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 you about how to sign-up to the portal and how to 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 an email account ready. The email account becomes your business' administrator account. The administrator account can be changed later on by customer support, if required.

**Create your administrator account:**
1. Go to your email inbox and open the invitation email from Oticon.
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 Oticon 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.
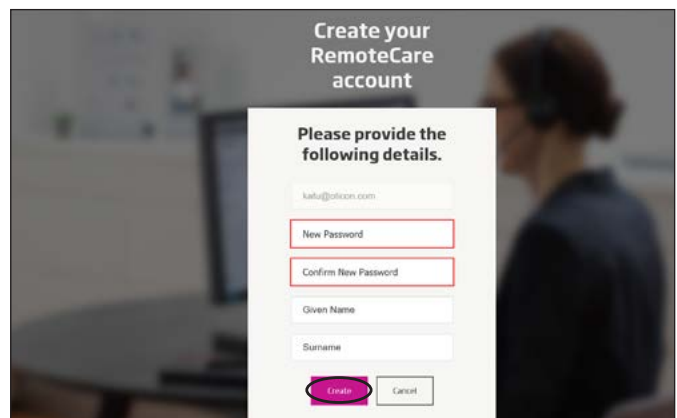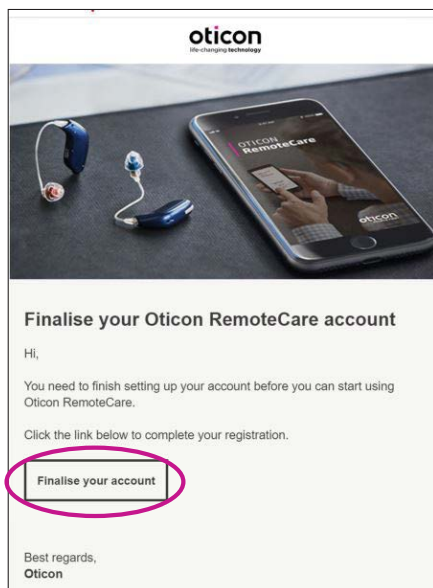
Login:

1. Sign in to the RemoteCare Administration Portal using your email and password. Click "Sign in".
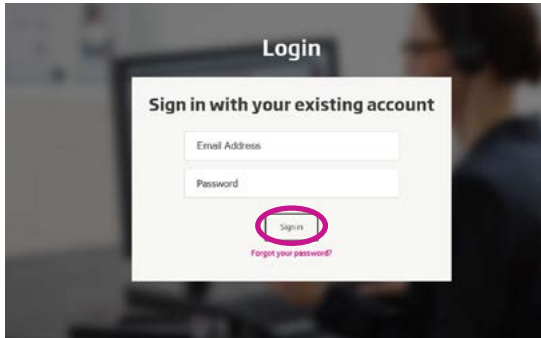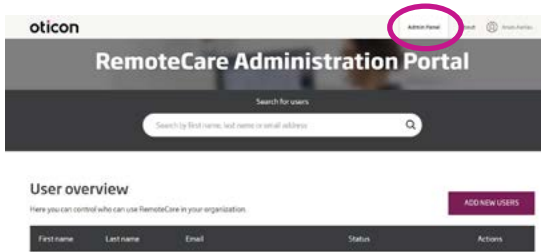

2. If you forget your password, you can reset it by clicking the "Forgot your password" button.
3. Read through the privacy statement. If applicable, click "Accept".
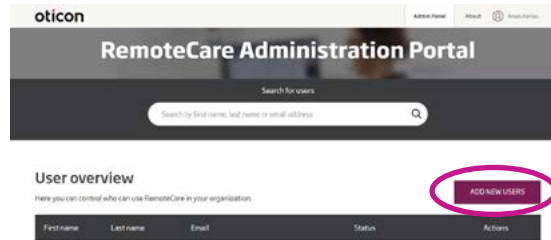4. You are now signed up and logged in.

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 RemoteCare account.

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 RemoteCare in Genie 2.

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 Genie 2.

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.