

# Administration Portal Guide

## Welcome to the Oticon RemoteCare Administration Portal

You must register your business and your employees to start offering RemoteCare to your patients. 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.

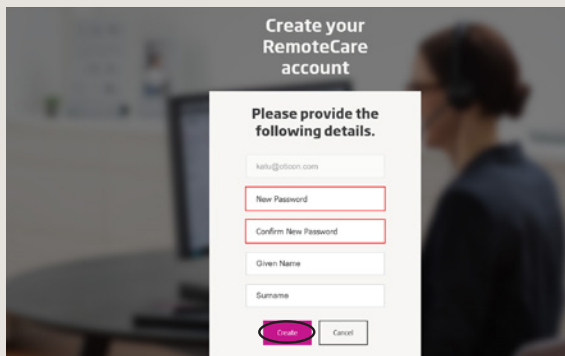
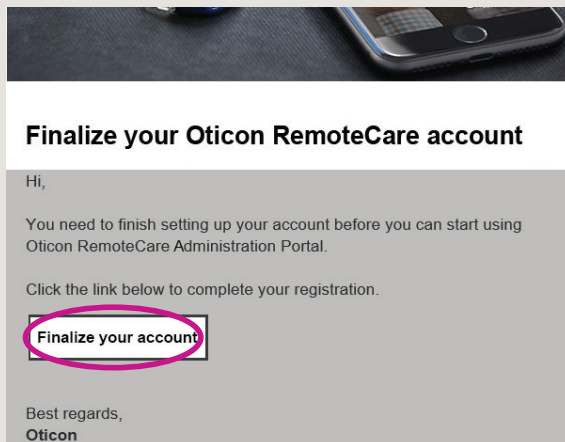
In this guide, we will show you how to sign-up for the portal and manage your employees in the portal.

### Preparation

1. Reach out to your local customer support to be invited to the Oticon RemoteCare Administration portal.
2. Have the email address of the group administrator who will be in charge of managing your business' RemoteCare Administration Portal ready. This email address will become the user name for your group's portal.

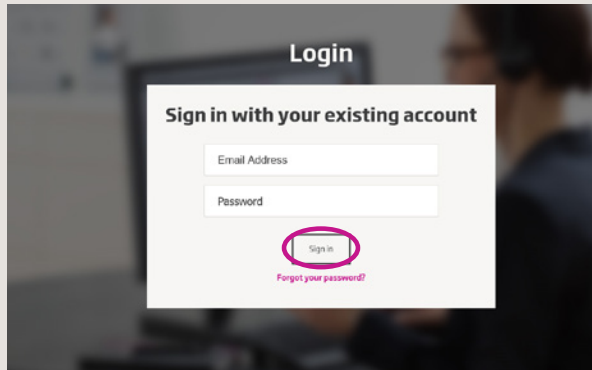
### Create account:

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 name and surname, create a password and click "Create".



### Login:

1. Sign-in using your email and password. Click “Sign in”.

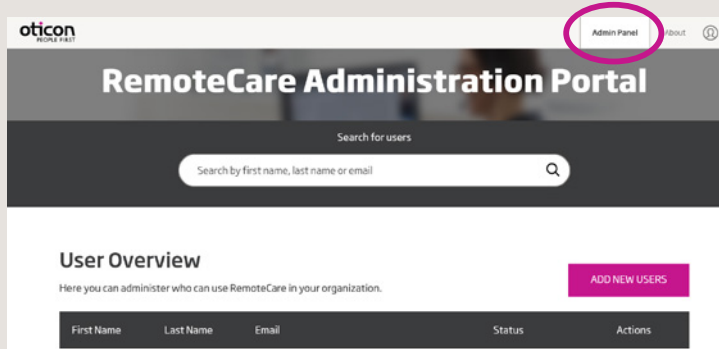


2. If you forget your password, you can reset it by clicking the “Forgot your password?” button.
3. Read through the privacy statement. If applicable, click “Accept”.
4. You are now signed up and logged in.

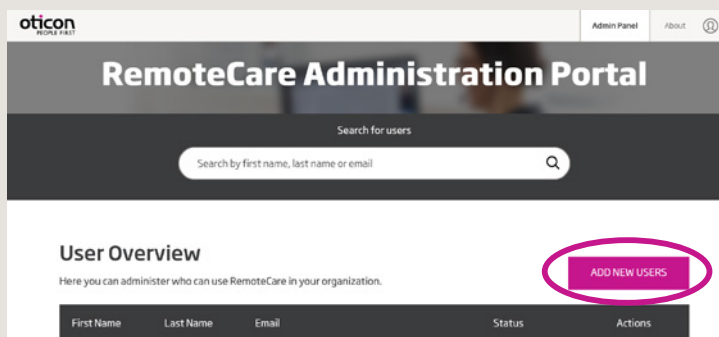
## How to manage employees

### Add a new employee:

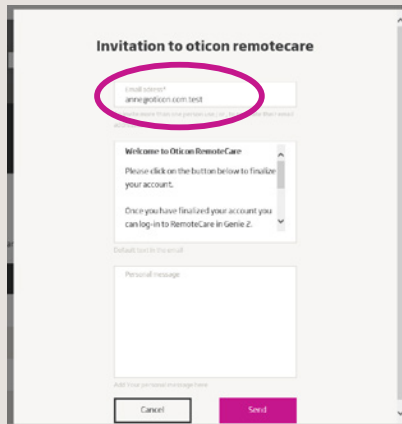
1. Go to the Admin Panel.



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



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



**Invitation to oticon remotecare**

Email address\*  
anne.gutierrez.com.test

To receive more than one person add ";" or "," to separate them (e.g. john.doe@company.com; jane.smith@company.com)

**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 Genie 2.

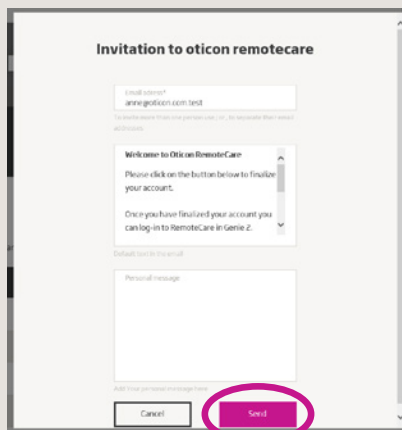
Default text in this email

Personal message

Add your personal message here

Cancel Send

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



**Invitation to oticon remotecare**

Email address\*  
anne.gutierrez.com.test

To receive more than one person add ";" or "," to separate them (e.g. john.doe@company.com; jane.smith@company.com)

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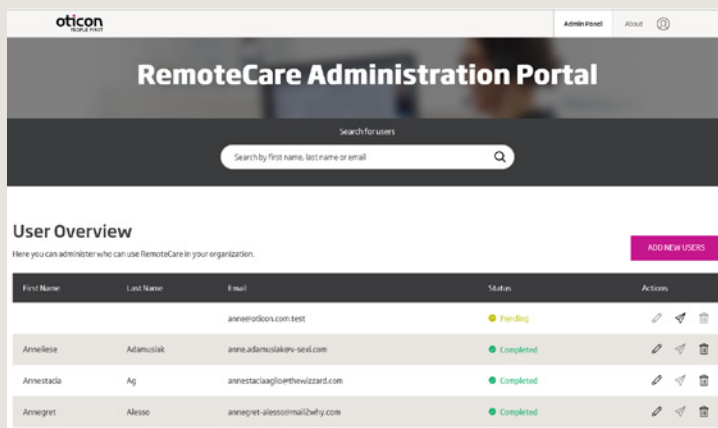
Default text in this email

Personal message

Add your personal message here

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

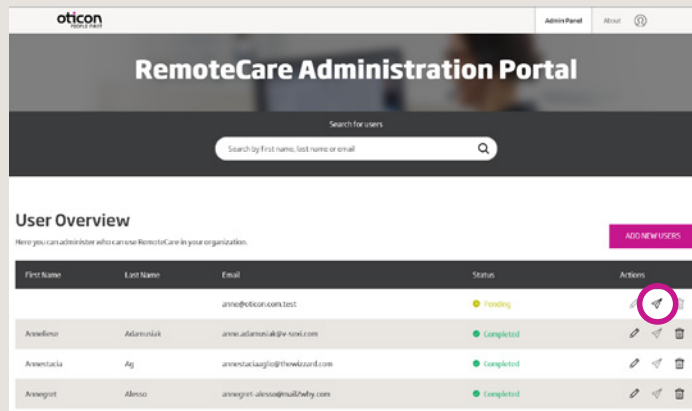
Search by first name, last name or email

### User Overview

Here you can administer who can use RemoteCare in your organization. ADD NEW USERS

| First Name | Last Name | Email                        | Status    | Actions                                       |
|------------|-----------|------------------------------|-----------|---|
|            |           | anne.gutierrez.com.test      | Pending   | <span>✎</span> <span>🔊</span> <span>🗑️</span> |
| Annellese  | Adamoliak | anne.adamoliak@v-senl.com    | Completed | <span>✎</span> <span>🔊</span> <span>🗑️</span> |
| Annestacia | Ag        | annestacia@joethewizard.com  | Completed | <span>✎</span> <span>🔊</span> <span>🗑️</span> |
| Annegret   | Alesse    | annegret.alesse@mail2why.com | Completed | <span>✎</span> <span>🔊</span> <span>🗑️</span> |

8. When your employee has finalized the account, the employee can log 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 by clicking the "send" icon shown in the image below.



10. If your employees forgot their password, they can reset it 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 first name, last name or email using the searchfield.
2. Click on the "remove" icon and accept to remove the user.

