

Remote Fitting Administration Portal Guide

Welcome to the Remote Fitting Administration Portal

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

In this guide we will inform you on how to create an account in order to use the portal and how to manage your employees in the portal.

Create your administrator account:

1. Go to your email inbox and open the email invitation.
2. Click the "Finalise your account" button in the email.
3. Choose a password, enter your name and surname and click "Create".

Note: If you have previously created an account using the same email address, you will not be prompted to choose a password as it will automatically be the one associated with your existing account. You can then immediately proceed to the **Login** step.

Login:

1. Sign in to the Remote Fitting Administration Portal using your email and password. Click "Sign in".
2. If you forget your password, you can reset it by clicking the "Forgot your 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 employees:

1. Go to Admin Panel.
2. Have the email address from your employee ready.
3. Click the "ADD NEW USERS" button to 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 (,).
5. Adjust the personal message, if you want to.
6. Click "Send". Your employees are invited to finalize their account for the remote fitting solution.
7. Once the employee is added, you can follow the status of the employee in the User Overview.
8. When your employees have finalized their account, they can login into Remote Fitting in the fitting software.
9. If an invitation has expired or if the employee has not yet accepted it, you can re-send the invitation.
10. If your employees forget their password, it can be reset by clicking the "Forgot your password" button on the log-in screen in the hearing instrument fitting software.

Remove employees:

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