

RemoteCare Administration Portal Guide

Welcome to the Oticon RemoteCare administration portal

You must register your business and your employees to start offering RemoteCare to your clients. The portal is a secure website, where you can manage your employees using RemoteCare. It is a standard user administration tool, which allows you to add, delete and modify existing users.

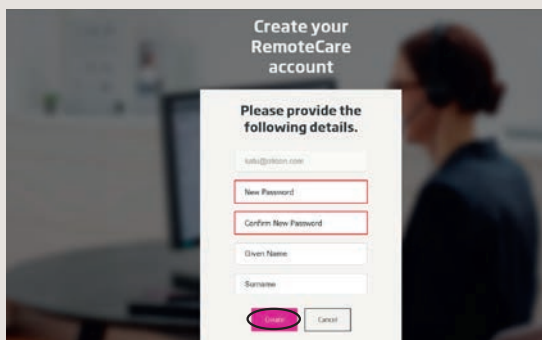
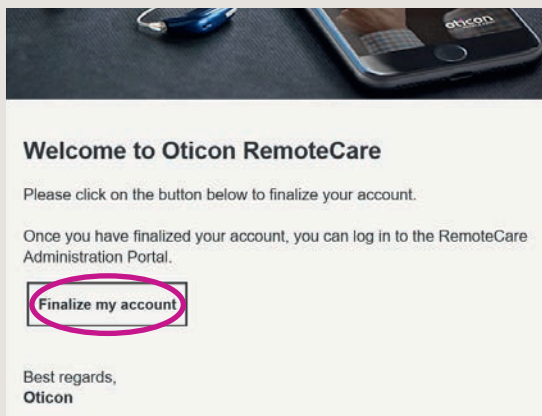
In this guide we will inform about how to sign-up to the portal and the management of your employees in the portal.

Preparation

1. Reach out to your local customer support to be invited to the Oticon RemoteCare administration portal.
2. Have an email account ready. The email account becomes your business' administrator account. The administrator account can be changed later by customer support, if required.

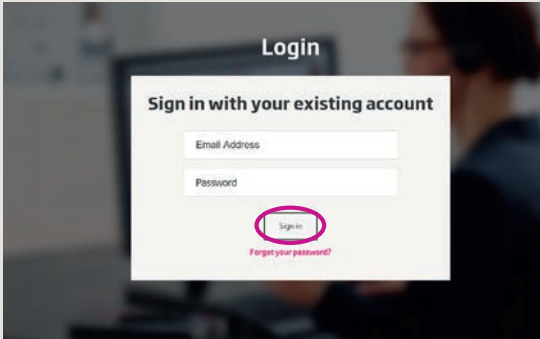
Create account:

1. Go to your email inbox and open the invitation email from Oticon.
2. Click the "Finalize my account" button in the email.
3. Enter your your name and surname, create password and click "Create".



Login:

1. Sign-in using your email and password. Click "Sign in".

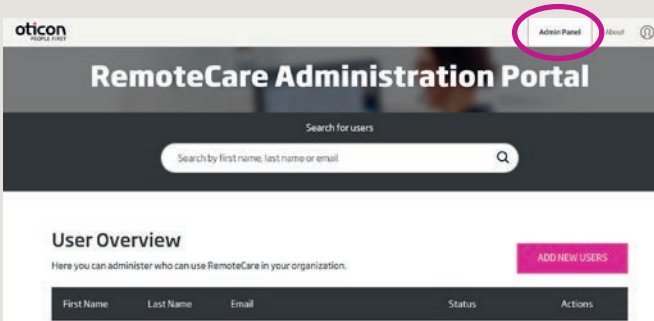


2. If you forget your password you can re-set your password by clicking the "Forgot password" button.
3. Read through the privacy statement. If applicable, click "Accept".
4. You are now signed up and logged in.

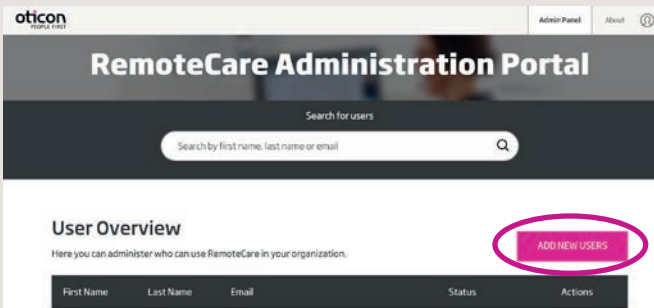
How to manage employees

Add new employee:

1. Go to Admin Panel.



2. Have the email address from your employee ready.
3. Click "ADD NEW USERS" button and add one or more users.



4. Enter email address(es). If you want to add multiple users, then separate the email addresses with semicolon (;) or comma (,).

Invitation to oticon remotecare

Email address*
anne@oticon.com,first

Welcome to Oticon RemoteCare
Please click on the button below to finalize your account.
Once you have finalized your account you can log in to RemoteCare in Care2.

Personal message

Cancel Send

5. Adjust personal message, if applicable.
6. Click send. Your employee(s) is invited to finalize the RemoteCare account.

Invitation to oticon remotecare

Email address*
anne@oticon.com,first

Welcome to Oticon RemoteCare
Please click on the button below to finalize your account.
Once you have finalized your account you can log in to RemoteCare in Care2.

Personal message

Cancel Send

7. Once the employee is added you can follow the status of the employee in the User overview.

oticon Admin Panel About

RemoteCare Administration Portal

Search for users

Search by first name, last name or email

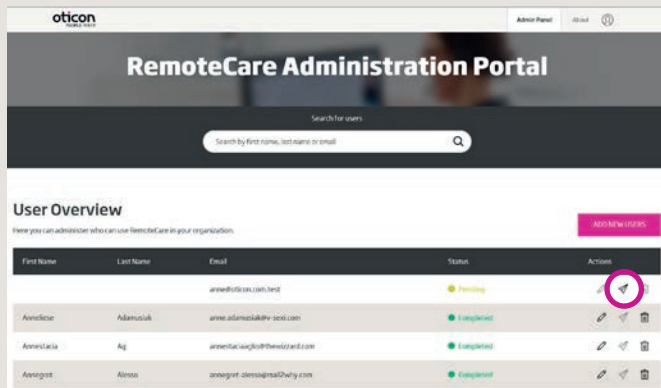
User Overview

Here you can administer who can use RemoteCare in your organization

[ADD NEW USERS](#)

First Name	Last Name	Email	Status	Actions
		anne@oticon.com,first	Pending	
AnneBice	Adamskiak	anne.adamskiak@hr.secs.com	Completed	
AnneKalia	Aq	annekalia@hr@theoldjar.com	Completed	
Annegrist	Annon	annegrist_annon@msl2why.com	Completed	

8. When your employee has finalized the account, the employee can login into RemoteCare in Genie 2.
9. If the invitation has expired or the employee has not yet accepted the invitation you can re-send the invitation.



10. If your employees forget the password it can be re-set by clicking the forgot password button at the log-in screen in Genie 2.

Remove employees:

1. Find the employee in the User Overview. You can search for the employee by name, last name or email using the search-field.
2. Click on the "remove" icon and accept to remove the user.

