



Editing a client's Service History

What access do I need?

SP Site role

What else do I need?

Your client's details, as well as the information about their current devices, such as the device codes and whether the client is currently monaural or binaurally fitted.

Open the Client Details screen

Login to the portal and bring up the client details screen. Follow the directions in the "searching for clients" guide if required.

Edit the service history

In the **Service History** accordion, click the **Edit** button. Update the fitting details to the current fitting details.

Device Type	Please Select ▼	Please Select ▼
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Select device type (fully subsidised, partially subsidised, or private aid) from the drop down menu

Device Codes	<input type="text"/>	<input type="text"/>
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Enter the device codes of the currently fitted devices

Last Replacement Date	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="DD/MM/YYYY"/>
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If relevant, update the last replacement dates

Latest 3 FAHLS	<input type="text"/>	<input type="text"/>
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If relevant, update the latest 3 FAHLS

Fitting Configuration	Please Select ▼
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Select the correct fitting configuration for the client (monaural or binaural)

Click **Save** to confirm your changes.

Claiming

If you have changed the fitting configuration, you will now be able to submit claims that are linked to a client's fitting configuration (such as maintenance, or client reviews) manually through the portal.

To submit these claims, click the **Manual Claims** button in the **Claims History** accordion. Please note you will generally not be able to eClaim these services for clients who have changed fitting configurations.