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 ReSound Customer Care.

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. This information will automatically fill in parts of your registration form and validate your account.
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.
1.6. Create a password: Minimum 8 characters including at least 1 capital letter, 1 lowercase letter, 1 number and 1 special character.
1.7. 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.
1.8. Type in a first and last name. This full name will be displayed in ReSound Smart Fit when logged into GN Online Services.
1.9. Lastly, click the checkbox to agree to the Terms and Conditions. You can review the Terms and Conditions by clicking on the orange text. Click Register.

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

1.12. Check the two consent boxes and click **Activate**. Your registration is now complete and the account is active in the GN Online Services system.

2) Log in to manage your account

2.1. If you still have the GN Online Services website open you can now click **Login** in the top right corner or type in the web address again https://portal.gnonlineservices.com to get access to the login page. You can also log in from the ReSound Smart Fit fitting software by clicking your name in the top right corner.

2.2. Log into your account using the username and password that you created during the registration.
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.

**IMPORTANT:** Each location must have a Service Request Auto-Reply Message that replicates the service offered in that specific location. Use this message to set expectations with your patients on each location’s service level.

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. Click 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.

4.1. 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, click 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. Note: The user that you are adding can always log in and change their password.

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

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### 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.

<table>
<thead>
<tr>
<th>Role</th>
<th>User role description</th>
<th>Super Administrator</th>
<th>Administrator</th>
<th>User</th>
</tr>
</thead>
<tbody>
<tr>
<td>User</td>
<td>Employee fitting patients with ReSound Smart Fit.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Administrator</td>
<td>Typically the manager of a specific location who need to manage the employees fitting patients</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Super Administrator</td>
<td>Typically the business owner or an employee appointed by the owner to manage the entire account</td>
<td>Can manage locations and Admin profiles</td>
<td>Can manage User profiles</td>
<td>Can login to GN Online Services via ReSound Smart Fit</td>
</tr>
</tbody>
</table>

Registration for access to GN Online Services (taking place right now)
4.4. Fill in all User Info fields and click Next.

4.5. Choose which locations the user has access to and click Next. 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 a fine-tuning for any patient associated with the business, then each user should be assigned ALL available locations.

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.

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. Until the new user activates their account, the 'Active' setting and the box next to it will be grayed out. Due to your Super Administrator or 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.
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.

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.

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 an account is locked, the user will be denied access. Five failed password attempts will lock a user out of GN Online Services. The Super Administrator or Administrator can unlock an account by unchecking the ‘Locked’ setting on the User Info page.
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 Rate My Sound responses.

The GN Online Services Dashboard is the homepage of the portal. The metrics available here will depend on 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.

Further down the page, the metrics provided in the main Dashboard screen can be seen. This also provides a broad overview of activity.

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

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

The main menu to the left is where more specific information can be viewed in the Dashboard. Under ‘Locations’ you can view ‘Location Metrics’. When on the ‘Metrics by Location’ page, you can select a location from the drop-down menu to view the data for a specific location.
When on the ‘User Metrics’ page, select a user from the drop-down menu to view the data for that 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 on the ‘Assistance Requests’ page, 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.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New</td>
<td>A request for assistance was sent by the patient to the Hearing Care Professional.</td>
</tr>
<tr>
<td>Closed</td>
<td>The request for assistance was closed by the Hearing Care Professional.</td>
</tr>
<tr>
<td>Failed</td>
<td>There was an error encountered during the submission of the request for assistance by the patient.</td>
</tr>
</tbody>
</table>
Once filters have been applied, requests can be viewed.

A pop-up window will appear. Choose a reason for closing the session and click Close. An optional note to the patient can also be sent through this window. Type in your note and click Send.

The ‘Fitting Ratings’ displays 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 by hearing care professional.
A fitting rating is assigned a specific status.

<table>
<thead>
<tr>
<th>Status</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending Submission</td>
<td>A new sound setting was applied but the patient has not been asked to rate their settings yet.</td>
</tr>
<tr>
<td>Pending Rating</td>
<td>The patient was asked to rate the new sound setting on the mobile app.</td>
</tr>
<tr>
<td>Postponed</td>
<td>The patient was asked to rate the new sound setting and the user selected ‘Remind me tomorrow’.</td>
</tr>
<tr>
<td>Declined</td>
<td>The patient declined to rate the new sound settings by selecting ‘No thanks’.</td>
</tr>
<tr>
<td>Cancelled</td>
<td>The rating request was cancelled because a new sound setting was applied or the patient reverted back to previous settings.</td>
</tr>
<tr>
<td>Rated</td>
<td>The patient has rated their new sound settings.</td>
</tr>
</tbody>
</table>

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

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