

hearing check

Personal Hearing Report

Your results will be emailed to you following your hearing check.



May 2023

Touchscreen Hearing Check: USER GUIDE



Contents

Username, Passwords, & Codes.....	3
Latest Features in 2022	4
Incorporate your online booking system.....	4
Expand Audiogram Feature.....	5
Installing the Touchscreen Hearing Check.....	6
Preparation	6
Download the app from the App Store	6
Installing the app onto more iPads.....	6
Updating the Hearing Check	7
Next steps	7
Rebranding the Software.....	8
Administration Area of the app.....	8
Updating your iPad home screen	9
Hearing Check Settings	10
Entering the Administration Area	10
Pre-selecting background noise	10
What background level should you choose?.....	11
Headphone Selection & Calibration	12
Sending Offline Files.....	12
Privacy Opt-in Screen.....	13
Optimizing settings for different settings	14
Retail Mode Settings.....	14
Event Mode Settings.....	15
Unmanned External Locations.....	15
“Guided Access” keeps iPad on Hearing Check.....	16
Restoring iPads from iCloud back-ups	17
iPad Settings (Recommended)	18
Apple ID and Password.....	18
Setting Restrictions.....	19
Turn Off Notifications.....	19
Disable iOS Updates	19
Administration Portal	22
Email Notifications	22
Login to the Portal	22
Dashboard Functions.....	23
Updating the Free Hearing Report.....	26
Editable content.....	26
Notes page	29

Username, Passwords, & Codes

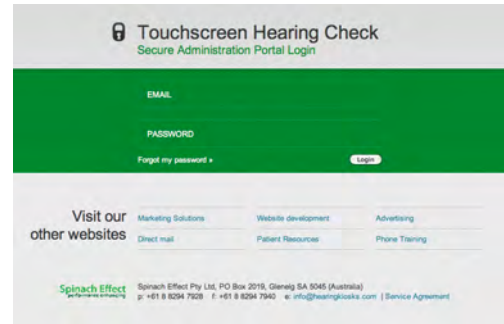
Administration Portal

To access your client data, download reports and manage your programme, please retain the information below. If you need to change your password at any time, please email our support team at info@hearingkiosks.com.

URL: <https://hearingkiosks.com/dashboard>

Username: _____

Password: _____

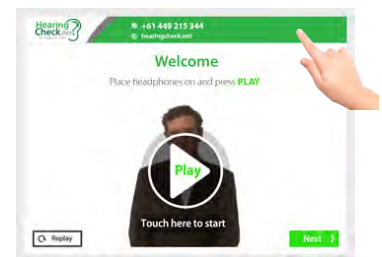


Software Administration Area

Updating the Touchscreen Hearing Check

When you log in to the Administration Area for the first time by touching the top right corner of the screen, you will need to use the generic password: **spinacheffect**.

Having registered the device (see Section “3 – Rebranding the Software” below), you will then use your account passwords.

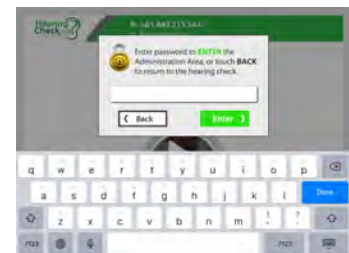


App passwords

Once you have registered the device, you will instead access the Administration Area using your own unique passwords:

Administration Area password: _____

Master Admin Area password: _____



Device Registration

CLIENT CODE: _____

DEVICE CODES: _____

NB: Please note that each device iPad must be assigned a unique DEVICE CODE



Apple ID & Password

Apple ID: _____

Password: _____

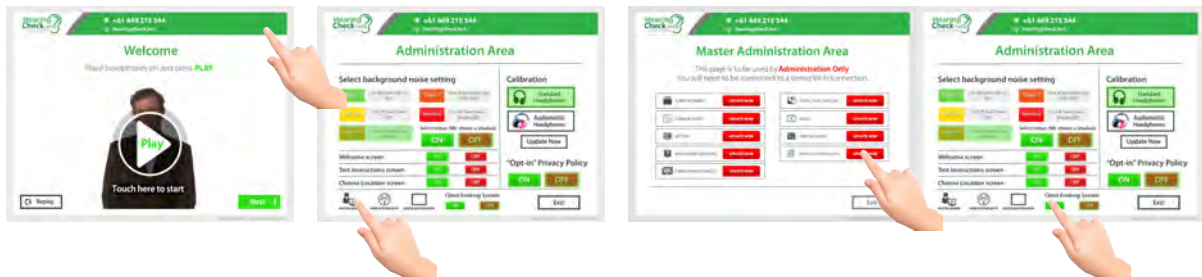
Latest Features in 2022

Incorporate your online booking system

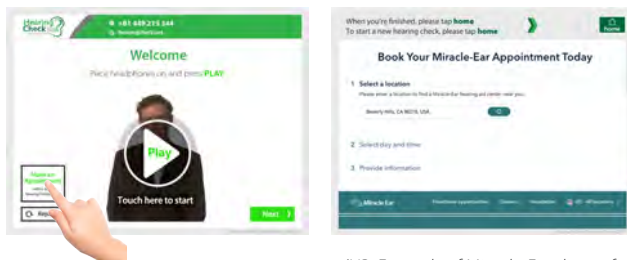
Does your business have an Online Booking System, where Users can make an appointment straight into the calendars of your hearing centres? If yes, we can now integrate this into your hearing check so that Users can book an appointment right from our software.

How does it work?

- 1) On your request, we will add the website address of your booking system to your Account on the Administration Portal (<https://hearingkiosks.com/dashboard>)
- 2) Update your application
 - a) Enter the **Administration Area** of the hearing check
 - b) Via the hidden Administration Area, enter the **Master Administration Area** of the app
 - c) Touch **UPDATE NOW** next to **PRIVACY & BOOKING SYS.**
 - d) Exit back to Administration Area and highlight **ON** for the **Client Booking System**.

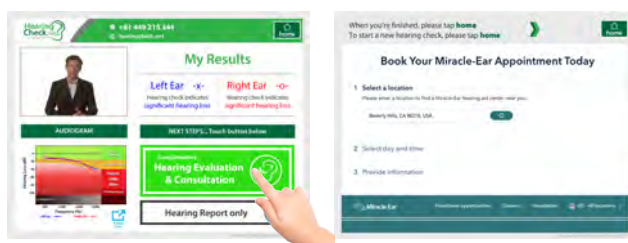


- 3) Users will now see a "Make an Appointment" link on the Welcome Screen (NB: Example of Miracle-Ear shown for demonstration purposes only)



(NB: Example of Miracle-Ear shown for demonstration purposes only)

- 4) And Users who have a significant hearing loss will now be taken straight to your booking system if they'd like to book a consult.



(NB: Example of Miracle-Ear shown for demonstration purposes only)

Expand Audiogram Feature

We have added a new feature specifically for screening events that will allow coordinators to expand the size of the audiogram from the My Results page. This enables your staff to better explain results to users.



Installing the Touchscreen Hearing Check

Preparation

1. Connect the iPad to a stable and **strong Wi-Fi** connection, which can be done via Settings on the iPad
2. You will need an **Apple ID** and **password**
3. **Sign in on the iPad** with the Apple Id within settings, or later within the App Store.

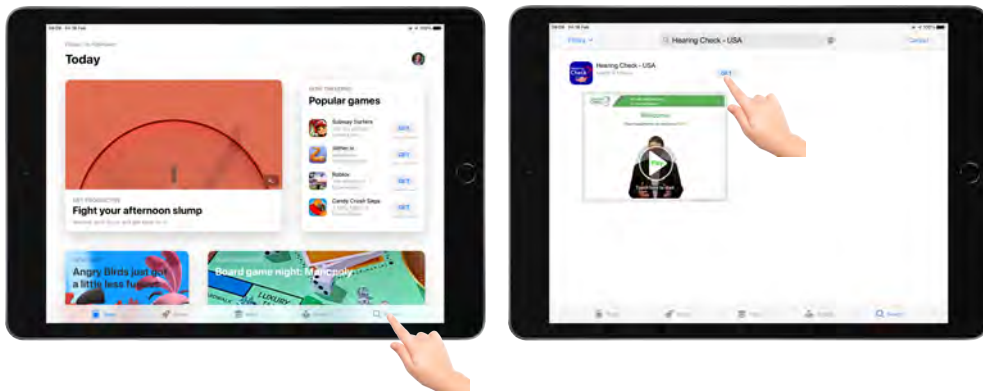
Don't know how to sign in with your Apple Id? See here: <https://support.apple.com/en-us/HT204053>



Download the app from the App Store

The hearing check is available via the App Store. Please note that you will need to have a valid Apple Id and Password to access the App Store. You can create an Apple Id here: <https://appleid.apple.com/account>

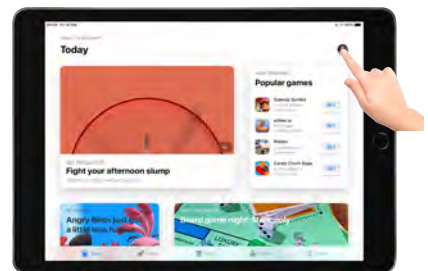
1. Open the App Store from your iPad
2. Search for "Hearing Check - USA". Look for the icon shown on the right.
3. Touch GET. The app will now download to the iPad.



Installing the app onto more iPads

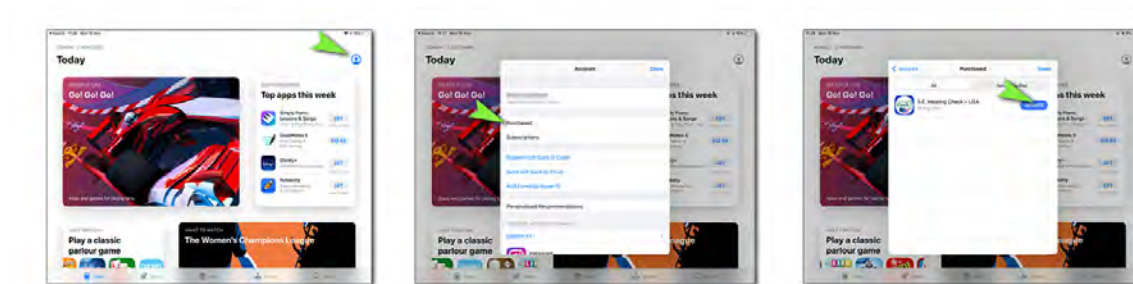
Once you have downloaded the app the first time, you will be able to install it onto more iPads through your Account on the app store.

1. Open the App Store on the iPad.
2. Click on the Account icon in the top right of the screen.
3. Tap on Purchased
4. Find the Hearing Check app and tap the "Cloud" to download
5. Close the App Store and return to your iPad's home screen. To see the app downloading, you may need to swipe the home screen left or right.



Updating the Hearing Check

If an update is available, follow the same steps described above. Only this time an “UPDATE” link will appear next to the app rather than a download link.



Next steps...

1. Rebrand the software ([Rebranding the Software](#) p7)
2. Select the correct headphones from the Administration Area (Headphone Selection – p10)
3. Select Correct Noise Level (Preselecting Background Noise p9)
4. Update the iPad’s home screen and wallpaper and ensure that the app icon is positioned above the arrow (Updating Home Screens p10)
5. Ensure iPad settings are optimized for use of the Touchscreen Hearing Check
6. Use Guided Access

Rebranding the Software

The first time you open the application, it will be branded in the colour and logo scheme of **HearingCheck.net**. This process describes how to rebrand the Touchscreen Hearing Check for your organization. You can watch video instructions here: <https://www.youtube.com/watch?v=M29pdUVESew>

Administration Area of the app

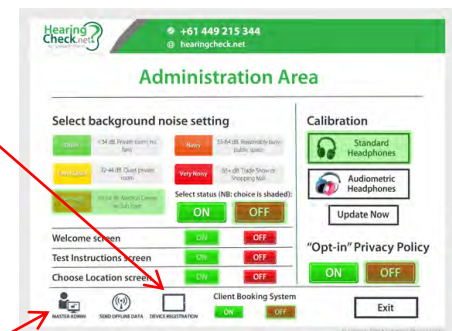
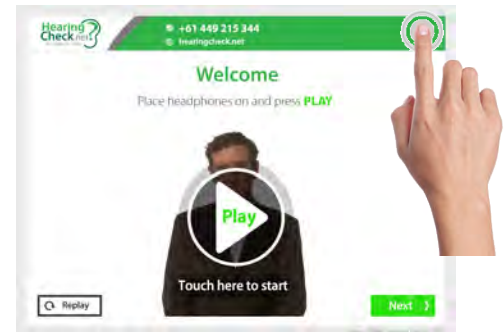
Tap the top right hand corner of the screen and the password box will appear. Type **spinacheffect**.

Register the Device

This is vitally important, as it activates the iPad for your use.

1. From the Administration Area, touch Device Registration icon in the bottom right of the screen
2. Enter the following details:
 - Client Code: _____
 - Device Code (examples): _____

NB: Each device must have a unique Device Code, as they can only be used once each. You will be allocated as many Device Codes as you require.



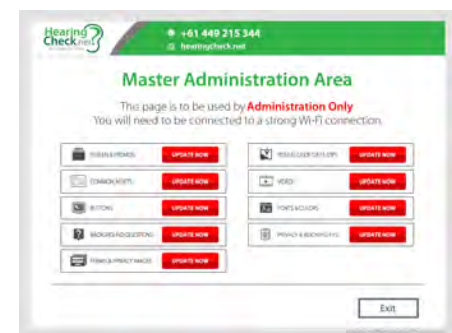
Rebrand your Software

1. If you exit out to the Administration Area, this has been successful and the device has now been recognised by the online Administration Portal. Please note that your password to enter the Administration Area of the application will now have been updated to _____
2. Now enter the **Master Admin** area using your password, which is now _____
3. Individually, touch the **UPDATE NOW** buttons that appear next to the following items:
 - a. Screens & Promos
 - b. Common Assets
 - c. BUTTONS
 - d. Forms & Privacy Images
 - e. VIDEOS
 - f. Fonts & Colours
 - g. Privacy & Booking Sys

NB: Do not update POSTAL CODE DATA (ZIP) or unless otherwise instructed.

HINT: Wait for the "success" message to appear for each update, before updating the next item. Locations and Videos are large files and will not generally be required, so can be skipped most of the time.

4. Your software is now branded for your organisation. Having done this, press **EXIT**



Updating your iPad home screen

To identify the iPads as clearly belonging to you, we have created a new background image for your Home Screens.

This also helps if the app should ever be closed, or the iPad loses charge. When the user looks at the home screen, with only the SE Hearing Check application showing, they can easily find their way back into the application.

To get this image onto your iPad, follow these steps:

1. Open Safari

NB: you may need to disable "iPad Restrictions" before opening Safari

- a. Go to **Settings > General > Restrictions**, when prompted, enter Passcode

2. Enter the following URL into the search window:

<https://www.hearingkiosks.com/home-screens/>

3. Hold your finger down on the image for a couple of seconds, and choose "Save Image"

4. Exit Safari and open Settings

5. Choose "Wallpapers & Brightness" on left

6. Touch the left "WALLPAPER" image

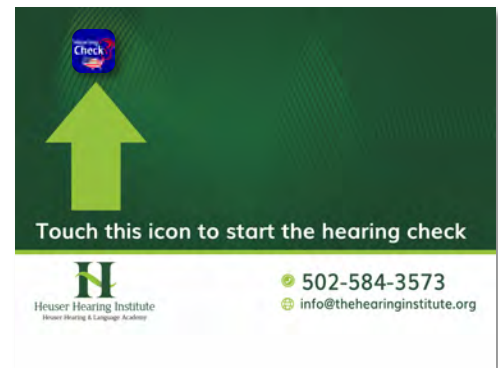
7. Under "PHOTOS", select "Camera Roll"

8. Locate the image and touch it

- Resize and position it correctly on the screen

9. Once centred, touch the "**Set Both**" option in the bottom right of the screen

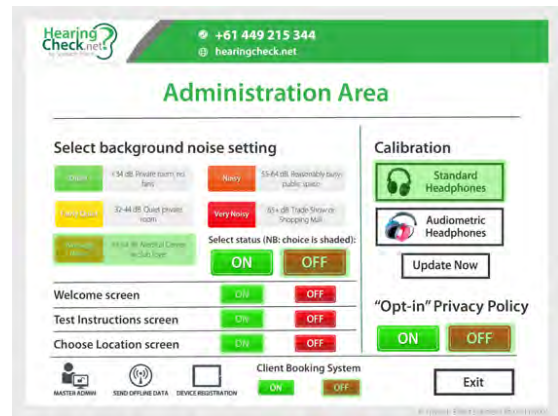
10. Reposition all apps so that the only app showing on the first home screen is the SE Hearing Check app, above the arrow.



Hearing Check Settings

Within your software there is a hidden **Administration Area** that will not be accessible by users of your Touchscreen Hearing Check. This area features important tools that help the solution work more effectively, namely:

- Device Registration
- Pre-select the background noise level for users
- Select different headphones, for calibration
- Update hearing check calibration
- Send data to the portal that was stored on the device while it was offline



Entering the Administration Area

To access the screen where you manage the functions described above, simply tap the top right corner of the “Welcome and headphone check” screen. You will be presented with a login box.

Enter this password: _____

HINT: This password will only be activated once the device has been registered.
See **Register the Device**



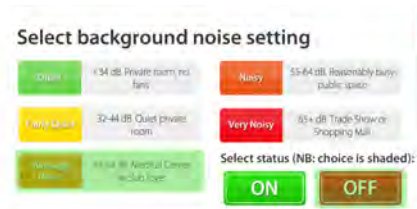
Pre-selecting background noise

An accurate response to **“How would you describe the current background noise?”** is needed to ensure accurate results.

We have built in new functionality to allow you to pre-select the background noise level for the user –guaranteeing a greater level of accuracy.

- To preselect background noise level...
 - Touch the appropriate setting (e.g. Average Noise). It should now have a green shading over your selection.
 - Touch **ON**.
- To disable this setting, touch **OFF**

When the background noise level has been set correctly, **the User will no longer see the screen shown on the right.**



What background level should you choose?

Method 1: Test your own hearing

The best way to determine how background noise is going to affect a hearing check result is to test you own hearing within that environment and compare your thresholds at 2000 Hz and 4000 Hz to your known results when tested under clinical conditions:

1. Choose the level based on the following estimates:

Standard Headphones

- Approximately the same? Select "Quiet"
- 5 dB lower than clinical test? Select "Fairly Quiet"
- 8 dB lower than clinical test? Select "Average Noise"
- 14 dB lower than clinical test? Select "Noisy"
- 20 dB+ lower than clinical test? Select "Very Noisy"

Audiometric Headphones

- Approximately the same? Select "Quiet"
- 3 dB lower than clinical test? Select "Fairly Quiet"
- 6 dB lower than clinical test? Select "Average Noise"
- 9 dB lower than clinical test? Select "Noisy"
- 12 dB+ lower than clinical test? Select "Very Noisy"

Method 2: Sound Level Meter Applications

We have also found a couple of good and cheap Sound Level Meter applications that you can download from iTunes onto you iPad for little cost. The icons are shown below, and here is a how you may set noise level based on the results using these applications:

- < 35 dB Select "Quiet"
- 36 - 45 dB Select "Fairly Quiet"
- 46 - 55 dB Select "Average Noise"
- 56 - 65 dB Select "Noisy"
- 65+ dB Select "Very Noisy"



Headphone Selection & Calibration

1. Having registered the Device, touch the UPDATE NOW button under Calibration within the Administration Area.
2. Select the headphones that you will be using

Headphone selection

Different headphones produce different volumes and they offer different levels of sound occlusion (i.e. ability to block background noise). Therefore, we have provided calibration for two different types of headphones that could be used in the Touchscreen Hearing Check. Currently these headphones are:

- **Standard headphones** (default): Standard studio headphones
- **Audiometric headphones:** DD45 with occluding cups

Sending Offline Files

Our solution also works when the iPad is not connected to internet. Instead of sending all the encrypted data from the iPad to the Administration Portal in real time, the software will save **encrypted** data on the iPad until either:

1. **Manual Process:** Manually push the data up to the Portal via the Administration Area when an internet connection is later restored, or
2. **Automated Process:**
 - Internet connection is restored
 - The S.E. Hearing Check is running
 - After not being used for a few minutes, the app will go in "Idle Mode" and the slide show of three images begins to show. At this time, the app will check for internet connect and, if there are Offline Files, the app will attempt to send them while in "Idle Mode".

Steps for finding and sending offline files

To Send Offline Files when you return to the office or can access a stable internet connection:

1. Go into Setting on the iPad (*icon shown on right*)
2. Connect to a Wi-Fi or Hotspot (phone) (*Below left*)
3. Open the Touchscreen Hearing App
4. Go to Administration Area (*Below middle*)
5. Send Offline Files (*Below right*)

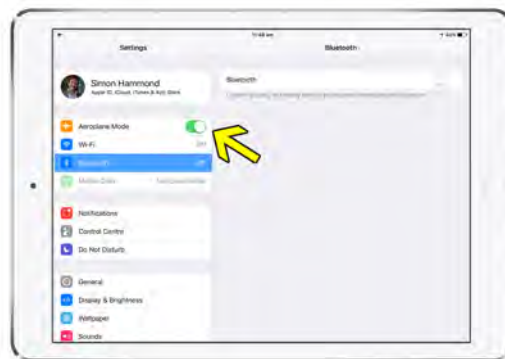


Intermittent or unstable internet?

If you have an unstable internet connection, we strongly recommend that you place the iPad into “Airplane” mode via settings. This will prevent any data loss that could occur during data transmission.

Following the screening session, when you can reconnect to a stable internet connect simply:

1. Turn off Airplane Mode
2. Connect to a WiFi or Hotspot (phone)
3. Open the Touchscreen Hearing App
4. Go to the Administration Area of the app
5. Send Offline Files

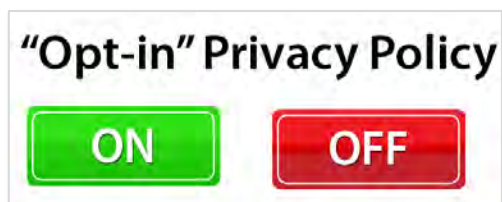


Privacy Opt-in Screen

Some markets of the world have stricter Privacy Laws than others.

One such difference surrounds how users must expressly opt-in to sharing their personal information, having been informed on:

- What data (personal information) we will be collecting from them?
- How will we use their data?
- How will we protect users' data?
- What are our policies regarding sharing their data?
- In other markets, making users read and agree to terms prior to taking the hearing check may be deemed unnecessary. And if it is unnecessary, then you can make the software skip this step entirely!
- Simply highlight **ON** or **OFF** under the heading “Opt-in” Privacy Policy. Note, if it is **OFF**, it will not be shown to Users.



Optimizing settings for different settings

The Touchscreen Hearing Check has been designed for three distinct purposes:

1. **Event Mode:** Manned screening events, where a member of your staff is on hand to assist users.
2. **Retail Mode:** A pre-screening tool within the hearing clinic.
3. **Unmanned External Mode:** A stand-alone hearing kiosk in a location such as a medical centre waiting room or within a pharmacy.

Retail Mode Settings

To optimise the user experience with waiting rooms, we recommend the following settings:

Background Noise - **ON**

Rather than having users describe “background noise level”, this should instead be pre-set within the Administration Area.

For most clinic waiting rooms, this will be set to **Fairly Quiet**.

However, if you are in a busy retail environment (e.g. open doors in a shopping centre, you may want to select Average Noise or Noisy)

Welcome Screen – **OFF**

We recommend that Front Office Staff assist Users to enter their details into the Registration screen and help them put on headphones the correct way. Therefore, it’s best to have the first screen as the “Registration” screen

Test Instructions – **ON**

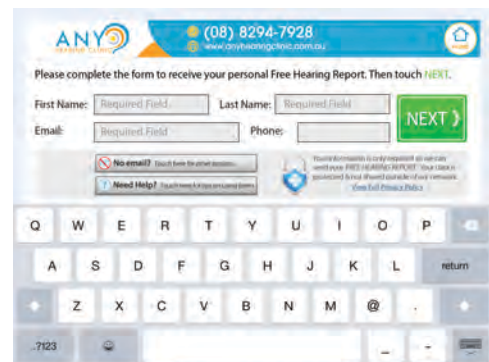
Users will not be guided through the screening by someone, so it is important they hear instructions on the Welcome and Test Instructions screens.

Choose Location – **OFF**

As the user is in a clinic, it is not necessary that they choose a location for a subsequent appointment.

Opt-in Privacy Policy – **OFF**

The user is within the clinic and it is not necessary to explain how their data will be used. All users can, however, access the Privacy Policy from the Registration screen.



Event Mode Settings

Background Noise - **ON**

Noise levels in screening events vary greatly, but will usually be set to **Noisy** or **Very Noisy**.

Welcome Screen – **OFF**

Staff can assist Users to enter their details into the Registration screen and help them put on headphones the correct way.

Test Instructions – **ON** or **OFF**

If the Event Coordinator is comfortable explaining how the hearing check works to the User, you can turn this screen **OFF** to save time for the User and so they don't hear the same message twice.

If you feel more comfortable having the Video Guide do this, then keep it **ON**.

Test Instructions – **ON**

Events can attract people from a range of areas, so this tool allows Users to locate your most conveniently located hearing clinic.

Opt-in Privacy Policy – **OFF**

If a user wants to know how their information is to be used, they can ask. Better to reduce screens and time.



Unmanned External Locations

If a hearing kiosk is going to be left at an external location (e.g. pharmacy, sporting club, GP clinic), we recommend the following:

Background Noise - **OFF**

Noise levels can vary depending on how busy a location is at different times of the day. Given this, it's probably best to let the User select background noise.

Welcome Screen – **ON**

Users will need the help of the Video Guide to put on headphones the correct way. Leaving this **ON** also allows the use of the "Opt-in" Privacy Policy.

Test Instructions – **ON**

Choose Location – **ON**

This tool will allow Users to locate your most conveniently located hearing clinic.

Opt-in Privacy Policy – **ON**

It's very important that Users understand who is going to be getting access to their data and what the relationship is between your business and the host location.

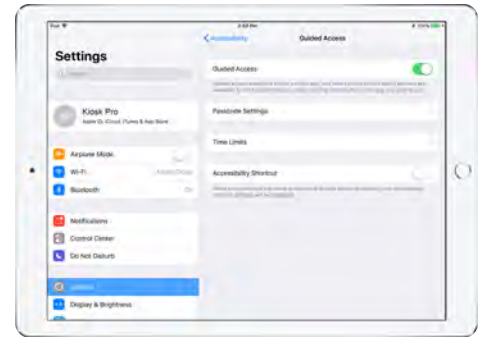


“Guided Access” keeps iPad on Hearing Check

Guided Access can be used to **limits users to the Touchscreen Hearing Check in situations where the iPad will be left unattended.** In this way, you can prevent Users from accessing the internet (via Safari) browsing their social media pages, and playing games.

Set up Guided Access

1. Go to Settings > Accessibility, then turn on Guided Access.
2. Tap Passcode Settings, then tap Set Guided Access Passcode.
3. **Enter a passcode**, then re-enter it.



Start a Guided Access session

1. Open the Touchscreen Hearing Check
2. Guided Access can be turned on by a number of methods, but we recommend using the “triple-touch” of the Home button.
3. **Ignore** instruction to “circle any areas of the screen you want to disable”.
 - o **Ignore “Tap Options”**, to turn on or off the: Top Button (or Sleep/Wake Button), Volume Buttons, Motion (to prevent iPad from switching from portrait to landscape or from responding to other motions), Keyboards, Touch, Time Limit
4. Tap Start.

Turning off Guided Access

1. “Triple touch” the iPad’s Home button.
2. **Enter the passcode.**

Restoring iPads from iCloud back-ups

Once you have set-up one iPad, **you can greatly reduce the time it takes to repeat the installation on subsequent iPads.**

Back up the iPad to the iCloud

- i) Go to Settings > [your name] > **iCloud** > **iCloud Backup**.
- ii) Perform a manual **backup**, tap **Back Up** Now.

Setting up a new iPad from an iCloud Back-up

This process will restore all of the iPad settings, Home Screen background images, and apps, **but it will not properly install the Touchscreen Hearing Check app itself**, as this was downloaded from the Volume Purchasing Program store. **That will need to be done separately.**

- 1) Turn on your device. You should see a Hello screen. If you've already set up your device, you need to erase all of its content before you can use these steps to restore from your backup.
- 2) Follow the on-screen setup steps until you reach the Apps & Data screen, then tap Restore from iCloud Backup.
- 3) Sign in to iCloud with your Apple ID.
- 4) Choose the name of the device that you want to use as a template.
 - a) Look at the date and size of each and pick the most relevant. After you choose, the transfer starts. If a message says that a newer version of software is required, follow the on-screen steps to update. (If you don't see on-screen steps to help you update, learn what to do).
- 5) When asked, sign in with your Apple ID to restore your apps and purchases. (If you've purchased iTunes or App Store content using multiple Apple IDs, you'll be asked to sign in to each). If you can't remember your password, you can tap Skip this Step and sign in later. But you won't be able to use the apps until you've signed in with your Apple ID.
- 6) Stay connected and wait for a progress bar to appear and complete. Depending on the size of the backup and the network speed, the progress bar might need a few minutes to an hour to complete. If you disconnect from Wi-Fi too soon, the progress will pause until you reconnect.

iPad Settings (Recommended)

Once the application has been downloaded and installed, it is important to configure the iPad. The following steps will serve to make life easier for users and ensure that iPads in the field are not misused.

Turn Multitasking Gestures **Off**

Use Side Switch to **Lock Rotation**

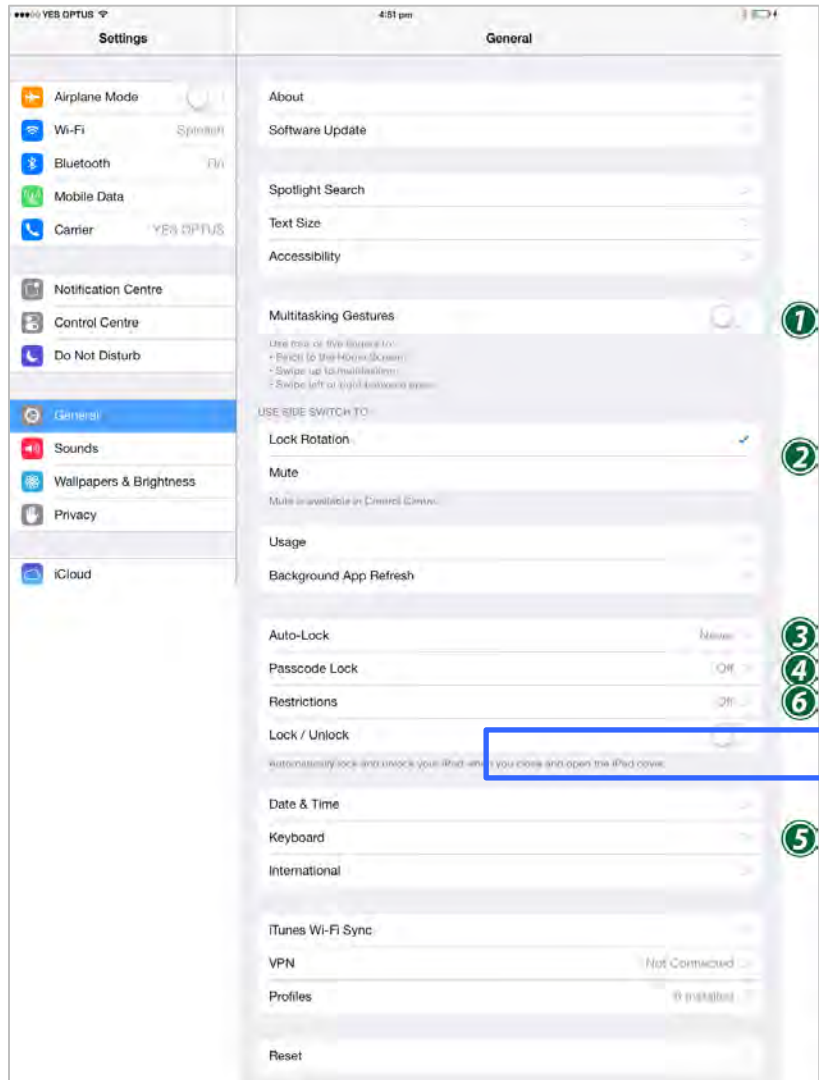
Set Auto-Lock to **Never**

Turn Passcode Lock **Off**

Turn automatic App Software Updates **Off** -
this will save data usage
In Settings > iTunes & App Store> Updates

Under Keyboard, set the options as shown below, as this will help users when they enter names and addresses into forms

- Auto-Correction to **Off**
- Check Spelling to **Off**
- Shortcut **Off**
- Predictive **Off**



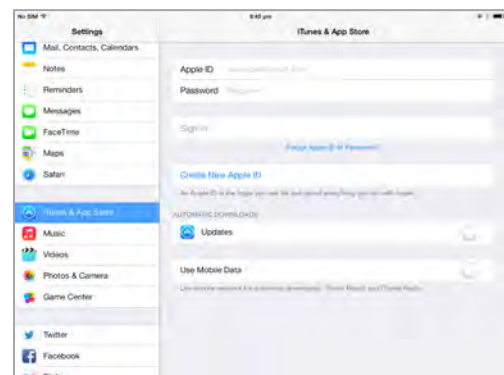
Apple ID and Password

An Apple ID allows you to access the App Store to download software updates and new applications.

Within the iTunes and App Store fields within settings, enter your own unique Apple ID.

If you don't have one get an Apple ID, you can sign up to get one here:

<https://appleid.apple.com/account>



Setting Restrictions

Once the steps above and on previous pages have been completed, we highly recommend that iPads are then restricted for intended use only.

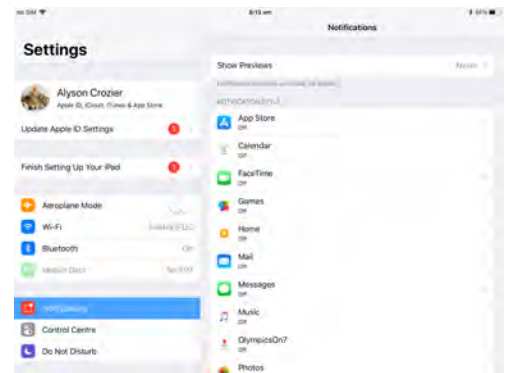
1. Turn Restrictions On
 - a. When prompted enter the passcode
 - b. Disable all of the apps. This will prevent use of Safari, and misuse of the iPad by administrators of the program, their children, end users, and others (e.g. Facebook and social media sites).



Turn Off Notifications

We strongly recommend that you turn off all Notifications on the iPad. Your users will be confused/annoyed by the range of “pop ups” which are generated by Apple.

If your iPad is sharing programs such as email, iMessage and Facetime with other devices under your Apple Id, there are also concerns for your privacy.



Disable iOS Updates

In the past, and undoubtedly again in the future, Apple has released updates to their iOS operating system that cause problems with the way the Touchscreen Hearing Check operates. Additionally, new updates can slow down the device. For this reason, **we strongly recommend that clients do not update the iOS on their iPads until they have been notified to do so.**

Unfortunately, Apple don't make this easy. They will continually bug you to install an update with pop-up notifications like the one shown here. We strongly recommend that you **choose “Later”**. Following this, here are some known ways to prevent the auto-pushed update from being auto-pushed to your iOS device:

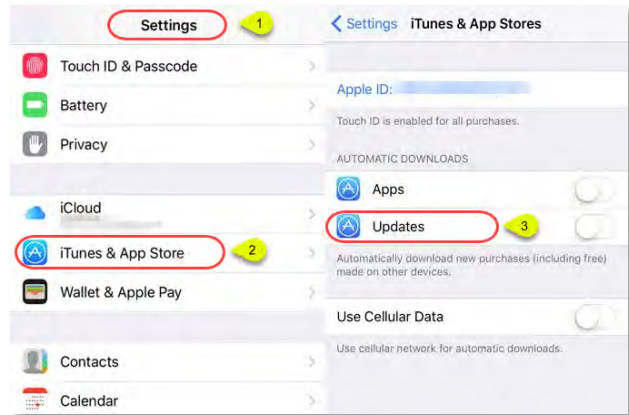


Turn off Automatic Updates

When you pull the iPad out of the box it will be set-up to automatically update the iOS and all the different software programs that reside on your iPad. Fortunately, there's now a solution that will allow you to disable this feature and help you stop receiving reminders again.

- a. Go to "Settings" and then select "iTunes & App Stores".
- b. From here, turn off "Automatic Downloads".

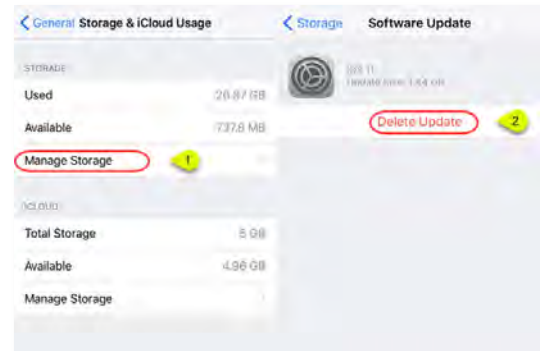
This is the easiest and most basic way to stop iOS 11 update reminders on your devices. However, to make sure that your iPad stops from popping up alerts, move on to the next way.



Delete an update that has already been installed

Turning off the "Automatic Updates" doesn't mean that the downloaded update is removed on your iOS devices. The annoying pop-up (see above) will continue to appear on your iPad. Therefore, you must delete the file. Here's how to do this:

- a. First, go to "Settings" and then click on "General" > "Storage & iCloud Storage".
- b. Select "Manage Storage" under the "Storage" option.
- c. Locate your iOS update, the one with the word iOS and a number beside it.
- d. Click on "Delete Update" and confirm the operation by clicking on delete update again.



Block updates using your Wi-Fi Router

This is the most effective way when iPads are located within the hearing clinic.

If your iPads are located within your clinic and are connected to Wi-Fi, this is the best way, as it blocks your iPads from "phoning home" and checking for new updates and automatically downloading software updates. Even if you have deleted an update (See Step 3 below), it may still repeatedly get auto-pushed to your iPads.

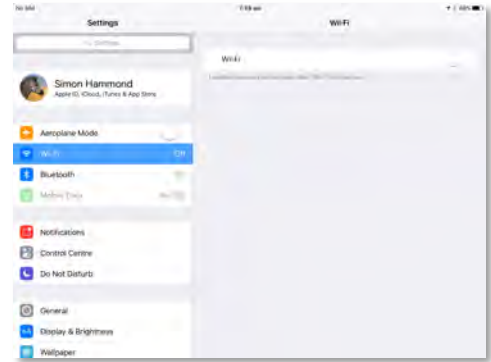
- Set up a block (using Access Restrictions or similar in the router's web interface) to mesu.apple.com.
- 6. Note that your router may not have this ability to block access to certain locations. Also note that connecting to a Wi-Fi router other than your own (with this block in place) will expose the device to the auto-pushed update.
- In the future to check for updates on the device itself, simply disable the Access Restriction block created above. After you've checked for updates, remember to re-enable the Access Restriction block that you disabled.

Use a mobile data connection rather than Wi-Fi

Best when the solution is used as part of a Community Outreach Program (i.e. screening days outside of the clinic).

Updates are only delivered when you're connected for an extended period to a Wi-Fi network. If you're using a mobile data connection (i.e. sim card inserted into your iPads, you're in the clear. To disable Wi-Fi on the device itself under:

- a. **Settings > Wi-Fi > Off:** Toggle the Wi-Fi switch to the OFF position
- b. Drag-Slide up on the touch screen from just above the Home button on the device to expose Control Center, then tap on the Wi-Fi symbol button (between the airplane and Bluetooth buttons) to toggle Wi-Fi off (the button will darken when in the OFF position)



Administration Portal

The Touchscreen Hearing Kiosk is a marketing solution designed to generate databases of prospective patients and drive new patients into your clinics. To support these aims, we have engineered a web-based management system that provides the tools to manage your Touchscreen Hearing Check program.



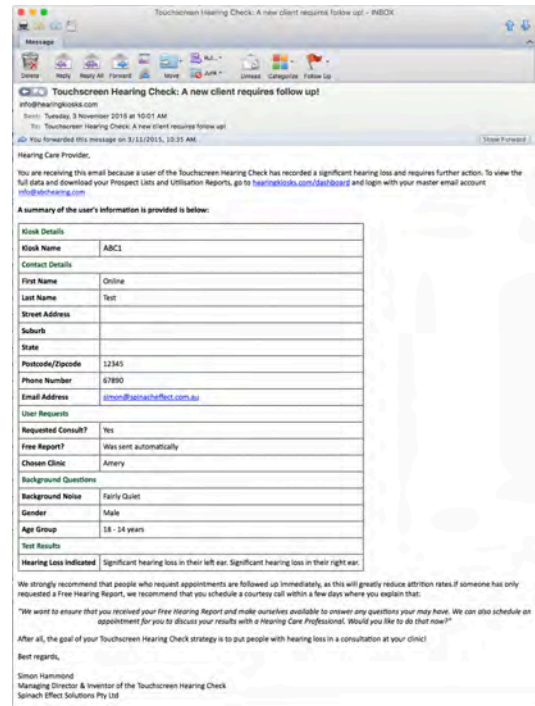
Email Notifications

When someone shows signs of hearing loss makes a request for an appointment in the hearing clinic or requests a Free Hearing Report, you will want to follow these opportunities up immediately. Therefore, our system will immediately notify you via email of these requests. (i.e. nominated customer service email address).

If you would like to change the delivery email address for these notifications, please contact Spinach Effect Solutions.

Please pay particular attention to the "Requested Consult?" and "Free Report?" fields:

- If it says: "Yes" under "Requested Consult?", call the client immediately to schedule their appointment
- If it says: "Please send report via mail", then the user has a significant hearing loss but did not provide their email address. They are very much worth the effort to send them a hardcopy of their Free Hearing Report, which you can simply download and print from the Admin Portal (Resend Report)



Login to the Portal

- Go to: <http://hearingkiosks.com/dashboard>
- Username: _____
- Password: _____

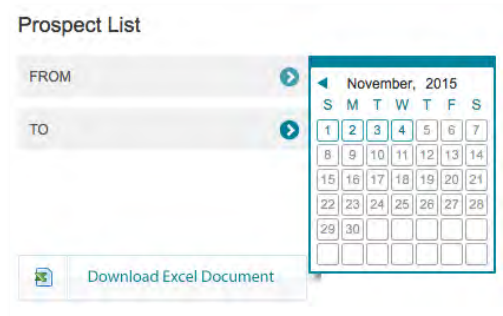
It is extremely important that you protect these details, as they provide access to all of your Client data. If you ever feel that security has been compromised, such as by a staff member who has left your organisation, please contact us by email at info@hearingkiosks.com and we will reset your password.

Dashboard Functions

Prospect Lists

To download your Prospect List, simply place the cursor over the blue arrow and select the date range for your report. Save the report to a location on your computer. The download will be an Excel file with all information captured about the user. Information is presented in a way that makes it easy to import into your own database, including powerful segmenting data (e.g. age, gender, hearing profile), allowing you to communicate relevantly with these contacts for years to come.

1. **Select Date Range:** To download your Prospect List for a given date range, click on the blue arrows below the Prospect List section of the Dashboard (see right). This will bring up a Calendar.
2. **Viewing Report:** Simply open Excel document that you have just downloaded to the folder on your computer that stores downloads. Note that it will be in the format: kiosk_prospect_list.xls.

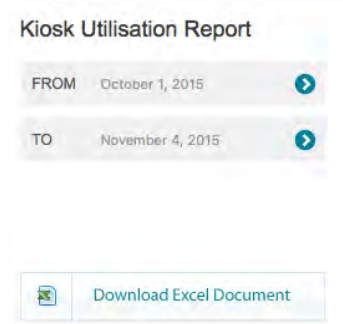


Kiosk Utilization Report

Given the portability of the Touch Screen Hearing Kiosks, it makes sense that you will want to know which units are performing well. Then you can move the units in less busy locations to new locations, or move a successful unit to another location once the available users in the first location are exhausted (e.g. Seniors Citizens Club).

For each DEVICE, you will be able to view:

1. **Started Hearing Checks:** Measured when user submits their First Name, Family Name and Email into the Pre-registration screen
2. **Completed Hearing Checks:** Measured when user completes the Tone Test as is taken to the Calculating Results screen
3. **Hearing Check Completion Rate (%):** "Completed Hearing Checks" ÷ "Started Hearing Checks"
4. **Users with Normal Hearing:** Number of users without 'aidable' losses (i.e. NO Significant Hearing Loss in either ear)
5. **Users with of Significant Hearing Loss:** Number of users with 'aidable' losses (i.e. There IS a Significant Hearing Loss in either ear)
6. **Incidence of Significant Hearing Loss:** "Users with of Significant Hearing Loss" ÷ "Completed Hearing Checks"
7. **Requests for Consultation:** Users who completed their hearing check and submitted the "Consult Request Form"
8. **Free Report Only Requests (Significant Hearing Loss):** Users with a significant hearing loss who did not request a consultation
9. **Consult Conversion Rate:** "Requests for Consultation" ÷ "Users with of Significant Hearing Loss"
10. **Lead Conversion Rate:** ("Requests for Consultation" + "Free Report Only Requests (Significant Hearing Loss)") ÷ "Users with of Significant Hearing Loss"



Select Date Range: To download your Prospect List for a given date range, click on the blue arrows below the Kiosk Utilisation section of the Dashboard (see right). This will bring up a Calendar.

Viewing Report: Simply open the Excel document that you have just downloaded. Note that it will be in the format: utilisation-report-dd-mm-yyyy.xls, where dd-mm-yyyy is the date of the report. (NB: if searching for this file, consider the UK English spelling of the word yyyy is the date of the report.)

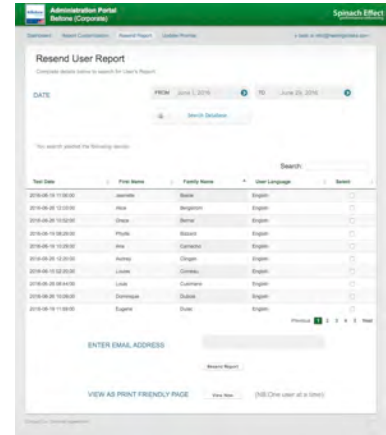
Resend a Free Hearing Report

You can forward any Users report to any email address on times such as:

- User mistyped their email address and would like their report resent
- Audiologist would like a copy of client's free hearing report prior to the consultation

Steps

1. Simply enter any combination of the search criteria to find the client in question. In the example shown, we used a combination of DATE and FIRST NAME to find the client.
2. You need to then Select the correct file.
3. Enter the email address to send it to.



Mailing Free Hearing Reports to Users who do not have an email address

If a User has a significant hearing loss but does not have an email address, they still represent a fantastic lead. Therefore we still offer such users the opportunity to receive their Free Hearing Report by mail. You want to send a hardcopy by post (i.e. send it to yourself, print it and mail it).

You will be notified that the User requires a print out of their Free Hearing Report in two ways:

1. The Email Notification (see above) received by to your customer service email address will state "please mail hardcopy" within the "Free Report?" row
2. Within the Prospect List download (see above), the last field is for "Free Report?", where you will also see the record appear with the words "please mail hardcopy".

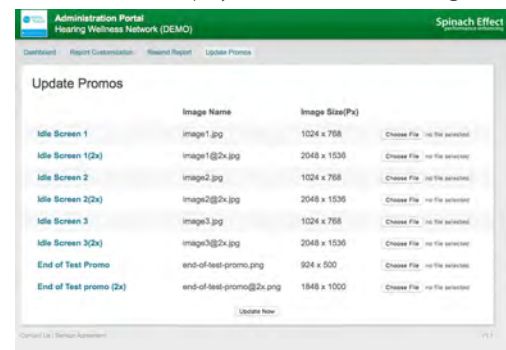
Print Friendly Page

As you can see in the screenshot above, we have provided a tool to allow you to mail this as a "print friendly" page, with page breaks in the right places and without the standard email notations at the top of the first page. It just looks a lot better and more professional ☺

Update Promos

This feature allows you to update the Idle Screens, End of Test promotional image, and the voice-over that plays while results are being calculated.

This allows you to come up with strategies to maximise appointments and ensure your Touchscreen Hearing Program complements your other marketing and sales programs.



***** FILE NAMES AND IMAGE SIZES MUST BE EXACTLY AS SHOWN *****

Client Look-up

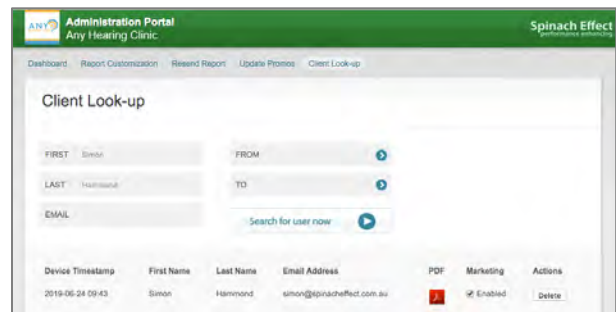
To ensure easy compliance with guidelines under HiPAA (USA), GDPR (Europe), and the Privacy Act (1988) Australia, our system enables you to honour User requests for the following rights:

1. **Right to be forgotten:** Users may, at any time, request complete removal from our database.
2. **Request “no more contact”:** This is could be called “*right to not be bothered anymore*”, in that they do not wish to receive any more marketing or sales contact.
3. **Data Portability:** Users may, at any time, request copies of their information so that they can provide this to another healthcare provider.
4. **Right to be access their information:** Users may, at any time, ask “What information have you kept on me?”

We have now provided this through the “Client Look-up” tab within the Administration Portal.

Searching for the User

1. You must enter the user’s **First Name & Last Name** or registered **Email** address to find the user. The system will not display any user without these details being entered correctly and this is deliberate. It prevents the misuse of the system to display all users, which could then be deleted “en masse”.

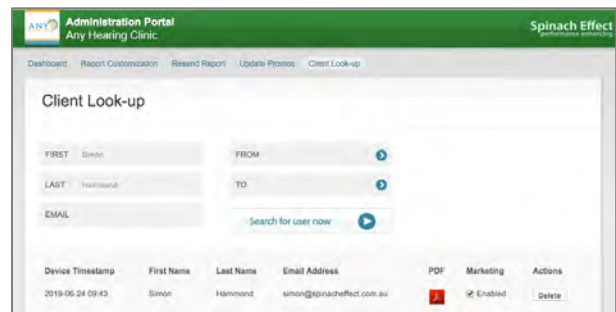


Deleting a User.

To delete a user, simply click on the “Delete” button that appears within the Action column.

You will be asked to confirm your choice.

Remember, if you have transferred user data to a separate Client Database within your own organization, you will also need to repeat this action within that database!




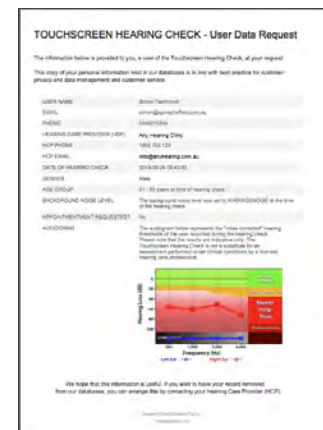
No more marketing

Within our system, you can also uncheck the “Enabled” box within the Marketing column.

Remember, if you have transferred user data to a separate Client Database within your own organization, you will also need to repeat this action within that database!

Create a PDF of all the information held on the User

By clicking on  icon associated with the record will download a PDF (check your Downloads folder on your desktop computer), which includes all the information that is held on the User, including their audiogram. You can then print this out or email this for the user, which looks like the image on the right.



Updating the Free Hearing Report

The Free Hearing Report is the “hook” that encourages people to share their contact details at the completion of their hearing check. In the past, hearing care providers were required to manually prepare these reports. Unfortunately, this caused headaches for clients who had limited experience mail merging documents between Word and Excel.

Subsequently, we have made a significant enhancement to the solution that will instead send these Free Hearing Reports sent directly to users via the Administration Portal. We have also built in a Content Management System that enables you to customize a number of aspects of these reports, while maintaining a necessary degree of consistency. There has been a balance sought between allowing full customization, minimizing costs to our clients, and ensuring that users are not sent long-winded reports that are too long to maintain their interest with an email.



Editable content

Looking at the sample report shown on the left, you will have the ability to change several items contained within your reports, including:

1. **FONTS:** Edit the font type and colors for headers and body copy
2. **IMAGES:** You can update the banner images, montage image below the banner, and four pictures featured within the report itself
3. **COLOURS:** Choose background colors, as well as colors of headings and text
5. **CONTENT:** While the first 2 sections titles Report Details and Your Report are locked from editing to protect dynamic elements of this section, all text and content within the third and fourth sections can be edited as you see fit - but should be kept to a similar length (i.e. number of words)

Banner Image

If you wish to recreate your own image, the banner image is a jpeg file that needs to be exactly 620 pixels (w) x 100 pixels (h). Example of Banner image from another client

Montage Image

The image below the banner is referred to as the “montage image” and is placed here to humanize the services offer by your organization. We will employ the standard image shown above, although you are free to update this as long as you maintaining the exact dimensions of 620 pixels (w) x 126 pixels (h).



Example of montage image from another client

Spinach Effect Solutions can always assist and if you would like changes please email us at designer@hearingkiosks.com.

Fonts

Here you select the order of fonts that you would like reports to be displayed. The first font will be used if it is within the user’s computer, otherwise the second font will be used. If the second font is not available, it will refer instead to the third choice...etc

Please ensure that you type the name of each font carefully and correctly.

Colours

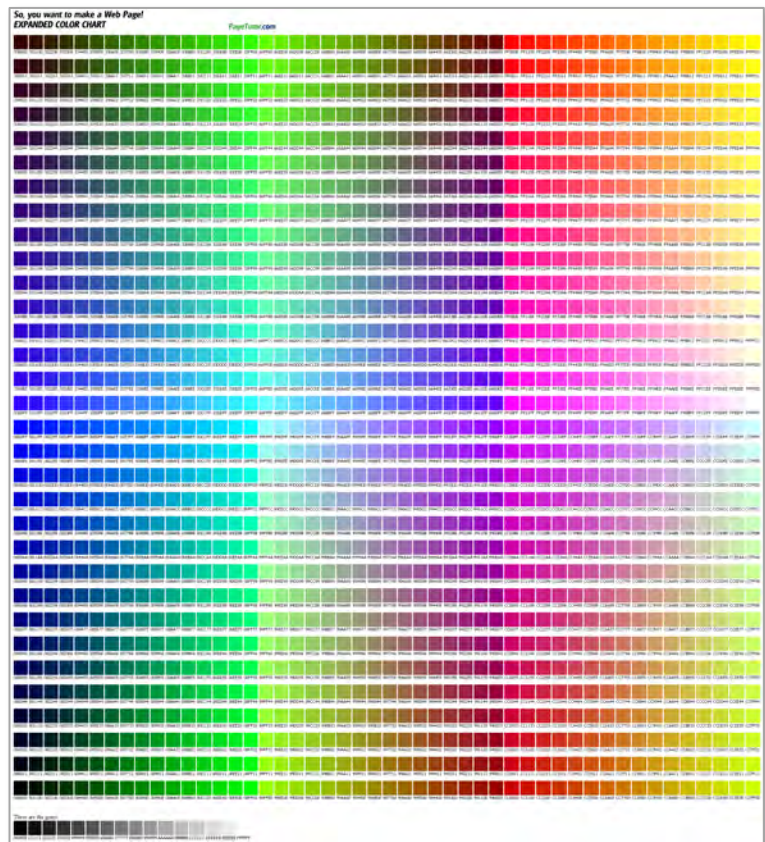
The next series of fields allow you to select the colors for text and backgrounds within your report. It is important that you use the correct HEX color codes, which is the standard format for colors on the Internet.

If you are familiar with Adobe Photoshop or an equivalent program, you will know how to find the 6-digit alphanumeric code for colours.

Alternatively, you can visit the following website to find the useful color chart shown here to find the codes for colors you wish to use in your report:

<http://www.pagetutor.com/common/bgus1536.png>

Just make sure that you place the # symbol in front of the 6-digit color code.



Unsubscribe Email

It is good etiquette to allow people an easy process to be removed from further communications by email. The common way to do this is to include a link that people can click that opens an email to your customer service department requesting their name be removed. Make sure that you enter an email in the place provided.

Headers

Simply type over the existing section header.

Body Content

Most people have little idea how to edit the source code of HTML, so we have built in tools that make the process of editing content and formatting more akin to programs like Microsoft Word.

Rather than going through the function of every one of these buttons, we instead recommend that you hover your mouse over them in your own time. This will bring up a short description of what that button does.

Feel free to play around with editing and formatting text, inserting hyperlinks and the like.

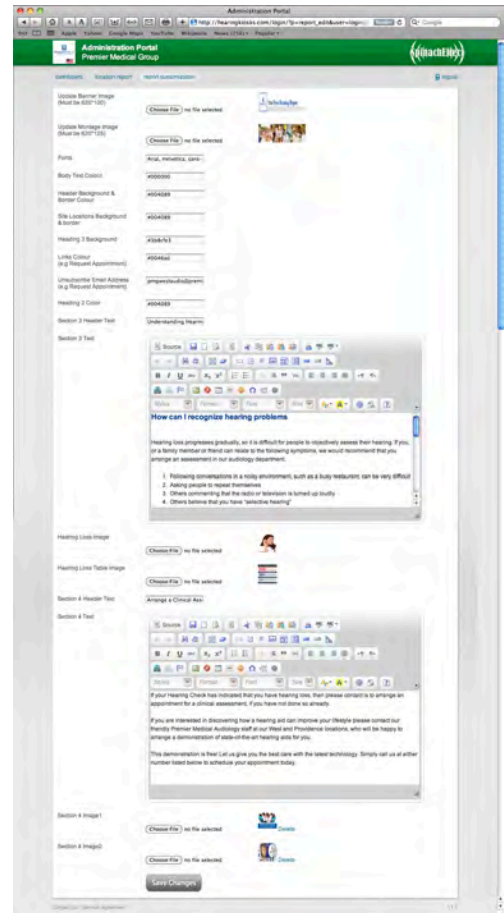
Our strong advice for new players is: -

1. Use the predefined formats and Heading Styles that are within the system
2. Keep the length of the text approximately the same as the example provided. People are less inclined to read long emails than printed materials.
3. Keep design simple! Minimize the use of different colors to highlight the text.

Changing Images

You also can change the 4 images that appear to the right of the text within the last two sections of the Free Hearing Reports.

1. Create images that are 200 pixels wide. If the images are too large they will cause the user problems when they download emails.
2. Save the image to your computer
3. Locate the file
4. Hit "Save Changes" at the bottom of their page



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