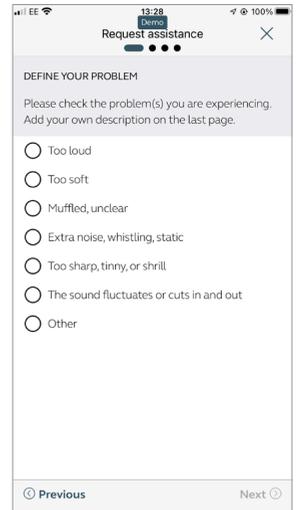
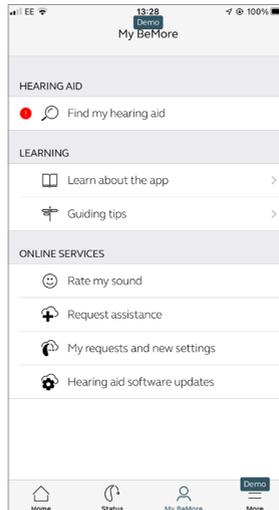


# How to request assistance from your Audiologist remotely

Some Audiology services are now offering the possibility of having your hearing aid settings adjusted without the need to attend the Audiology department. This remote care option will need to be activated by your Audiologist, as your consent is required for data protection purposes.

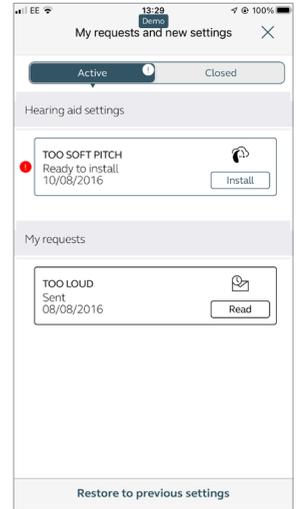
To request assistance, go to the 'My BeMore' section of your BeMore app and click on 'Request assistance'. Follow the questionnaire through and provide your Audiologist with as much information as possible.



Once you have submitted your questionnaire you will get a reply from your Audiologist acknowledging your request, usually with a timeframe of when you can expect to hear back from them.

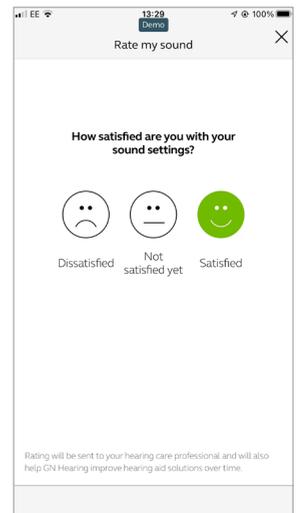
## How to request assistance from your Audiologist remotely (continued)

You will receive a notification in your BeMore app once new settings and/or a message from your Audiologist has been received. Go to 'My BeMore' and 'My requests and new settings'. The latest settings will be available at the top of the list. Press the 'Install' button and follow the instructions on screen. This process will take around 1 minute.



You can then try these new settings. If you wish to go back to your old settings, open the BeMore app, select 'My BeMore' and then choose 'My requests and new settings'. Select the 'Restore to previous settings' button at the bottom of your screen.

After a few days, the BeMore app will ask you to rate your new sound settings. This information will be sent directly to your Audiologist to let them know how you are getting on with your new settings. You can give your rating by opening the BeMore app, selecting 'My BeMore', followed by 'Rate my sound'. Then, follow the instructions on screen.



For further support, scan the QR code or visit our patient support portal at: [danalogic.co.uk/patient-portal](https://danalogic.co.uk/patient-portal)