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## Connection and login issues

Question	Answer
<b>How do I access Otocloud?</b>	Otocloud is available at <a href="https://otocloud.earscanning.com">https://otocloud.earscanning.com</a> . Alternatively, if you are working at an Otoscan PC, you can access Otocloud directly from within a patient record in the Session Manager.
<b>I haven't got an account, how do I get one?</b>	You should request an account from your clinic's Otoscan administrator.
<b>I forgot my user name</b>	<p>Your user name for Otocloud is the email address that was used for your registration.</p> <ul style="list-style-type: none"> <li>If you are in doubt which email address you are using, ask your clinic administrator.</li> </ul> <p>If you forgot the user name for the Otoscan Finance application, contact the Otometrics hotline.</p>
<b>I forgot my password</b>	<p>You can request a new password on the login screen of Otocloud:</p> <ul style="list-style-type: none"> <li>Click the <b>Forgot Password</b> link below the <b>Login</b> button. A <b>Reset Password</b> link will be sent to your registered email address.</li> </ul> <p>If you forgot the password for the Otoscan Finance application, contact the Otometrics hotline.</p>
<b>How do I change my registered email address/user name?</b>	<p>You can change your registered email/user name in <b>Setup</b>:</p> <ol style="list-style-type: none"> <li>Log in to Otocloud.</li> <li>Click the <b>Setup</b> icon on the top bar.</li> <li>Click <b>Change Profile Name</b> to change the displayed name or click <b>Change User Name</b>, if you need to change the email.</li> </ol>
<b>How do I change my password?</b>	<p>You can change your password in <b>Setup</b>:</p> <ol style="list-style-type: none"> <li>Log in to Otocloud.</li> <li>Click the <b>Setup</b> icon on the top bar.</li> <li>Click <b>Change Password</b>.</li> </ol>

## Scans and Patients

Question	Answer
<p><b>How do I access my patient record in Otocloud?</b></p>	<p>If your Otoscan PC was online during the scan session, the patient record automatically synchronizes with Otocloud.</p> <p>Otocloud is available at <a href="https://otocloud.earscanning.com">https://otocloud.earscanning.com</a>. Alternatively, if you are working at an Otoscan PC, you can access Otocloud directly from within a patient record in the Session Manager.</p> <ol style="list-style-type: none"> <li>1. Log in to Otocloud</li> <li>2. On the <b>Home</b> page, you will see a list of the patients that were scanned most recently.</li> <li>3. Use one or more of the search filters to narrow or widen the displayed list of patients.</li> <li>4. After setting the filters, start the search by clicking the <b>Filter</b> button to the right of the search fields.</li> </ol>
<p><b>Why can't I start a scan in Otocloud?</b></p>	<p>Otocloud does not support scanning. Instead, open the Otoscan Session Manager from an Otoscan PC.</p>
<p><b>Why do I need to enter patient data again, I already did that for the hearing assessment?</b></p>	<p>The Otoscan Session Manager and Otocloud work together, but they are separate from your hearing assessment application. Therefore they do not currently synchronize the patient record with hearing assessment applications. In order for you to make the scan identifiable in the Otoscan system, you need to enter either a patient name or another patient identifier. This is usually done in the Session Manager when seeing the patient for scanning. The patient data are synchronized automatically between the Session Manager and Otocloud.</p>
<p><b>I can't find a patient</b></p>	<p>The best way to find a patient is to use the search filters:</p> <ol style="list-style-type: none"> <li>1. Log in to Otocloud</li> <li>2. On the <b>Home</b> page, you will see a list of the patients that were scanned most recently.</li> <li>3. Use one or more of the search filters to narrow or widen the displayed list of patients.</li> <li>4. After setting the filters, start the search by clicking the <b>Filter</b> button to the right of the search fields.</li> </ol> <p>If the patient is still not found, make sure that the dedicated Otoscan PC that was used for the scan is online, in order to enable automatic synchronization of patient records.</p>

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## Scans and Patients

Question	Answer
<b>I can't find a reference to the scan package I sent</b>	<p>The best way to find a sent scan package is to use the search filters:</p> <ol style="list-style-type: none"> <li>1. Log in to Otocloud</li> <li>2. On the <b>Home</b> page, click the <b>Packages</b> tab. You will see a list of the latest sent packages.</li> <li>3. Use one or more of the search filters to narrow or widen the displayed list of scan packages.</li> <li>4. After setting the filters, start the search by clicking the <b>Filter</b> button to the right of the search fields.</li> </ol>
<b>Can I delete a patient?</b>	No. It is not possible to delete a patient. If a patient requests that you delete all references, contact the Otometrics hotline.

## Contact to manufacturers

Question	Answer
<b>How do I order the hearing instrument/ear mold?</b>	<p>Always send the scan itself as part of a package via the Otocloud application. There are different ways to submit the connected order:</p> <ol style="list-style-type: none"> <li><b>Order through the manufacturer's online solution</b> If your preferred manufacturer supports online ordering, you should refer to their web site for the actual order. In this case, you only need to send the scan through Otocloud. Depending on whether you send the scan before ordering or vice versa, remember to reference the Otoscan Otoscan <b>Package ID</b> at the manufacturer web site, or the manufacturer PO number in Otocloud.</li> <li><b>Integrated online order form in Otocloud</b> If the selected manufacturer has uploaded order forms in Otocloud, you should download, fill in, (scan) and attach the order form to the scan package when sending it through Otocloud.</li> <li><b>Separate order forms from the manufacturer</b> If the selected manufacturer provided paper order forms or you downloaded the form from their website, you should fill in the order form, (scan it) and attach it, when sending the ear scan through Otocloud.</li> </ol>
<b>What is a Package ?</b>	A <b>Package</b> is the total of the order package sent to the manufacturer, comprising the ear scan(s), the filled-in order form (or reference to it) and further details provided by you.
<b>I am trying to send a scan to a manufacturer, but cannot find the specific manufacturer?</b>	A clinic administrator specifies the manufacturers that are available to you. If you believe that a manufacturer is missing, contact your clinic administrator.

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## Contact to manufacturers

Question	Answer
<p><b>How do order forms from a specific manufacturer become available in Otocloud?</b></p>	<p>The clinic administrator contacts the manufacturer and asks them to upload the order forms to Otocloud. If this is not possible, the administrator should obtain the order form as an editable pdf and place it in the Download folder of the Otocloud PC. See the quick guide: Otocloud - How to send a scan package with an order form to a manufacturer.</p>
<p><b>Why can't I download the required order form from the Send Scan page?</b></p>	<p>The manufacturer decides what product order forms should be available to the clinics in Otocloud. The product order forms are linked to the product type, so make sure that you have selected the correct product type.</p> <p>If you have selected the correct product type, and the required order form is still missing, you can fill in a paper order form, scan it and attach it to the scan package that you want to send.</p>
<p><b>On the Send Scan details page, why is the manufacturer name not always a clickable link?</b></p>	<p>The manufacturer name displays as an active link, if the manufacturer has a web shop and has connected it to Otocloud.</p> <p>If the manufacturer has a web shop, but has not connected it to Otocloud, just access the web shop outside Otocloud.</p> <p>Otherwise, attach the order form as part of the scan package in Otocloud.</p>
<p><b>What is the manufacturer reference number?</b></p>	<p>This refers to ordering through the manufacturer's web shop.</p> <p>When you create an order in the web shop, you get an order reference or PO number. During the Send Scan process in Otocloud, include this number in the <b>Manufacturer Ref #</b> field in the <b>Order Information</b> section. This enables the manufacturer to link the sent scan package with the order.</p>
<p><b>I cannot locate the file containing the filled in order form</b></p>	<ul style="list-style-type: none"> <li>• Make sure that the computer from which you send the scan to the manufacturer has access to the order form file.</li> </ul> <p>The location of the file may depend on whether you downloaded the order form and used the computer to fill it in, or you scanned a filled in paper form. Typical locations are the <b>Download</b> folder on your local computer, a network drive or a USB drive.</p> <p>If you already made an order online on the manufacturer web site, you should not need an extra order form.</p> <ul style="list-style-type: none"> <li>• Just make sure to reference the PO number from the manufacturer in the <b>Manufacturer Ref #</b> field on the <b>Send Scan</b> page in Otocloud.</li> </ul>

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## Contact to manufacturers

Question	Answer
<p><b>Why is the Save &amp; Send button disabled, when I try to send a scan to a manufacturer?</b></p>	<p>Some of the required information is missing. Before sending the scan you need to provide:</p> <ul style="list-style-type: none"> <li>• At least one scan of the patient.</li> <li>• Consent from the patient to share the scan with the manufacturer on the purpose of creating the device (EU only).</li> <li>• The name of the manufacturer.</li> <li>• The product type.</li> </ul>
<p><b>How do I see, whether the manufacturer has downloaded the scan package?</b></p>	<p>You can see the status of the sent scan in the overview or on the detail page:</p> <ol style="list-style-type: none"> <li>1. On the <b>Home</b> page, click the <b>Packages</b> tab.</li> <li>2. The list initially displays the latest sent scan packages.</li> <li>3. The status of the scan submission is the 2nd column from the right. There are three different states of a submission: <ul style="list-style-type: none"> <li>– <b>Draft</b> – scan package not sent</li> <li>– <b>Submitted</b> – available to the manufacturer, but not downloaded</li> <li>– <b>Downloaded</b> – the manufacturer has downloaded the scan</li> </ul> </li> </ol> <p>Alternatively:</p> <ol style="list-style-type: none"> <li>1. Log in to Otocloud.</li> <li>2. On the <b>Home</b> page, click the <b>Packages</b> tab.</li> <li>3. The list initially displays the latest sent scan packages.</li> <li>4. Use the search filters to locate the package in question.</li> <li>5. Click the <b>Package</b> link to open the <b>Package Details</b> page.</li> <li>6. If the scan package has been downloaded, the download date is displayed below the <b>Package ID</b>.</li> </ol>
<p><b>I have stopped using a specific manufacturer, why does the name still show on the list of available manufacturers?</b></p>	<p>Your clinic administrator maintains the list of available manufacturers. Contact your administrator if you believe that a manufacturer relation should be removed.</p>

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Doc. No. 7-27-5580-EN/00 Part No. 7-27-55800-EN