



## Portal User Guide – Device Manufacturers



<b>What access to I need to add a new portal user?</b>	DM Admin User – they will need to add you as a new user
<b>What else do I need?</b>	A myGovID Access to the portal

### 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.

#### Hints for using the portal

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

What	Helpful Hint
<b>Mandatory fields</b>	Mandatory fields are marked with an asterisk (*). These fields must be completed to progress to the next screen.
<b>Date format</b>	Dates are split into three separate fields – date- month-year for example 15 Sept 2019.
<b>Error messages</b>	Error messages will appear if information in a field is missing or incorrect.
<b>Confirmation</b>	 Updates completed / saved / submitted successfully are indicated with a green tick
<b>F5, back button and refresh icon</b>	F5, the back button and the refresh icons do not work in the online portal.
<b>Home Icon / Link</b>	 The home icon and <b>Home</b> 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 Home link will take you to the website home page and the home icon will take you to your portal landing page.
<b>Open/Close All</b>	<a href="#">Open all</a> and <a href="#">Close all</a> respectively opens and closes accordions (expandable sections) on pages in the portal.
<b>Program logo</b>	Clicking the Hearing Services Program logo on the top right hand corner will take you to the website homepage.

## What can you do in the portal?

As a device manufacturer, you can use the portal to

- [Manage your manufacturer business details](#) – refer to the Updating your business details quick reference guide.
- [Invite and manage portal users](#) – refer to the Add a new portal user quick reference guide
- Add, edit and remove hearing devices – covered in this manual

The functions available to you with the assigned DM User roles includes

	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>DM Admin</b>																	Y	Y	Y	Y	Y	Y	Y			Y

Table 1 - DM Admin - User Functions in the portal

## Managing your device in the portal

This user guide will assist you in

1. Adding a new device
2. Viewing or amending existing devices
3. Changing a partially subsidised device to the fully subsidised Schedule
4. Removing devices

## 1. Adding a new device

### Step 1

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

Register Device

### Find a device

Status	<input type="text" value="Please Select"/>
Device Code	<input type="text" value="Enter the device code"/>
Type	<input type="text" value="Please Select"/>
Category	<input type="text" value="Please Select"/>
Date of Effect From	Day <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>
Date of Effect To	Day <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>
Trading Name	<input type="text" value="Please Select"/>
Schedule	<input type="text" value="Please Select"/>
Model	<input type="text" value="Enter the device model"/>
Date of Submission	Day <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>
Date of Approval From	Day <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>
Date of Approval To	Day <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>
Date of Withdrawal	Day <input type="text" value=""/> <input type="text" value=""/> <input type="text" value=""/>

## Step 2

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

### Register Device

Date of Effect*	4	Jan	2021
Trading Name*	STARKEY LABORATORIES AUSTRALIA F		
Model*	Sample Test Device One		
Category*	C3 (Category 3)		
Type*	In the canal (ITC)		
Schedule*	Partially Subsidised (top-up) Schedule		
Compatible with APP?*	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Compatible with REMOTE CONTROL?*	<input checked="" type="radio"/> Yes <input type="radio"/> No		
Compatible with REMOTE PROGRAMMING?*	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Rechargeable Batteries*	<input type="radio"/> Yes <input checked="" type="radio"/> No		

	Min(dB)	Max(dB)
Fitting Range - 250Hz*	20	60
Fitting Range - 500Hz*	20	60
Fitting Range - 750Hz*	20	60
Fitting Range - 1000Hz*	20	60
Fitting Range - 1500Hz*	20	60
Fitting Range - 2000Hz*	20	60
Fitting Range - 3000Hz*	20	60
Fitting Range - 4000Hz*	20	60

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**

 You have successfully submitted new device C162STA for approval

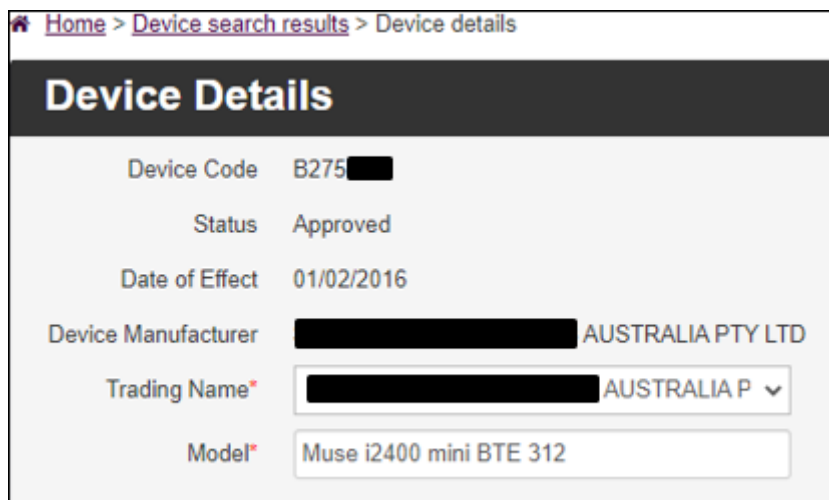
**OK**

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

## 2. Viewing or amending existing devices

### WARNING

**\*\*Please DO NOT edit the Schedule\* field from a partially subsidised to a fully subsidised device\*\***



Home > Device search results > Device details

### Device Details

Device Code	B275
Status	Approved
Date of Effect	01/02/2016
Device Manufacturer	AUSTRALIA PTY LTD
Trading Name*	AUSTRALIA P
Model*	Muse i2400 mini BTE 312

### 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 **Edit** button

This function includes amending the Model\* field – the 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. Changing a partially subsidised device to the fully subsidised Schedule

#### I want to change a Partially Subsidised to a Fully Subsidised device?

If a Partially Subsidised device is made available as a Fully Subsidised device, the below steps should be followed to change it in the portal.

#### WARNING

**\*\*Please DO NOT edit the Schedule\* field from a partially subsidised to a fully subsidised device\*\***

#### Step 1

Log into the portal and enter the device you wish to change a partially subsidised to the fully subsidised Schedule, click the device code [hyperlink](#).

Home > Device search results

### Find a device

Status: Approved

Device Code: Enter the device code

Type: Please Select

Category: Please Select

Date of Effect From: Day Month Year

Date of Effect To: Day Month Year

Trading Name: Please Select

Schedule: Please Select

Model: Enter the device model

Date of Submission: Day Month Year

Date of Approval From: Day Month Year

Date of Approval To: Day Month Year

Date of Withdrawal: Day Month Year

Find Clear

### Search Results for 238 matching device

Device Code	Date of Effect	Date of Submission	Status
B275	01/02/2016	01/02/2016	Approved
B277	01/02/2016	01/02/2016	Approved

#### Step 2

Click the [Edit](#) button and tick the **Withdraw Device** tickbox

In the fields provided - select a Date of Withdrawal\*, Withdrawn By\* and Reason for Withdrawal\* for the partially subsidised device and click [Save](#).

Withdraw Device

Date of Withdrawal\*: Day Month Year

Withdrawn By\*: Manufacturer

Reason for Withdrawal\*: Please Select

#### Step 3

Open the [Devices](#) accordion and click the [Register Device](#) button.

Enter the details of the device, tick the statement of declaration box then click [Submit Device](#).

This will create a new device code, registering the device against the fully subsidised Schedule.

#### Oops! I registered a partially subsidised device against the incorrect Schedule

If you incorrectly registered a partially subsidised device against the incorrect Schedule, please email [hearing@health.gov.au](mailto:hearing@health.gov.au) the device details and we can amend it to the correct Schedule on your behalf.

## 4. Remove a device

### How do I remove a device from a Schedule?

The below steps should be used to remove a device from the Approved Device Schedule.

#### Step 1

Log into the portal and enter the device you wish to correct from a partially subsidised to fully subsidised device. Click the device code hyperlink.

#### Step 2

Click the **Edit** button and tick the **Withdraw Device** tickbox

In the fields provided - select a Date of Withdrawal\*, Withdrawn By\* and Reason for Withdrawal\* and click **Save**.

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 ▼ Month ▼ Year ▼
Withdrawn By*	Manufacturer ▼
Reason for Withdrawal*	Please Select ▼ Please Select Superseded No longer manufactured Supply Issues

#### Step 3

Click the **SAVE** button

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

#### Adjustments

If you require an adjustment to the date of withdrawal, please contact the program at [hearing@health.gov.au](mailto:hearing@health.gov.au)