator can add and edit new users and groups and can view and respond to all requests for remote programming within the organization.

- 5 Hearing professionals can receive email notifications of new Remote Adjustments by checking the **Email Notification** box.
- 6 Click **Save**. A message will automatically be sent to the email address entered for the hearing professional. Ask them to open the email and click on the link to validate their information. If they do not see the email, have them check spam.

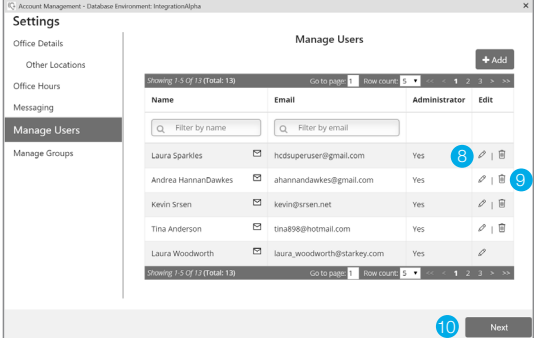
- They must do this and log in to the Hearing Care Dashboard before they can begin using remote programming or become part of a hearing professional group.
- The verification email is only valid for six hours. Another email can be sent if the hearing professional attempts to log in to the Dashboard, but they will be deleted if they have not successfully completed the process in seven days.
- A red dot/white question mark will appear beside the hearing professional's name in the Dashboard until the registration process is completed.

- 7 Repeat these steps to add more hearing professionals.
- 8 Click  to edit a user's name, location, to change their administrator status, or to enable/disable email notifications.
- 9 Click  to delete a hearing professional from the organization.
- 10 Click **Next**.












The 'Add New User' form contains the following fields and options:

- Name: Laura Wood
- Email: laura_wood@betterhearing.com
- Temporary Password: *****
- Location: 130 Oak Street, Eden Prairie, MN 55344
- ☒ Administrator
- ☒ Email Notification
- Buttons: Save, Cancel



The 'Manage Users' table displays a list of users with the following columns: Name, Email, Administrator, and Edit. The table shows 7 of 11 total users.

Name	Email	Administrator	Edit
Laura Sparkles	hcdsuperuser@gmail.com	Yes	 
Andrea HannanDawkes	ahannandawkes@gmail.com	Yes	 
Kevin Sruen	kevin@sruen.net	Yes	 
Tina Anderson	tina89@hotmail.com	Yes	 
Laura Woodworth	laura_woodworth@starkrey.com	Yes	

Manage Groups

The administrator may establish groups within the organization. These allow hearing professionals to view and respond to each other's requests for remote programming to ensure they are not missed during vacations, leave or departure from the organization (e.g. group by location).


Create a Group

- 1 Click **+Add** to create a group.
- 2 Enter a name for the group.
- 3 Click the checkbox next to the names of the hearing professionals to add to the group.


NOTE: *Hearing professionals must complete the registration process to be added to a group.*

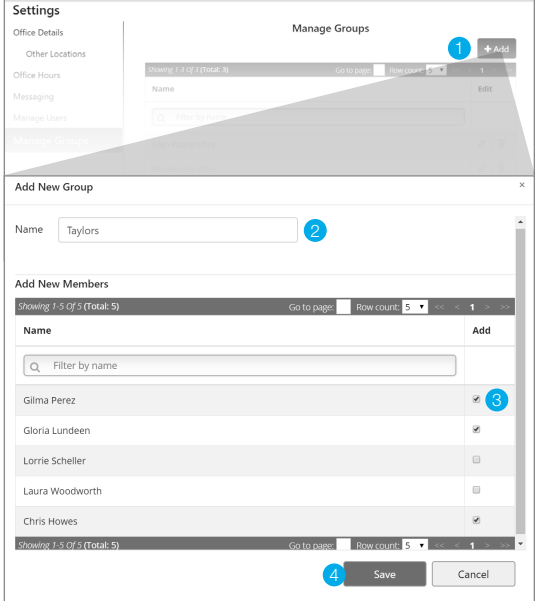
- 4 Click **Save**.
- 5 Repeat these steps to add more groups.
- 6 Click **Done**.

Edit an Existing Group

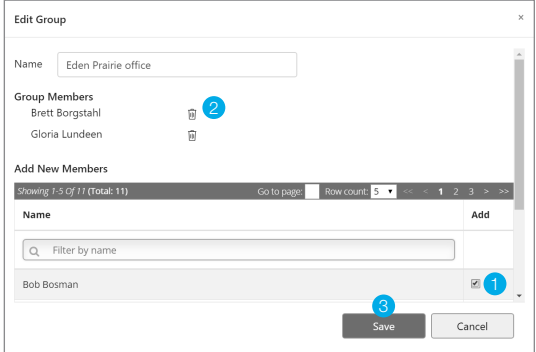
- 1 Click the checkbox next to a hearing professional's name to add them to a group.
- 2 Click  to remove someone from a group.
- 3 Click **Save**.

Delete an Existing Group

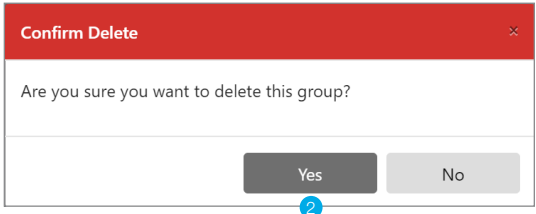
- 1 Click  adjacent to a group name to delete a group.
- 2 Click **Yes**.



The screenshot shows the 'Manage Groups' interface. On the left is a sidebar with 'Settings' and sub-items: 'Office Details', 'Other Locations', 'Office Hours', 'Messaging', and 'Manage Users'. The main area is titled 'Manage Groups' and has a '+Add' button (1). Below it is a table with columns 'Name' and 'Add'. The 'Add New Group' dialog is open, showing a 'Name' field with 'Taylors' (2). Below the dialog is the 'Add New Members' section, which has a table with columns 'Name' and 'Add'. It shows a list of names: Gilma Perez, Gloria Lundeen, Lorrie Scheller, Laura Woodworth, and Chris Howes. The checkboxes for Gilma Perez and Gloria Lundeen are checked (3). At the bottom of the dialog are 'Save' (4) and 'Cancel' buttons.



The screenshot shows the 'Edit Group' dialog. It has a 'Name' field with 'Eden Prairie office'. Below it is the 'Group Members' section, which shows a list of names: Brett Borgstahl and Gloria Lundeen. The checkbox for Brett Borgstahl is checked (2). Below the dialog is the 'Add New Members' section, which has a table with columns 'Name' and 'Add'. It shows a list of names: Bob Bosman. The checkbox for Bob Bosman is checked (1). At the bottom of the dialog are 'Save' (3) and 'Cancel' buttons.




The screenshot shows the 'Confirm Delete' dialog. It has a red header bar with the title 'Confirm Delete'. Below the header is the text 'Are you sure you want to delete this group?'. At the bottom are 'Yes' and 'No' buttons (2).

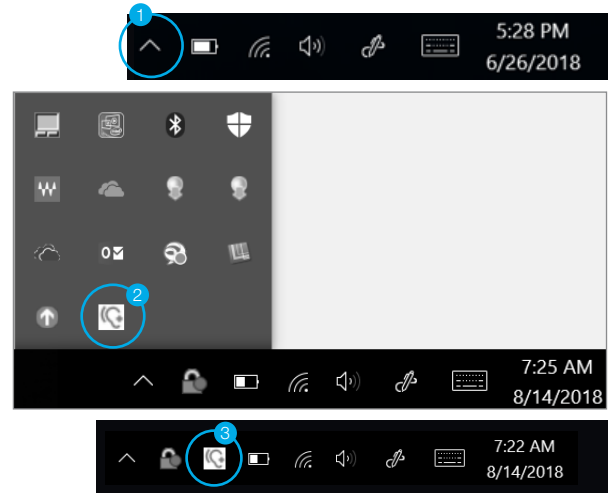
Make the Hearing Care Dashboard Icon Visible

Once the Hearing Care Dashboard has been created for the organization and hearing professionals have logged in using their email addresses and passwords, an icon may be added to the taskbar or system tray of fitting computers to provide easy notification of log-in status and pending Remote Adjustments.

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.

If you cannot see the Hearing Care Dashboard icon in your system tray, use the following steps to make it visible:

- 1 Click the up arrow in the taskbar in order to view hidden icons.
- 2 A window will appear that contains the icon for the Hearing Care Dashboard.
- 3 Click and drag  to the taskbar.
- 4 The Hearing Care Dashboard icon will now appear in the taskbar as shown.



Logged in with no new Remote Adjustment requests (icon will be branded color)



Logged in with new Remote Adjustment requests (icon will be branded color with red dot)




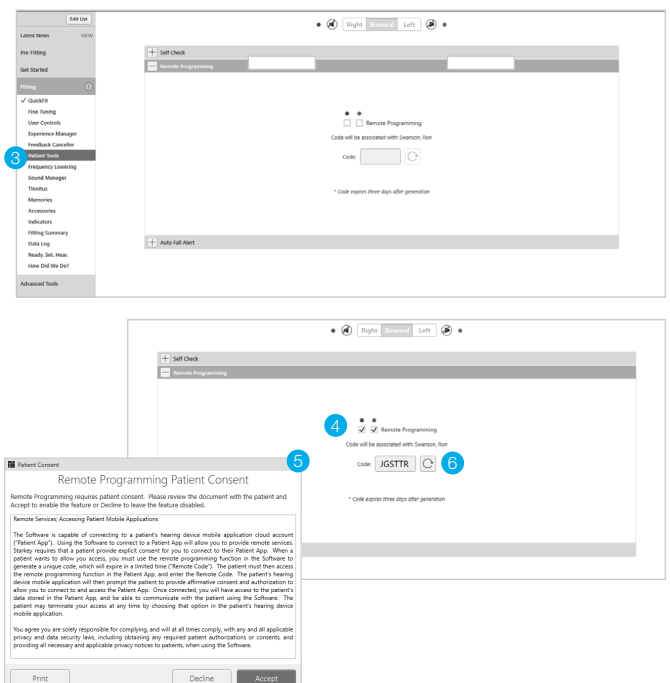
Not logged in (icon will be gray in color)

Enable Remote Programming in the Hearing Aids

The hearing professional must enable remote programming in 2.4 GHz Thrive platform hearing aids. This may be done with the hearing aids connected to Inspire X or remotely without a connection to the software.

Hearing Aids are Connected to Inspire X:

- 1 The hearing professional must be signed in to the Hearing Care Dashboard.
- 2 Select the patient from the hearing aid database, open Inspire X and read the hearing aids.
- 3 Click **Patient Tools** from the left navigation menu.
- 4 Use the checkboxes to select Remote Programming.
- 5 The Patient Consent will populate, and the hearing aid user must **Accept** to enable remote programming.
- 6 Click the  to generate a unique remote programming code that will be manually entered into the hearing aid user's Thrive app to create a secure cloud connection.




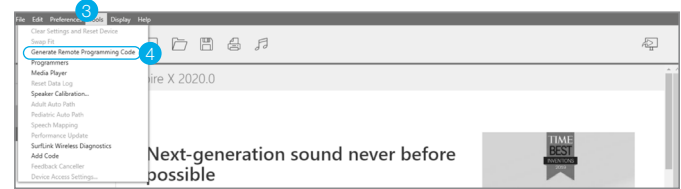
Enable Remote Programming in the Hearing Aids (Continued)

Hearing Aids are NOT Connected to Inspire X:

- 1 The hearing professional must be signed in to the Hearing Care Dashboard.
- 2 Select the hearing aid user from the hearing aid database and open Inspire X.

NOTE: If you do not have access to the user's specific database file, use a generic 'Test Test' or 'Remote Programming' file.

- 3 Click **Tools** from the Menu bar.
- 4 Click **Generate Remote Programming Code** from the Tools Menu.
- 5 Click  to generate a remote programming code that will be manually entered into the hearing aid user's Thrive app to create a secure cloud connection.





TIPS:

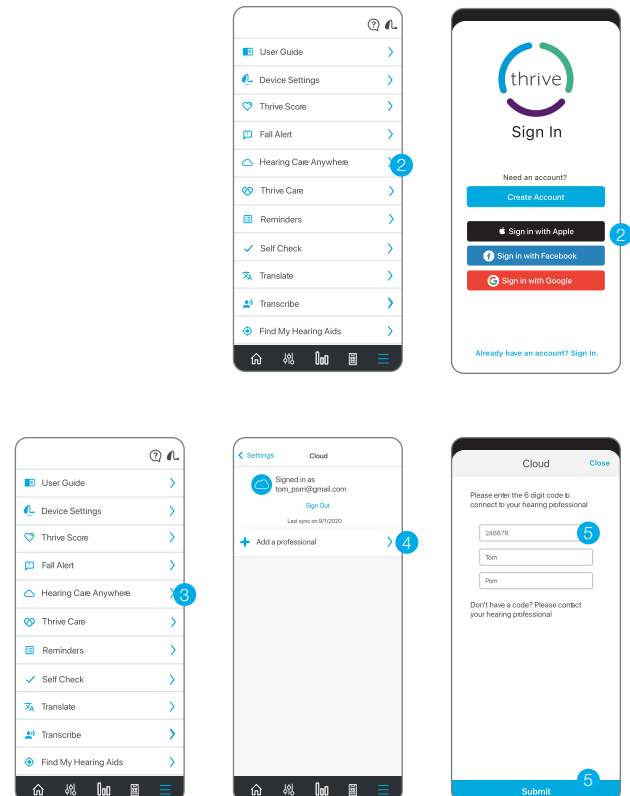
- Make note of the remote programming code (e.g. write it down, print the Device Guide or communicate it to the hearing aid user).
- Each hearing aid user must receive a unique code – do not reuse them.
- Codes are valid for three days – generate a new code if it is not entered into the Thrive app within three days.

Activate Remote Programming in the Thrive App

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

- 1 Download the Thrive app from the App Store or Google Play store.
- 2 Follow the prompts during initial setup to create/sign in to a cloud account. This can be done after the initial set up process by going to the **Settings** menu , selecting **Hearing Care Anywhere** and **Sign In** (choose a sign in option).
- 3 Once signed in to a cloud account, click the **Settings** menu  and tap on **Hearing Care Anywhere**.
- 4 Tap **Add a professional**.
- 5 Enter the code generated in Inspire X and tap **Submit**. The hearing professional will now appear in the Thrive app.

Setup is now complete.



The app may look slightly different depending on your phone and/or hearing aid model.

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