

Phonak

Remote Support

How to onboard a client for Remote Support and Hearing Diary

This guide walks you through the process for enrolling a client in Phonak eSolutions and enabling eAudiology services. As there are several actions needed by both you and the client, it is recommended to complete the steps together in person during the initial fitting or remotely by phone or video call for existing Phonak hearing aid users. A separate "Getting Started with Phonak Remote Support" guide for clients is available with new hearing aid orders, on www.phonakpro.com, or from the Phonak Store. Once onboarding is complete, connecting with your client via Phonak Remote Support is simple and easy for both of you.

Provider steps

1 Open their patient file and launch Phonak Target 6.2 or later.

2 Login under eSolutions with your PhonakPro login.



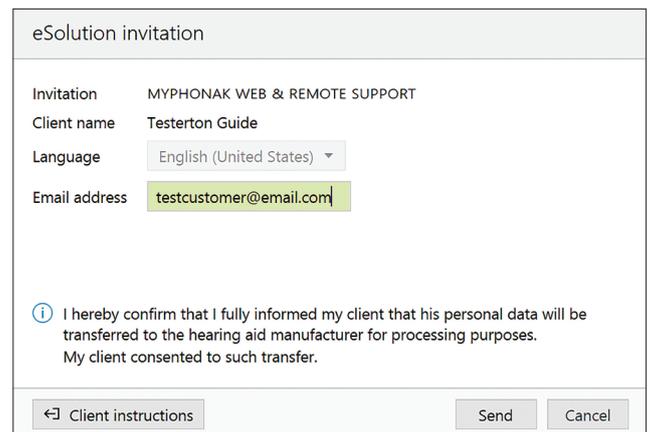
A screenshot of the eSolutions login interface. It shows a text input field containing 'eSolutions' and a button labeled 'PhonakPro login...'.

3 Click "Invite."



A screenshot of the eSolutions client invitation screen. It shows the text 'eSolutions' and 'MYPHONAK WEB & REMOTE SUPPORT'. The username is 'remotetest' and there is a message 'Client not yet invited' with an 'Invite...' button.

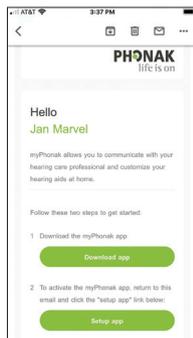
4 Enter client's email address and click send.



A screenshot of the 'eSolution invitation' dialog box. It contains the following fields: 'Invitation' (MYPHONAK WEB & REMOTE SUPPORT), 'Client name' (Testerton Guide), 'Language' (English (United States)), and 'Email address' (testcustomer@email.com). Below the fields is a confirmation message: 'I hereby confirm that I fully informed my client that his personal data will be transferred to the hearing aid manufacturer for processing purposes. My client consented to such transfer.' At the bottom are buttons for 'Client instructions', 'Send', and 'Cancel'.

Client steps

- 5 Instruct client to check their email for "Phonak eServices."



- 6 Download the app (skip if they have already done this part).
- Ask them to click this if they have never used the myPhonak app before and install the app.
 - Walk through initial app setup steps.

iPhone:

- Allow Notifications.
- Allow Bluetooth.

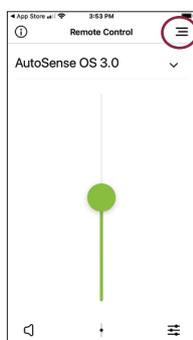
Android:

- Allow location. Proceed to 3.

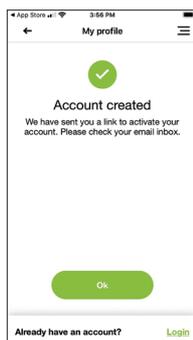
- Click through screens until you see "Restart your hearing aids."
- Client should restart their hearing aids and pair to the myPhonak app. Instructions are provided on the myPhonak app screen.
- They should now be at the Remote Control screen.

- 7 Client registers a myPhonak account.

- Tap on right side menu button.
- Tap "My profile."
- Ask them to tap "Register" at the bottom right.
- Have them enter their email address (make sure they do not have any characters capitalized), name, and country.
- Tap "Continue."
- Ask them to set a password, write it down for later, (they may need to minimize the keyboard by hitting "return") then click "continue."



- They will now see "Account created" and will have a new email to activate their account.
- Instruct them to return to their email inbox and look for "myPhonak Support" with subject "Activation email." Click "Confirm" in that email. This will open the my.phonak.com web page in a browser, they **do not** need to login here. Proceed to the next step.



- 8 Setup App.

- Instruct client to go back to the original email from "Phonak eServices" email with subject "You have been invited to myPhonak by your audiologist" and click the second option "Setup app."

iPhone:

It will then take them to the "my invites" page and show your clinic name.

Android:

It will ask them to login to the myPhonak app. Client should log in with the email and password they just created a few moments ago. They will now see the "my invites" page and shows your clinic name.

- "My Invites" should show your practice name, if so, you are finished. If your practice name is not showing up, they can add the invite manually with the "Add invite" button below. Or they can go back to the original email and click "setup app" again.



- 9 Your client will now be able to launch Remote Support from the right side menu button at the scheduled appointment time setup by your clinic.