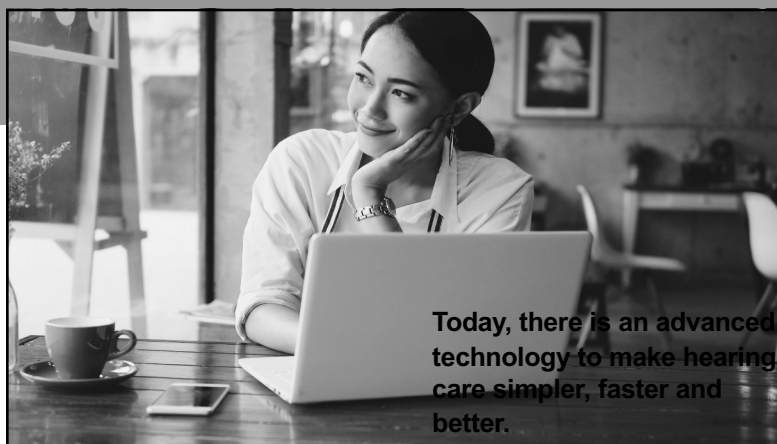


1

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- Thank you for joining us to learn more about the TeleCare Portal Registration
- For assistance with this course, contact AudiologyOnline (1-800-753-2160)
- Please visit the AudiologyOnline website for other live and recorded events from Signia  
<http://www.audiologyonline.com/ce/signia-siemens>

2

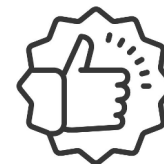


Today, there is an advanced technology to make hearing care simpler, faster and better.

3


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**SIGNIA TELECARE**  
LEADING REMOTE  
ASSISTANCE FOR BEST-IN-  
CLASS TRIAL SUCCESS AND  
HIGHER CUSTOMER  
SATISFACTION




4

4


  
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---


The proven remote audiology solution



74%

Closer customer contact


74% of TeleCare professionals use the tool for closer contact with their customers and to offer them a better service.\*



7 out of 10

Higher satisfaction

7 out of 10 TeleCare professionals strongly agree that TeleCare increases patient satisfaction.\*\*




+19%

Higher acceptance

Patients fitted with TeleCare have a 19% higher acceptance rate than patients fitted without TeleCare.\*\*\*

5


  
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---

HEARING LESSONS
  
Let your patients know the hearing aids at their own pace

DAILY SATISFACTION RATINGS
  
Provide continuous real-time feedback

CARE CHAT
  
Enable communication

REMOTE ADJUSTMENTS
  
Virtual appointments to assist your patients

6

## SIGNIA TELECARE LET'S GET STARTED....

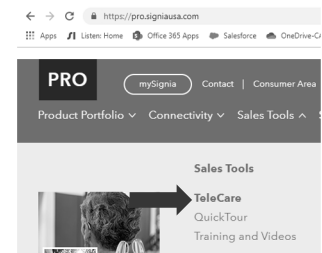
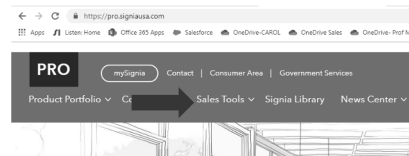


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<https://pro.signiausa.com/>


[https://pro.signiausa.com/signia\\_telecare\\_for\\_audiologists/](https://pro.signiausa.com/signia_telecare_for_audiologists/)



8


  
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## New to TeleCare >> Register



  
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Login

Forgot Password?


New to TeleCare?

Register



"Thanks to TeleCare, we could increase our customer satisfaction and sales numbers significantly."  
Patricia Coradini, CEO Comunicare

9


  
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## Complete Registration Online

TeleCare Portal

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### REGISTRATION

Your TeleCare account is free and your data is secure. Please register only one admin account per organisation.  
For employees: If your practice is part of a company please ask your manager for access.

Fields marked with an \* are required.

#### ADMIN ACCOUNT

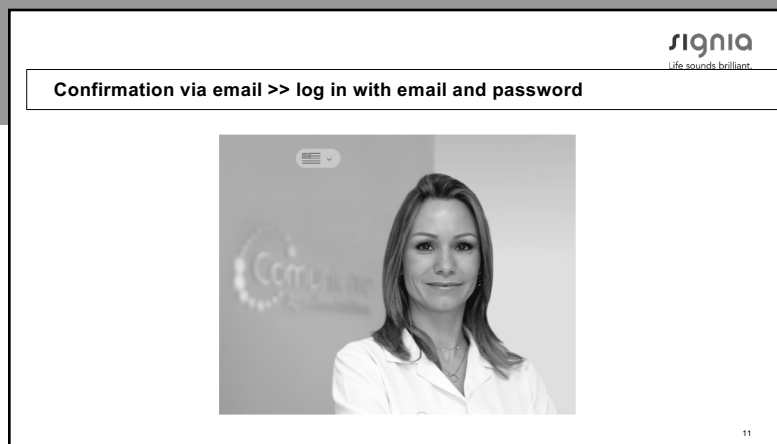
First Name*	Last Name*
<input type="text"/>	<input type="text"/>
E-mail address*	Phone*
<input type="text"/>	<input type="text"/>
Password*	Confirm Password*
<input type="password"/>	<input type="password"/>

Improve the password strength by combining numbers, special characters and/or letters.

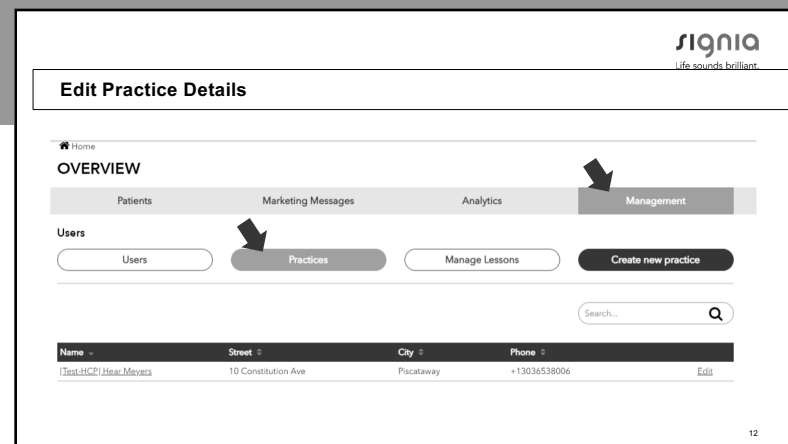
#### PRACTICE DETAILS

Signia Account Number*	Full Practice Name*
<input type="text"/>	<input type="text"/>
Practice Phone Number*	Street*
<input type="text"/>	<input type="text"/>
ZIP*	City*
<input type="text"/>	<input type="text"/>
Country*	Time zone*
<input type="text"/>	<input type="text"/>

10



11



12

## Add Office Hours

### Opening Hours

Select all days with identical opening hours on the left. You can add different opening hours or more opening times for one day (e.g. before and after lunch) by adding an entry.

Week day/s

Mo
Tu
We
Th
Fr
Sa
Su

Opened From

9:00 AM

Opened Until

6:00 PM

Comment

Delete

Add Entry

13

13

## Edit User Profiles

Home

### OVERVIEW

Patients
Marketing Messages
Analytics
Management

Users


Users
Practices
Manage Lessons
Add user

All practices

Search...

14


14



Edit User Profiles

EDIT PROVIDER

Fields marked with an \* are required.



Max. image size 8MB

E-mail address\*

Field is required.


First Name\*

Field is required.

Last Name

Mobile Number

15



Edit User Profiles

Notifications

Language

English (US)

New Message

Off via e-mail via text message

Negative Lesson Rating

Off via e-mail via text message

Negative Satisfaction Rating

Off via e-mail via text message

Hearing Lessons

Hearing Training (default)

Yes No

Duration per Module

7 Days

Roles (same for all assigned practices)

Provider Practice Manager Organization Manager

Assign Practices\*


[Test-HCP] Hear Meyers

Default Practice\*

[Test-HCP] Hear Meyers

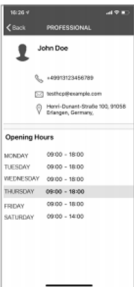
16




  
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**Portal information reflected in the Signia App**


- Professional Name /Photo
- Phone #
- Email
- Address
- Opening Hours



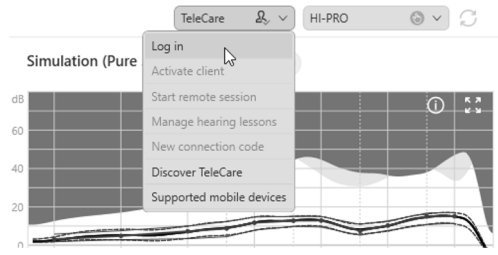
Opening Hours	
MONDAY	09:00 - 18:00
TUESDAY	09:00 - 18:00
WEDNESDAY	09:00 - 18:00
THURSDAY	09:00 - 18:00
FRIDAY	09:00 - 18:00
SATURDAY	09:00 - 14:00

17

17


  
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**Telecare items are in one menu – top toolbar of Connexx**

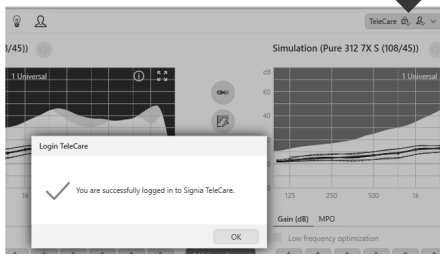


18

18

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**Now Connexx is linked to the TeleCare Portal**

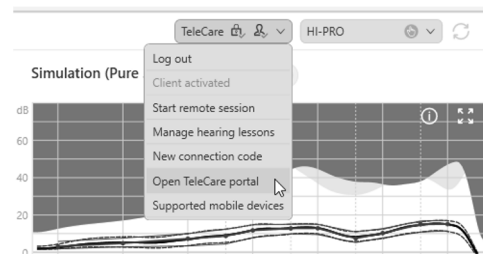


19

19

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**Telecare items are in one menu – Open TeleCare Portal**




20

20

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### More TeleCare Information on the Signia Professional Website

Get the most out of TeleCare.




**TeleCare at a glance**  
Learn more about how TeleCare supports you from the first appointment all the way through to aftercare.

[Take the tour >](#)



**Training and videos**  
Watch and discover how you can use TeleCare to provide the best care for patients throughout the trial process.

[Get to tutorials >](#)




**Signia app**  
The Signia app combines all Signia hearing aids into one unified environment for all the user's needs.

[Learn more >](#)

**Downloads**



TeleCare Quick Guide



Signia App Quick Guide

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21

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# Signia Xperience

**Thank you for joining us!**  
**800-766-4500**

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