GN Online Services
- manage your account

A guide for professionals

Beltone.com

How to manage your account on GN Online Services

Welcome to GN Online Services.

You must register for GN Online Services to begin offering Beltone Remote Care 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.

Register your business → Manage your account → Add/Manage your location(s) and user(s) → Maintain your account

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").
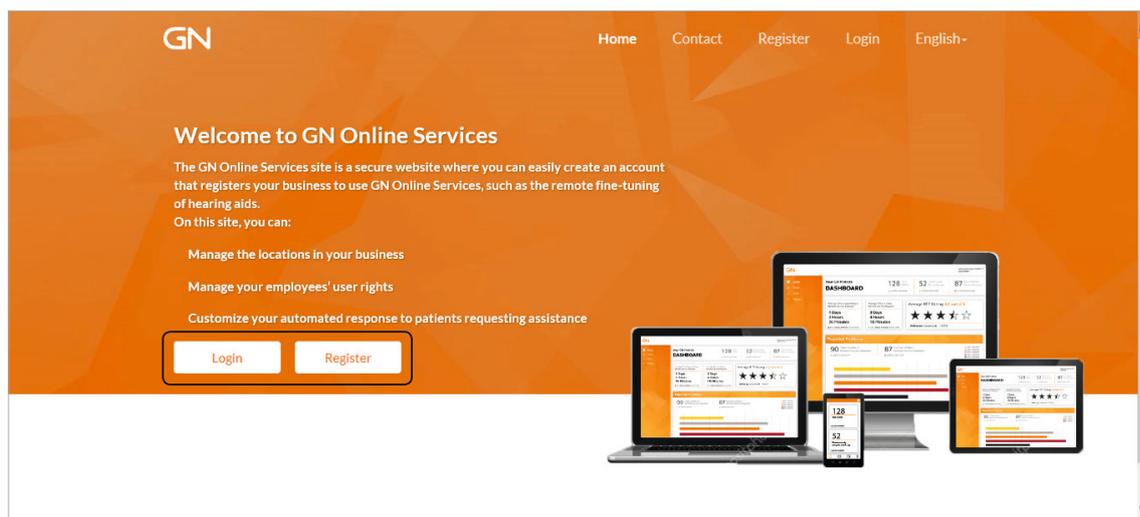
1.4. On the Registration page, type in your Account number and select your Country of business.

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
	--Select Country--

1.4

Username	Preferred Language
	English

1.5

Email Address	Confirm Email Address

1.6

First Name	Last Name

1.7

Phone	

1.8

☐ I understand and agree to all terms and conditions of this agreement

1.9

Register   Cancel

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

Login

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

Dear John Hanson,

Welcome and thank you for signing up to GN Online Services. You are now one step away from being successfully registered, and to benefit from services offered through this portal. The terms & condition can be found attached in this email for your reference.

It only takes a second - please click the link below to complete the activation of your GN Online Services account. Please note that the activation must be completed within 7 days. By clicking on this link, you confirm that you accept the terms and conditions.

https://verportal.gnonlineservices.com/user/PrivacyNotice?key=4kVOXvF7o7rpDg%2byTA0zyuBRPJGum9Mkhzx206XS665q1WcMLvVVQq8NQcmO%2fuDjbcIhFentAOu1L4rly7mJ4JsP6wRbmB%2fkf6wOBIsWCoc%3d

Activation of the GN Online Services enables collection and processing of your personal information by GN Hearing A/S. In case you later change your mind and object to GN Hearing A/S' processing of your personal information, GN Hearing A/S can no longer process your personal information unless there are legitimate overriding grounds for the processing.

If you have any questions regarding the registration process, please contact your customer service for support.

Sincerely,
GN Online Services

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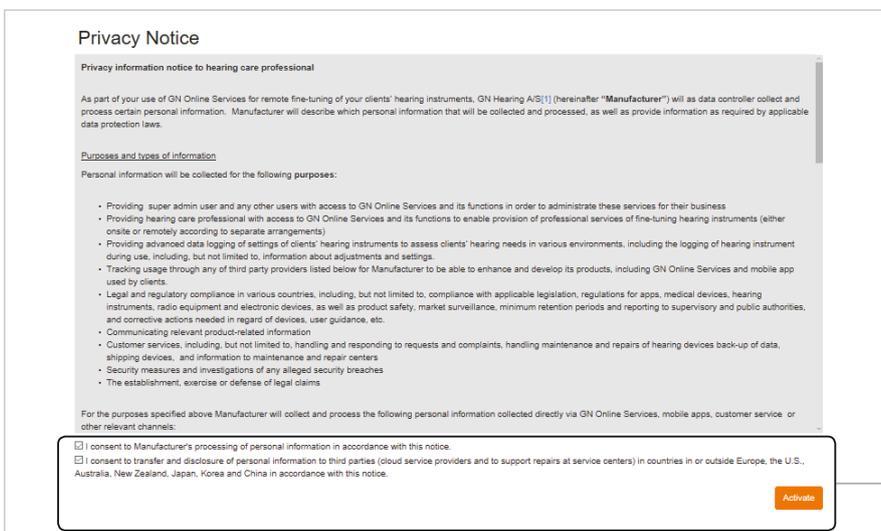
1.13. Last part of the registration is to set a password for the account. Create a Password with minimum 8 characters including at least 1 capital letter, 1 lowercase letter, 1 number and 1 special character. Click Activate to finalize registration.
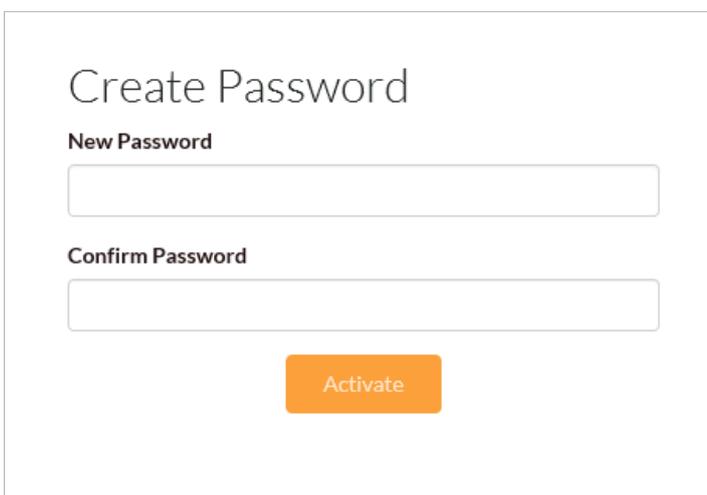
2) Log in to manage your account

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 Beltone Solus Max fitting software, as well. In Beltone Solus Max, 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.
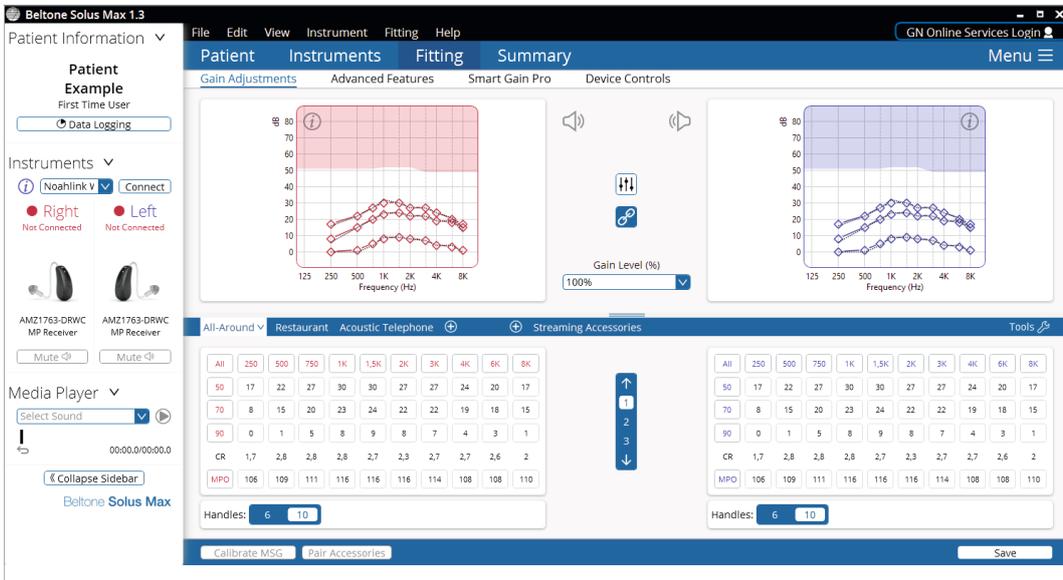
GN Online Services homepage. Explanations for the data on the homepage are explained in the GN Online Services Dashboard section of this guide.
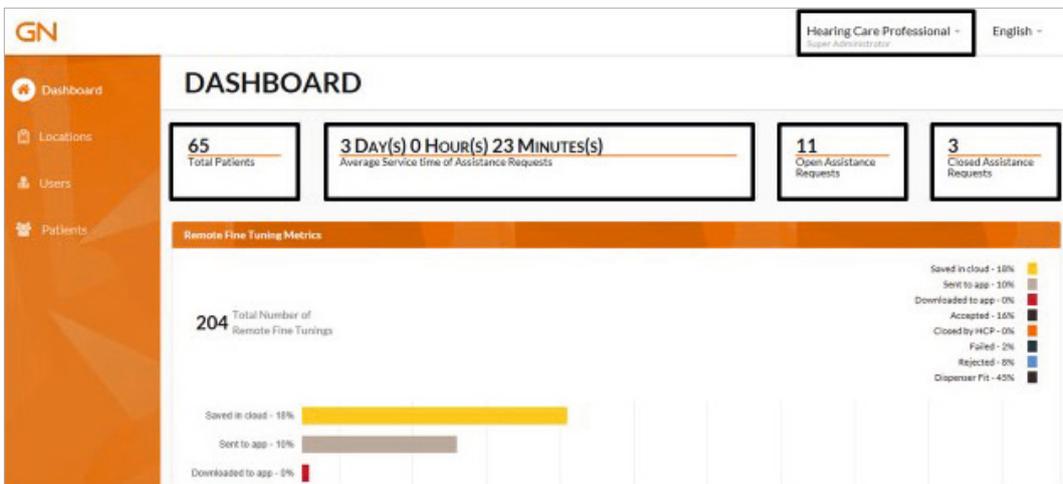
2.2. To edit your profile (except your username), click on the username in the upper right-hand corner of the Dashboard home screen and choose "My Profile" in the drop-down menu. You can access email preferences from the same menu. When you get an Assistance Request or fine-tuning rating from the ReSound 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.

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.

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 ⓘ

> This is the message your patients will see after they submitted a request for assistance via the app.

Location Telephone ⓘ
310-210-8052

Location Address (Street) ⓘ
311 MAIN ST

Location Address (Apt/Suite/Unit) ⓘ
#B

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:

☐ Disable rating for an office fitting ⓘ — **3.2.1**
☐ Change default waiting time for rating notification for office session ⓘ — **3.2.2**
☐ Change default waiting time for rating notification for remote assist session ⓘ — **3.2.3**

☐ Apply above settings to all locations ⓘ — **3.2.4**

[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 Beltone Remote Care 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 Beltone Solus Max.
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 Beltone Solus Max	■	■	■

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."

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 selecting the role of the new user and click "Start."
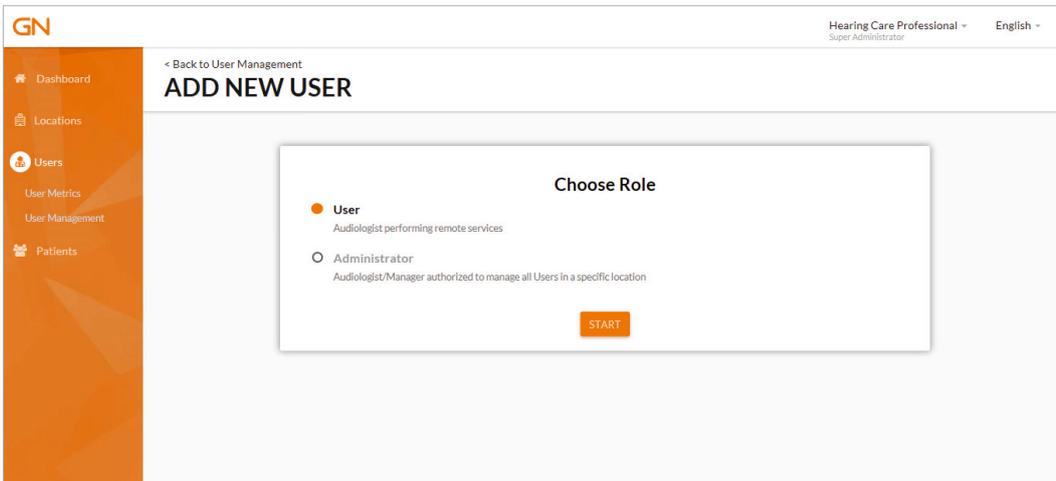
4.4.   Fill in all fields in the User Info and click "Next."

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.

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.

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.

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

Search Criteria
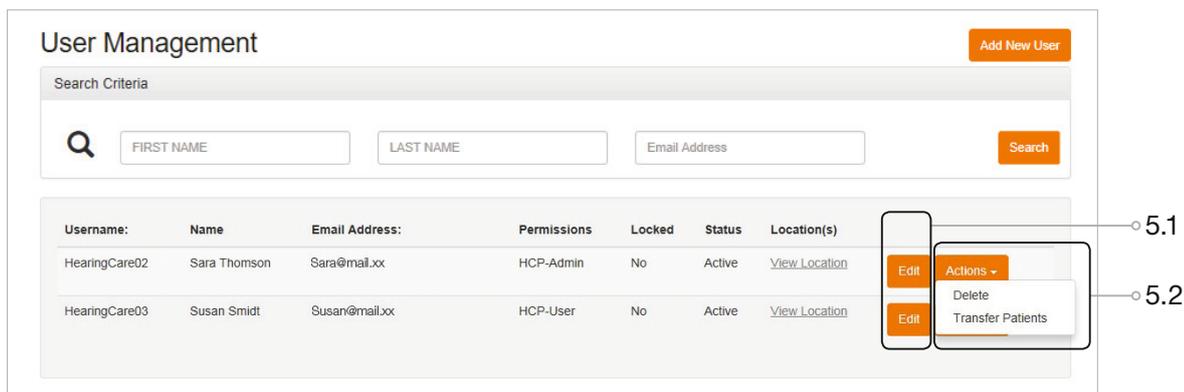
Username:	Name	Email Address:	Permissions	Locked	Status	Location(s)
HearingCare02	Sara Thomson	Sara@mail.xx	HCP-Admin	No	Active	View Location
HearingCare03	Susan Smidt	Susan@mail.xx	HCP-User	No	Active	View Location

Actions ▾
Delete — 5.5
Transfer Patients

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.

1 USER INFO — 2 LOCATIONS — 3 CONFIRMATION

User Info

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

Username:
PMtester

Preferred Language:
English

First Name:
Firstname

Last Name:
Lastname

Email Address:
name@domain.com

Phone:
123456789

✓ 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.

6.3. Clicking the actions button presents three options.

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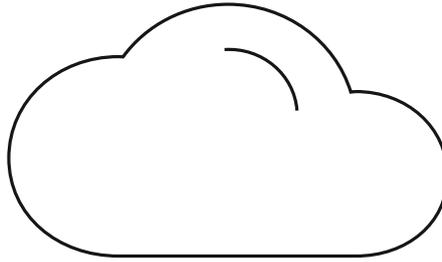
The GN Online Services Dashboard is a new part of an update to the GN Online Services Portal. The Dashboard provides metrics tracking. This tracking includes metrics per location and metrics for specific GN Online Services Users. The Dashboard also provides an overview of assistance requests and the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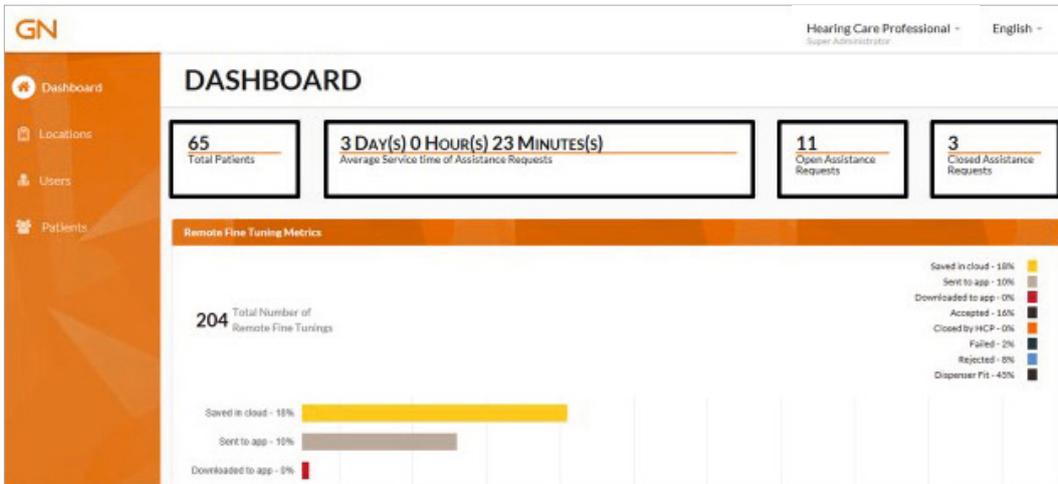

Further down the page, the metrics provided in the main Dashboard screen can be seen. This also provides a broad overview of activity with valuable information such as the total number of remote fine- tunings and what percentage of remote fine-tunings have been rejected.
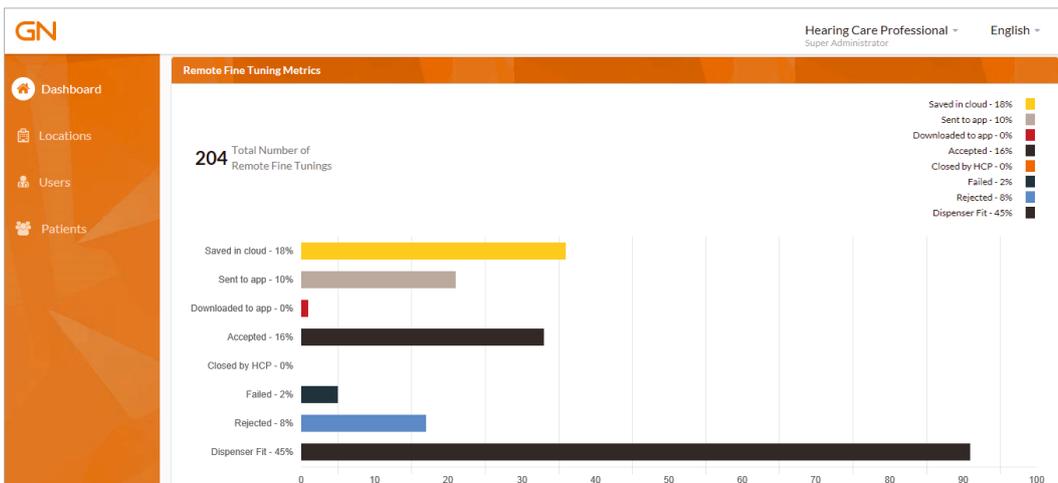
A remote fine-tuning is assigned a specific status. The different statuses are:

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.
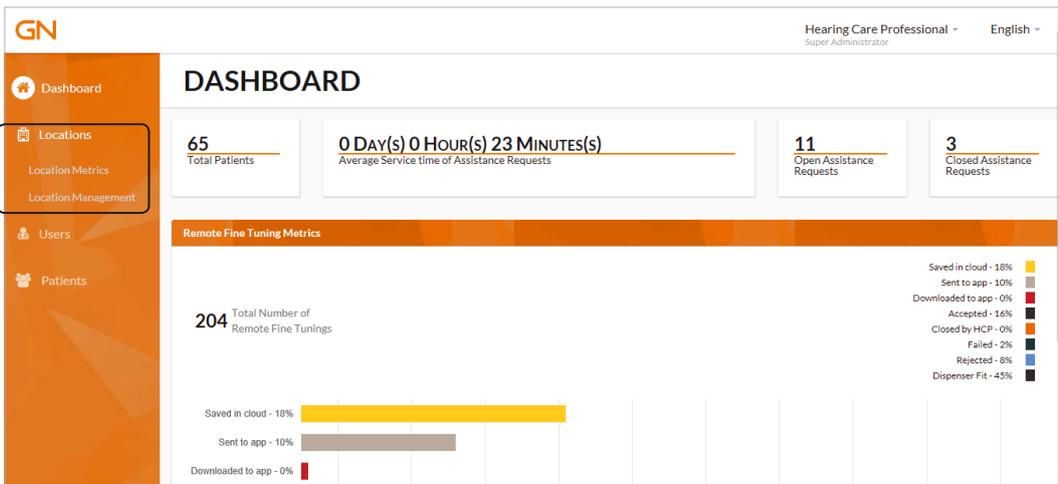

When in the Location Metrics page, you can select a location from the drop-down menu to view data.
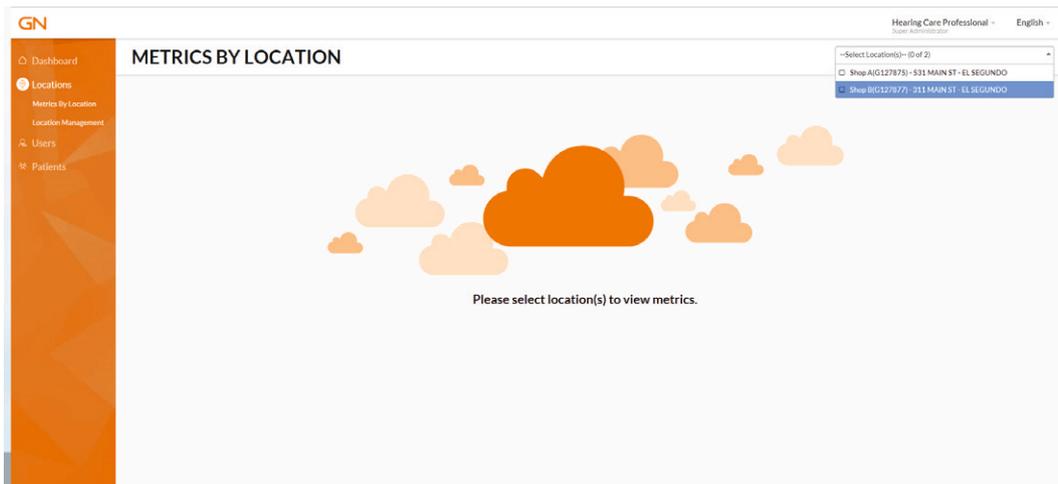

You can view the same type of data as the Dashboard landing page, but for a specific location.
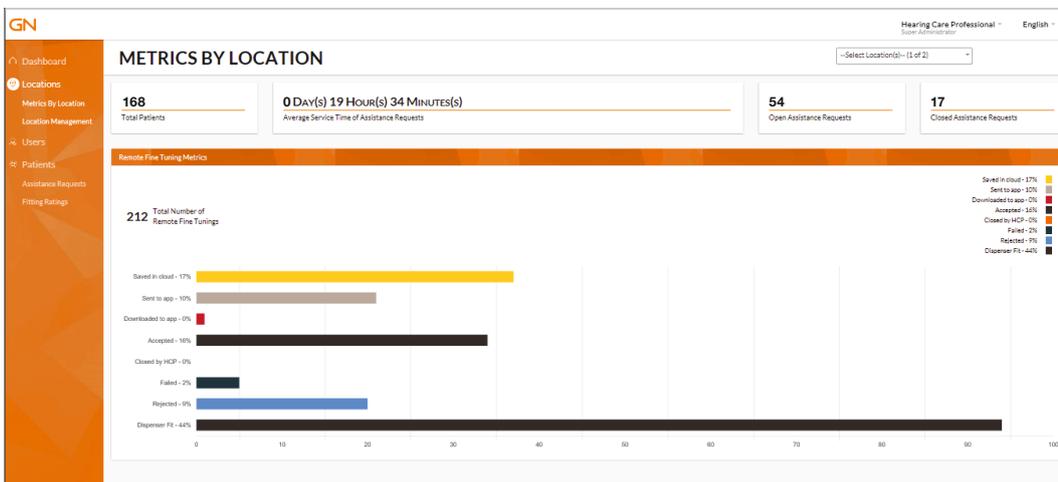
When in the User Metrics page, select a user from the drop-down menu to view data.
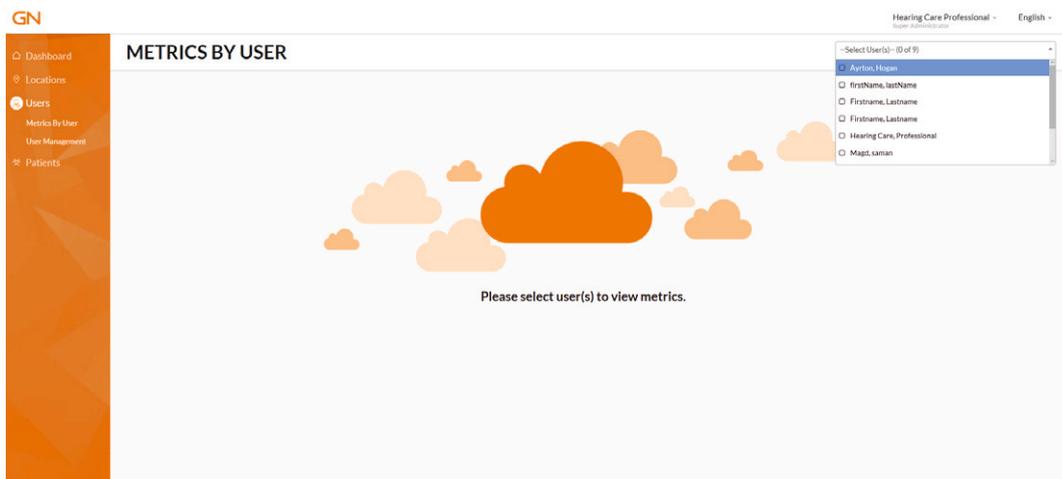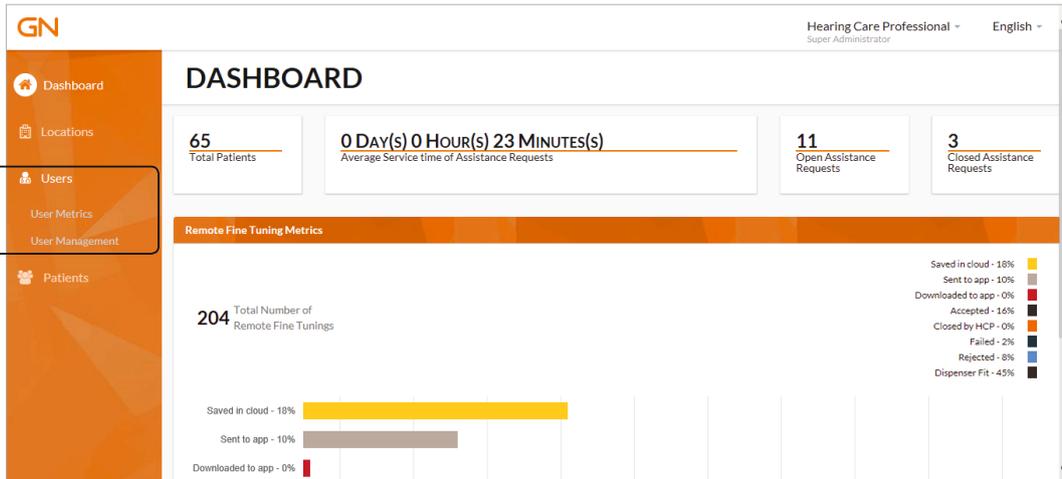
You can view the same type of data as the Dashboard landing page, but for a specific user.
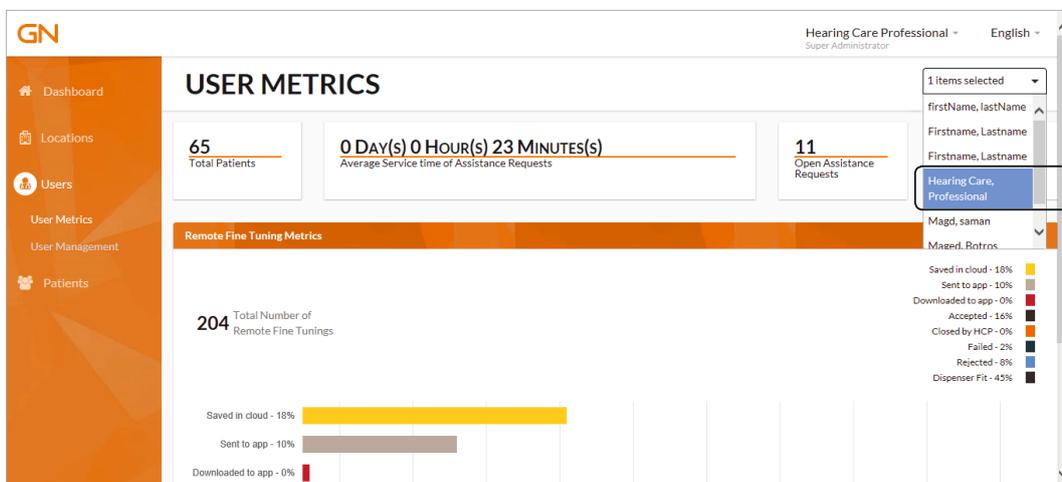
In the "Patients" section, you can access patient Assistance Requests and fitting rating data. You can also close Assistance Requests. A User will only see the patients assigned to them but an Administrator will see all the patients at their assigned locations. A Super Administrator will have access to data from all patients.
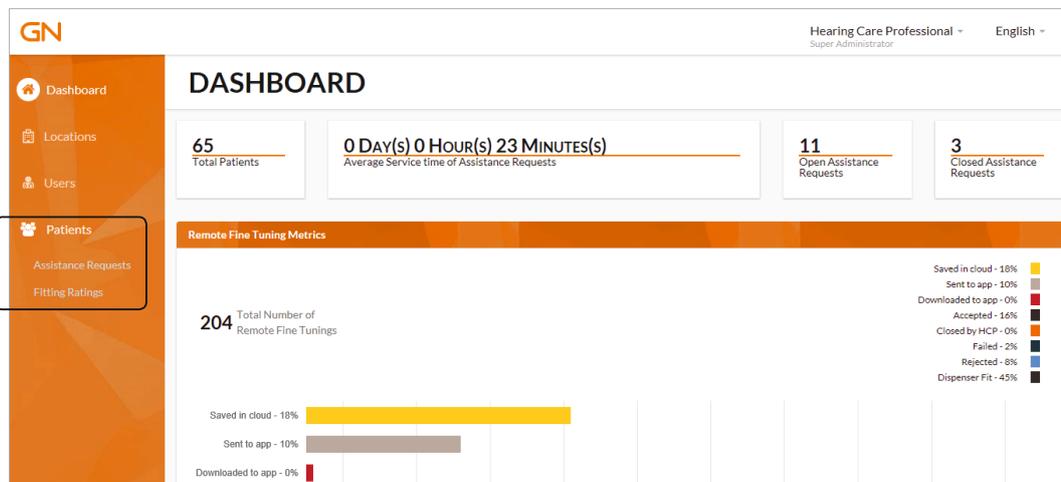
When in the Assistance Requests page, data can be filtered to provide more specific information. Requests can be filtered by specific dates, the status of the request or those sent by a patient. An Administrator or Super Administrator can filter requests by the hearing care professional the requests 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.

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

A pop-up window appears with the same options as in the Beltone Remote Care 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.
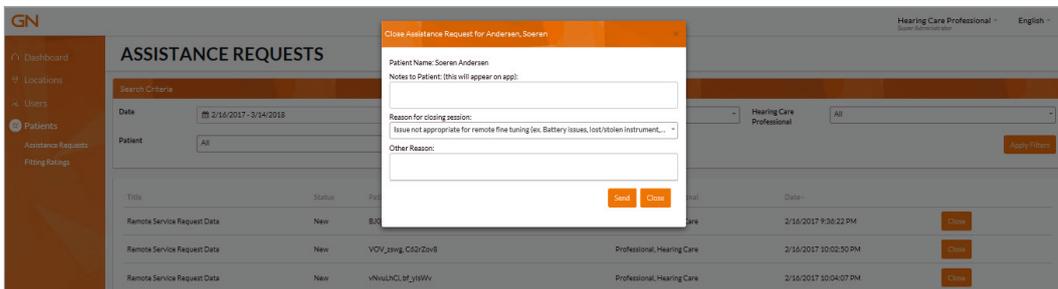
The Fittings Ratings page refers to Rate My Sound responses from the ReSound Smart 3D app. Fitting ratings can be filtered by date, the status of the rating, whether or not a fine-tuning has been rated, if a rating has been cancelled or postponed, or by a specific rating. Administrators or Super Administrators can view ratings for the hearing care professional the ratings are assigned to.
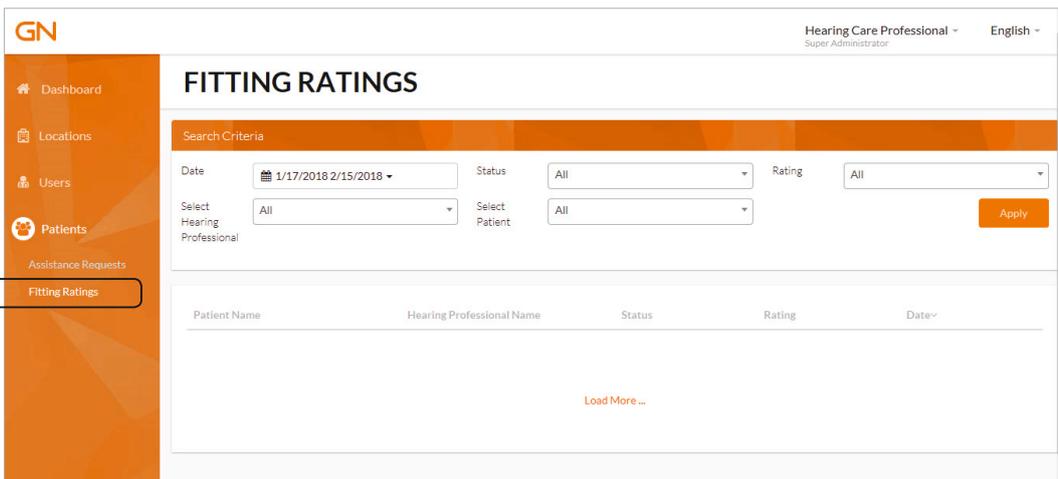
A fitting rating is assigned a specific status. The different statuses are:

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 pateint 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.

Beltone. Helping the world hear better

Beltone was founded on the act of helping a friend to enjoy life more. Since 1940, we have provided knowledge, tools, service and training to the professionals servicing the hearing impaired. Beltone makes quality hearing care available to more people. To do so, we develop technically optimal hearing solutions without ever losing focus on the individual's needs. It is our belief that no individual should be denied the possibility of an improved life with better hearing.

Worldwide Headquarters

Beltone A/S
Lautrupbjerg 7
DK-2750 Ballerup
Denmark
Tel.:   + 45 45 75 11 11
beltone.com
www.hearing.tv

Beltone™