



Hearing Services Online (HSO) Portal User Guide  
Device Manufacturers

# Hearing Services Online - Portal User Guide – Device Manufacturers

Introduction	3
About the Hearing Services Program	3
What is the HSO portal?	3
About this guide	3
Hints for using the portal	4
What can you do in the portal?	5
1. Account set up and login	6
1.1 Hearing Services Program Homepage	7
1.2 AUSkey Login	8
1.3 Terms and Conditions	9
1.4 Landing Page	10
2. Managing users	11
2.1 Add new user	12
2.2 View and amend user details	13
2.3 Export user details	14
3. Managing your devices	15
3.1 Add new device	16
3.2 View /amend device details	17
3.3 Migrate a device between schedules (Partially Subsidised to Fully Subsidised)	18
3.4 Remove/reinstate a device	19
4. Managing your account	20
4.1 View and amend account details	21
4.2 View and edit trading names	22

## Introduction

### About the Hearing Services Program

The Department of Health (the Department) manages the Australian Government Hearing Services Program (the program) which provides eligible people with access to a range of hearing services including

- A comprehensive hearing assessment
- Hearing rehabilitation services, including information and support
- A wide range of quality fully subsidised hearing devices made by leading manufacturers
- An optional annual maintenance agreement so that client can receive repairs and batteries to support their hearing device for a small fee

### What is the HSO portal?

The HSO Portal (the portal) is a system that can be accessed through the program's website and provides a quick and easy way to

- Register as a manufacturer and supplier of hearing devices
- Update and edit your manufacturer account details
- Register hearing devices for use in the program
- Manage access to hearing devices via either the Fully Subsidised or Partially Subsidised Device Schedules

### About this guide

This user guide is designed for **device manufacturer** portal users.

Screenshots are used throughout this guide in order to assist portal navigation. They provide a visual representation of the page look and feel, and may vary slightly due to ongoing portal upgrade processes.

For further information visit [www.hearingservices.gov.au](http://www.hearingservices.gov.au) email [hearing@health.gov.au](mailto:hearing@health.gov.au) or call **1800 500 726**.

# Hearing Services Online - Portal User Guide – Device Manufacturers



## Hints for using the portal

This guide provides help on the functions available to you as a **device manufacturer**.

For information on functions available to other stakeholders of the program, please refer to

**Home > About the Program > Who are we? > Hearing Services Online Project > User Guides**

[Direct link to location of online User Guides](#)

What	Helpful Hint
Mandatory fields	Mandatory fields are marked with an asterisk (*). These fields must be completed to progress to the next screen.
Date format	Dates are split into three separate fields - date, month, year for example 15 Sept 2013.
Error messages	Error messages will appear if information in a field is missing or incorrect.
Confirmation	 Updates completed/saved/submitted successfully are indicated with a green tick
F5, back button and refresh icon	F5, the back button and the refresh icons <b>do not</b> work in the online portal.
<u>Home</u> Icon / link	 The home icon and <u>Home</u> link appear in the top left corner when logged into the portal. Clicking either of these will return you to the portal landing page. If you leave the portal and go to the public website, the <b>Home</b> link will take you to the website home page and the home icon will take you to your portal landing page.
Open/Close All	<a href="#">Open All</a> and <a href="#">Close All</a> respectively opens and closes accordions (expandable sections) on pages in the portal.
Program logo	Clicking the Hearing Services Program logo on the top right hand corner will take you to the website homepage.

# Hearing Services Online - Portal User Guide – Device Manufacturers

## What can you do in the portal?

As a device manufacturer, you have access to a range of device-related functions in the portal.

For further information on portal user roles visit the HSO Project Page at

[Home > About the Program > Who are we? > Hearing Services Online Project > User Roles and Admin](#)

As a device manufacturer, you can use the portal to

- Manage your manufacturer business details
- Invite and manage portal users
- Add, edit and remove hearing devices

	Add site	Search and view site details	Export site details	Edit site details	Close site	Apply for client	Update draft application	Search and view client details	Export client details	Edit client details	Transfer client	Confirm return voucher	Retrieve all clients	Submit manual claims and recoveries	View manual claims	Search and export manual claims	View user accounts	Export user accounts	Edit user accounts	Add new device	Edit device details	Cancel device	Search and view devices	Add new practitioner	Edit provider-practitioner links	Edit business details
<b>SP Admin</b>	Y	Y	Y	Y	Y												Y	Y	Y					Y	Y	Y
<b>SP Manager</b>	Y	Y	Y	Y	Y				Y				Y				Y	Y	Y					Y	Y	
<b>SP Site</b>						Y	Y	Y	Y	Y	Y	Y			Y											
<b>SP Claims</b>								Y	Y		Y			Y	Y	Y										
<b>DM Admin</b>																	Y	Y	Y	Y	Y	Y	Y			Y

## 1. Account set up and login

In order to login to the portal you will need to be invited by the Department, or another device manufacturer portal user from your business.

Once invited, a system generated email invitation will be sent to the new user. The new user will need to accept the invitation to the portal by clicking the link in the email invitation and have obtained and installed their AUSKey. The new user will then be asked to login using their AUSKey details. For more information on AUSKey visit [www.auskey.abr.gov.au](http://www.auskey.abr.gov.au).

User details held in the portal will be automatically updated to reflect the details held by AUSKey, including name/email address.

<b>1.1</b>	<b>1.2</b>	<b>1.3</b>	<b>1.4</b>
<b>Program homepage</b>	<b>AUSkey login</b>	<b>Terms and Conditions</b>	<b>Landing page</b>

# Hearing Services Online - Portal User Guide – Device Manufacturers

## 1.1 Hearing Services Program Homepage

The Hearing Services Program website is available at [www.hearingservices.gov.au](http://www.hearingservices.gov.au)

The screenshot shows the homepage of the Hearing Services Program. At the top right, there is a 'Portal Login' button. The header includes the Australian Government Department of Health logo, a search bar, and the text 'Hearing Services Program'. Below the header are navigation tabs for 'For Everyone', 'For Professionals', and 'About the Program', along with a text size selector. A main navigation menu includes 'How can the program help me?', 'Client Information', 'About Hearing', and 'Factsheets and Forms'. The main content area features a 'Do you want to...' section with buttons for 'Apply now', 'Check your eligibility', 'Locate a provider', and 'Find your last provider'. To the right, there is a notice about system outages with a 'Read more' button and a video player showing a tablet displaying the portal interface. The footer contains 'Contacts' (1800 500 726, hearing@health.gov.au, RSS Feed), 'Popular Pages' (Am I eligible?, Types of hearing devices, Hearing Loss, National Disability Insurance Scheme), and 'Useful Links' (Maintenance Agreements, Medical Certificate, Eligibility for Refitting Criteria, Veteran Specific Information).

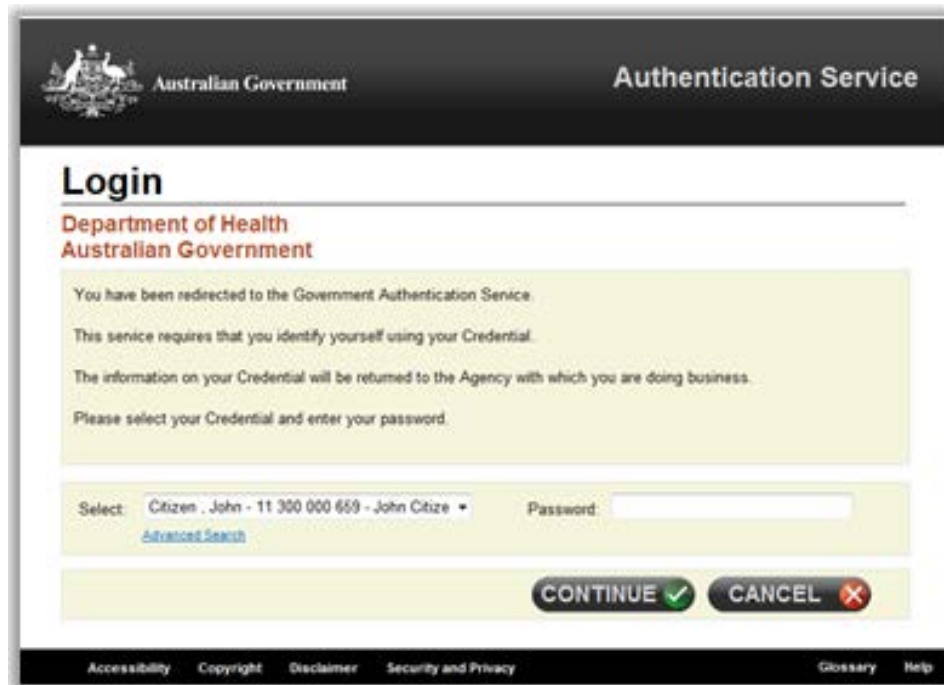
### Step 1

To access the portal, click **Portal Login** (top right corner)

## 1.2 AUSkey Login

Before you can login you must have accepted an email invite to access the portal, and will require your AUSkey.

The Australian Government Authentication Service page will be displayed.



The screenshot shows the Australian Government Authentication Service Login page. At the top, there is the Australian Government logo and the text 'Authentication Service'. Below this, the page is titled 'Login' and identifies the 'Department of Health Australian Government'. A message states: 'You have been redirected to the Government Authentication Service. This service requires that you identify yourself using your Credential. The information on your Credential will be returned to the Agency with which you are doing business. Please select your Credential and enter your password.' There is a dropdown menu for 'Select' with the value 'Citizen - John - 11 350 000 659 - John Citize' and a 'Password' input field. Below the input fields are 'CONTINUE' and 'CANCEL' buttons. At the bottom, there are links for 'Accessibility', 'Copyright', 'Disclaimer', 'Security and Privacy', 'Glossary', and 'Help'.

### Step 1

**Select your AUSkey** from the drop down list

Ensure you select the correct AUSkey profile from the list

There may be more than one user registered to your business and accessing the portal from the same computer.

Some users may also have different profiles for different businesses.

### Step 2

Enter your AUSkey **password**

### Step 3

Click **Continue** to access the secure landing page

For all AUSkey related queries and assistance

**1300 AUSKEY (1300 287 539)** or [www.auskey.abr.gov.au](http://www.auskey.abr.gov.au)



## 1.3 Terms and Conditions

You will need to accept the Terms and Conditions to continue.

The screenshot shows the top navigation bar with the user logged in as 'HSO SP Site One'. The main header includes the Australian Government Department of Health logo, a search bar, and the 'Hearing Services Program' title. Below the header are navigation tabs for 'For Everyone', 'For Professionals', and 'About the Program'. The breadcrumb trail indicates the user is on the 'Terms and conditions' page. The main content area is titled 'HSO Terms and Conditions' and contains a search instruction box, a 'Current Site' section with a 'Change' button, and an 'Agree' button. A 'Help' section provides instructions on how to select a site and agree to the terms.

Graham Rathbone Telex Hearing Centre  
GYMEA 2227

logged in as HSO SP Site One

Australian Government  
Department of Health

Search the website

Hearing Services Program

For Everyone For Professionals About the Program

Text size: A A A

Home > Terms and conditions

### HSO Terms and Conditions

To select your site you can use the search bar and type in the suburb or postcode of the site you are looking for and click 'find'.

Current Site Graham Rathbone Telex Hearing Centre  
SHIRE OPTOMETRIST, 85 GYMEA BAY ROAD  
GYMEA 2227  
NSW

Change

I acknowledge and agree that when using the Hearing Services Online portal I will act in accordance with the Hearing Services legislation, the contract and associated Standards and Rules of Conduct, and the AUSKey Terms and Conditions.

Agree

### Help

To select your site from the list click on the Suburb and Postcode link of the site details, using the next> and last>> buttons to move through the listing.

If you select the wrong site, you can go back to the site user list by clicking on the 'change' button.

If the correct site is listed, and you agree to the Terms and Conditions, then click the 'agree' button to progress

### Step 1

Review the statement, tick the box to agree to the Terms and Conditions, and then click **Agree** to progress

# Hearing Services Online - Portal User Guide – Device Manufacturers

## 1.4 Landing Page

The landing page is the first screen following portal login, and contains links to various functions accessible to device manufacturers, including management of your business account details, management of portal users, and management of your registered hearing devices. You can use this page to access each of these portal functions.



You will see the following green function tabs based on the device manufacturer user role.

### Manage My Business Details

Functions include registering as a new device manufacturer, update and edit of manufacturer business account details, and finalising your manufacturer business account.

### User Accounts

Functions include inviting a new user, managing existing user details, and exporting user details.

### Devices

Functions include registration of a new hearing device, update of registered hearing device details, migration of a hearing device across the device schedules, removal & reinstatement of a hearing device in the program.

**Each section of the User Guide begins on the landing page.**

## 2. Managing users

The initial invitation (the first **DM Admin** user) is sent by the Department.

To allow people in your organisation to use the portal, individuals assigned the **DM Admin** role in the portal can invite other users.

You can view and amend user details. A list of users can also be exported.

2.1

Add new user

2.2

View and amend user details

2.3

Export user details

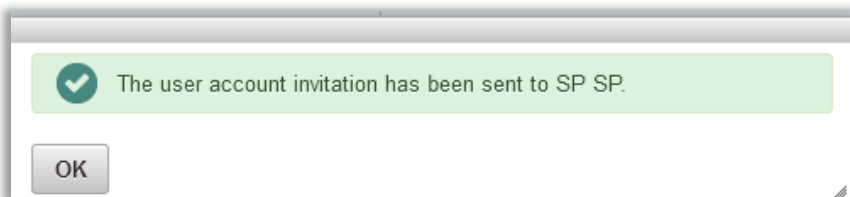
## 2.1 Add new user

Complete this process to add a new user, including which portal role/s they will have.

[Home](#) > Add user

### Add User

User Type*	Device Manufacturer
User Role/s*	<input type="checkbox"/> DM Admin
Device Manufacturer*	Starkey LABORATORIES AUSTRALIA Pt
Given Name*	<input type="text"/>
Family Name*	<input type="text"/>
Email Address*	name@internetprovider.com
Confirm Email Address*	name@internetprovider.com
<input type="button" value="Save And Invite"/> <input type="button" value="Cancel"/>	



#### Step 1

Select **User Role** by ticking the **DM Admin** box

#### Step 2

Enter the **Given Name**

#### Step 3

Enter the **Family Name**

#### Step 4

Enter the **Email Address**

#### Step 5

Click **Save and Invite** to generate an email to the new user

You will receive a message confirming the new user has been added

Click **OK** to return to the landing page

A system generated email will be auto sent to the new user

New user must click the email link to complete the process; they can then login with their AUSKey

The new user must accept the invitation within 10 days, or the invitation will expire. If the invitation expires, they need to be re-invited.

## 2.2 View and amend user details

For Everyone For Professionals About the Program

Home > User details

### User Details

Organisation Name	Starkey LABORATORIES AUSTRALIA Pty Ltd	Last Login	10/0
Given Name	DMAAdmin	User Status	Ac
Family Name	One		
Email Address*	<input type="text" value="name@internetprovider.com"/>		
Confirm Email Address*	<input type="text" value="name@internetprovider.com"/>		

[Edit](#) [Link new AUSKey](#)

[Open all](#) [Close all](#)

#### User Roles

User Roles Assigned

- DM Admin

[Edit](#)

#### Correspondence

Name

No records

[Help](#)

Click the green **User Accounts** heading to expand

### Option 1 – Search for User

**Step 1** Enter the user name

**Step 2** Click [Find](#)

### Option 2 – Select from List

**Step 1** Select the user from the list

Use the **Next >** or **Last>>** buttons to move between pages of the list

**Step 2** Click on the user name

**Step 3** Click [Edit](#)

**Step 4** Make changes to email

**Step 5** Click [Save](#)

### Re-Invite User

If **User Status** is Pending, to invite a second time click [Invite Again](#)  
Successfully updated details will result in one of the following:

- Successfully updated user details.
- Successfully updated user role.
- Successfully re invited.

## 2.3 Export user detail

▼ User Accounts

Add new User

**Find a User**

User name

Find 🔍

Select a user

Displaying page 1, records 1 - 8 of 8

Username ⚙	Status ⚙	User Role ⚙
<a href="#">Toby Curtis</a>	Pending	DM Admin
<a href="#">Paige Dineen</a>	Pending	DM Admin
<a href="#">Sylvester Dodd</a>	Pending	DM Admin
<a href="#">Cabe Gallo</a>	Pending	DM Admin
<a href="#">Walter O'Brien</a>	Pending	DM Admin
<a href="#">Walter O'Brien</a>	Pending	DM Admin
<a href="#">DMAdmin One</a>	Active	DM Admin
<a href="#">Happy Quinn</a>	Pending	DM Admin

Displaying page 1, records 1 - 8 of 8

<< First < Prev 1 Next > Last >>

Export

You can sort the user list by clicking on the header

Click on **Export** to either open or save the file

You may view and sort the records in most spreadsheet software

## 3. Managing your devices

You can now manage your hearing devices directly, online via the portal

**3.1**

**Add new device**

**3.2**

**View /amend device details**

**3.3**

**Migrate a device between schedules**

**3.4**

**Remove/reinstate a device**

## 3.1 Add new device

[Home](#) > Register device

### Register Device

Date of Effect*	Day ▼	Month ▼	Year ▼
Trading Name*	Please Select ▼		
Model*	Model of Device		
Category*	Please Select ▼		
Type*	Please Select ▼		
Schedule*	Please Select ▼		

The registered Manufacturer confirms that this device meets the minimum specifications for the nominated device schedule and category as outlined in Schedule 3 of the Deed of Standing Offer. Supporting information can be made available on request.

Submit Device

Submit Another

Cancel

#### Step 1

In the Devices accordion, click blue **Register Device** button

#### Step 2

Enter the

- Date of Effect DD MM YYYY
- Model
- Category
- Type
- Schedule
- Price (for non-standard devices only. List the price in AUD dollars and cents excluding GST)

#### Step 3

Tick checkbox to confirm the device meets minimum specifications

#### Step 4

If registering only one device

**Submit Device** - a **device code** is assigned by the portal, and will display on screen, and in email confirmation.

If registering multiple devices

**Submit Another** - the first device will be added (and **device code** assigned) page then renews. Details of additional device(s) can be added. Repeat as required, when details of the final device are added choose **Submit Device** an email confirming all devices added is sent.



## 3.2 View /amend device details

[Home](#) > Device details

### Device Details

Device Code	B305STA	Date of Submission	10/06/2016
Status	Approved	Date of Approval	10/06/2016
Date of Effect	10/06/2016	Dispensing Fee	Yes
Device Manufacturer	STARKEY LABORATORIES AUSTRALIA PTY LTD	Withdraw Device	<input type="checkbox"/>
Trading Name*	<input type="text" value="test trading name"/>		
Model*	<input type="text" value="Device Model Test"/>		
Category	C1 (Category 1)		
Type	Behind the ear (BTE) - High Power		
Schedule*	<input type="text" value="Fully Subsidised (free-to-client) Schedule"/>		

[Edit](#)

[Open all](#) [Close all](#)

Device History				
Displaying page 1, records 1 - 2 of 2				
Last Updated	Status	Schedule	Price	Category

Correspondence Issued	
Displaying page 1, records 1 - 2 of 2	
Name	Date

### Step 1

Open the devices accordion and navigate to the device you wish to update by searching for the device

(Search for the device / enter device code)

### Step 2

Click device code hyperlink to open the Device Details screen

### Step 3

Click blue **Edit** button

You can amend the model name

Model Name is the title/identifier given to a device by their manufacturer – each model name must be unique

Click **Save** to confirm changes

Details of edits made to a device display in the Device History accordion

## 3.3 Migrate a device between schedules (Partially Subsidised to Fully Subsidised)

A Partially Subsidised device can be migrated to the Fully Subsidised Schedule at any time of your choosing. Fully Subsidised devices **cannot** be migrated to the Partially Subsidised Schedule.

As such, once a device is migrated to the Fully Subsidised Schedule, it cannot be reversed.

Trading Name\* test trading name ▼

Model\* Device Model Test

Category C1 (Category 1)

Type Behind the ear (BTE) - High Power

Schedule\* Fully Subsidised (free-to-client) Schedule ▼

- Please Select
- Fully Subsidised (free-to-client) Schedule
- Partially Subsidised (top-up) Schedule

[Open all](#) [Close all](#)

### Step 1

Navigate to the device you wish to change  
([Search for the device / enter device code](#))

### Step 2

Click device code hyperlink.  
This displays the device details screen

Click blue **Edit** button

### Step

Click on the Schedule drop down (Partially Subsidised Schedule should be displaying)

Select 'Fully Subsidised Schedule'

### Step 4

Click the blue SAVE button

### Migration rule

Partially Subsidised devices can move to the Fully Subsidised Schedule.

Devices registered as Fully Subsidised **cannot** be changed (back) to Partially Subsidised.

## 3.4 Remove/reinstate a device

The screenshot shows a form with the following fields and values:

Date of Submission	10/06/2016
Date of Approval	10/06/2016
Dispensing Fee	Yes
Withdraw Device	<input checked="" type="checkbox"/>
Date of Withdrawal*	Day: [dropdown] Month: [dropdown] Year: [dropdown]
Withdrawn By*	Manufacturer [dropdown]
Reason for Withdrawal*	[dropdown menu with options: Please Select, Please Select, Superseded, No longer manufactured (highlighted), Supply Issues]

### Step 1

Navigate to the device you wish to remove

(Search for the device / enter device code)

Click device code hyperlink

This displays the device details screen

### Step 2

Click blue **Edit** button and tick the checkbox next to Withdraw Device

New drop downs appear. Enter DD MM YYYY in the date of withdrawal (date the device is no longer available in the program)

Select manufacturer in the Withdrawn by field.

3<sup>rd</sup> and final drop – reason for withdrawal. Choose between

- Superseded
- No longer manufactured
- Supply issues

### Step 3

Click the blue SAVE button

When the selected date has passed, the device status will automatically update to 'Withdrawn'

If you require an adjustment to a date of withdrawal email [hearing@health.gov.au](mailto:hearing@health.gov.au)

## 4. Managing your account

You can now update the information associated with your business account, via the online portal.

4.1

**View and amend your account details**

4.2

**View and edit trading names**

# Hearing Services Online - Portal User Guide – Device Manufacturers

## 4.1 View and amend account details

[Home](#) > Device Manufacturer details

### Device Manufacturer Details

Date of Effect Status Active

ABN\*  Cancel Manufacturer  Yes

Organisation Name\*

Device Suffix\*

[Edit](#)

[Open all](#) [Close all](#)

▶ Contact Details	▶ Correspondence Issued
▶ Address	▶ Help
▶ Trading Names	

### Step 1

Click blue **Manage my business details** button

Directs to Device Manufacturer Details screen

### Step 2

Click blue **Edit** button to amend information contained within any of the accordions:

- Device Manufacturer Details (core business information)
- Contact details of business representative/s
- Address (location and postal information)

### Step 3

Click the blue **Save** button to confirm the changes.

## 4.2 View and edit trading names

The top screenshot shows a 'Trading Names' accordion with a blue 'Add new Trading Name' button and a table of existing trading names:

Trading Name	
a lower case trading name	
One and two	

The bottom screenshot shows the 'Add new Trading Name' form with a text input field, 'Save', and 'Cancel' buttons, and a table of existing trading names:

Trading Name \*

Trading Name	
a lower case trading name	
One and two	

### Step 1

Click blue **Manage my business details** button

Directs to Device Manufacturer Details screen

### Step 2

Open the Trading Names accordion. A list of your current trading names will display.

### Step 3

To edit an existing trading name, click the 'pencil' icon at the end of the row, adjust the details and click **Save** to record your changes. You can change the name, or make the trading name inactive.

To add a new trading name, click blue **Add new Trading Name** button. Type in the Trading Name you wish to add.

### Step 4

Click the blue **Save** button to record the new trading name.

You can add any number of trading names, at any time.

Trading names are searchable, to assist in identifying your business.

To remove a trading name, contact the Department.