

Signia TeleCare Portal – Quick Start

Quick Guide for Hearing Care Professionals

Register your practice on the TeleCare Portal

1. Go to <http://telecare.signiausa.com> and register at the bottom right.
2. Fill out the practice registration form and click "Continue".
Please enter your Sivantos customer ID in the required format, as well as the postal code used with that account number.
3. Keep filling out the information required. Do not forget to check the checkbox confirming acceptance of the terms and conditions.

Your registration will either be automatically approved or set to a pending status and reviewed by Sivantos. In the latter case, you will receive an e-mail notification once your account has been approved.

Set up the TeleCare Portal for your practice

1. Log in with the e-mail and password defined at the beginning on the main page.
2. Click on the admin user and enter the PIN.
3. In the main menu (next to language flag), click on "Practice Details" in the drop-down menu.
4. Click on "Edit" (at the bottom) to update your practice's information: address, phone number, opening hours. Upload a picture and/or video if desired, click on "Save".
5. Back in the main menu, click on "Profile" and "Edit" it: Upload a personal photo that will be shown in the myHearing™ app and enter a mobile phone number to receive notifications (optional). Click "Save".

Add a patient

In Connexx®

When setting up a patient device initially, you should first enable TeleCare. You can do this in the hearing aid configuration. Open it by selecting “Hearing Instrument” under “Configuration” in the sidebar.



You can then decide how changes made via the TeleCare Portal should be stored on the patient’s device. You can choose between:

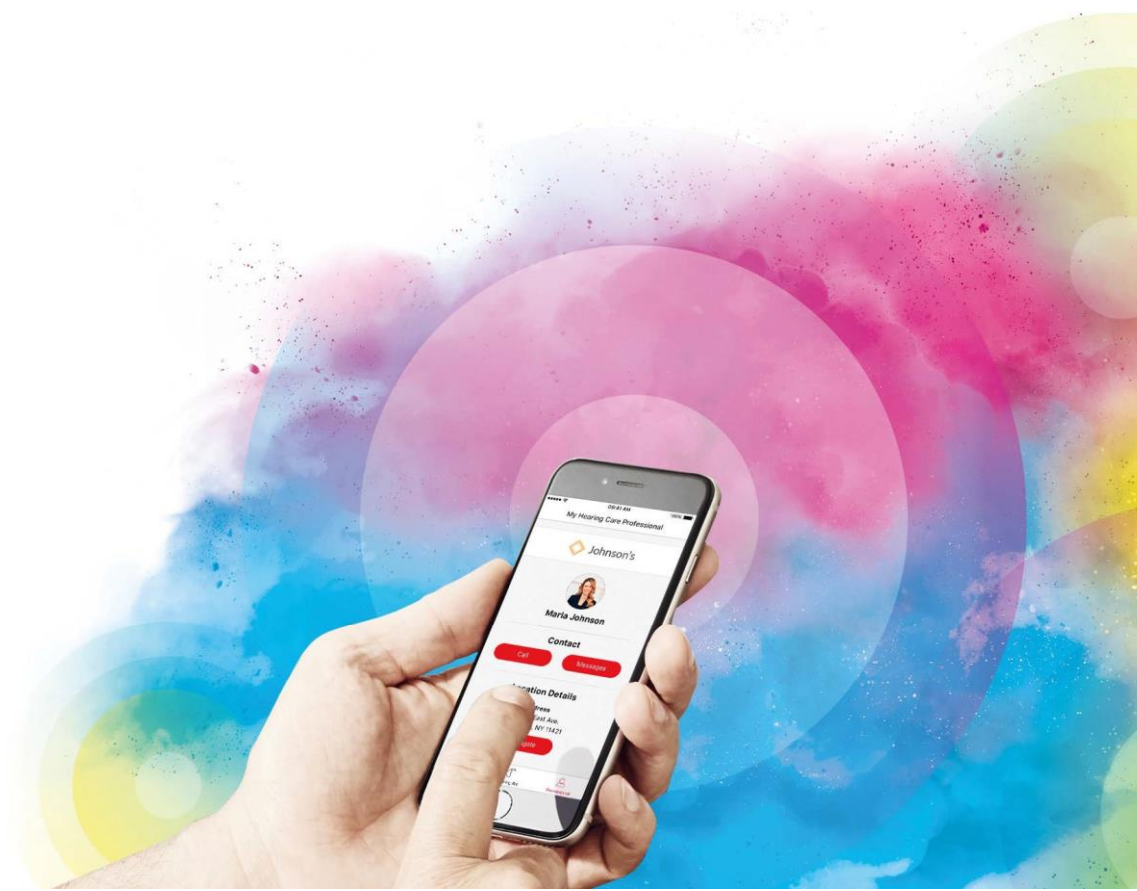
- Store changes permanently (recommended).
- Store changes temporarily.



In the TeleCare Portal

1. Open the main menu and click on “View Patients List” in the drop-down menu.
2. Click on “Add patient” and fill in the patient’s personal information: first name, last name, and mobile number (optional: only required to have the system send a text message with access code and download link to patient phone).
3. Under “Hearing Device”, choose the patient’s devices for left and right ear.
4. Optional: if visible, under the select fields for devices, choose between “store changes Permanently” or “store changes temporarily” corresponding to your selection in the Connexx configuration.
5. Set the programs that have been programmed on the device with Connexx in the section “Hearing Programs”.
6. Optional: modify the hearing/educational lessons by clicking on “Manage” in the “Hearing Lessons” section.
7. Click “Create”.
8. A page with a six-digit access code will be shown. Leave this open.

If you entered a mobile number for the patient, they will receive a text message with a direct link to download the app, as well as their personal connection code.



Installing the app with the patient

1. Install the app on the patient's phone.
 - If the patient received a text message, have them click the download link in the text message and download the app from the app store.
 - If no text message has been received, have the patient open their app store, search for "myHearing", and download the Signia myHearing app.
2. Open the app and follow the instructions.

If your patient does not have a smartphone, try one of the following alternatives:

- Ask if the patient has a tablet computer. myHearing can be used on a tablet as well.
- Ask if a family member or caregiver has a phone or tablet and should install the app instead.
- Offer the myHearing Booklet as a paper-based alternative.

