



ReSound GN

# GN Online Services - manage your account

A guide for professionals

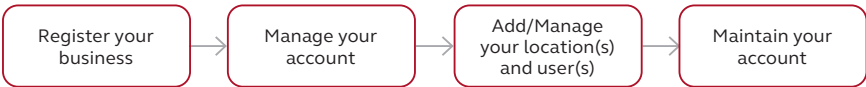
# How to manage your account on GN Online Services

## 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.

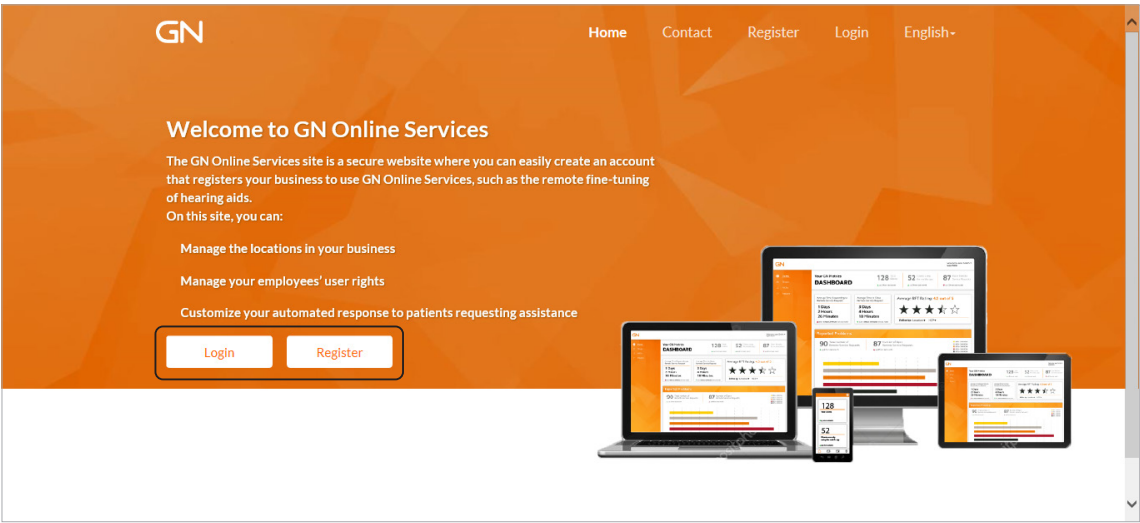
### Before getting started

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.



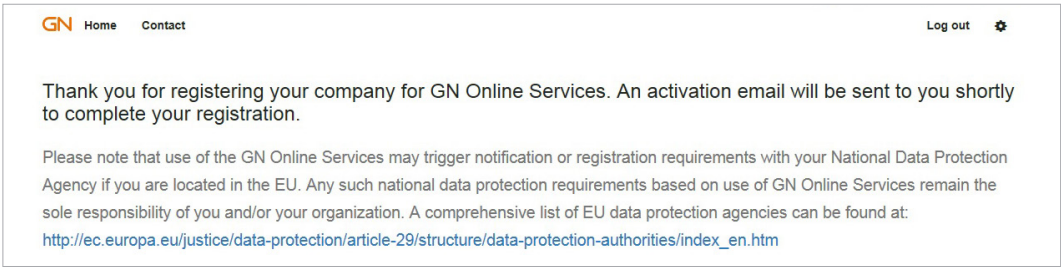
### 1) How to register your business

- 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**).

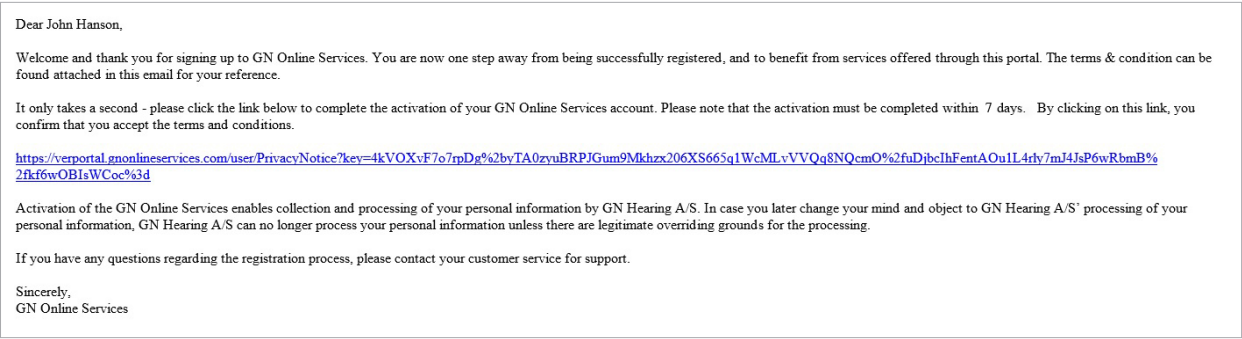


- 1.4. On the Registration page, type in your Account number and select your Country of business. This information will automatically fill in parts of your registration form and validate your account.
- 1.5. Create a username: Must be unique and this is the name that you will use when logging into the 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**.

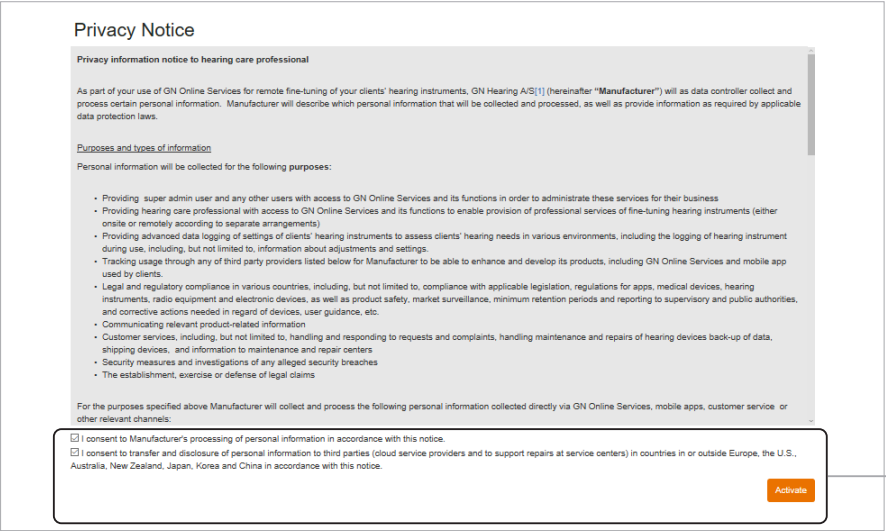
- 1.10. You will now see that your business has been registered and an email has been sent to the email used in the registration process.



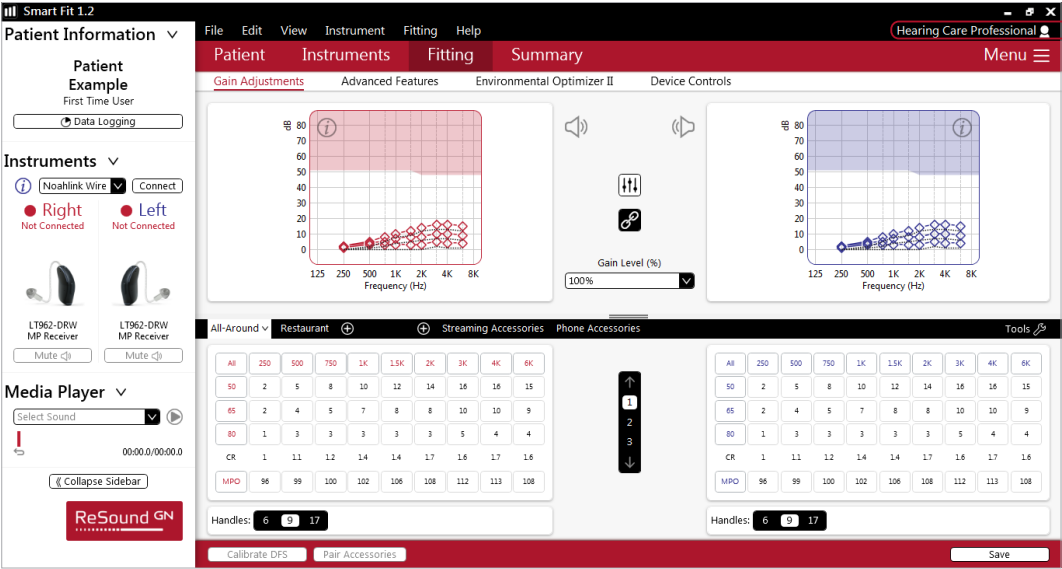
1.11. To complete the registration process, open the activation email and follow the steps to activate your account **within 7 days**.



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.



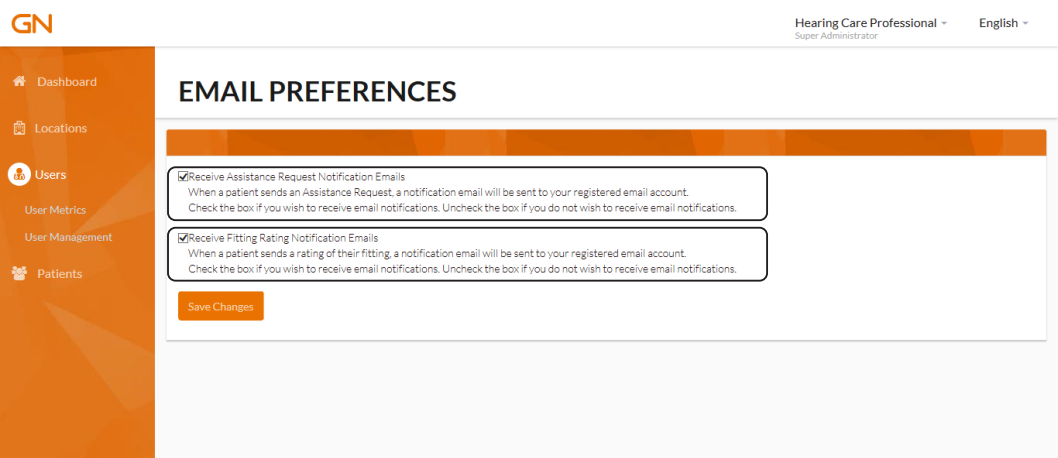
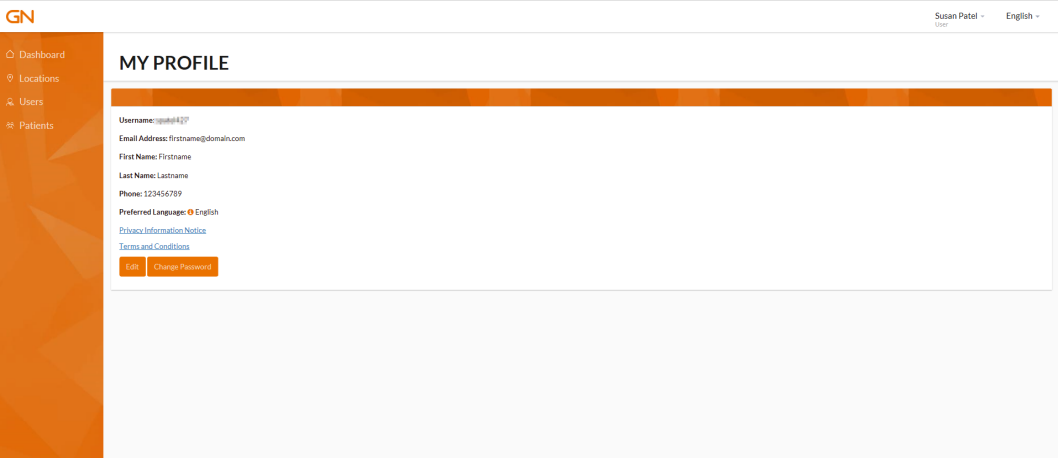
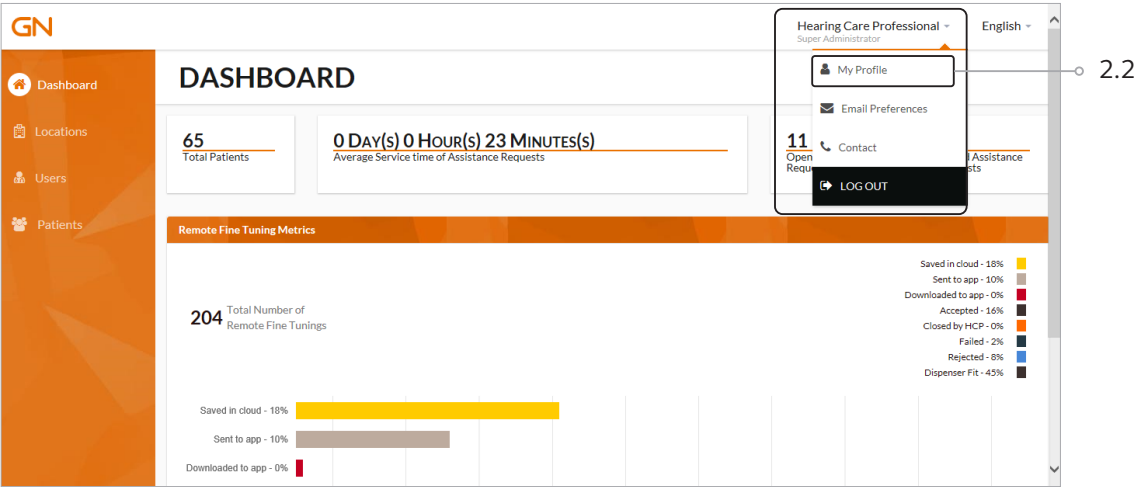
1.12



## 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.

2.3. To edit your profile (except your username), click on the username in the upper right-hand corner of the Dashboard home screen and choose “My Profile” in the drop-down menu. You can access email preferences from the same menu. When you get an Assistance Request or fine-tuning rating from the ReSound Smart 3D app, you will receive an email notification. The email notifications are enabled as the default setting, so you must uncheck the boxes to disable this feature.



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.

Location Name	Account Type	Parent Account	Address	
Shop A (G127875)	GN Account	G127875	531 MAIN ST, #835 EL SEGUNDO, CA, 90245 USA	<div>EditDelete</div>
Shop B (G127877)	GN Account	G127875	311 MAIN ST, #B EL SEGUNDO, CA, 90245 USA	<div>EditDelete</div>

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.

Edit Location Information

< Back to Location Management

Location Name

Shop A

Account #

G127875

App Assistance Request Auto-Reply Message

We have received your request for assistance. We will get back to you within X working days.

Location Telephone

310 640 2574

Location Address (Street)

531 MAIN ST

Location Address (Apt/ Suite/Unit)

#835

Location Address (City/Town)

EL SEGUNDO

Location Address (State/Province/Region)

California

Country

USA

Account Zip/Postal Code

90245

Save Changes

Cancel

This is the message your patients will see after they submitted a request for assistance via the app.

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**.

My ProfileLocation ManagementUser Management

Add New Location

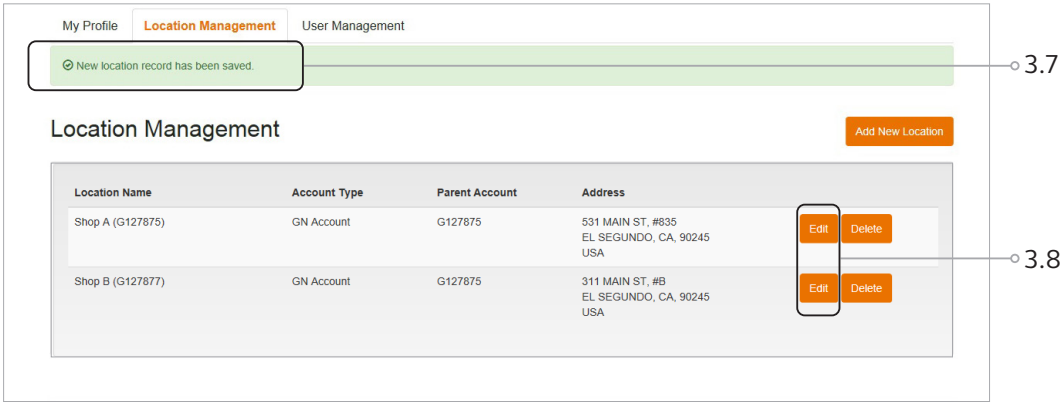
Location Name	Account #	Address	
Hearing Care (MN)	G153554	8001 Bloomington Freeway, Bloomington, MN, 55420 USA	<div>EditDelete</div>

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.

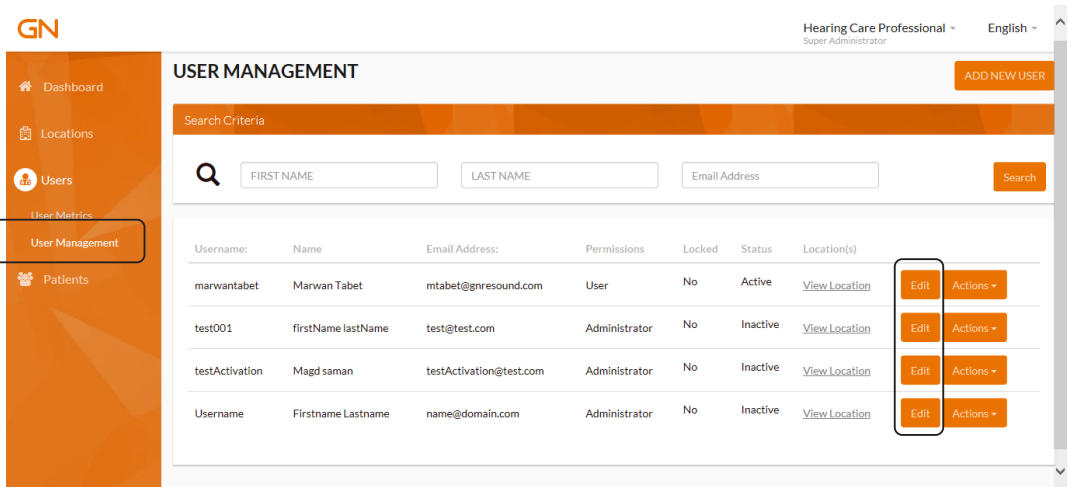


#### 4) Manage Users and User roles

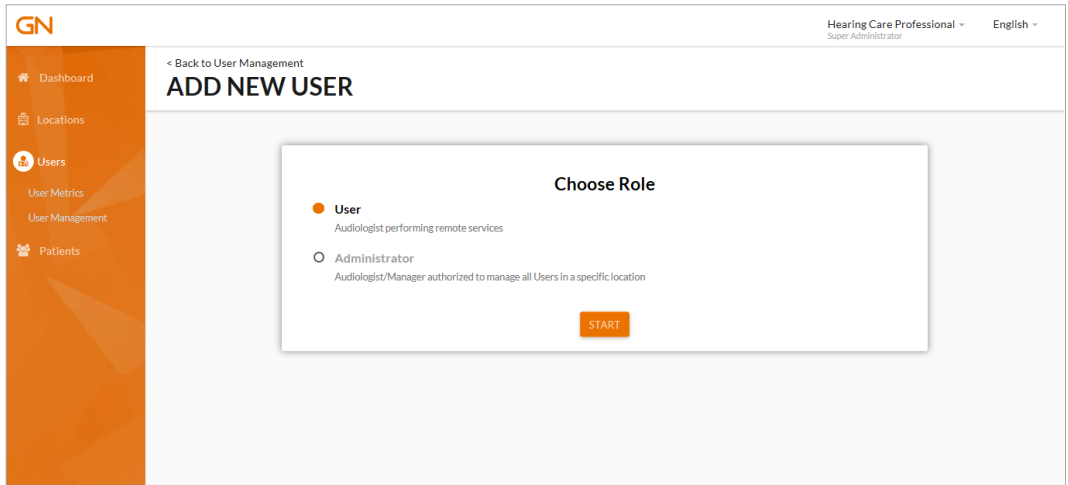
With the location structure in place you can start adding users to each location. There are 3 user roles with a different set of permissions that you can assign. A Super Administrator is required and defaults to the first user registered for the business. There can only be one Super Administrator. The table below explains the different roles and how they could be assigned.

	Super Administrator	Administrator	User
User role description	Typically the business owner or an employee appointed by the owner to manage the entire account	Typically the manager of a specific location who need to manage the employees fitting patients	Employee fitting patients with ReSound Smart Fit.
Registration for access to GN Online Services	● (taking place right now)		
Can manage locations and Admin profiles	●		
Can manage User profiles	●	●	
Login to GN Online Services via ReSound Smart Fit	●	●	●

- 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 selecting the role of the new user and click **Start**.



4.4. Fill in all User Info fields and click **Next**.

GN Hearing Care Professional Super Administrator English

### User Info

User information must be entered in all data fields to add a new user

Username: HearingCare1	Preferred Language: English
First Name: Hearing Care	Last Name: 1
Password: ••••••••	Confirm Password: ••••••••
Email Address: example@hearingcare.com	Confirm Email Address: example@hearingcare.com
Phone: 1234234	

START OVER 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

GN Hearing Care Professional Super Administrator English

### ADD NEW USER

User information must be entered in all data fields to add a new user

1 USER INFO 2 LOCATIONS 3 CONFIRMATION

#### Choose Locations

The Locations listed are associated with the Account Number(s) country you have chosen. Please select one or more Locations the new user should be associated with.

Locations

Shop A (G127875) - 531 MAIN ST, EL SEGUNDO Shop B (G127877) - 311 MAIN ST, EL SEGUNDO

PREVIOUS NEXT

- 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.

GN Hearing Care Professional Super Administrator English

1 USER INFO 2 LOCATIONS 3 CONFIRMATION

### Confirmation

User information must be entered in all data fields to add a new user

User Role: User	Username: HearingCare1
First Name: Hearing Care	Last Name: 1
Email Address: example@hearingcare.com	Phone: 1234234
Preferred Language: English	

PREVIOUS ADD NEW USER

- 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.

GN Hearing Care Professional Super Administrator English

### User Info

User information must be entered in all data fields to add a new user

Username: Username	Preferred Language: English
First Name: Firstname	Last Name: Lastname
Email Address: name@domain.com	Phone: 123456789
Role: Administrator	

Active Locked

Next

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**.

User Management

Add New User

Search Criteria

Q

FIRST NAME

LAST NAME

Email Address

Search

Username:	Name	Email Address:	Permissions	Locked	Status	Location(s)	
HearingCare02	Sara Thomson	Sara@mail.xx	HCP-Admin	No	Active	<a href="#">View Location</a>	<div>Edit</div>
HearingCare03	Susan Smidt	Susan@mail.xx	HCP-User	No	Active	<a href="#">View Location</a>	<div>Edit</div> <div>Actions +<div>Delete</div><div>Transfer Patients</div></div>

5.1

5.2

- 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.

User Management

Add New User

Search Criteria

Q

FIRST NAME

LAST NAME

Email Address

Search

Username:	Name	Email Address:	Permissions	Locked	Status	Location(s)	
HearingCare02	Sara Thomson	Sara@mail.xx	HCP-Admin	No	Active	<a href="#">View Location</a>	<div>Edit</div> <div>Actions +<div>Delete</div><div>Transfer Patients</div></div>
HearingCare03	Susan Smidt	Susan@mail.xx	HCP-User	No	Active	<a href="#">View Location</a>	<div>Edit</div>

5.4

- 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.

1

2

3

USER INFO

LOCATIONS

CONFIRMATION

User Info

User information must be entered in all data fields to add a new user

Username:

PMtester

Preferred Language:

English

First Name:

Firstname

Last Name:

Lastname

Email Address:

name@domain.com

Phone:

123456789

Active

Role

Administrator

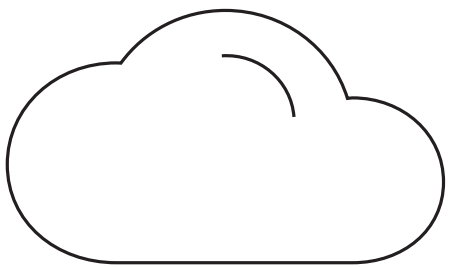
Locked

5.6

Next

# GN Online Services Dashboard

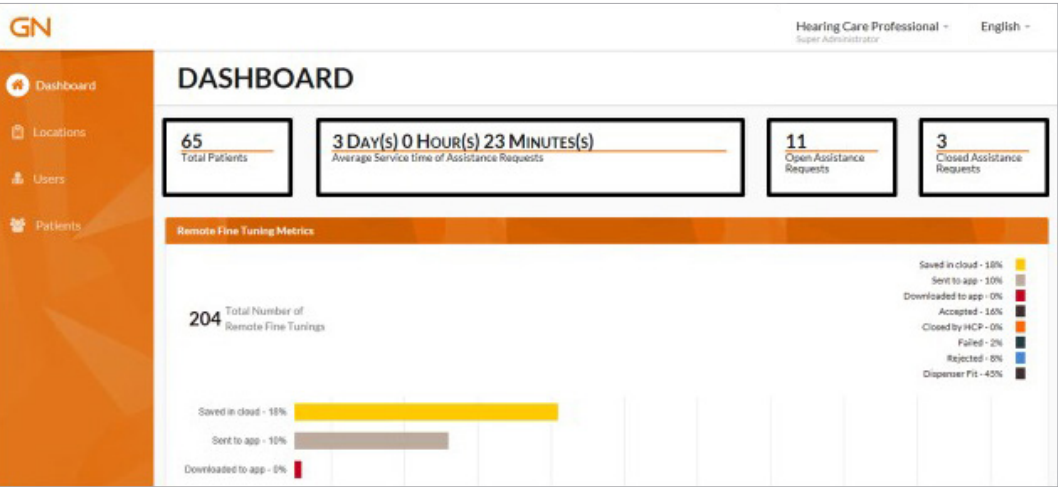
- Metrics tracking
- Assistance Requests
- Fitting Ratings



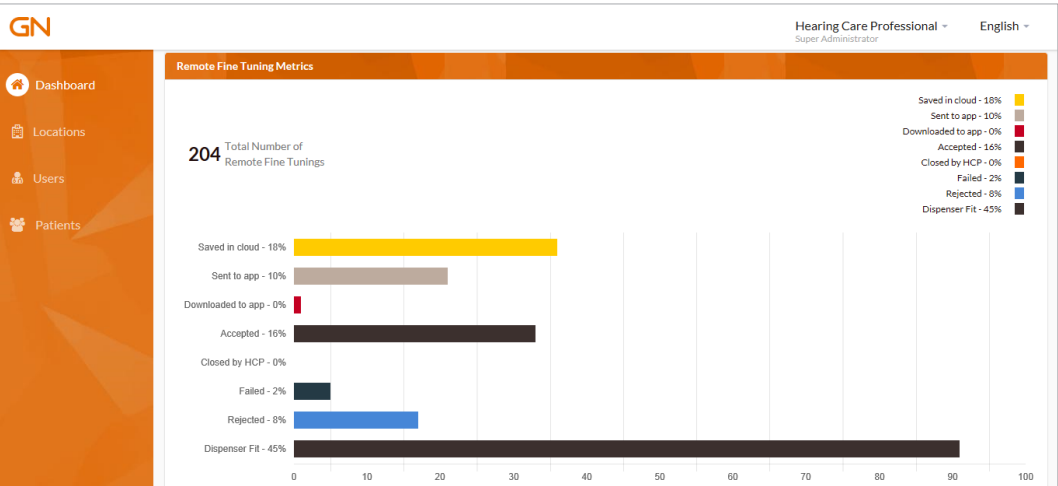
The GN Online Services Dashboard is a new part of an update to the GN Online Services portal. The Dashboard provides metrics tracking. This tracking includes metrics per location and metrics for specific GN Online Services users. The Dashboard also provides an overview of assistance requests and the 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.

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.



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

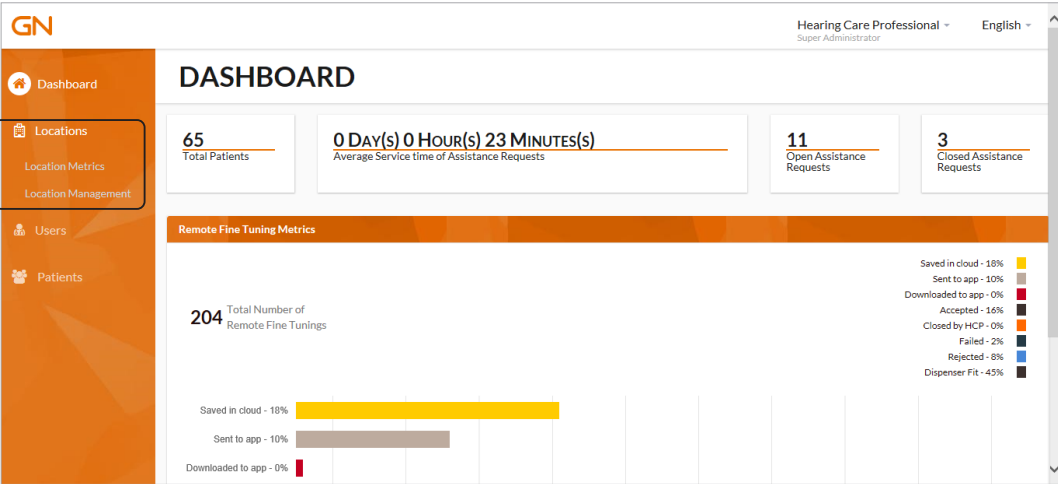




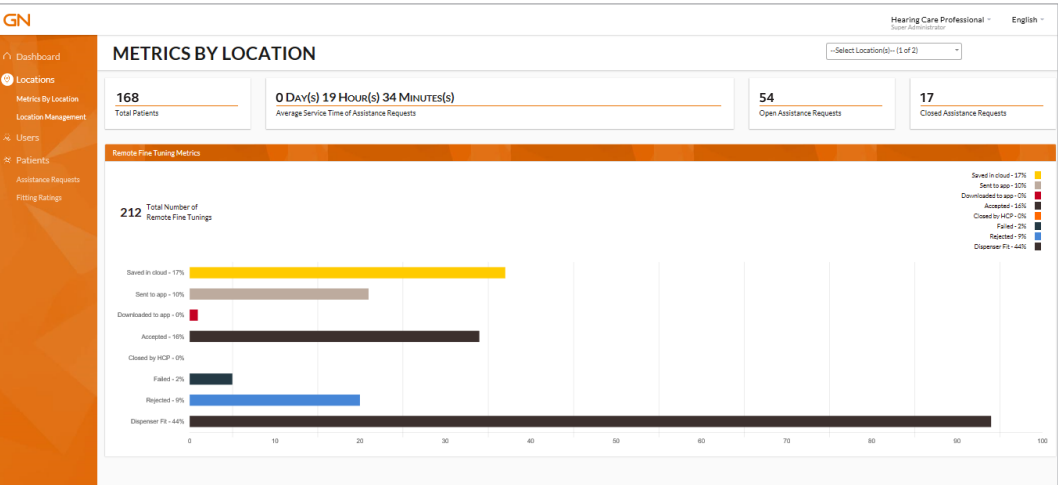
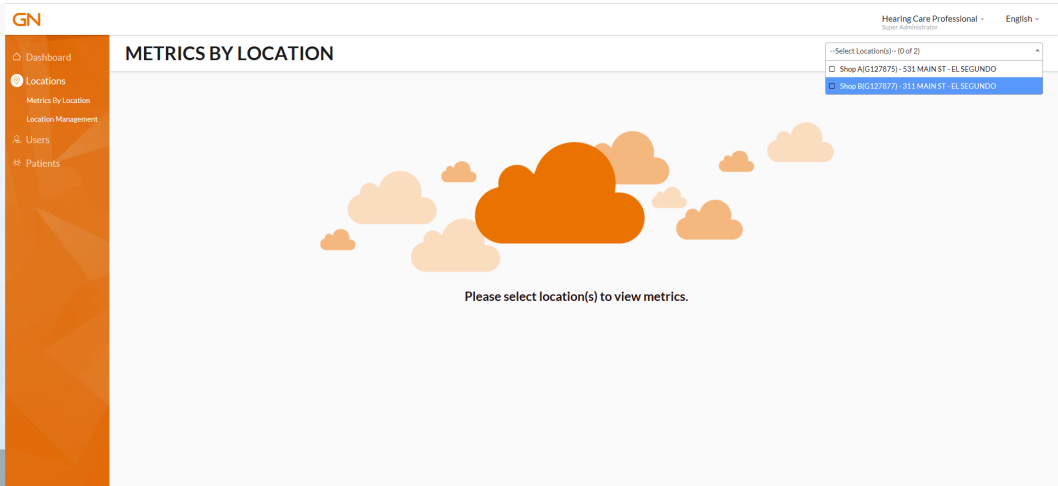
On the Dashboard, a remote fine-tuning is assigned a specific status.

Saved in cloud	The sound settings have been saved in the cloud but not sent to the patient.
Sent to app	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.
Downloaded in app	The patient has started the installation process, but has not accepted and installed the new settings.
Accepted	The patient has gone through the entire installation process and is using their new settings.
Closed by HCP	The sound settings were canceled by the Hearing Care Professional before the patient had applied them.
Failed	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.
Rejected	The patient applied their new settings but then reverted back to their prior settings.
Dispenser Fit	The sound settings during an office visit are saved.

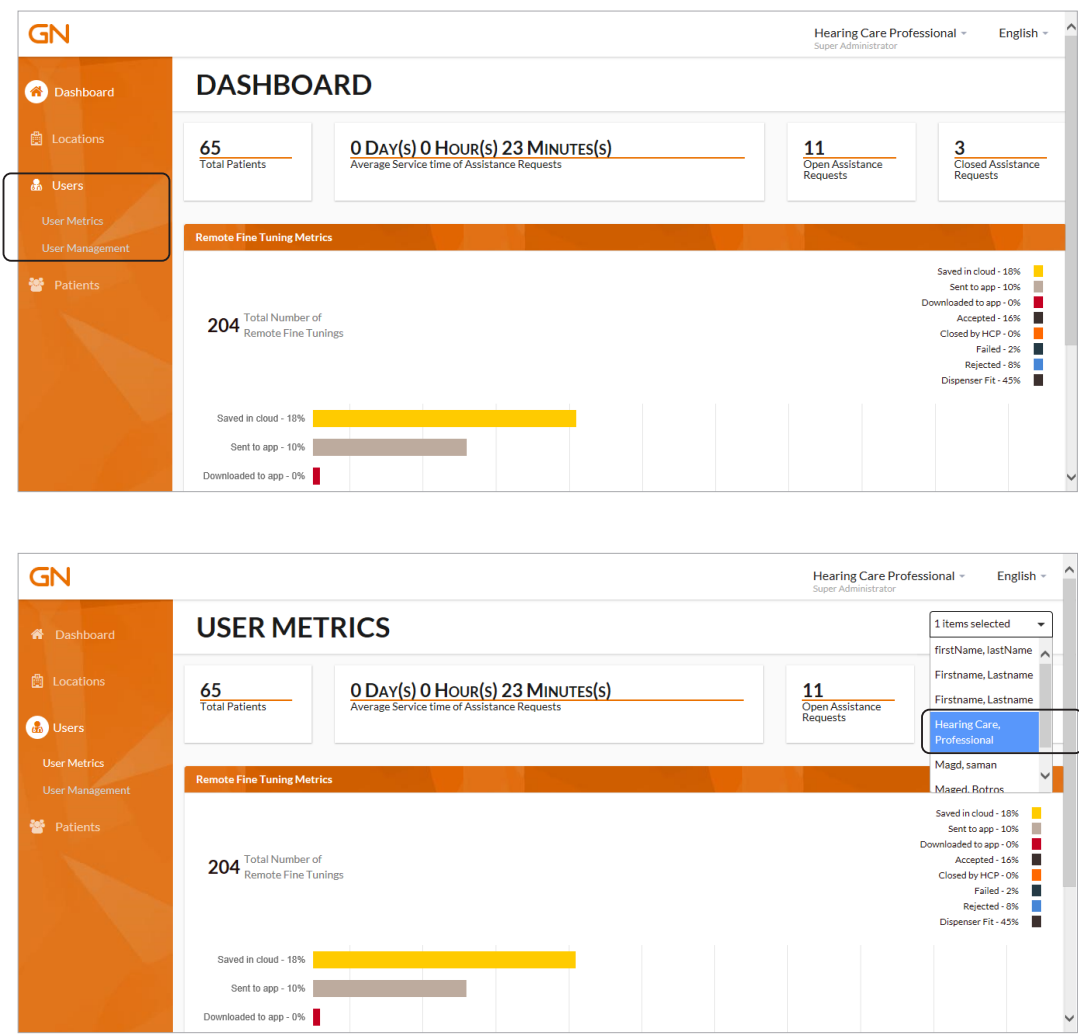
The main menu to the left is where more specific information can be viewed in the Dashboard. Under ‘Locations’ you can view ‘Location Metrics’.



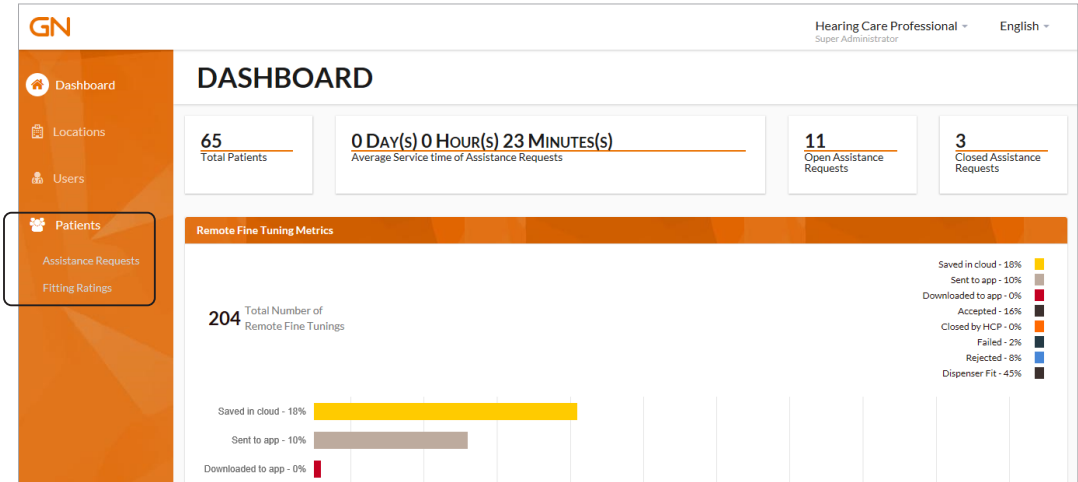
When on the ‘Metrics by Location’ page, you can select a location from the drop-down menu to view the data for a specific location.



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.

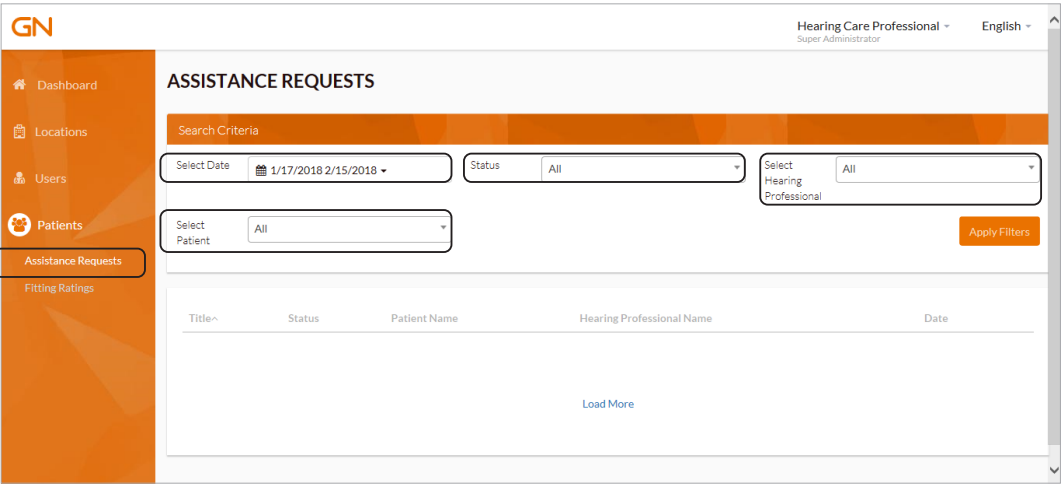


When on the ‘Assistance Requests’ page, requests can be filtered by specific dates, the status of the request or those sent by a patient. An Administrator or Super Administrator can filter requests by the hearing care professional the requests are assigned to.

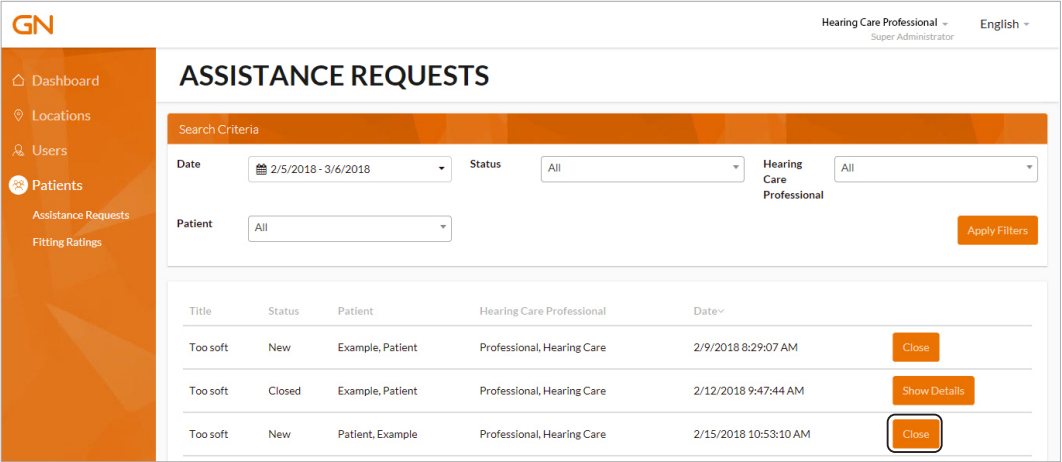
An assistance request is assigned a specific status.

New	A request for assistance was sent by the patient to the Hearing Care Professional.
Closed	The request for assistance was closed by the Hearing Care Professional.
Failed	There was an error encountered during the submission of the request for assistance by the patient.

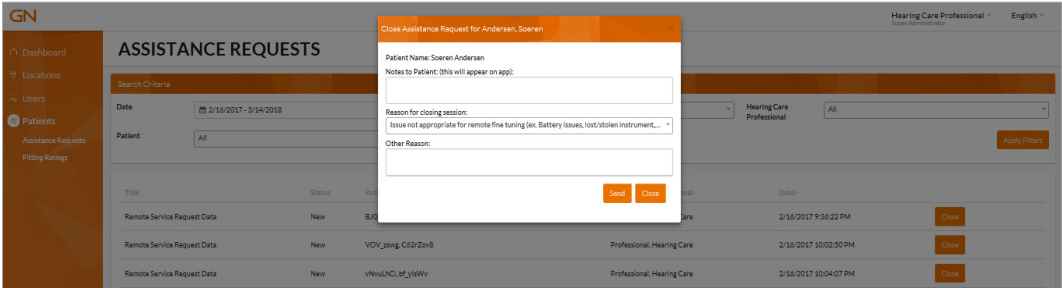
Once filters have been applied, requests can be viewed.



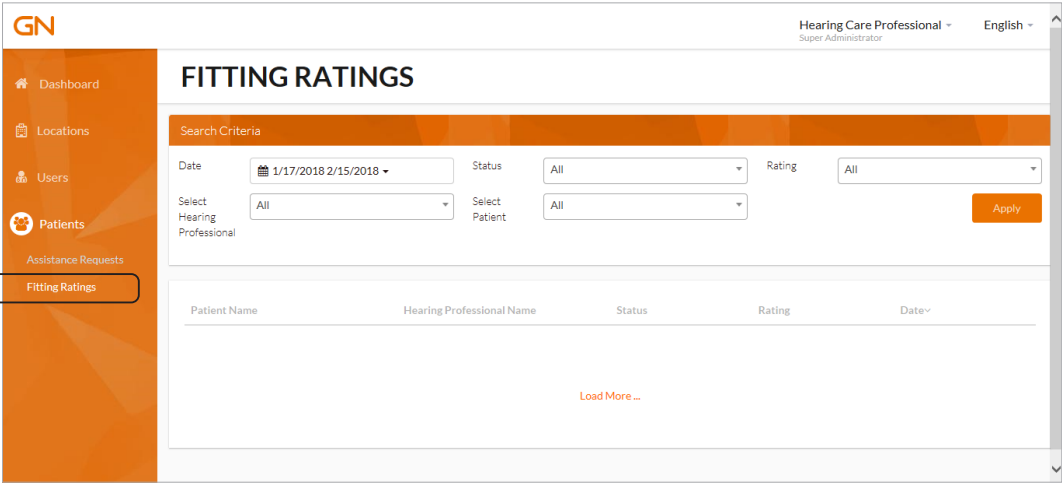
Assistance requests can be closed from this page if you click **Close** under the ‘Actions’ tab.



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.

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

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

GN

Dashboard

Locations

Users

Patients

Assistance Requests

Fitting Ratings

Hearing Care Professional - Administrator

English -

FITTING RATINGS

Search Criteria

Date

1/22/2018 - 2/20/2018

Status

All

Rating

All

Hearing Care Professional

All

Patient

All

Apply

Patient	Hearing Care Professional	Status	Rating	Date~
Patient, Example	Professional, Hearing Care	Pending Submission	Not Applicable	2/16/2018 3:48:51 PM
Example, Patient	Professional, Hearing Care	Postponed	Not Applicable	2/15/2018 2:49:00 PM
Patient, Example	Professional, Hearing Care	Rated	Not Satisfied Yet	2/15/2018 12:23:31 PM
Patient, Example	Professional, Hearing Care	Rated	Dissatisfied	2/14/2018 9:37:15 AM
Example, Patient	Professional, Hearing Care	Rated	Satisfied	2/14/2018 9:13:42 AM
Example, Patient	Professional, Hearing Care	Rated	Not Satisfied Yet	2/12/2018 9:45:44 AM
Example, Patient	Professional, Hearing Care	Rated	Dissatisfied	2/8/2018 12:16:09 PM



Find out how you can help your clients get the most out of their hearing experience with ReSound Smart Hearing aids at [resoundpro.com](https://resoundpro.com)

 [twitter.com/resoundglobal](https://twitter.com/resoundglobal)

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ReSound GN



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