



ReSound GN

# GN Online Services - manage your account

A guide for professionals

# How to manage your account on GN Online Services

Welcome to GN Online Services.

You must register for GN Online Services to begin offering ReSound Assist to your patients. In this guide, we will walk you through the registration process and provide tips on how to maintain your account on GN Online Services.

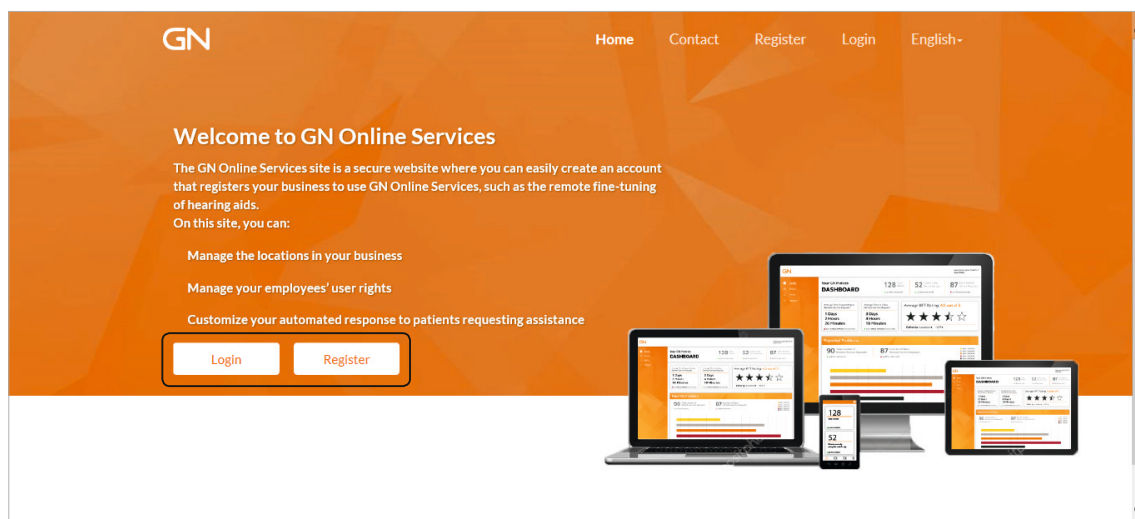
## Before getting started

1. If you have questions regarding GN Online Services prior to registration, please contact your local Customer Care team.
2. When registering, an email address is required. The owner of this email will become the Super Administrator of the Account. This can be changed later, if needed, by your Customer Care team.



## 1) How to register your business

- 1.1. Open your web browser and go to the GN Online Services registration page.  
<https://portal.gnonlineservices.com>
- 1.2. If the language displayed is not your preferred language, you can select a different language in the top right corner.
- 1.3. To register, click the “Register” button (if you are already registered click “login”).



- 1.4. On the Registration page, type in your Account number and select your Country of business.
- 1.5. Create a Username: Must be unique and this is the name that you will use when logging into the site. Minimum 7 characters including only letters and numbers. Select the preferred Language for E-mail communication.
- 1.6. Type in the email of the person that should administrate the account on GN Online Services. The email must not be previously used on GN Online Services.
- 1.7. Type in a first and last name. This full name will be displayed in ReSound Smart Fit when logged into GN Online Services.
- 1.8. Type in a telephone number.
- 1.9. Lastly, review the Terms and Conditions by clicking the colored text and click the checkbox to agree. Click "Register."

### GN Online Services - Registration

Welcome to Online services registration page! Registration is required in order to set up your business to use the GN Online Services. Please fill in all required information on this page. If you have already registered, please click the [Login](#) link to access your account.

Account # ⓘ	Country ⓘ	1.4
<input type="text"/>	--Select Country--	
Username ⓘ	Preferred Language ⓘ	1.5
<input type="text"/>	English	
Email Address ⓘ	Confirm Email Address ⓘ	1.6
<input type="text"/>	<input type="text"/>	
First Name ⓘ	Last Name ⓘ	1.7
<input type="text"/>	<input type="text"/>	
Phone ⓘ		1.8
<input type="text"/>		
<input type="checkbox"/> I understand and agree to all <a href="#">terms and conditions of this agreement</a>		1.9
<div>Register Cancel</div>		

- 1.10. You will now see that your business has been registered and an email has been sent to the email used in the registration process.

← → ↻ 🔒 https://alpportal.gnonlineservices.com/User/Register ☆ ⓘ ⋮

GN

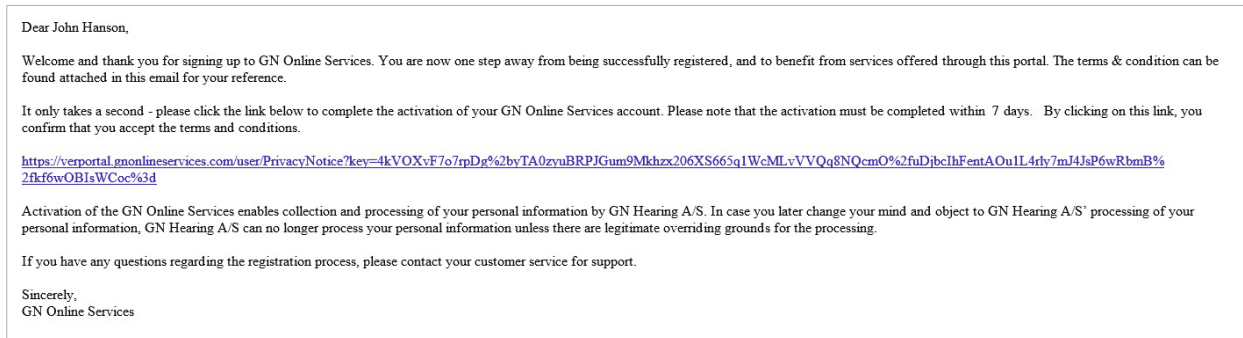
Home Contact Dashboard English ▾

## Thank you for registering for GN Online Services. An activation email will be sent to you shortly to complete your registration.

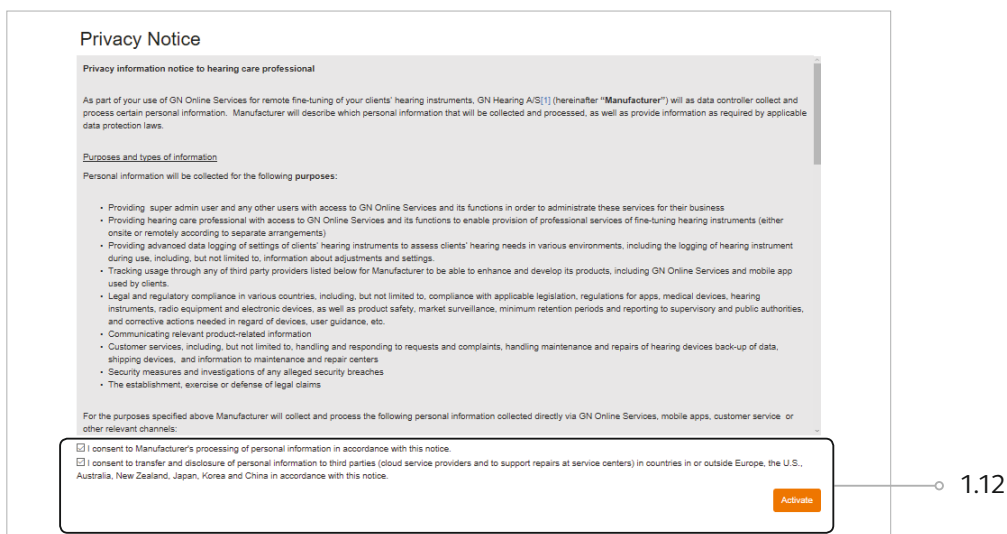
Please note that use of the GN Online Services may trigger notification or registration requirements with your National Data Protection Agency if you are located in the EU. Any such national data protection requirements based on use of GN Online Services remain the sole responsibility of you and/or your organization. A comprehensive list of EU data protection agencies can be found at:  
[http://ec.europa.eu/justice/data-protection/article-29/structure/data-protection-authorities/index\\_en.htm](http://ec.europa.eu/justice/data-protection/article-29/structure/data-protection-authorities/index_en.htm)

Login

1.11. To complete the registration process, open the activation email and follow the steps to activate your account within 7 days.



1.12. It is important that you do not close the page until you have read the Privacy Notice and confirmed by checking the two consent check boxes. Once this is done, click the "Activate" button. Your registration is now complete and the account is active GN Online Services.



1.13. Last part of the registration is to set a password for the account. Create a Password with minimum 8 characters including at least 1 capital letter, 1 lowercase letter, 1 number and 1 special character. Click Activate to finalize registration.

**Create Password**

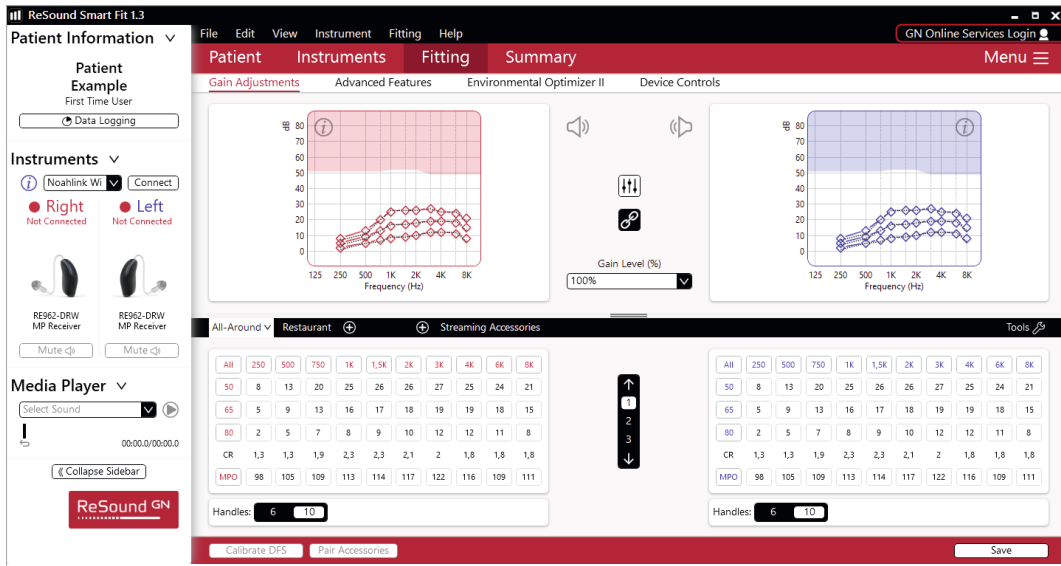
**New Password**

**Confirm Password**

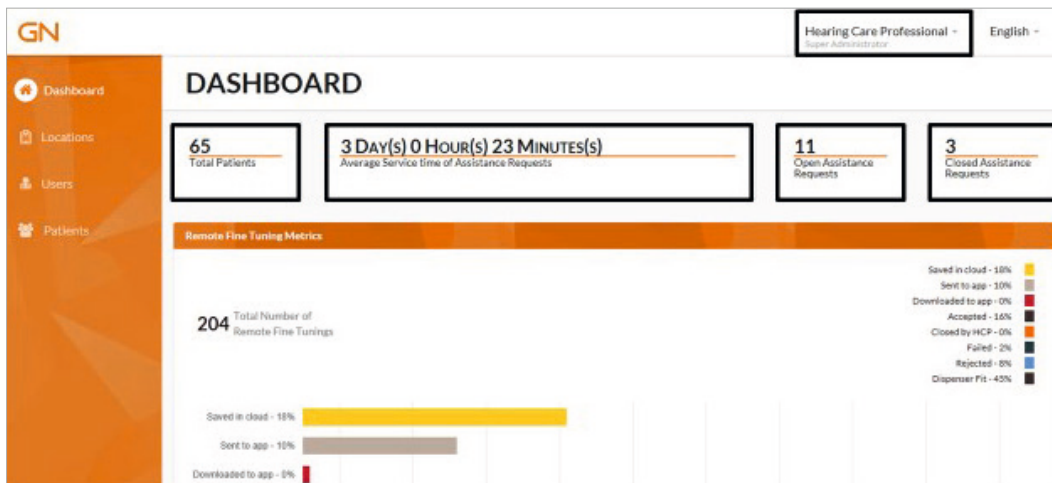
**Activate**

## 2) Log in to manage your account

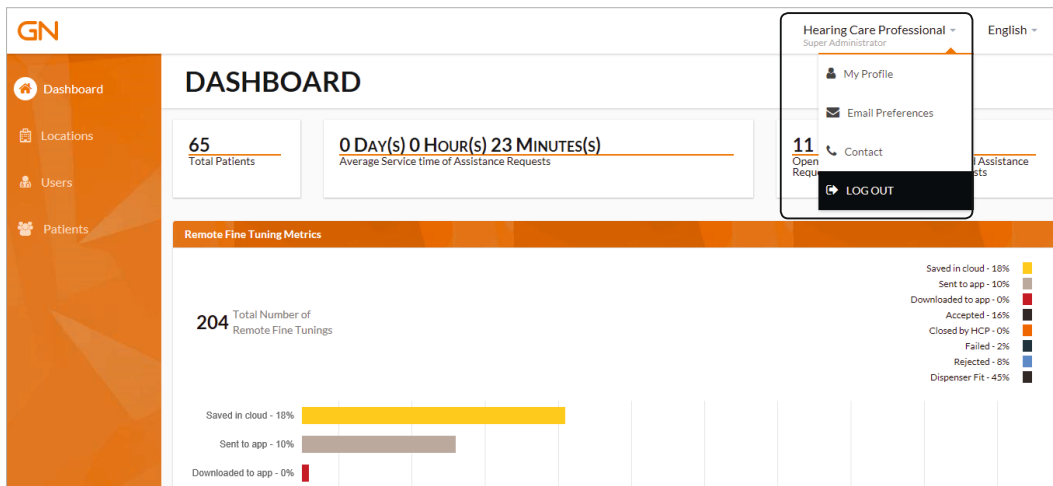
- 2.1. Log in to your account using the Username and Password that you created during registration. You can log in from the homepage or from ReSound Smart Fit fitting software, as well. In ReSound Smart Fit, click the name in the top right corner and choose GN Dashboard in the drop-down menu. This will take you to GN Online Services.



GN Online Services homepage. Explanations for the data on the homepage are explained in the GN Online Services Dashboard section of this guide.



- 2.2. To edit your profile (except your username), click on the username in the upper right-hand corner of the Dashboard home screen and choose “My Profile” in the drop-down menu. You can access email preferences from the same menu. When you get an Assistance Request or fine-tuning rating from the ReSound Smart 3D app, you will receive an email notification. The email notifications are enabled as the default setting, so you must uncheck the boxes to disable this feature. You may also select to receive a digest E-mail. This gathers notifications into one E-mail and sends it either daily or weekly instead of instantly.



**GN MY PROFILE**

Username: spateh427  
Email Address: firstname@domain.com  
First Name: Firstname  
Last Name: Lastname  
Phone: 123456789  
Preferred Language: English

[Privacy Information Notice](#)  
[Terms and Conditions](#)

[Edit](#) [Change Password](#)

GN
Allan Guinot Super Administrator
English

Dashboard
Locations
Users
Metrics By User
User Management
Patients

## EMAIL PREFERENCES

☒ **Receive Assistance Request Notification Emails**  
When a patient sends an Assistance Request, a notification email will be sent to your registered email account.  
Check the box if you wish to receive email notifications. Uncheck the box if you do not wish to receive email notifications.

☐ **Enable Notification Digest**  

Recurring Type: Daily
Day Of Week: Sunday

☒ **Receive Fitting Rating Notification Emails**  
When a patient sends a rating of their fitting, a notification email will be sent to your registered email account.  
Check the box if you wish to receive email notifications. Uncheck the box if you do not wish to receive email notifications.

☐ **Enable Notification Digest**  

Recurring Type: Daily
Day Of Week: Sunday

Save Changes

### 3) Manage Locations (Points of Sale)

Your business may consist of a single location or multiple locations. Under “Location Management” you can manage your location(s) by editing, adding and removing locations.

Location Name	Account Type	Parent Account	Address	
Shop A (G127875)	GN Account	G127875	531 MAIN ST, #835 EL SEGUNDO, CA, 90245 USA	<div>EditDelete</div>
Shop B (G127877)	GN Account	G127875	311 MAIN ST, #B EL SEGUNDO, CA, 90245 USA	<div>EditDelete</div>

3.1

3.1. Click “Edit” to see all the Location information.

3.2. If required, make any changes needed to the location information that was automatically filled in.

In case you want to use the same reply on all locations, you can select the “Apply this text to all my locations” check-box.

**IMPORTANT:** Each location must have a Service Request Auto-Reply Message that replicates the service offered in that specific location. For example, this location is only open 2 days a week. Make sure to consider this when customizing the message.



## EDIT LOCATION INFORMATION

Location Name ⓘ Shop B Account # G127877

**App Assistance Request Auto-Reply Message ⓘ**  
 Thank you for your request.  
 We will get back to you as soon as possible.  
☐ Apply this text to all my locations ⓘ

Location Telephone ⓘ 310-210-8052

Location Address (Street) ⓘ 311 MAIN ST Location Address (Apt/Suite/Unit) ⓘ #8

Location Address (City/Town) ⓘ EL SEGUNDO Location Address (State/Province/Region) ⓘ California

Country ⓘ USA Account Zip/Postal Code ⓘ 90245

Settings related to remote fine tuning and ratings:

☐ 3.2.1 Disable rating for an office fitting ⓘ

☐ 3.2.2 Change default waiting time for rating notification for office session ⓘ

☐ 3.2.3 Change default waiting time for rating notification for remote assist session ⓘ

☐ 3.2.4 Apply above settings to all locations ⓘ

Save Changes Cancel

### 3.2.1 Disable rating for an office fitting:

Enabling this checkbox will disable the rating option in the patients App on their mobile device. It will not be possible for the patient to send a rating after an in-office session.

### 3.2.2 Change default waiting time for rating notification for office session:

By enabling this setting a dropdown will be made visible. This is for changing the default 3 days it takes for a notification to be triggered to the patient on their mobile app. It is possible to select another value directly in the dropdown. If previous setting is enabled, this option is hidden from the screen.

### 3.2.3 Change default waiting time for rating notification for remote assist session:

By enabling this setting a dropdown will be made visible. This is for changing the default 3 days it takes for a notification to be triggered to the patient on their mobile app. It is possible to select another value directly in the dropdown.

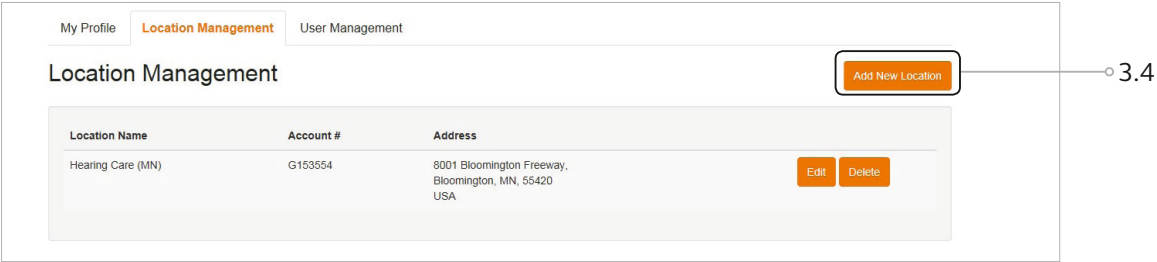
### 3.2.4 Apply above settings to all locations.

When marking this setting, the changes in this section (above 3 settings), when saved, will automatically be applied on all the locations. Beware that it will overwrite the existing settings on all the locations and is not reversible. When reentering the edit location, the checkmark will be unchecked and can be checked again if you need to correct on all locations.

By not marking the setting, changes will only apply to the location currently editing in.



3.3. Your location is now ready to offer remote optimization via ReSound Assist and your account setup in GN Online Services may be finalized.



3.4. If you need to add more locations to your setup, click “Add New Location.”

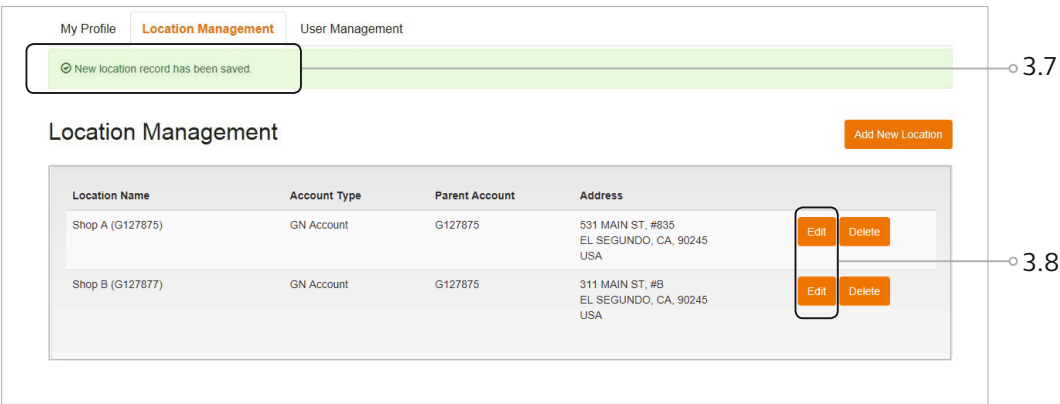
3.5. The “Location Name” drop-down will list the locations belonging to the Main Location that was registered on GN Online Services.

Select the location that you want to add to GN Online Services.

3.6. “Add New Location”

3.7. The new location is now added to the account setup. If more locations need to be added, simply perform the same steps for each location until the desired setup is reached.

3.8. Remember to customize the Service Request Auto-Reply Message for each location. Click “Edit” to customize the message.



#### 4) Manage Users and User roles

With the location structure in place you can start adding users to each location. There are 3 user roles with a different set of permissions that you can assign. A Super Administrator is required, and defaults to the first user registered for the business. There can only be one Super Administrator. The table below explains the different roles and how they could be assigned.

	Super Administrator	Administrator	User
User role description	Typically the business owner or an employee appointed by the owner to manage the entire account	Typically the manager of a specific location who need to manage the employees fitting patients	Employee fitting patients with ReSound Smart Fit.
Registration for access to GN Online Services	■ (taking place right now)		
Can manage locations and Admin profiles	■		
Can manage User profiles	■	■	
Login to GN Online Services via ReSound Smart Fit	■	■	■

- 4.1. An Administrator or Super Administrator will see the option of user management. Both will have the ability to edit existing users and add new users. To add a new user, go to “User Management.”

**GN** Hearing Care Professional - English - <sup>^</sup>

**USER MANAGEMENT** ADD NEW USER

Search Criteria

FIRST NAME  LAST NAME  Email Address Search

Username:	Name	Email Address:	Permissions	Locked	Status	Location(s)
marwantabet	Marwan Tabet	mtabet@gnresound.com	User	No	Active	<a href="#">View Location</a> <span>Edit</span> <span>Actions</span>
test001	firstName lastName	test@test.com	Administrator	No	Inactive	<a href="#">View Location</a> <span>Edit</span> <span>Actions</span>
testActivation	Magd saman	testActivation@test.com	Administrator	No	Inactive	<a href="#">View Location</a> <span>Edit</span> <span>Actions</span>
Username	Firstname Lastname	name@domain.com	Administrator	No	Inactive	<a href="#">View Location</a> <span>Edit</span> <span>Actions</span>

- 4.2. To add a new user, simply follow the wizard. It will guide you through the process. Please be aware that that a username and email must be unique.

4.3. Start by selecting the role of the new user and click “Start.”

The screenshot shows the 'ADD NEW USER' page in the GN system. The left sidebar contains navigation links: Dashboard, Locations, Users, User Metrics, User Management, and Patients. The main content area has a header with '< Back to User Management' and 'ADD NEW USER'. Below this is a 'Choose Role' dialog box with two options: 'User' (selected) and 'Administrator'. The 'User' option is described as 'Audiologist performing remote services'. The 'Administrator' option is described as 'Audiologist/Manager authorized to manage all Users in a specific location'. A 'START' button is at the bottom of the dialog.

4.4. Fill in all fields in the User Info and click “Next.”

The screenshot shows the 'User Info' form. The title is 'User Info' with a close button (X). Below the title is a note: 'User Information must be entered in all data fields to add a new user'. The form has several fields: 'Username' (filled with 'HearingCare1'), 'Preferred Language' (dropdown menu with 'English' selected), 'First Name' (filled with 'Hearing'), 'Last Name' (filled with 'Care1'), 'Email Address' (filled with 'example@hearingcare.com'), 'Confirm Email Address' (filled with 'example@hearingcare.com'), and 'Phone' (filled with '123456'). At the bottom, there is a 'START OVER' button and a 'NEXT' button.

4.5. Choose locations and click “Next.” Choose the location that the new user should be able to perform services from. Note: By holding CTRL and clicking, you can choose multiple locations at a time.

The screenshot shows the 'ADD NEW USER' page in the GN system. The left sidebar contains navigation links: Dashboard, Locations, Users, User Metrics, User Management, and Patients. The main content area has a header with 'ADD NEW USER'. Below this is a progress bar with three steps: 1. USER INFO, 2. LOCATIONS, and 3. CONFIRMATION. The 'LOCATIONS' step is currently active. Below the progress bar is a 'Choose Locations' dialog box. The dialog box has a title 'Choose Locations' and a note: 'The Locations listed are associated with the Account Number(s)country you have chosen. Please select one or more Locations the new user should be associated with.' Below the note is a 'Locations' section with a list of locations: 'Shop A (G127875) - 531 MAIN ST, EL SEGUNDO' and 'Shop B (G127877) - 311 MAIN ST, EL SEGUNDO'. A 'PREVIOUS' button is on the left and a 'NEXT' button is on the right.

- 4.6. Confirm your inputs and click “Add New User.” The last step of the wizard lets you verify the data you entered. When you click “Add New User,” the user is created. After this, the user will receive an activation email at the email address provided. In order to finalize user creation, the user must activate within 7 days. Also see 1.11 and 1.12.

The screenshot displays the GN Hearing Care Professional Super Administrator interface. On the left is an orange sidebar with navigation icons and labels: Dashboard, Locations, Users, User Metrics, User Management, and Patients. The top header shows the user's role as 'Hearing Care Professional' and 'Super Administrator', along with a language dropdown set to 'English'. The main content area features a progress bar with three steps: 1. USER INFO, 2. LOCATIONS, and 3. CONFIRMATION. The 'CONFIRMATION' step is currently active, showing a 'Confirmation' dialog box. This dialog box contains two tabs: 'User Info' (selected) and 'Locations'. Under the 'User Info' tab, there are input fields for 'User Role' (set to 'User'), 'Username' (set to 'HearingCare1'), 'First Name' (set to 'Hearing Care'), 'Last Name' (set to '1'), 'Email Address' (set to 'example@hearingcare.com'), and 'Phone' (set to '1234234'). There is also a 'Preferred Language' field set to 'English'. At the bottom of the dialog, there is a 'PREVIOUS' button on the left and an 'ADD NEW USER' button on the right.

- 4.7. The new user is shown as “inactive” until the user activates the account via the email just sent. You will see the “Active” setting and the box next to it grayed out. Due to your Super Administrator/Administrator role you can continue making changes regardless of the inactive status. Under “Edit User,” you can modify all the user information except the Username, which shall remain as originally created. Also see 4.4 – 4.6.

Please pay special attention to the location page. This is where you decide how much information should be shared between locations and users.

- If users work on a standalone patient database then users should only be assigned to the location in which they work. They can only support their own patients as only they have access to the patient database.
- If users work on a shared Noah database and everyone should be able to perform fine-tuning for any patient associated with the business, then each user should be assigned ALL available locations. Double click the available location to move them over to the Assigned Location(s).
- Note: If a user does not have access to both the patient’s data (database) and the patient’s fine-tuning data, then a fine-tuning will have to be done by creating a new patient in Noah or standalone database.

## User Info

User information must be entered in all data fields to add a new user

Username:

Username

Preferred Language:

English

First Name:

Firstname

Last Name:

Lastname

Email Address:

name@domain.com

Phone:

123456789



Active



Locked

Role

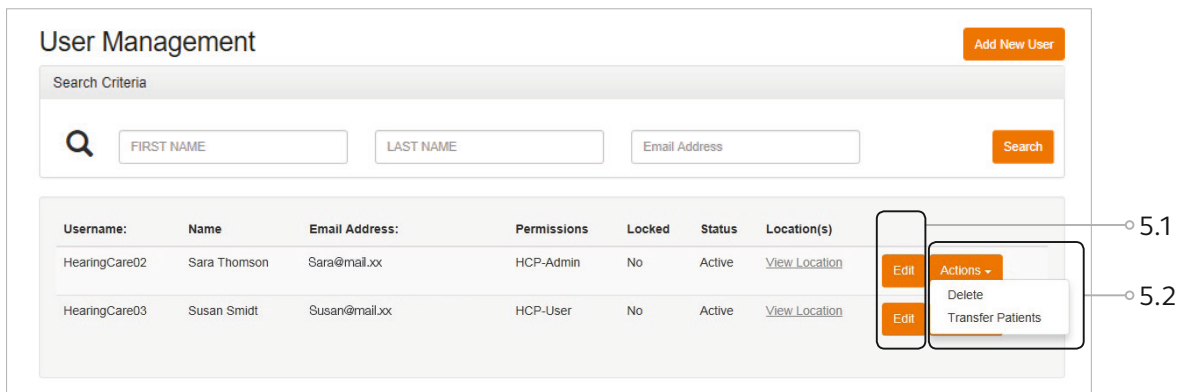
Administrator

Next

## 5) Maintaining your Account

As Super Administrator, you can always go to <https://portal.gnonlineservices.com> and manage your account, locations, users and patients when information requires an update or an organizational change is made. For example, your account should be updated when a user leaves the business or a location is terminated. This section of the guide will highlight some of these examples.

- 5.1. Update Location and User information by clicking the “Edit” button in the relevant tab. Administrators and Users that you created can do the same within their permission area.
- 5.2. Moving Patient fine-tuning data from one user to another is necessary in case a User leaves the business and the user account has to be deleted. It is not possible to delete a user until the fine-tuning data has been transferred to another user. Click “Actions” and “Transfer Patients” to initiate.



The screenshot displays the 'User Management' interface. At the top right is an 'Add New User' button. Below it is a 'Search Criteria' section with input fields for 'FIRST NAME', 'LAST NAME', and 'Email Address', along with a 'Search' button. The main area contains a table with columns: Username, Name, Email Address, Permissions, Locked, Status, and Location(s). Two users are listed: 'HearingCare02' (Sara Thomson) and 'HearingCare03' (Susan Smidt). For each user, there is an 'Edit' button and a 'View Location' link. A callout box labeled '5.1' points to the 'Edit' button for 'HearingCare02'. Another callout box labeled '5.2' points to the 'Actions' dropdown menu for 'HearingCare02', which shows options: 'Delete' and 'Transfer Patients'.

Username:	Name	Email Address:	Permissions	Locked	Status	Location(s)
HearingCare02	Sara Thomson	Sara@mail.xx	HCP-Admin	No	Active	<a href="#">View Location</a>
HearingCare03	Susan Smidt	Susan@mail.xx	HCP-User	No	Active	<a href="#">View Location</a>

- 5.3. Select “All,” as you want to transfer all patients from the selected user to another user who will support these patients moving forward. Select the location and the user that should receive the patients. Click “Transfer Patients.”
- 5.4. Deleting a user completely from the business can only be done when the user has no patients assigned. Once the patients are successfully transferred to a different user, you can click “Delete” to remove the user completely.

## User Management

Add New User

Search Criteria

Search

Username:	Name	Email Address:	Permissions	Locked	Status	Location(s)		
HearingCare02	Sara Thomson	Sara@mail.xx	HCP-Admin	No	Active	<a href="#">View Location</a>	<span>Edit</span>	<div> <div>Actions</div> <div> <div>Delete</div> <div>Transfer Patients</div> </div> </div>
HearingCare03	Susan Smidt	Susan@mail.xx	HCP-User	No	Active	<a href="#">View Location</a>	<span>Edit</span>	

- 5.5. Deleting a Location completely if it's no longer part of the business can only be done once all users assigned to the location have been assigned a different location or deleted.
- 5.6. A user account can manually be locked and unlocked by the Super Administrator and Administrator. If your account is locked, you will be denied access. Five failed password attempts will lock a user out of GN Online Services. To unlock your account, contact an Administrator or Super Administrator.



## User Info

User information must be entered in all data fields to add a new user

Username:

Preferred Language:

English

First Name:

Last Name:

Email Address:

Phone:

☒ Active

☐ Locked

Role

Administrator

Next

### Important!

If you suspect your credentials have been compromised then change your password as soon as possible.

In case you are not able to, contact your super administrator or your local GN support for assistance.



## 6) Patient Management

Once entered the <https://portal.gnonlineservices.com>, this section lists the patients using the GN online services. All HCP roles, such as Users, Administrators and Super Administrator can access this page within the scope they have been setup to.

- 6.1. Patient information is the information transferred as part of the save of a fitting session. This information is transferred from the fitting software. It cannot be edited here and should be maintained in the patient management software used in the store.
- 6.2. The icon shown is a representation of the firmware status of the device(s) used by the patient. If the icon is green the Hi(s) are up to date and if the icon is yellow, one or more of the used Hi(s) have a new Firmware available. The actual firmware update needs to take place on the patients mobile device or in the clinic.

The screenshot shows the 'PATIENT MANAGEMENT' interface. On the left is a sidebar with navigation links: Dashboard, Locations, Users, Patients (selected), Assistance Requests, Fitting Ratings, and Patient Management. The main area has a search bar with fields for First Name, Last Name, and Email Address, and a Search button. Below the search bar is a table with columns: Name, Email, Gender, Date of Birth, State, Brand, Devices, User Experience Level, and Firmware Status. The table contains two rows of patient data. Callout 6.1 points to the 'Firmware Status' column header. Callout 6.2 points to the green checkmark icon in the 'Firmware Status' column for the first patient. Callout 6.3 points to the 'Actions' button in the 'Firmware Status' column for the second patient.

Name	Email	Gender	Date of Birth	State	Brand	Devices	User Experience Level	Firmware Status
Patient Example		Female	11/5/1968	MN	ReSound	LT961-DRW, LT961-DRW	First Time User	Green Checkmark
Patient1 Example		Female	4/13/1960		ReSound	LT967-DW, LT967-DW	First Time User	Yellow Warning Icon

- 6.3. Clicking the actions button presents three options.

The screenshot shows the 'Actions' dropdown menu. It contains three options: 'Transfer Patients', 'View HI Details', and 'Patient Consent'. Callout 6.1 points to 'Transfer Patients', callout 6.2 points to 'View HI Details', and callout 6.3 points to 'Patient Consent'.

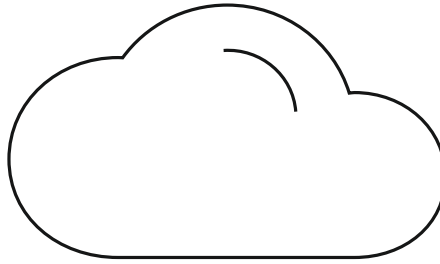
6.3.1 Moving Patient fine-tuning data from one user to another is necessary in case a User leaves the business and the user account must be deleted. It is not possible to delete a user until the fine-tuning data has been transferred to another user. Click "Actions" and "Transfer Patients" to initiate.

6.3.2 View HI details presents a detailed overview of the HI(s) that the patient have been using (if these were also enabled for remote services). The HI(s) last used by patient is marked as active. The list also shows firmware status for every device.

6.3.3 Patient consent is an overview of the consent status of the patient. The information is also available in the fitting software.

# GN Online Services Dashboard

- Metrics tracking
- Assistance Requests
- Fitting Ratings

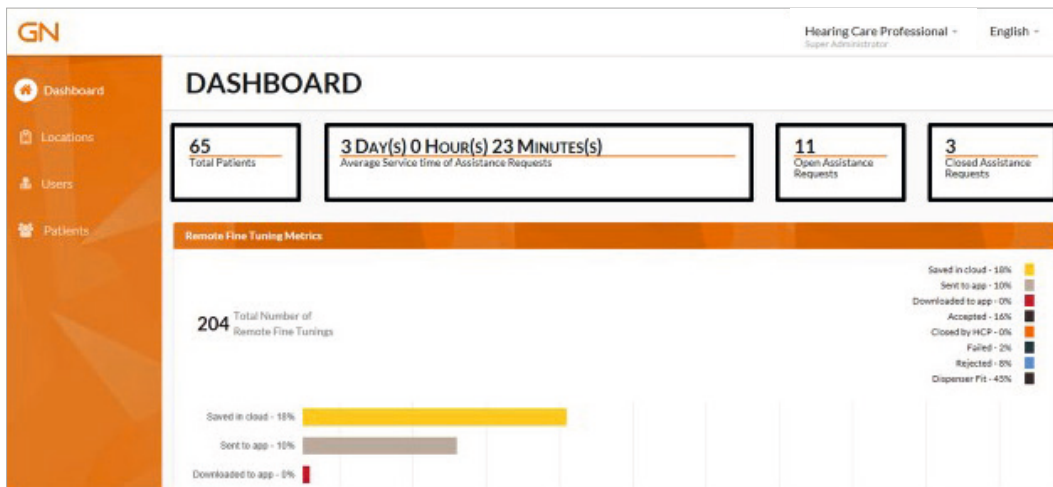


The GN Online Services Dashboard is a new part of an update to the GN Online Services Portal. The Dashboard provides metrics tracking. This tracking includes metrics per location and metrics for specific GN Online Services Users. The Dashboard also provides an overview of assistance requests and the new fitting ratings, Rate My Sound, responses.

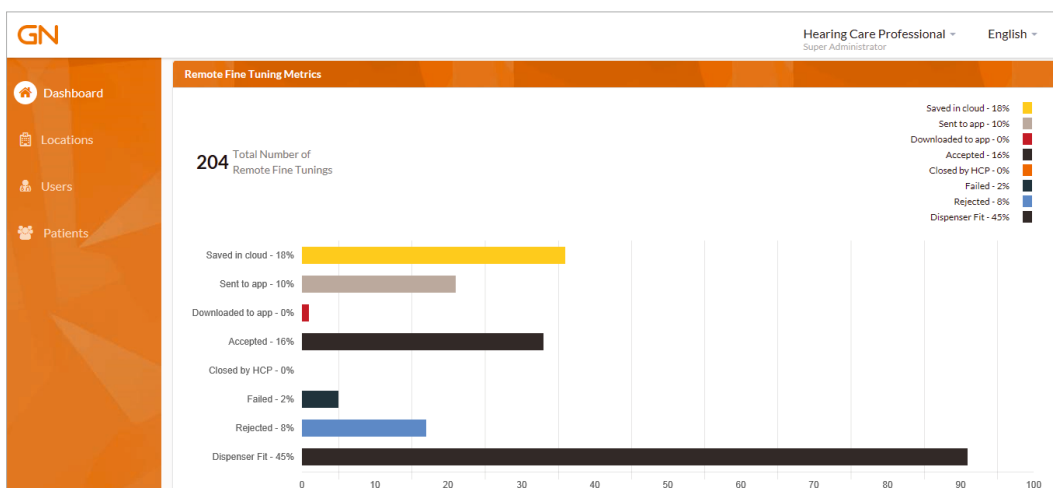
Metrics tracking can be beneficial for a hearing care professional to help manage interactions with patients, as well as care outcomes.

The GN Online Services Dashboard is the homepage of the portal. What this screen, and the new portal show depends upon the permission level of the hearing care professional; Super Administrator, Administrator or User. The dashboard is an overall summary of all of the patients and locations the hearing care professional has access to.

The boxes at the top of screen show total number of patients, the average response time to a request for assistance, open requests for assistance, and closed requests for assistance.



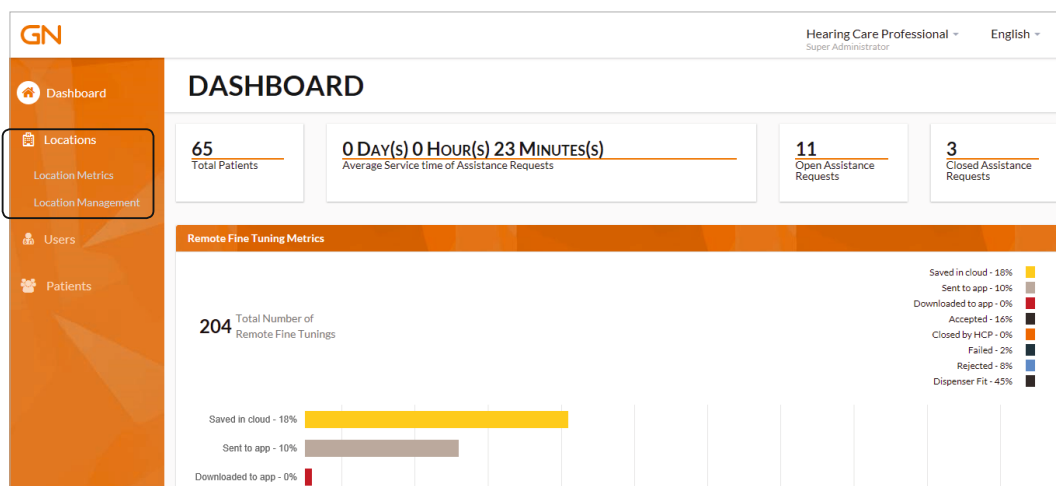
Further down the page, the metrics provided in the main Dashboard screen can be seen. This also provides a broad overview of activity with valuable information such as the total number of remote fine- tunings and what percentage of remote fine-tunings have been rejected.



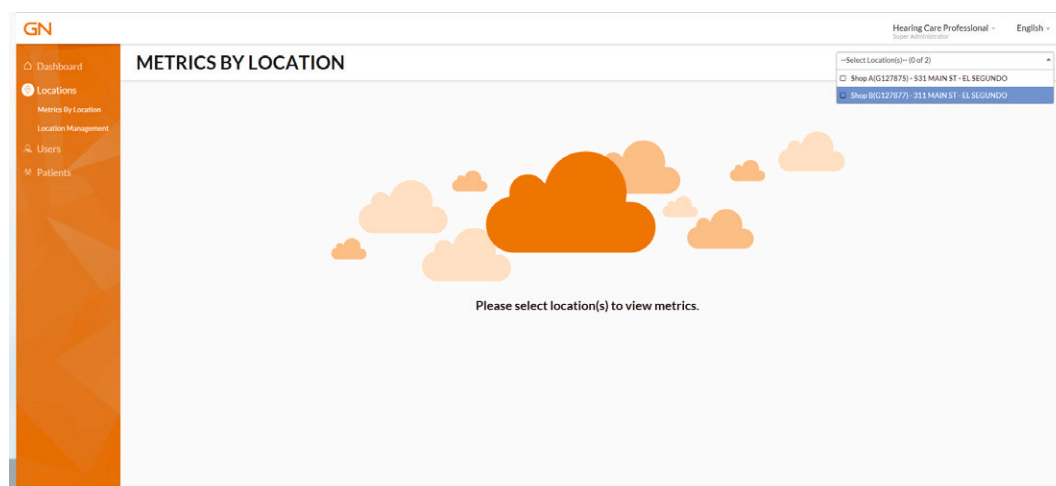
A remote fine-tuning is assigned a specific status. The different statuses are:

Saved in cloud	The sound settings have been saved in cloud but not sent to the patient.
Sent to app	The sound settings have been sent to the patient's mobile app. The user should be able to see a notification on their mobile device.
Downloaded in app	The patient has started the installation process, but has not accepted and installed on the final screen.
Accepted	The patient has gone through the entire installation process.
Closed by HCP	The sound settings were canceled by the Hearing Care Professional before the patient had applied them.
Failed	There was a failure encountered while applying the new sound settings. This can happen if the patient has lost internet connectivity or hearing Instruments and phone lost connection or if the hearing instrument's battery door was opened during installation.
Rejected	The new sound settings were applied by the patient but then reverted back to the prior settings.
Dispenser Fit	The sound settings during an office visit are saved.

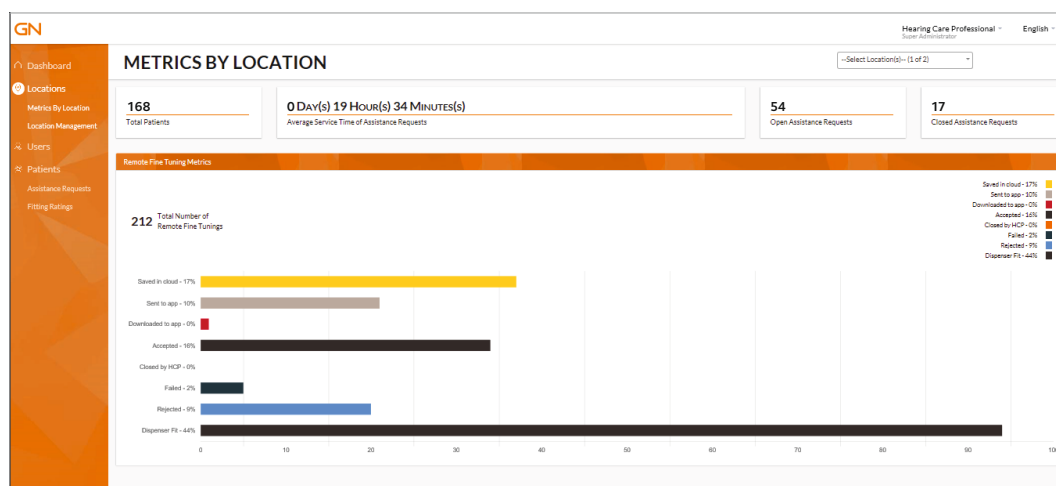
The main menu to the left is where more specific information can be viewed in the Dashboard. Under “Locations,” you can find Location Metrics.



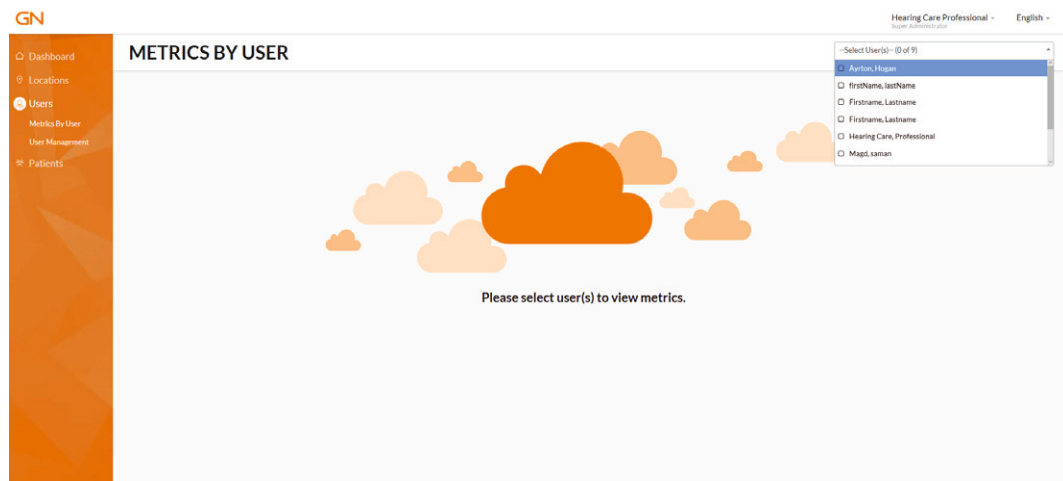
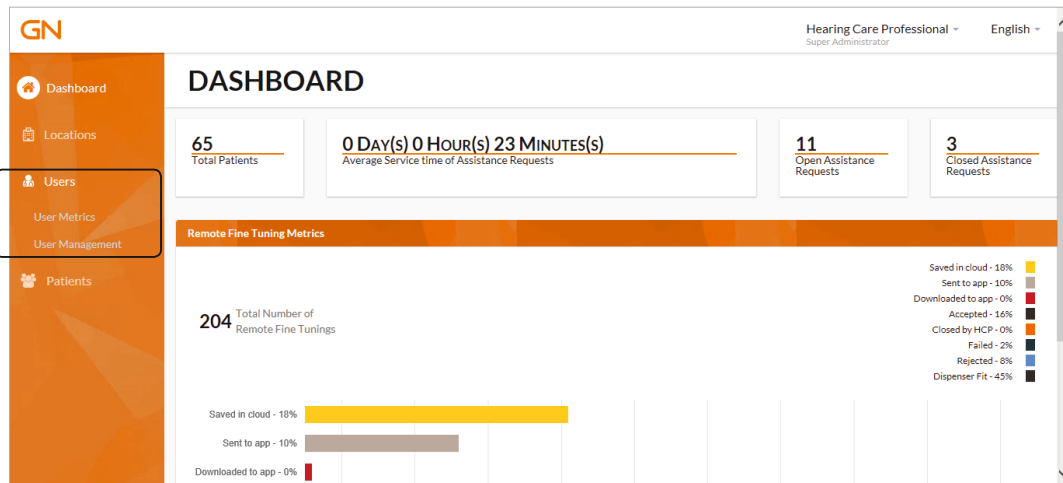
When in the Location Metrics page, you can select a location from the drop-down menu to view data.



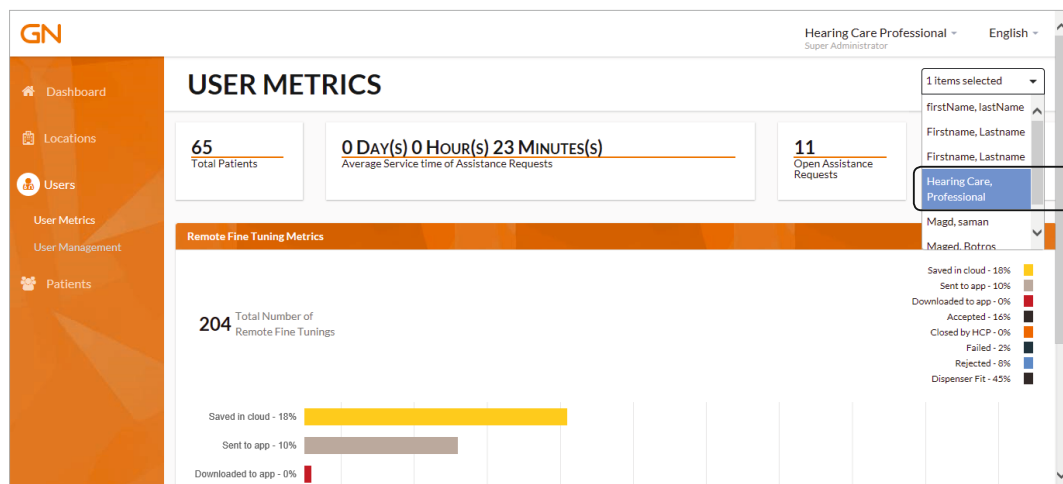
You can view the same type of data as the Dashboard landing page, but for a specific location.



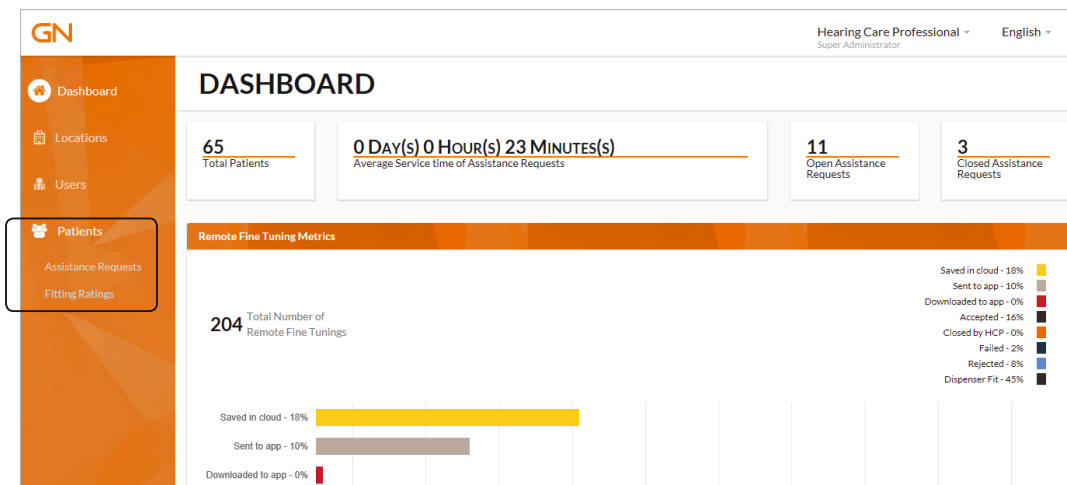
When in the User Metrics page, select a user from the drop-down menu to view data.



You can view the same type of data as the Dashboard landing page, but for a specific user.



In the “Patients” section, you can access patient Assistance Requests and fitting rating data. You can also close Assistance Requests. A User will only see the patients assigned to them but an Administrator will see all the patients at their assigned locations. A Super Administrator will have access to data from all patients.



When in the Assistance Requests page, data can be filtered to provide more specific information. Requests can be filtered by specific dates, the status of the request or those sent by a patient. An Administrator or Super Administrator can filter requests by the hearing care professional the requests are assigned to.

An Assistance Request is assigned a specific status. The different statuses are:

New	A Request for Assistance was sent by the user to the Hearing Care Professional.
Closed	The Request for Assistance was closed by the Hearing Care Professional.
Failed	There was an error encountered during the submission of the Request for Assistance by the patient.



Once filters have been applied, requests can be viewed.

**GN** Hearing Care Professional Super Administrator English

### ASSISTANCE REQUESTS

Search Criteria

Select Date: 1/17/2018 - 2/15/2018 Status: All Select Hearing Professional: All

Select Patient: All [Apply Filters](#)

Title^	Status	Patient Name	Hearing Professional Name	Date
--------	--------	--------------	---------------------------	------

[Load More](#)

Assistance Requests can be closed from this page if you click “Close” under the Actions tab.

**GN** Hearing Care Professional Super Administrator English

### ASSISTANCE REQUESTS

Search Criteria

Date: 2/5/2018 - 3/6/2018 Status: All Hearing Care Professional: All

Patient: All [Apply Filters](#)

Title	Status	Patient	Hearing Care Professional	Date^	
Too soft	New	Example, Patient	Professional, Hearing Care	2/9/2018 8:29:07 AM	<a href="#">Close</a>
Too soft	Closed	Example, Patient	Professional, Hearing Care	2/12/2018 9:47:44 AM	<a href="#">Show Details</a>
Too soft	New	Patient, Example	Professional, Hearing Care	2/15/2018 10:53:10 AM	<a href="#">Close</a>

A pop-up window appears with the same options as in the ReSound Assist timeline when closing a request. This option can be valuable for ensuring that the patient is not restricted from sending new requests for assistance when their limit of 5 open requests have been reached.

The screenshot shows the 'ASSISTANCE REQUESTS' page. A pop-up window titled 'Close Assistance Request for Andersen, Soeren' is displayed. The pop-up contains the following fields:

- Patient Name: Soeren Andersen
- Notes to Patient: (this will appear on app):
- Reason for closing session: Issue not appropriate for remote fine tuning (i.e. Battery issues, lost/stolen instrument...)
- Other Reason:

Buttons for 'Send' and 'Close' are at the bottom of the pop-up. The background shows a table of requests with columns for Title, Status, Role, Name, Date, and a 'Close' button for each row.

The Fittings Ratings page refers to Rate My Sound responses from the ReSound Smart 3D app. Fitting ratings can be filtered by date, the status of the rating, whether or not a fine-tuning has been rated, if a rating has been cancelled or postponed, or by a specific rating. Administrators or Super Administrators can view ratings for the hearing care professional the ratings are assigned to.

The screenshot shows the 'FITTING RATINGS' page. The page has a search criteria section with the following filters:


- Date: 1/17/2018 2/15/2018
- Status: All
- Rating: All
- Select Hearing Professional: All
- Select Patient: All

An 'Apply' button is located to the right of the filters. Below the filters is a table with the following columns: Patient Name, Hearing Professional Name, Status, Rating, and Date. A 'Load More ...' link is centered below the table.

A fitting rating is assigned a specific status. The different statuses are:

Pending Submission	A new sound setting was applied but patient hasn't been asked yet to rate it.
Pending Rating	The patient was asked to rate the new sound setting on the mobile app.
Postponed	The patient was asked to rate the new sound setting and the user selected "Remind me tomorrow."
Declined	The patient declined the request to rate the new sound settings by selecting "No Thanks."
Cancelled	The rating request was cancelled due to a new sound setting being applied or a previous one reverted by the patient.
Rated	The patient has rated their new sound settings.

Once the search criteria has been applied, details about the fitting ratings will be shown in a list.



Hearing Care Professional - Administrator
English

Dashboard
Locations
Users
Patients
Assistance Requests
Fitting Ratings

## FITTING RATINGS

Search Criteria

Date: 1/22/2018 - 2/20/2018
Status: All
Rating: All
Hearing Care Professional: All
Patient: All
Apply

Patient	Hearing Care Professional	Status	Rating	Date
Patient, Example	Professional, Hearing Care	Pending Submission	Not Applicable	2/16/2018 3:48:51 PM
Example, Patient	Professional, Hearing Care	Postponed	Not Applicable	2/15/2018 2:49:00 PM
Patient, Example	Professional, Hearing Care	Rated	Not Satisfied Yet	2/15/2018 12:23:31 PM
Patient, Example	Professional, Hearing Care	Rated	Dissatisfied	2/14/2018 9:37:15 AM
Example, Patient	Professional, Hearing Care	Rated	Satisfied	2/14/2018 9:13:42 AM
Example, Patient	Professional, Hearing Care	Rated	Not Satisfied Yet	2/12/2018 9:45:44 AM
Example, Patient	Professional, Hearing Care	Rated	Dissatisfied	2/8/2018 12:16:09 PM





Like you, we place people with hearing loss at the heart of everything we do. Together we can create a world where more people with hearing loss successfully adapt to a life with hearing instruments – one that makes them feel more involved, connected and in control. ReSound® empowers people to hear more, do more and be more than they ever thought possible.



ReSound is part of the GN Group – pioneering great sound from world-leading ReSound hearing instruments to Jabra office headsets and sports headphones. Founded in 1869, employing over 5,000 people, and listed on NASDAQ OMX Copenhagen, GN makes life sound better.

Find out how you can help your clients get the most out of their hearing experience with ReSound Smart Hearing aids at [resoundpro.com](https://resoundpro.com)

 [facebook.com/resoundhearing](https://facebook.com/resoundhearing)

 [twitter.com/resoundglobal](https://twitter.com/resoundglobal)

#### Worldwide headquarters

GN Hearing A/S  
Lautrupbjerg 7  
DK-2750 Ballerup,  
Denmark  
Tel.: +45 4575 1111  
[resound.com](https://resound.com)

#### United Kingdom

GN Hearing Ltd.  
Kirtlington Business Centre  
Portway  
Kirtlington  
Oxon OX5 3JA  
Tel.: +44 1869 352 800  
[resound.com](https://resound.com)

#### Australia

GN Hearing Pty. Ltd.  
Gate C, 19-25 Khartoum Rd  
Macquarie Technology Park  
Macquarie Park NSW 2113  
Tel.: (free) 1800 658 955  
[resound.com](https://resound.com)

#### New Zealand

GN Hearing (NZ) Ltd.  
Ground Floor,  
North Entrance  
4 Fred Thomas Drive  
Takapuna  
Auckland, 0622  
Tel.: (free) 0800 900 126  
[resound.com](https://resound.com)

#### Singapore

GN Hearing Pte. Ltd.  
2 Kallang Avenue  
#07-19 CT HUB  
Singapore - 339407  
Tel: +65 6320 9388  
[resound.com](https://resound.com)