

Rexton TeleCare Portal

Hearing Care Professional



Contents

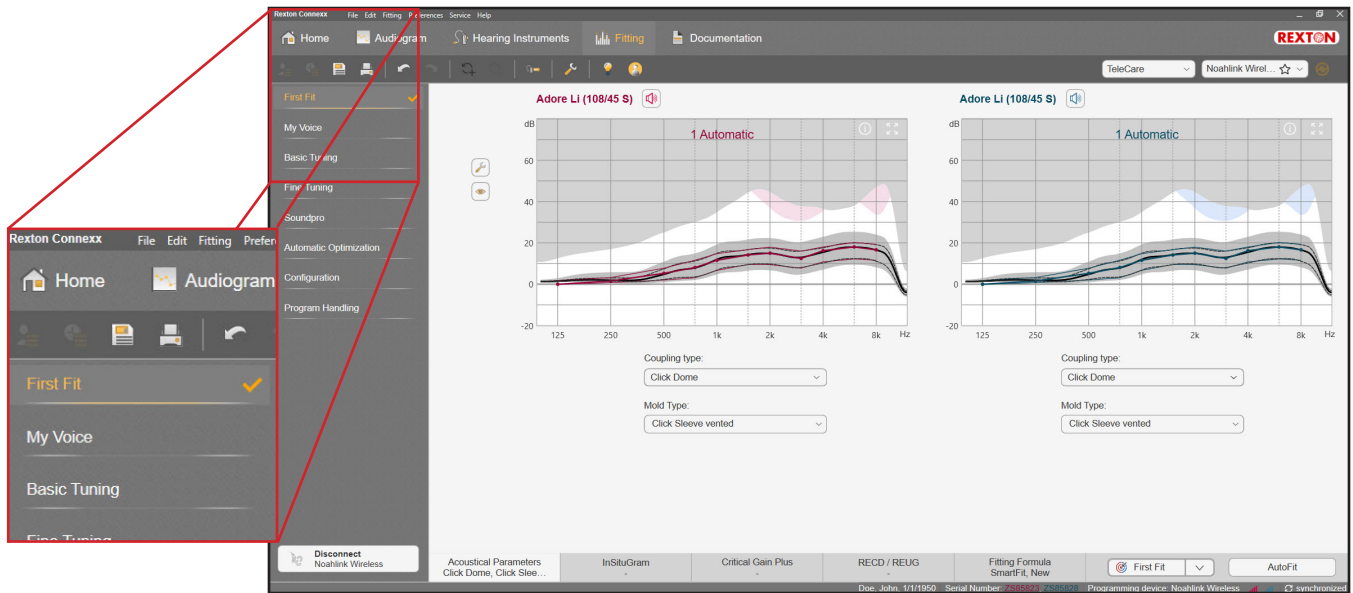
- First Fit 1
- Open Cycle Session 1
- Log in to TeleCare 2
- Activating Members on TeleCare 4
- TeleCare Portal 6

Engaging TeleCare from Connexx

First Fit

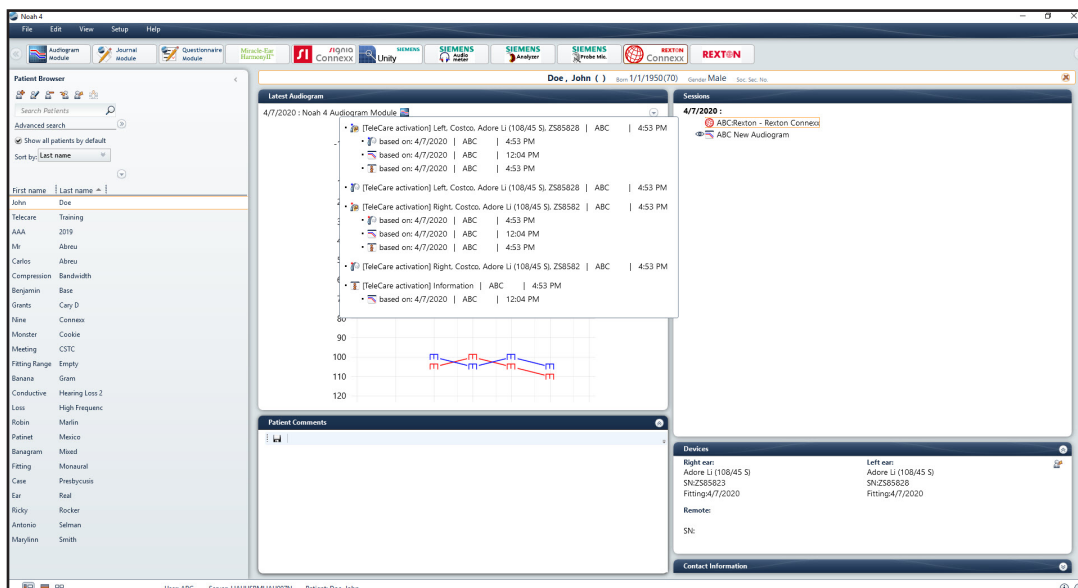
The member does not have to be present for you to engage TeleCare. It may be done at any time after your initial fitting.

Hearing aids must be First Fit before engaging TeleCare. A yellow check mark on the First Fit tab, on the left panel, will let you know if this step has been performed.

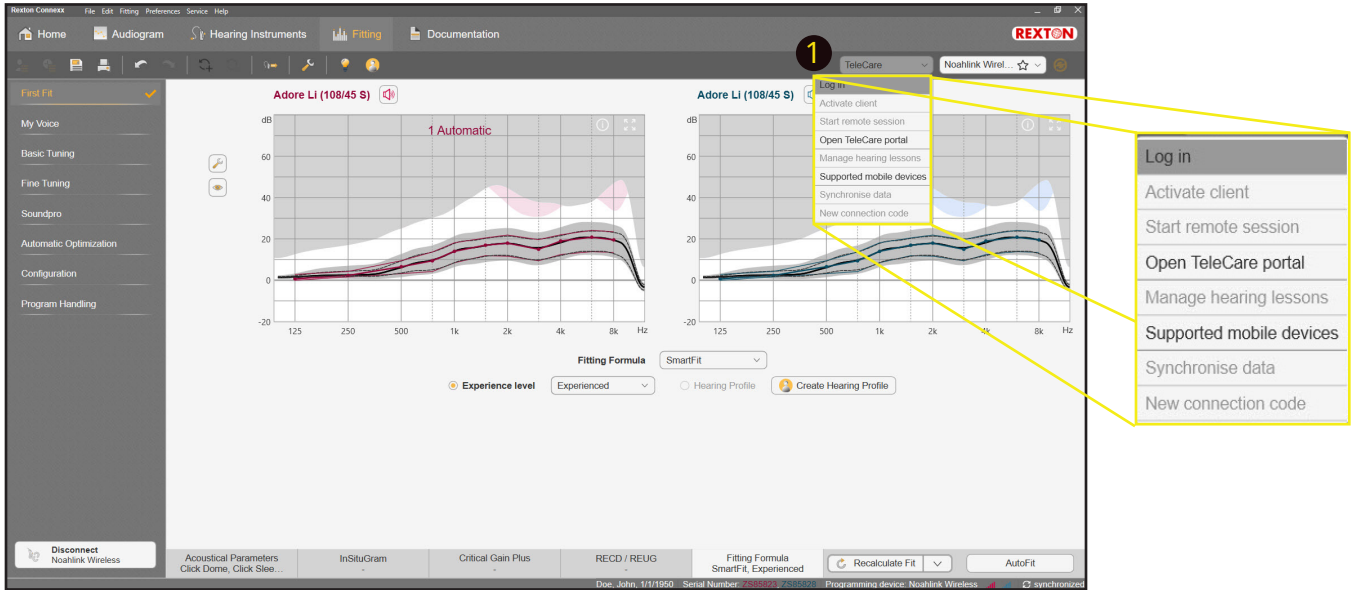


Open Cycle Session

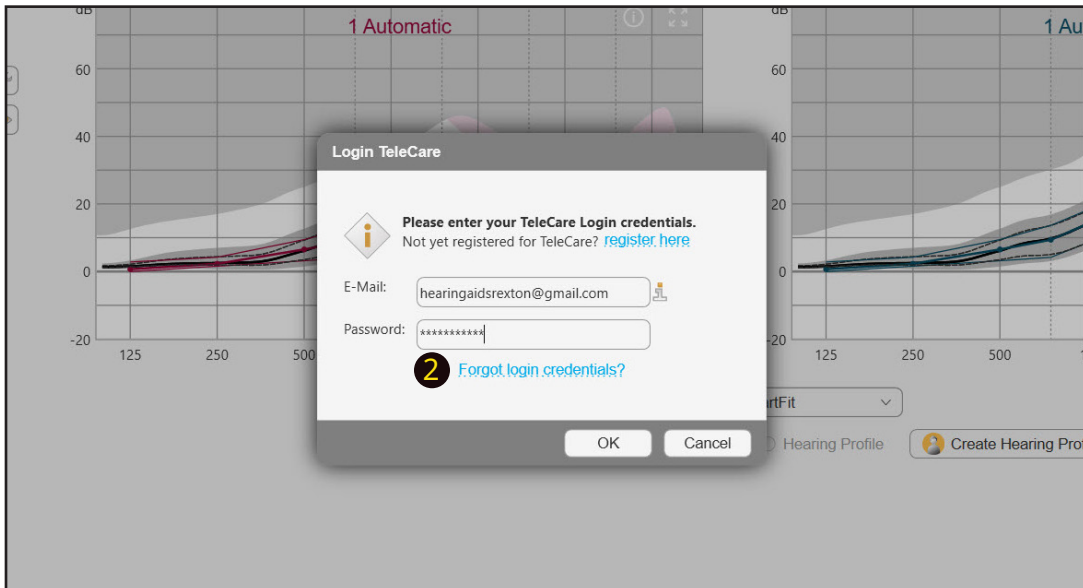
To engage TeleCare after the First Fit session has been closed, go to your session list in Sytle Noah and open the most recent Connexx session.



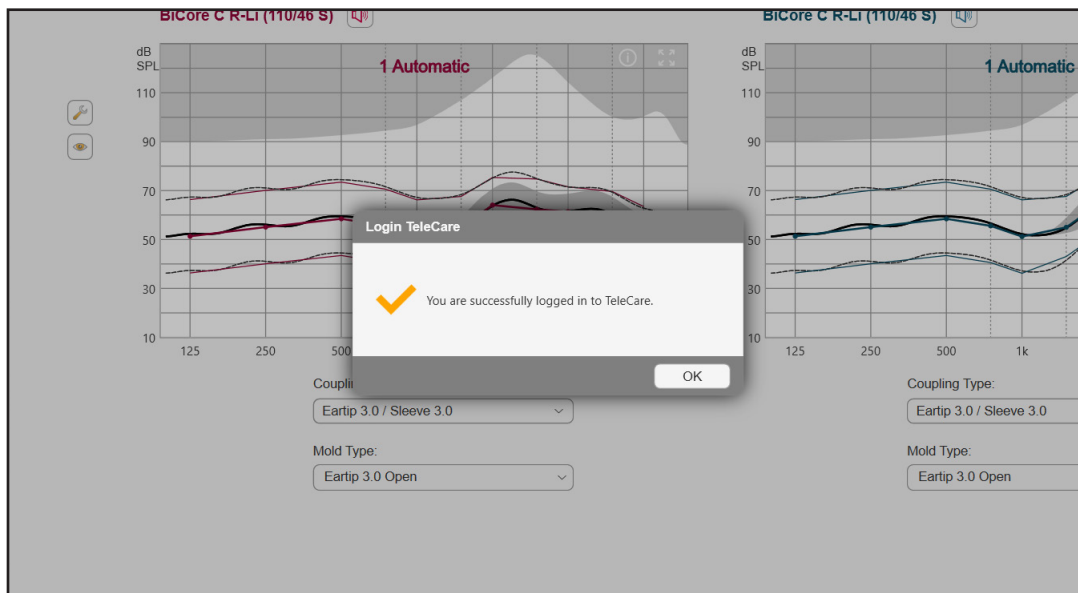
Log in to TeleCare



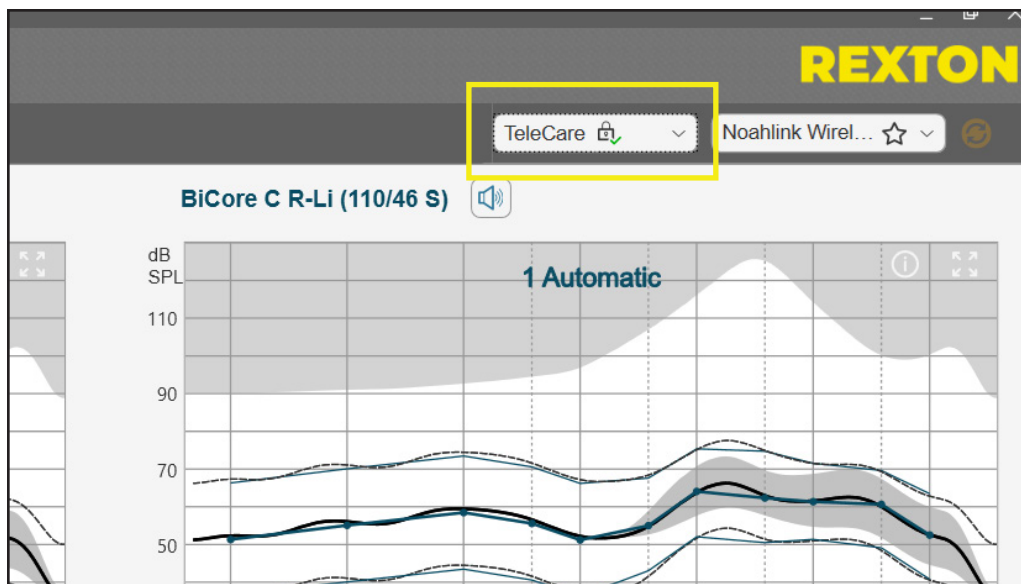
1. Click on the drop-down TeleCare menu and select Log in.
2. Enter your e-mail and password.



- You will receive a message stating you have successfully logged in.

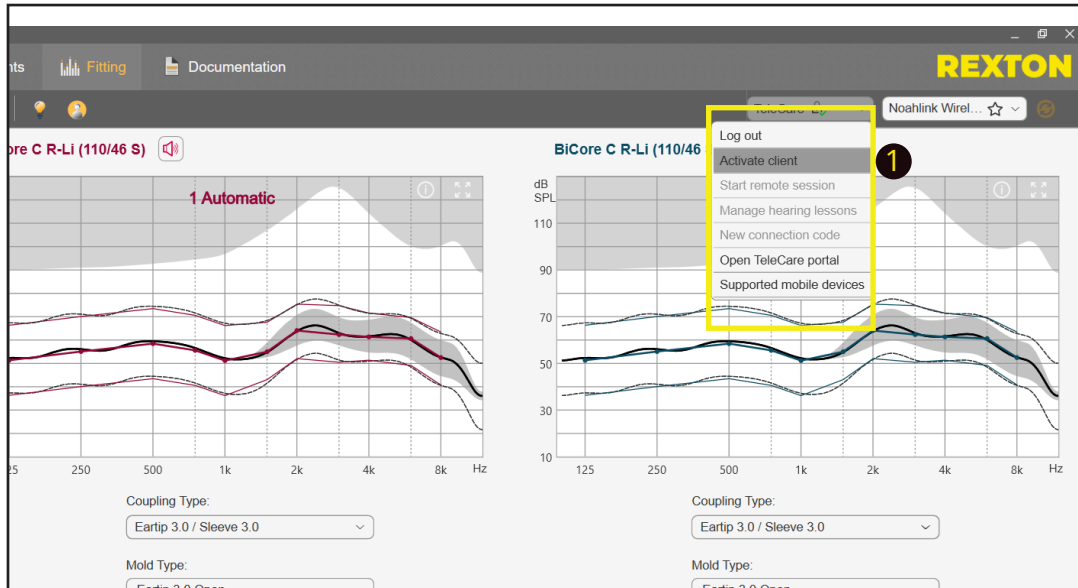


- You will also see a green check mark in the TeleCare drop down. The green check mark next to TeleCare will let you know whether you are logged in or not.

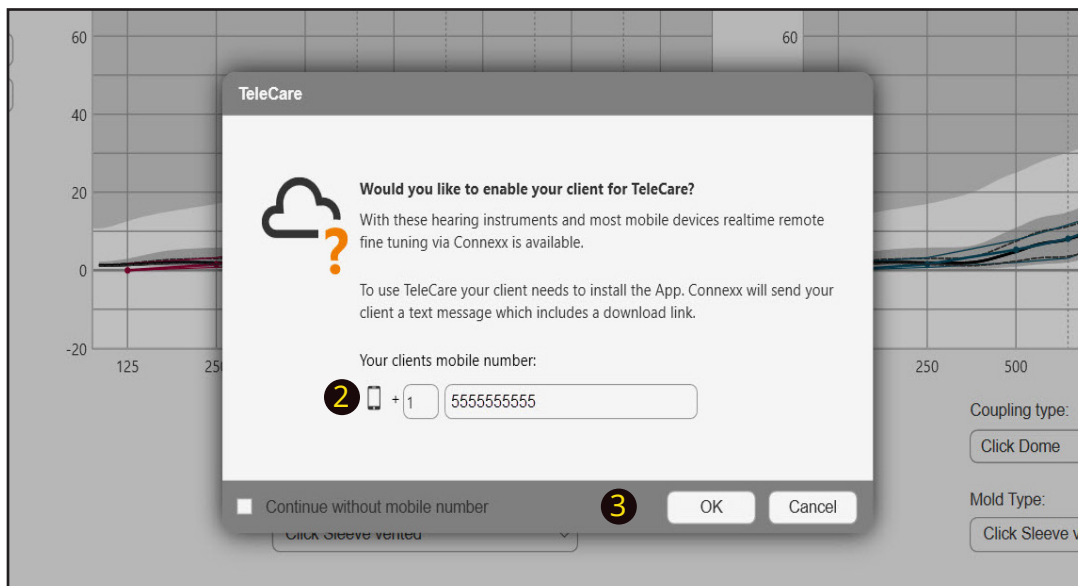


Activating Members on TeleCare

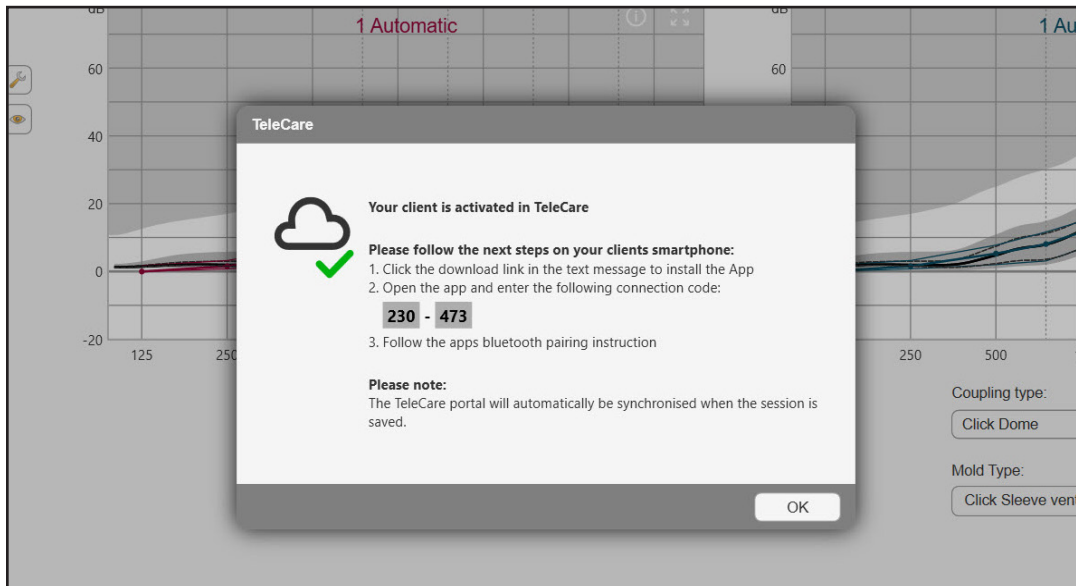
1. Select "Activate client" from the TeleCare drop down menu.



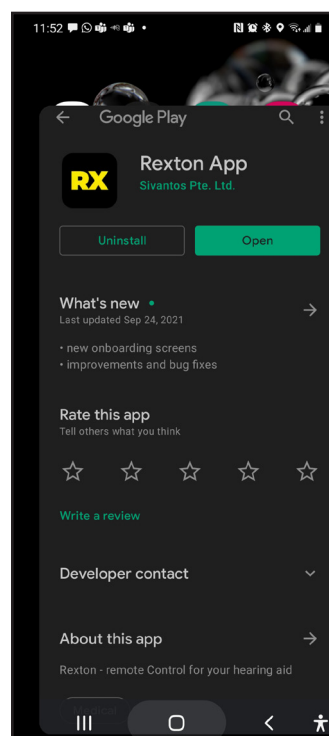
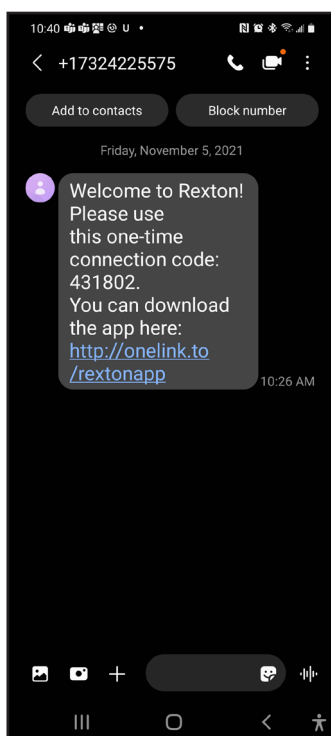
- The member does not have to be present for you to activate them.
2. Enter the member's mobile phone number in the box. A smart phone is required. (Compatible phone list at the end of presentation).
 3. Click "Ok".
- Pertinent information will be sent to the portal.



- Upon successful transfer to the portal, an activation code is created and sent to the member via text message.

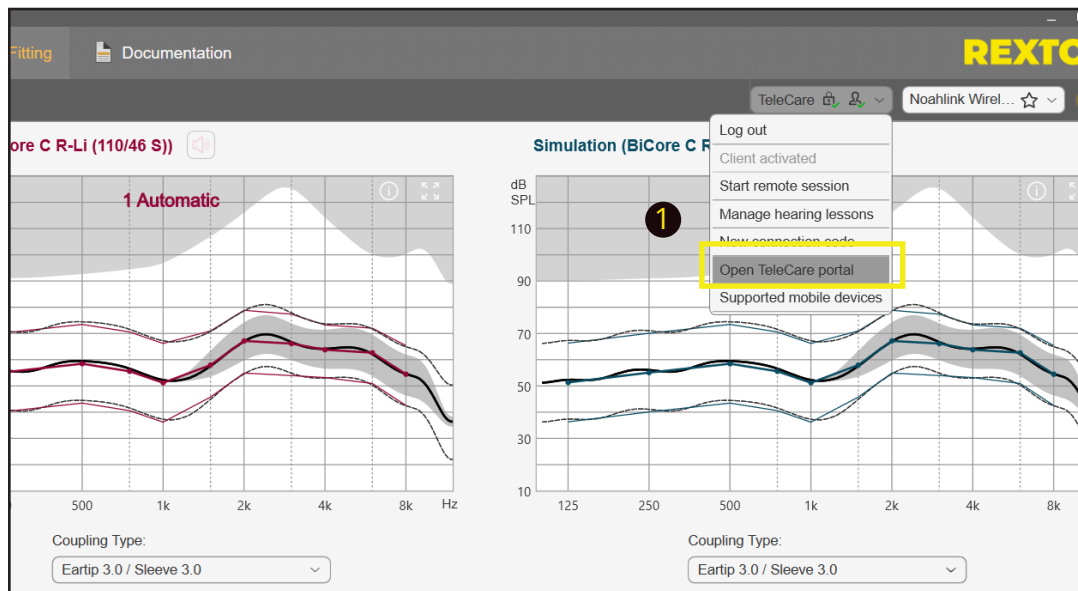


- Instruct the member to check text messages and follow instructions to download and install app using connection code.

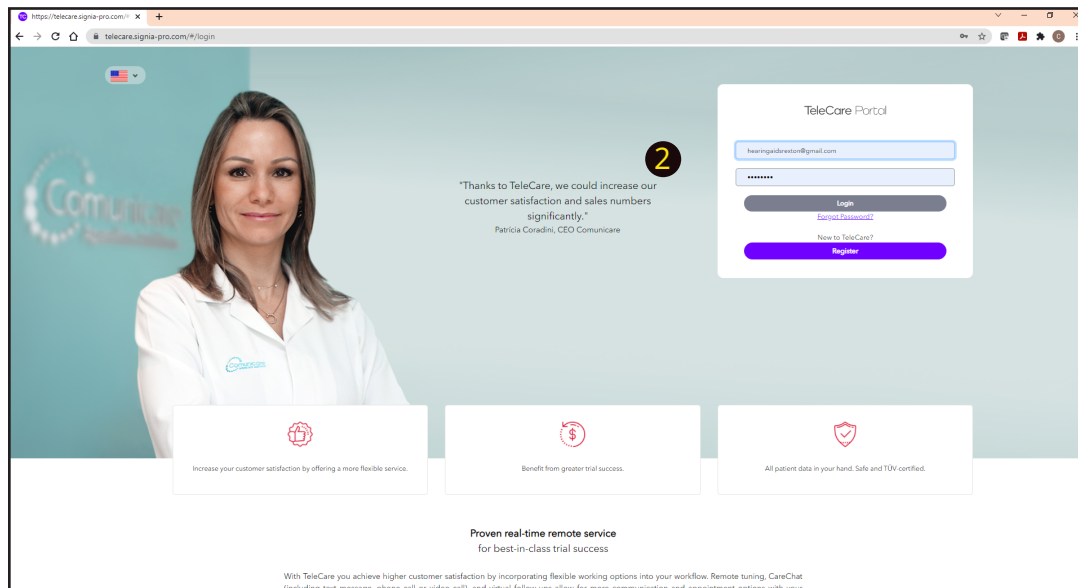


TeleCare Portal

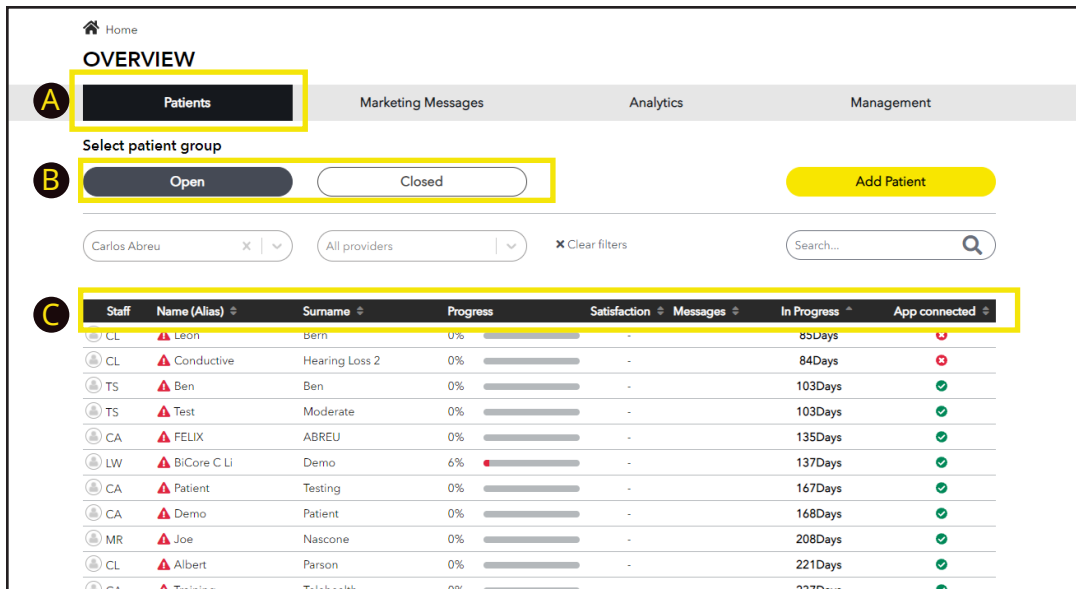
1. Select "Open TeleCare portal" from the drop-down menu. This will take you to the internet.



2. Enter your information to log in to the TeleCare portal.

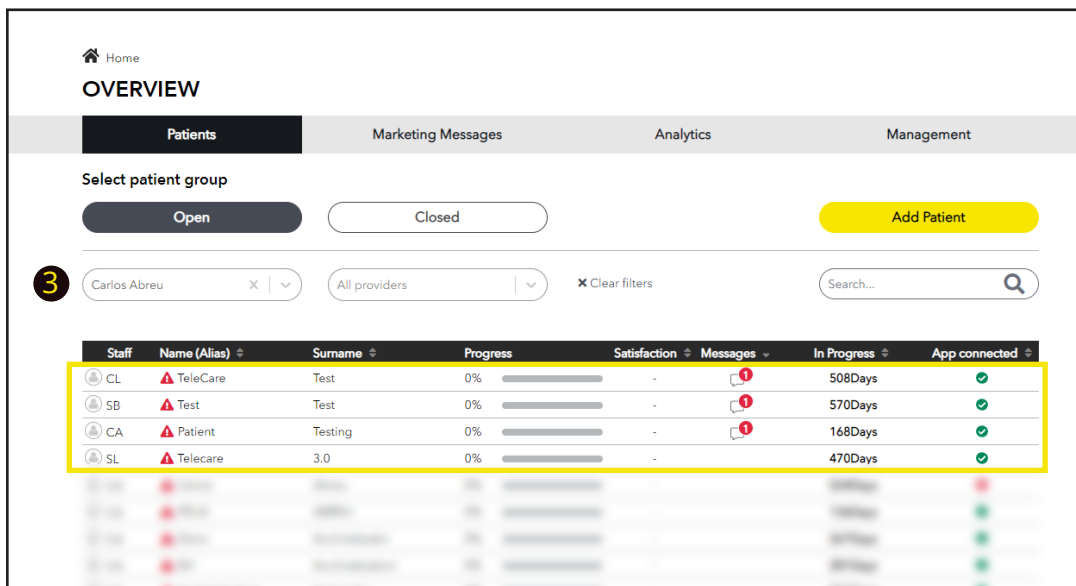


- A. The Overview - Patients allows you to select activated members.
- B. Members may be listed under Open or Closed.
 - It is recommended to leave all members on Open.
- C. The headings over the members' list may be used as filters for easy sorting.

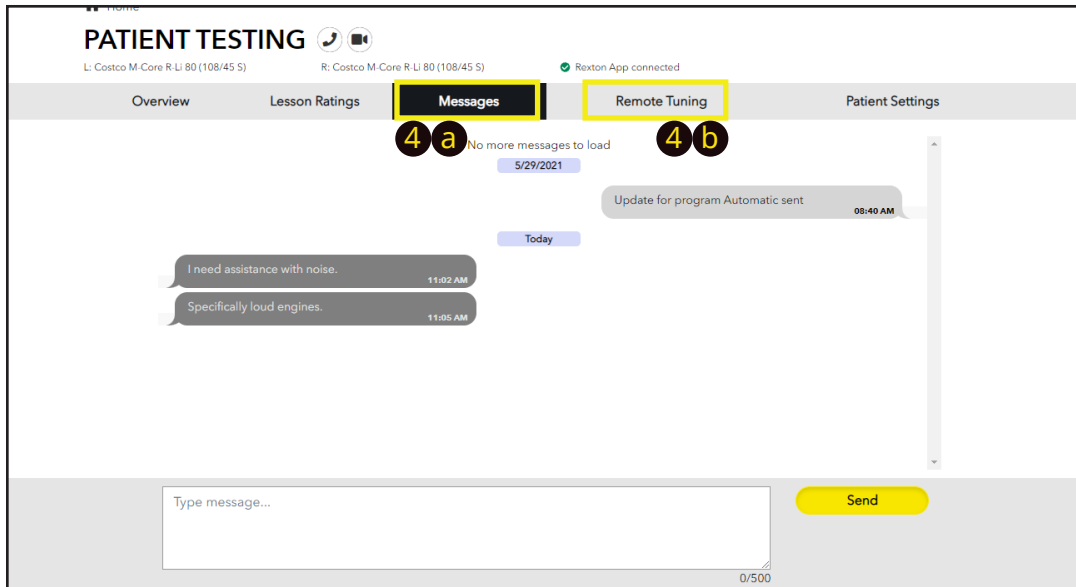


Sorting by messages ensures any messages sent by the member will be readily visible.

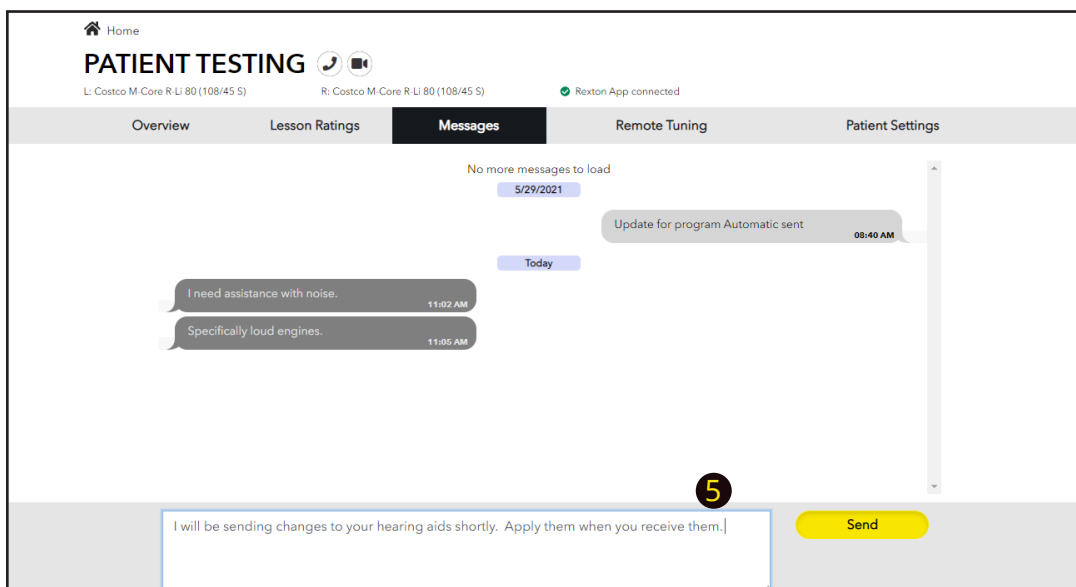
- 3. Click on the name of the member to select.



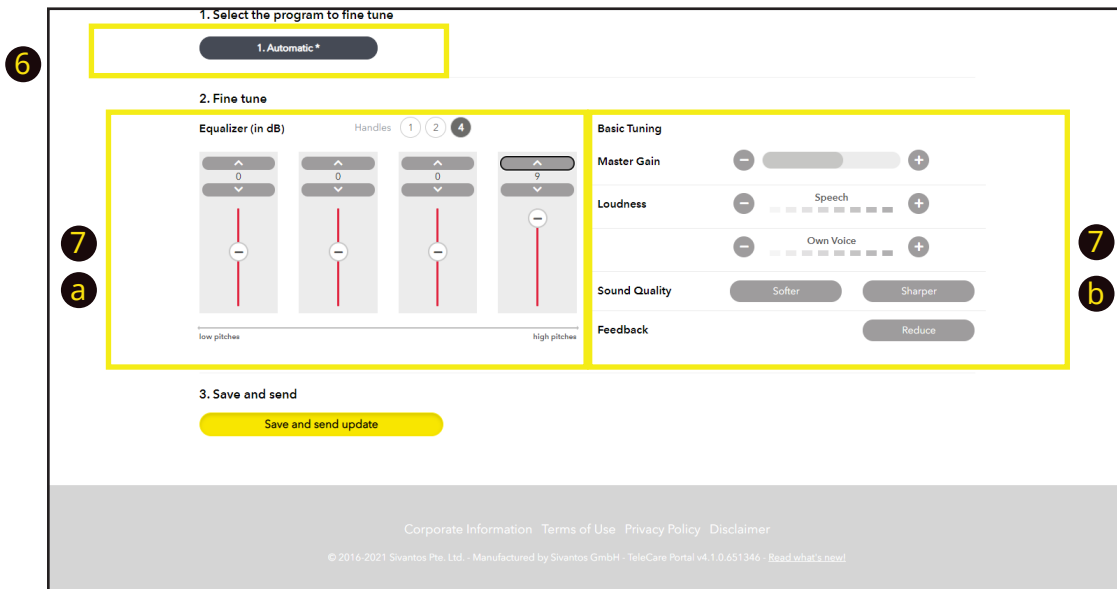
- Choosing a member will take you to their overview page.
4. Select a tab
 - a. Tap the Messages tab to review any messages the member has sent you.
 - b. Go to Remote Tuning to adjust the hearing aids.



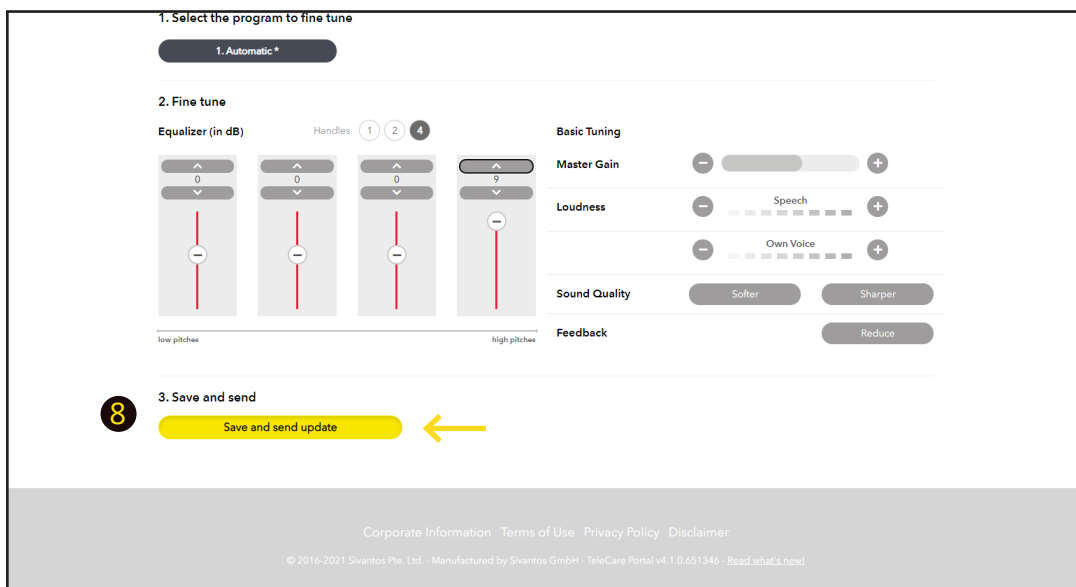
5. Communicate with the member via the “Messages” tab.
 - The messages you receive will have a dark background, while messages you send will be red.
 - Messages cannot be deleted.



6. Select the program to adjust.
 7. Make any adjustments necessary.
 - a. Use sliders for Fine Tuning.
 - b. Use the options on the right for Basic Tuning.
- Status is “Not yet sent”.



8. After making changes, click “Save and send update” to communicate the modifications to the member’s phone.
 - You will get a Success message.



The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases and are subject to change without prior notice.

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