

SHOEBOX® Online

User Guide

Think Outside of the Booth!®

Introduction

Welcome to SHOEBOX® Online!

SHOEBOX Online is our screening solution, perfect for generating hearing healthcare referrals and performing basic hearing screening to determine the next steps in the hearing health journey of your patients.

This user guide will help you learn all the capabilities of SHOEBOX Online.

We'd love to help any way we can, so don't hesitate to reach out to us at support@shoebox.md or visit help.shoebox.md if you have any questions.

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IFU-19 4.0 2021/06

Covered by US Patent Nos. 9,119,574 & 10,506,341.
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Product Purpose

SHOEBOX Online is a revolutionary hearing screening tool that enables you to reach and engage potential customers in a faster, easier, and more effective way, all while reducing the cost per referral and increasing the scalability of your organization's new customer acquisition goals.

SHOEBOX Online offers hearing service providers three key steps for improving their business:

1. **Identify:** Take advantage of an easily accessible and self-administered online screening test that will help you generate referrals by identifying your most qualified candidates for your services.
2. **Prioritize:** Filter through the results you generate and prioritize follow-ups based on participant hearing levels and screening questionnaire responses.
3. **Sell:** Educate and motivate participants to begin their hearing health journey, effectively book appointments, and generate more sales for hearing devices.



Facilitate Hearing Assessments

Research has shown that it takes an average of seven years from the time of an identified hearing loss to the purchase of hearing aids. SHOEBOX Online enables participants to assess their hearing from any device, and with their own headphones. The test effectively categorizes participants based on their hearing ability, placing them into one of three categories:

1. Normal hearing
2. Hearing loss
3. Significant hearing loss

Once the participant has been placed into their respective category, SHOEBOX Online then offers education and motivation to help them start on their hearing health journey sooner. Furthermore, you can provide an active next step for the participant after they view their results by adding a call-to-action button that links to your company's booking page. Adding SHOEBOX Online to your workflow can help you reach and engage a broader range of customers who are ready to take the next step on their hearing health journey.

Why It's Effective

There are three things that make SHOEBOX Online unlike other online hearing screeners:

1. **Easy to Use:** SHOEBOX Online provides an accessible user experience to streamline test completion and raise hearing health awareness for the participant

2. **Effectively Categorize:** SHOEBOX Online is designed to effectively categorize participants based on their hearing ability and screening questionnaire results, in order to facilitate the booking process and boost customer acquisition

3. **Mobile Ready:** SHOEBOX Online is optimized for both mobile devices and desktop computers, and enables the participant to take the test from home using their own headphones and devices. This ease-of-access generates a higher rate of qualified referrals than any other tool on the market



Easy to Use



Effectively Categorize



Mobile Ready

How It Works

SHOEBOX Online employs a revolutionary new testing algorithm that is designed to generate high quality results that take into account all potential variables introduced by unique participant use cases.

The Four Factors

SHOEBOX has accomplished this by powering the test with four unique factors that all contribute to providing effective test results.

These four factors are:

1. Device and Headphone Compensation: The SHOEBOX Online team has carefully analyzed the most common consumer headphones and devices, and we are able to compensate for the different sound outputs they make.

2. Dynamic Predictive Questionnaire: SHOEBOX Online's pre-test questionnaire is designed to probe into a participant's perception of their own hearing ability. This personalized questionnaire dynamically selects questions based on the answers provided. The responses to these questionnaires are logged in the participant's test data, and can be reviewed by an audiologist after exporting the results from the portal. See Exporting Results for more information on how this action is performed.

3. NEW Patented Test Methodology: SHOEBOX Online incorporates patented technology that measures each individual's comfort level while listening to sound presented at various levels of intensity. As hearing loss increases, the range between a comfortable listening level and the lowest perceivable sound decreases. This is what is known as dynamic range. The dynamic range of a participant is not significantly impacted by device or headphone volume. It is an entirely relative measurement and independent from headphone type. This makes it ideal for online testing, as individualized dynamic range can be effectively measured on multiple types of hardware and headphones.

4. Multi-Frequency Tone Detection: SHOEBOX Online presents warbled pulsed tones at 1k, 2k, 4k, and 6kHz in each ear to better estimate a participant's hearing by frequency. The test focuses on the frequencies that apply to speech comprehension and sounds of everyday life.

Configuring & Customizing Your SHOEBOX Online Test

Test Setup

The Test Setup page is where you can configure the content and flow of your online test.

Accessing your Online Test Settings

To access your SHOEBOX Online test settings:

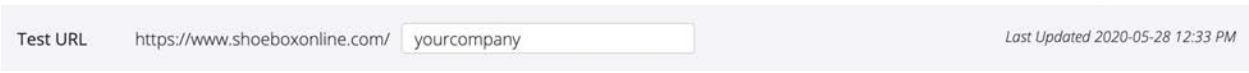
1. Log into your SHOEBOX web portal
2. Hover over the "**Settings**" tab in your sidebar
3. Click on "**Test Setup**" under the "Online Test" heading



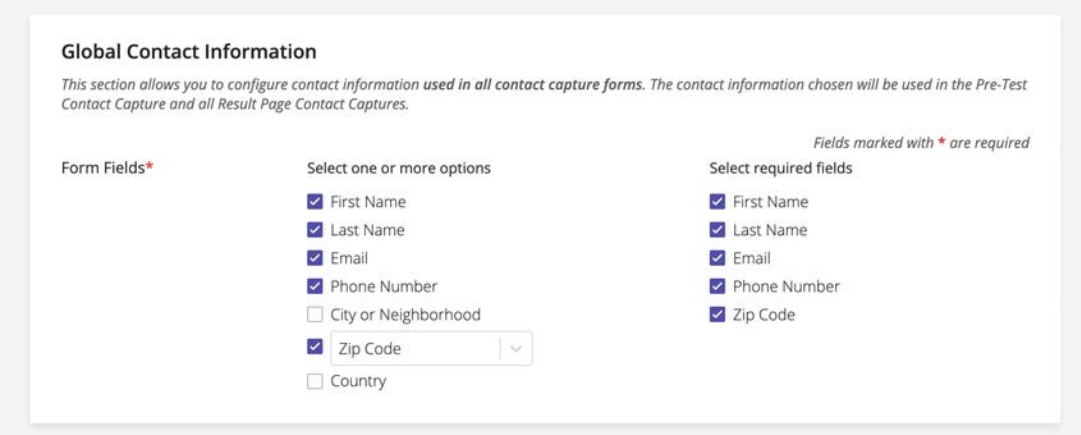
Configuring your Online Test Setup

Clicking on the "**Edit**" button in the top right corner of the page will allow you to configure your online test settings.

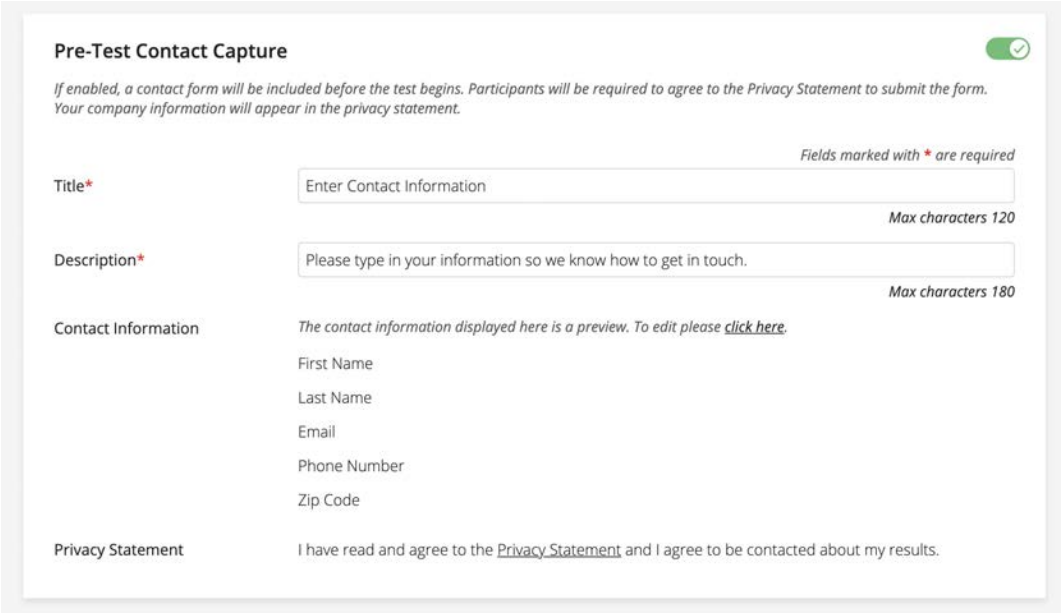
Test URL: Changes the extension of the URL that will be used for your test. We recommend changing this to something that associates the test URL with your company.
This is important because it allows participants to recognize the test as a product of your company, and increases brand recognition.



Global Contact Information: This section allows you to configure contact information used in all contact capture forms (pre-test and result page). Use the checkboxes to select which contact info form fields will appear on your forms, and which form fields are marked as required fields.

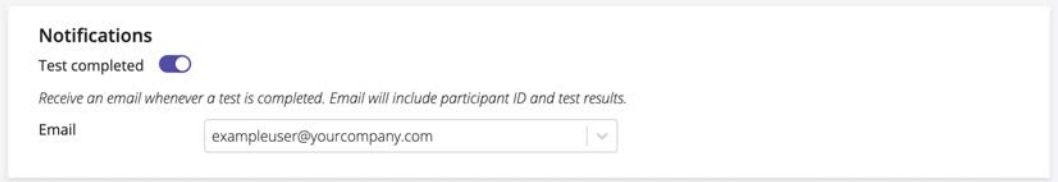


Pre-Test Contact Capture: Enables contact capture at the beginning of the test workflow. You can enable this instead of (or in addition to) the contact capture form on the results page. Use the text fields to enter the title and description of your contact capture form. This gives you the ability to explain exactly why you are collecting information so that your participants know what to expect.



Notifications: Changes what notifications settings are enabled. Enabling the "Test Completed" notification will send a notification email to a selected user's email address when a test is

completed. The email will include the participant's ID and test results, making it an easy and effective way to track participant data on a regular basis.

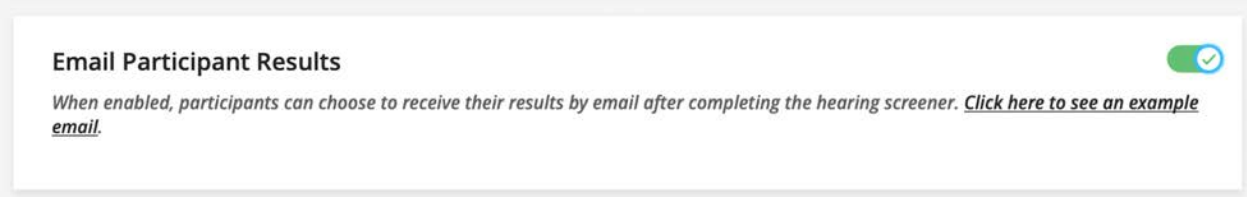


Email Participant Results

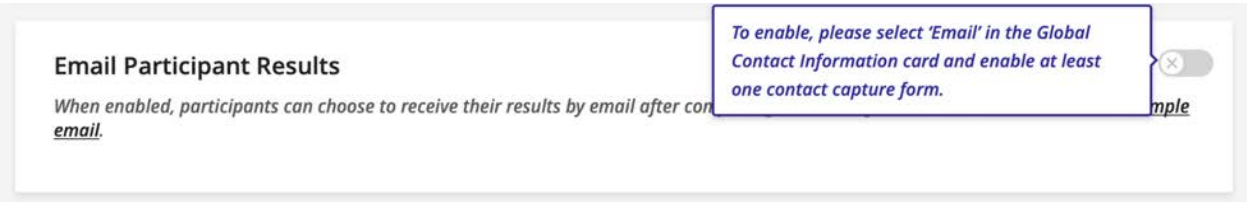
This feature allows the participant to obtain a copy of their results via email.

To enable this feature:

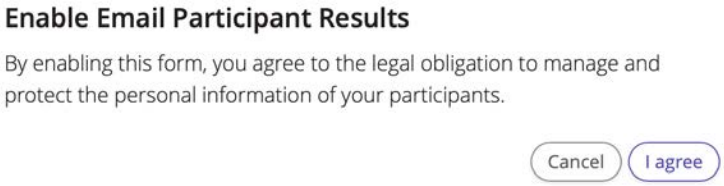
1. Click on the **toggle switch** to enable the feature.



Note: To be able to use this feature, select the "**Email**" checkbox in the Global Contact Information card and enable at least one contact capture form (Pre-Test Contact Capture or Result Page Contact Capture).

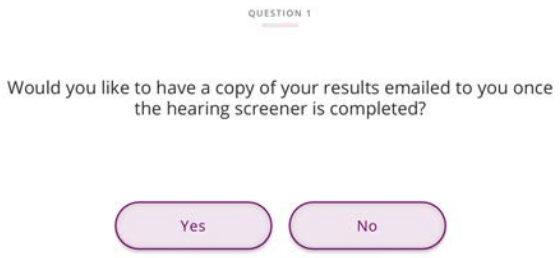


2. Click on "**I agree**" when prompted. You must agree to protect the personal information of your participants before this feature can be enabled.

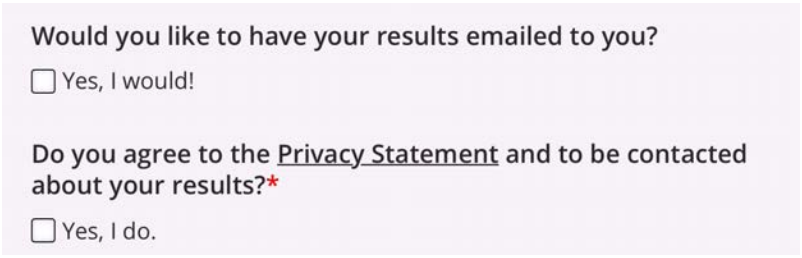


Note: The participant will be asked twice if they want a copy of their results emailed to them, if you have enabled the Pre-Test Contact Capture:

a. As part of the Pre-Test Contact Capture form



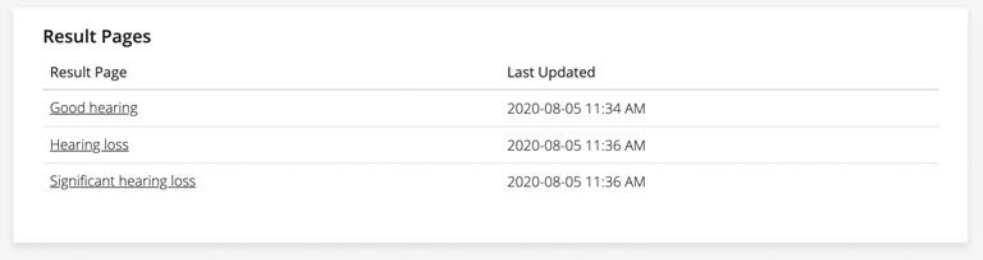
b. On the result page



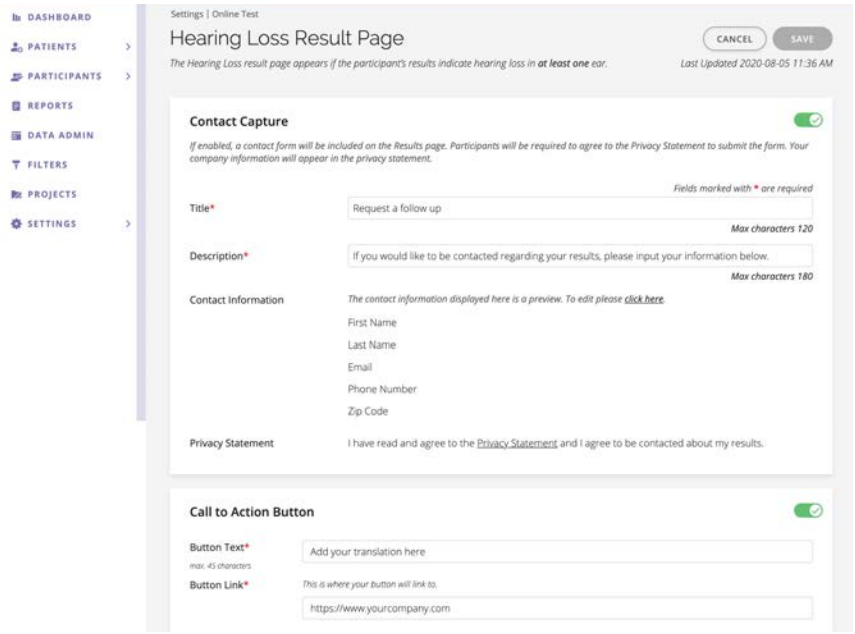
If you have disabled the Pre-Test Contact Capture form, the participant will be asked if they want a copy of their results emailed to them on the result page only.

Result Pages

The results pages section allows you to modify what the participant will see and interact with on their results screen. You can modify the results screen for each of the three categories, Good Hearing, Hearing Loss, and Significant Hearing Loss.



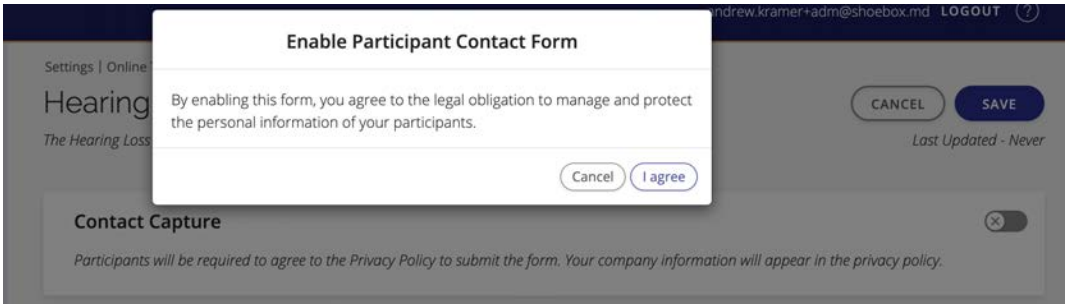
Clicking on one of the three result page links will take you to a separate page which will allow you to modify the content for that specific results page. For example, the result page for the "Hearing Loss" category in the image below.



Enabling Results Screen Contact Capture

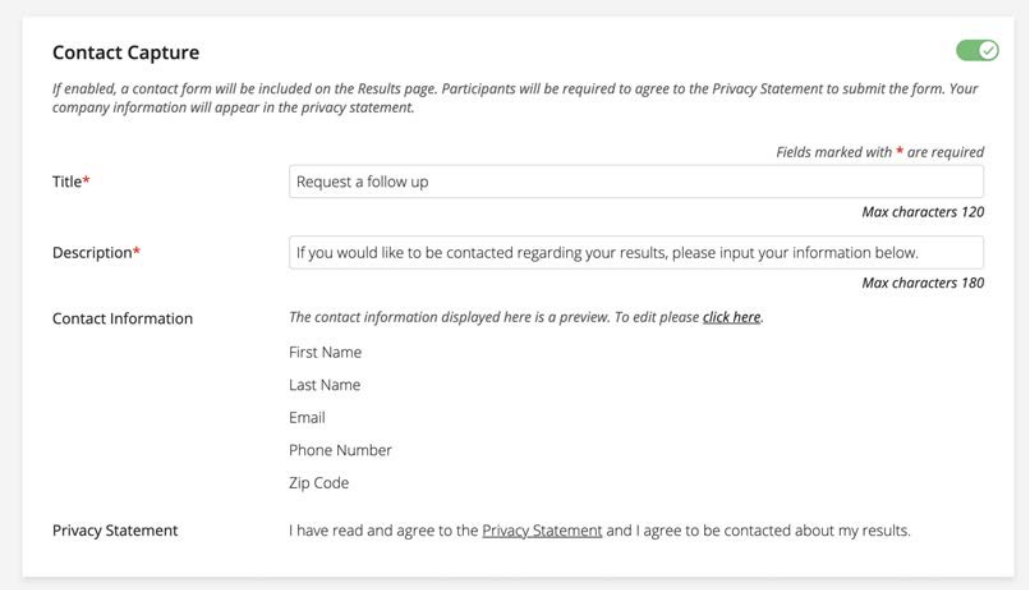
By turning on the toggle switch in the Contact Capture section, you can enable a participant contact form which the participant may fill out after their online test.

Participants will be required to agree to the Privacy Policy to submit the form, and enabling the participant contact form will display this message, in which you must agree to protect the personal information of your participants before the contact form can be enabled.



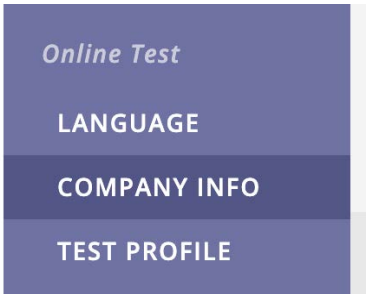
Clicking on "I agree" will enable the contact form. You can add a custom and title using the text fields. The contact information form fields will use the same form fields you selected in Global Contact Information, but you're encouraged to change the title and description to be different

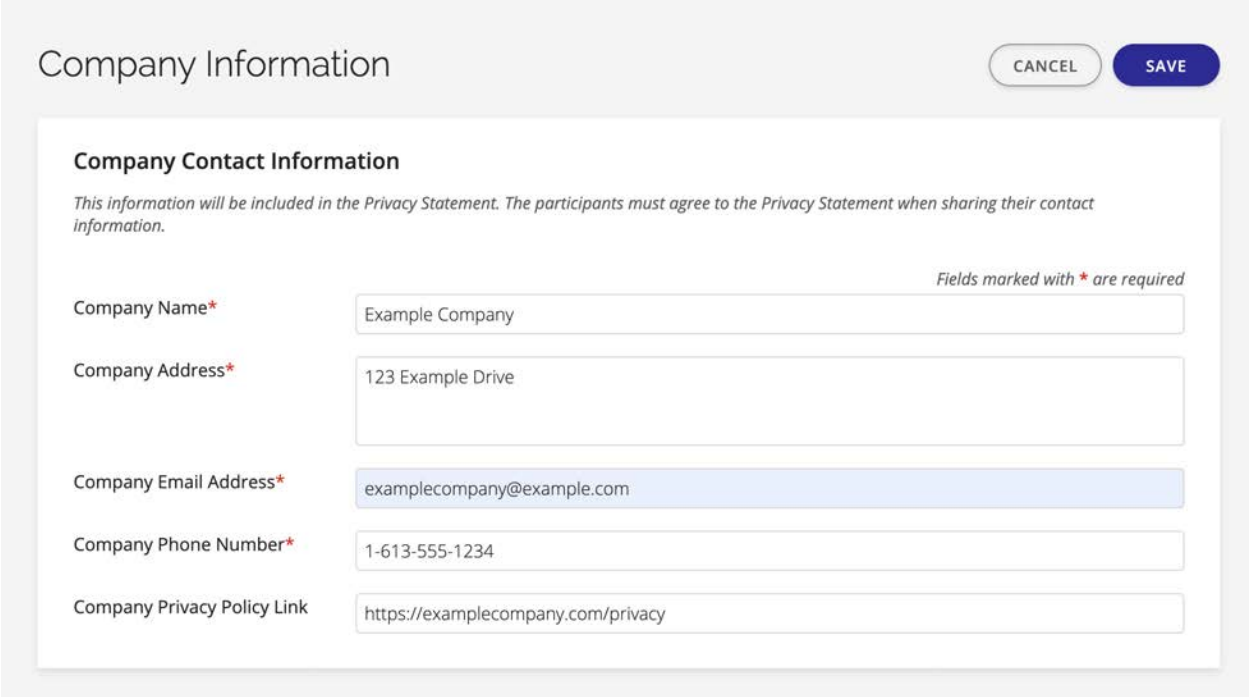
from the pre-test contact capture. You can review the privacy statement by clicking on the privacy statement link.



After configuring your contact capture, you will need to directly edit the company information that will appear in the privacy statement. This is done by clicking on "Company Info" in the sidebar, then clicking on the "Edit" button in the top right corner of the company information page to enter in your company's current contact information.

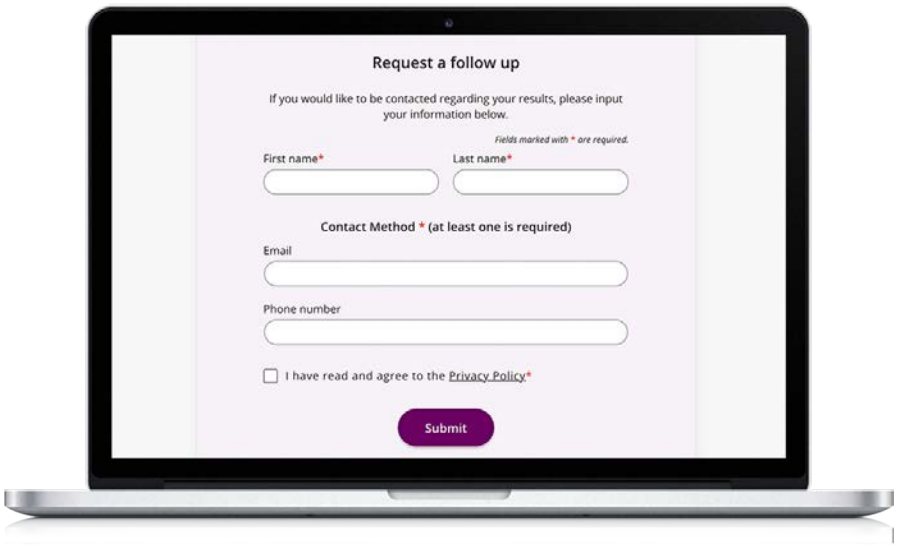
Note: You can also include a link to your organization's privacy policy by pasting it in the Company Privacy Policy Link field.



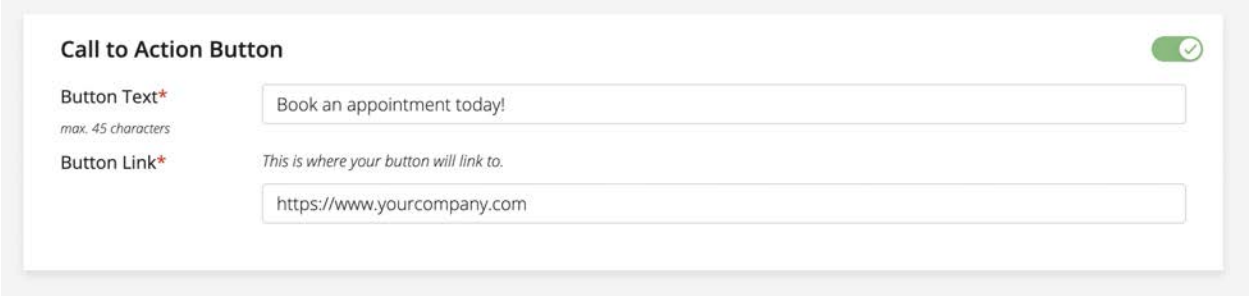


Once your information has been entered, click on "**Save**" to save your changes.

Once all of that is complete, your contact capture form will be ready for your online test, and will be displayed on the results screen of the categories for which it has been enabled.



Enabling Call-To-Action Button: If the call-to-action button is enabled, you can change the text displayed on the button and the link that your button will lead to when clicked. You can use this to seamlessly link a participant to your online booking or contact page after they have completed the test.



Note: When a participant clicks your Call to Action button, SHOEBOX Online will generate additional URL parameters and add them to the URL of your booking or contact site. This will always include a participant_test_id, and will also include a refID & refSource if applicable.

Example:
https://www.yourcompany.com/booking/?participant_test_id=1e324652-d323-4009-9b6b-e1a6b26ba8c5&refid=123&refSource=abc

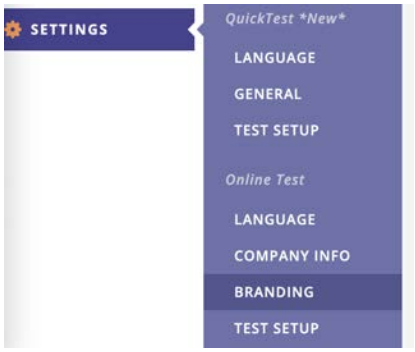
Branding

The branding page is where you can go to customize the look and feel of your online test to match your organization's branding.

Accessing your Branding Settings

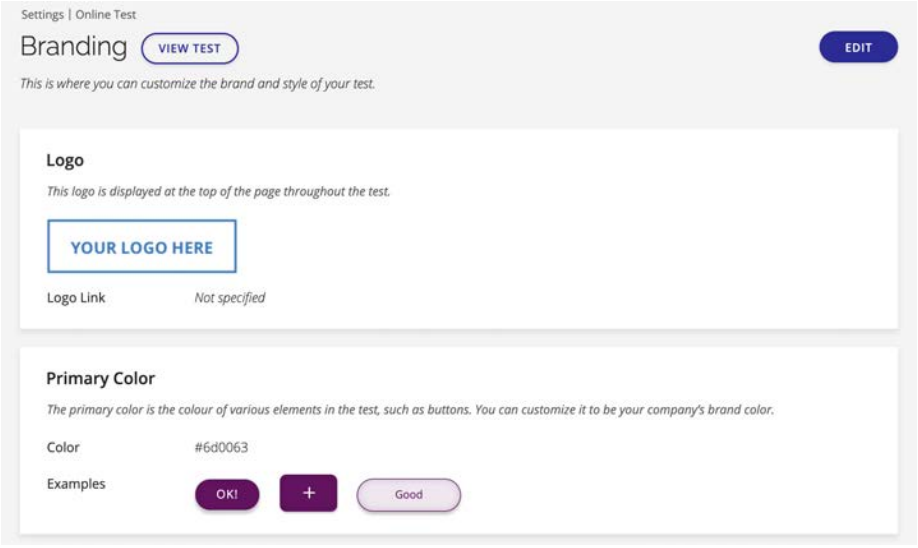
To access your SHOEBOX Online Branding Settings:

1. Hover over the "**Settings"** tab in the sidebar
2. Click on "**Branding"** under the **Online Test** heading

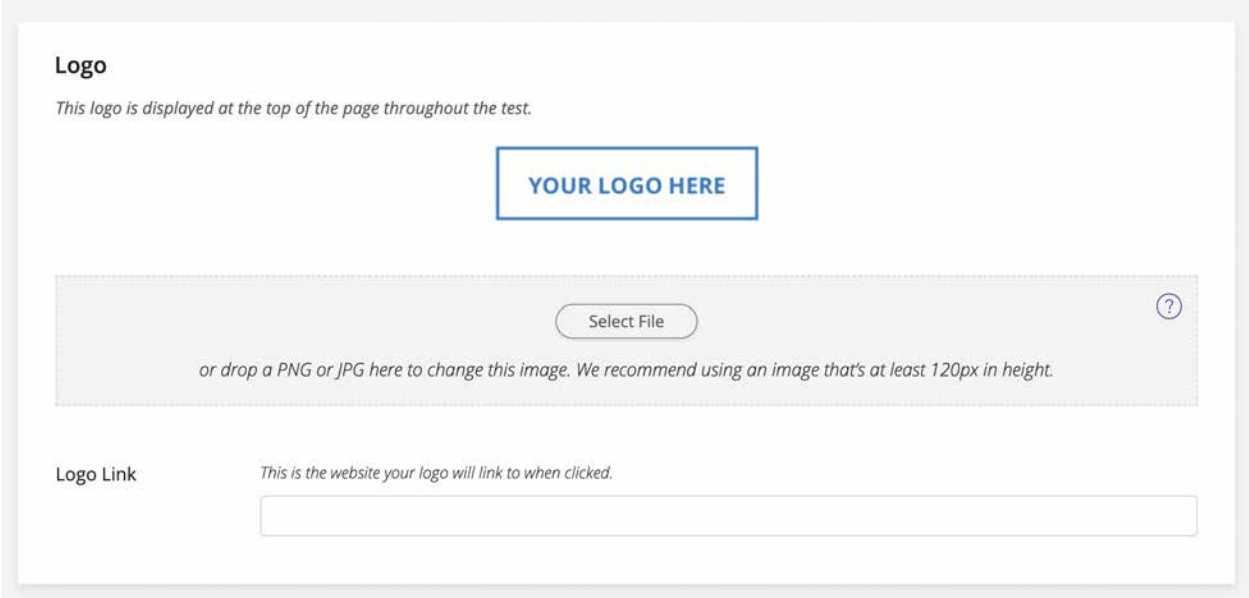


Configuring Your Branding Settings

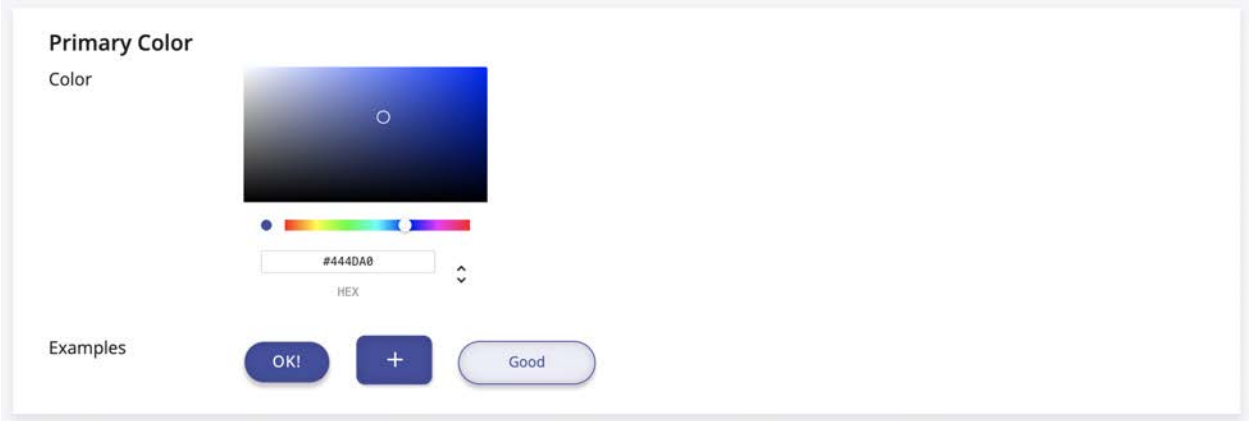
Clicking on the "**Edit**" button in the top right corner of the page will allow you to configure your branding settings.



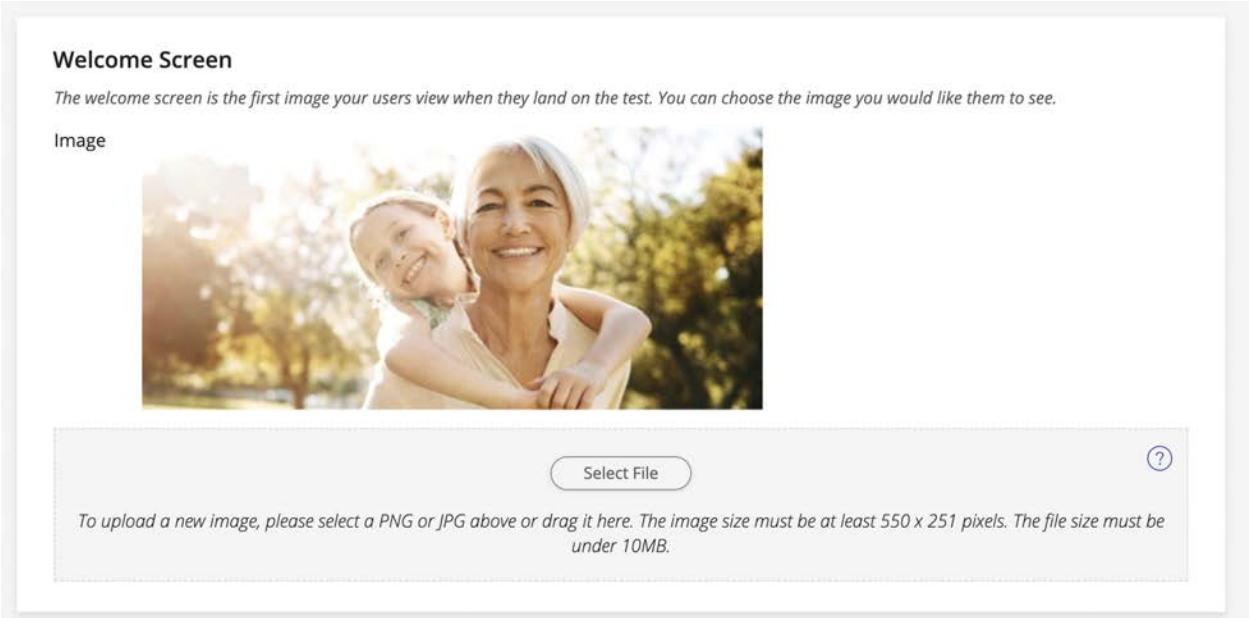
Logo: Changes the logo that will be displayed on the online test page. We recommend changing this to your company's logo. You can also add a link to your logo, we recommend adding a link to your company's website. This allows participants to associate the branding of the test with your company, and to link themselves back to your company's website, if they wish.



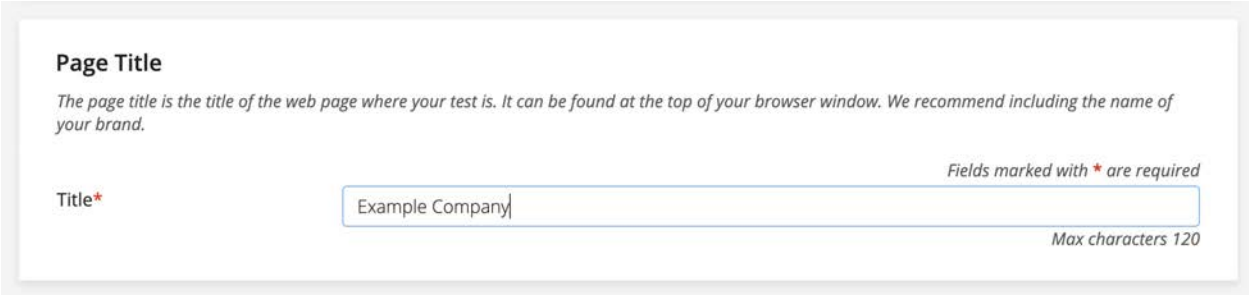
Primary Color: Changes the color of buttons and other elements throughout the test. For a consistent experience and brand recognition, you can change this to a color that reflects your company's branding.

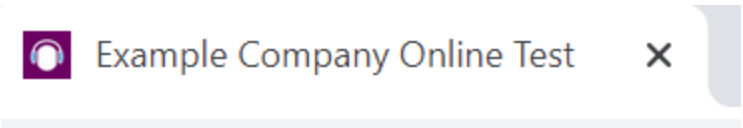


Welcome Screen: Changes the image displayed on the first screen of the test. Size requirements: minimum 550 x 251 pixels, under 10MB.

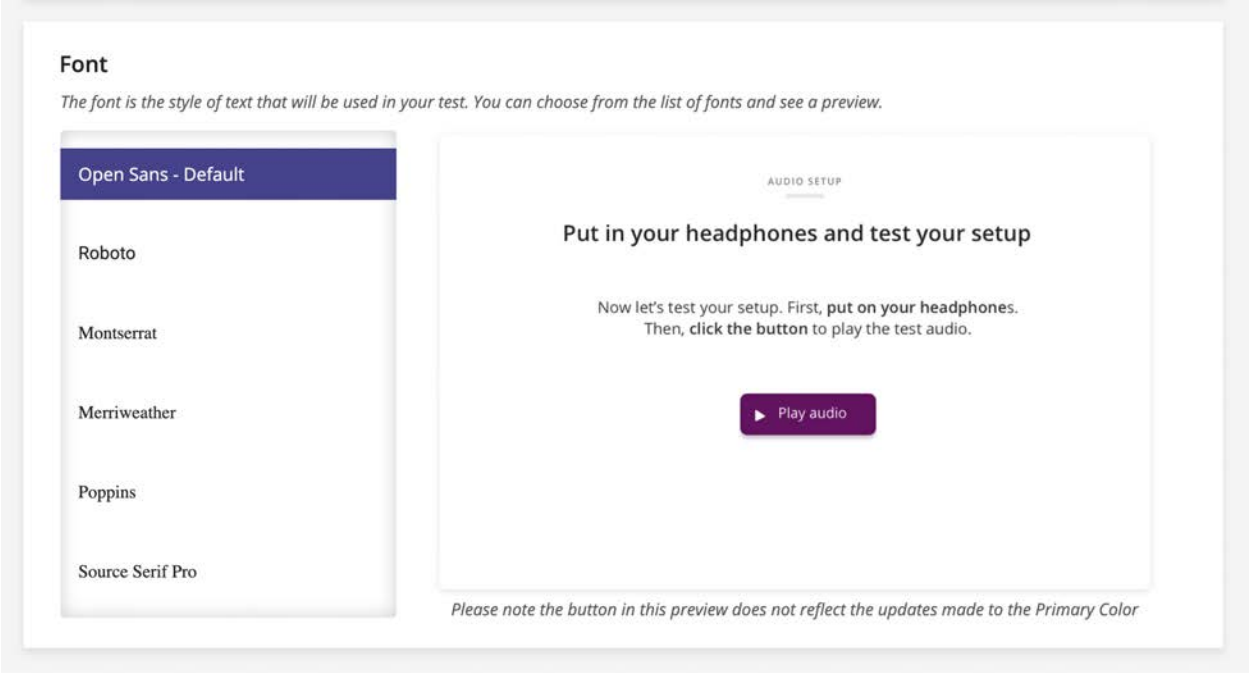


Page Title: Changes the title of your web page, which affects the text displayed on the page's tab in your browser. It is highly recommended to include the name of your company or brand to make it easy for the user to associate your online test with your company/brand.





Font: Changes the font used in the online test. You can select from a list of fonts on the left, and the page will generate a preview for you on the right. Note that the default font is Open Sans, if you ever want to return to the font to default.



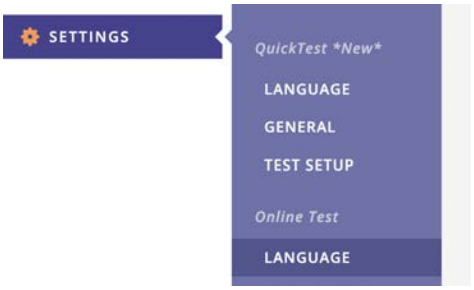
Note: Make sure you scroll back up to the top of the top of the page and click "Save" to save your changes.

Configuring Your SHOEBOX Online Language Options

Accessing your Language Options

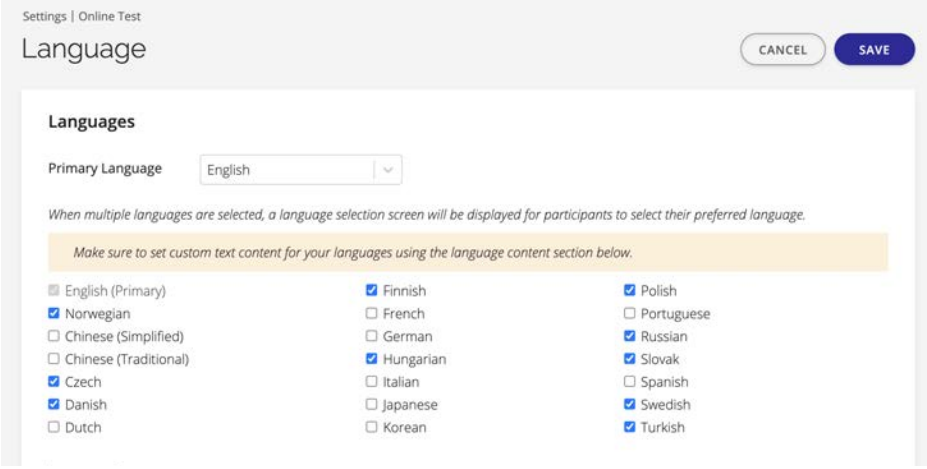
To access your SHOEBOX Online language configuration:

1. Hover over the "**Settings**" tab in the sidebar
2. Click on "**Language"** under the **Online Test** heading

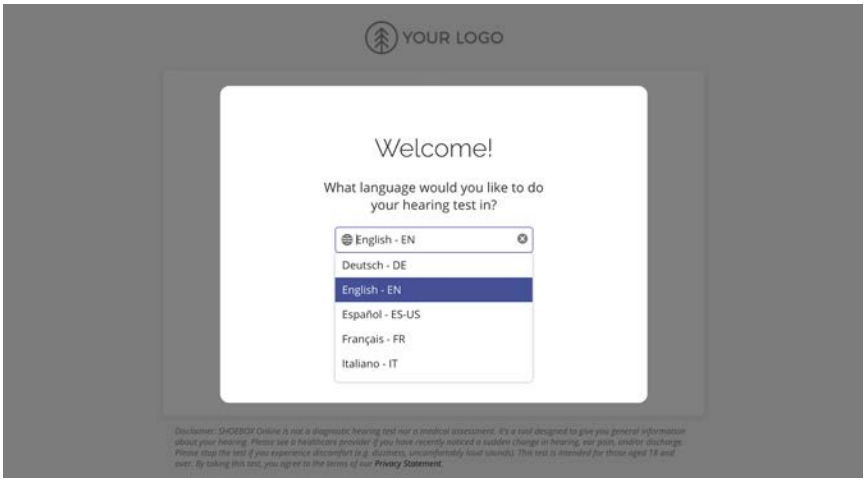


Configuring the Multi-Language Selector

1. Click on the "**Edit"** button in the top right corner
2. Select which languages you would like to make available for participants
3. Click "**Save**"

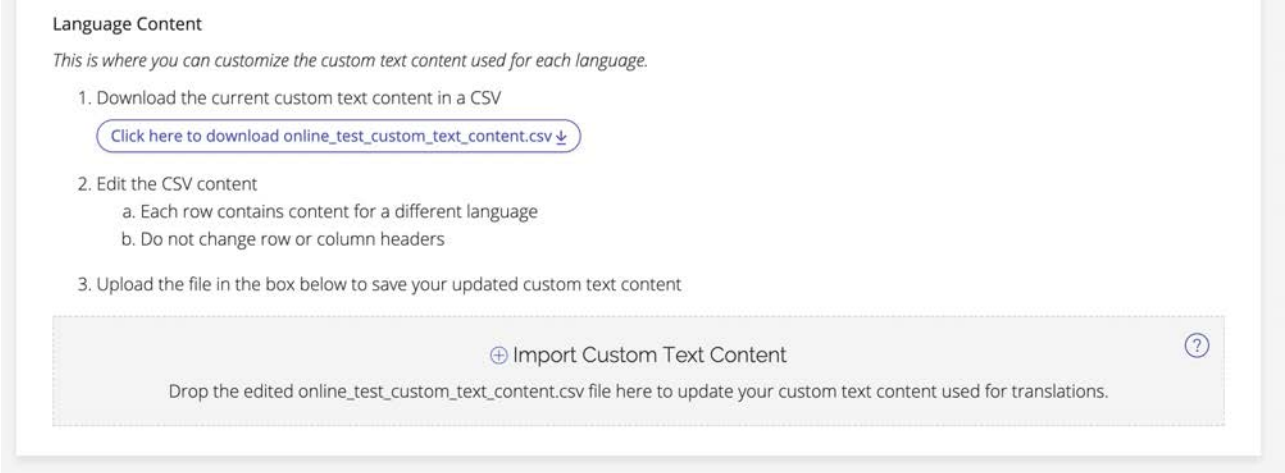


When multiple languages are selected, a language selection screen will be displayed before the test for participants to select their preferred language.

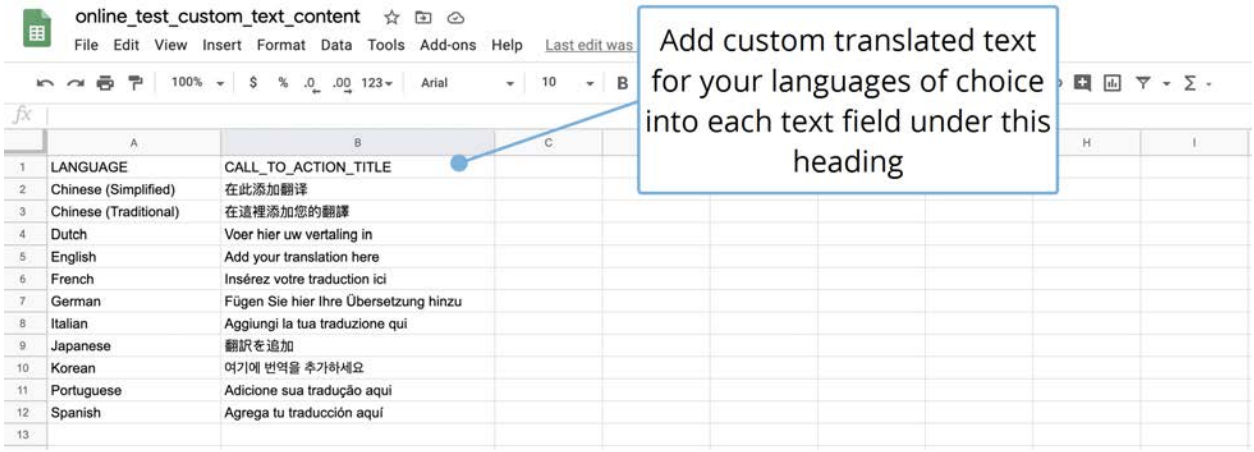


Adding Custom Language Content

By following the on-screen instructions, you can add custom translated text for the contact capture cards and call-to-action button at the end of your test, if enabled.



Once you have downloaded the CSV file, replace the content under the CALL_TO_ACTION_TITLE heading with your custom translated text.



	A	B
1	LANGUAGE	CALL_TO_ACTION_TITLE
2	Chinese (Simplified)	在此添加翻译
3	Chinese (Traditional)	在這裡添加您的翻譯
4	Dutch	Voer hier uw vertaling in
5	English	Add your translation here
6	French	Insérez votre traduction ici
7	German	Fügen Sie hier Ihre Übersetzung hinzu
8	Italian	Aggiungi la tua traduzione qui
9	Japanese	翻訳を追加
10	Korean	여기에 번역을 추가하세요
11	Portuguese	Adicione sua tradução aqui
12	Spanish	Agrega tu traducción aquí
13		

When you have completed this task, upload the changed CSV file using the upload box in the **Language Content** section.

URL Language Parameters

Adding a language parameter to your organization's test URL is an easy way of streamlining your customer's experience if you already have an idea of what language they will be doing their online test in.

For example, if your participants will be accessing your online test through your website, which is already translated into a specific language, you could add a language parameter to the URL link embedded in your website to launch the test in that language, which will skip the language selection step and streamline your customer's experience.

Example: https://www.shoeboxonline.com/yourcompany/?lang=fr will cause the test to launch in French. Simply add **/?lang=** to the end of your URL and then include the language code for the language you would like the test to launch in.

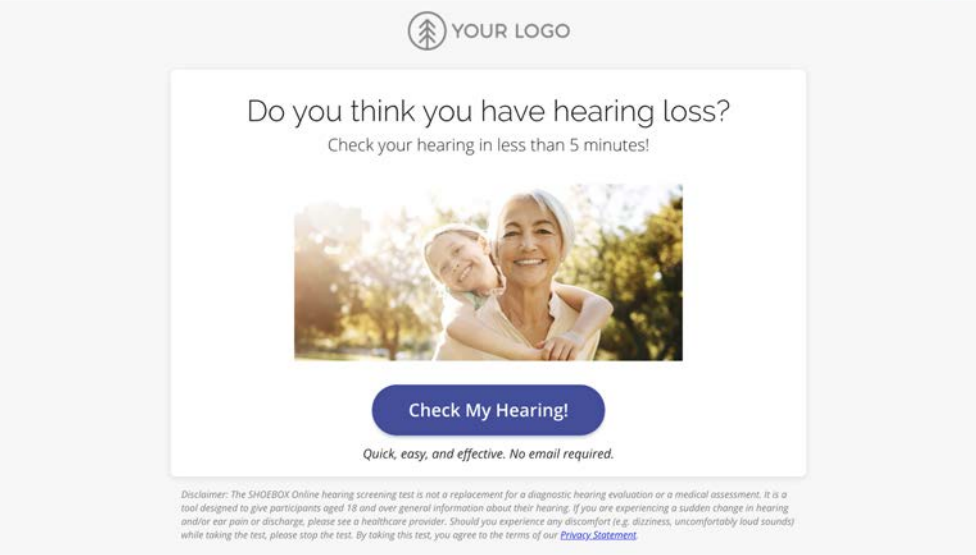
Here is a list of codes for all languages currently available in SHOEBOX Online:

Czech: /?lang=cs	Danish: /?lang=da	German: /?lang=de	English: /?lang=en	Spanish: /?lang=es	Finnish: /?lang=fi
French: /?lang=fr	Hungarian: /?lang=hu	Italian: /?lang=it	Japanese: /?lang=ja	Korean: /?lang=ko	Norwegian: /?lang=nb
Dutch: /?lang=nl	Polish: /?lang=pl	Portuguese: /?lang=pt	Russian: /?lang=ru	Slovak: /?lang=sk	Swedish: /?lang=sv
Turkish: /?lang=tr	Chinese (Simplified): /?lang=zh-Hans	Chinese (Traditional): /?lang=zh-Hant			

SHOEBOX Online Test Workflow

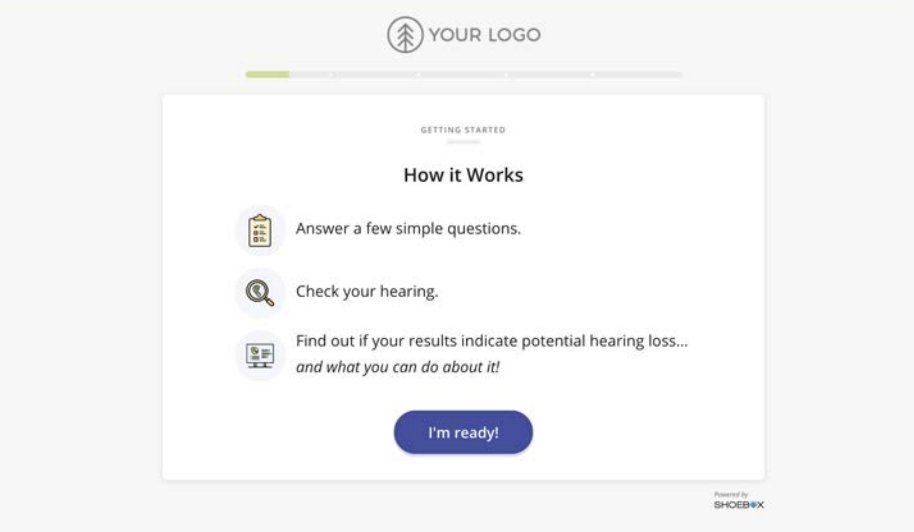
#1 Splash Screen

This is the screen that all participants will start on when beginning the test workflow. It can be customized to reflect your company's branding, as in the example below which contains a custom logo and modified color on the button element.



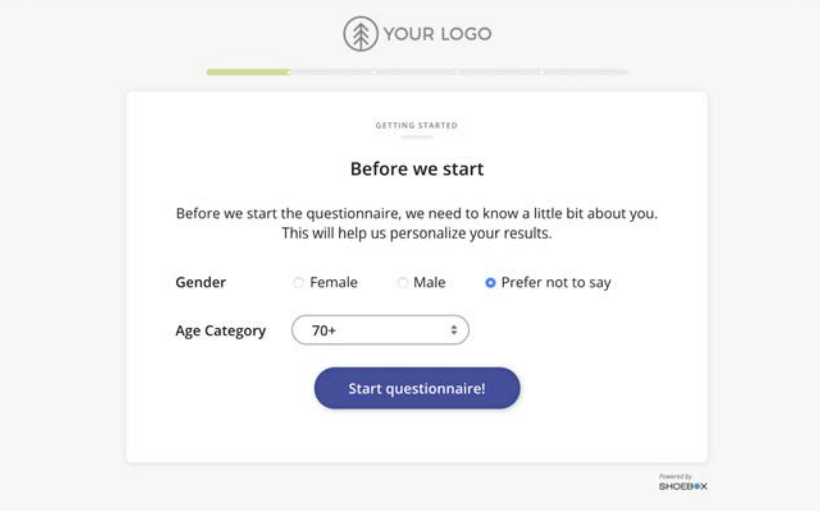
#2 Getting Started Screen

Brief explanation of the test's flow and what the participant can expect from the test.



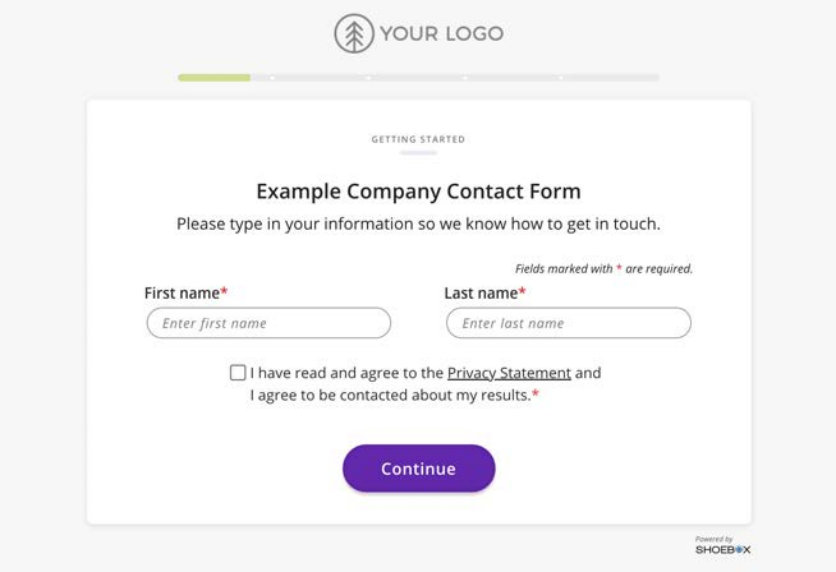
#3 “Before We Start” Screen

Essential screening questions for data logging, records the participant’s gender and age.



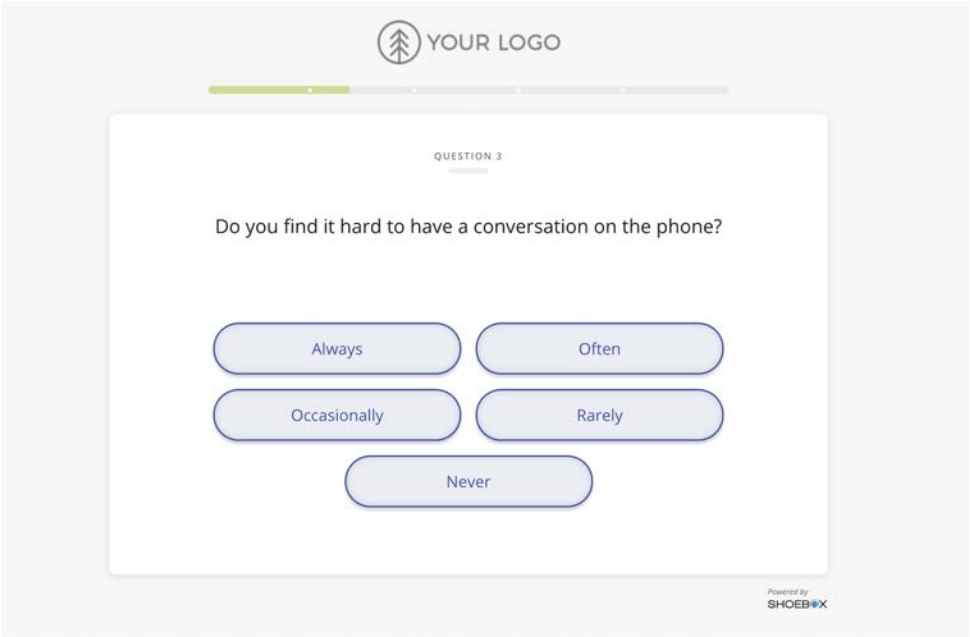
#3.5 Pre-Test Contact Capture (Optional)

Optional contact capture form for the participant to fill out before proceeding with their test



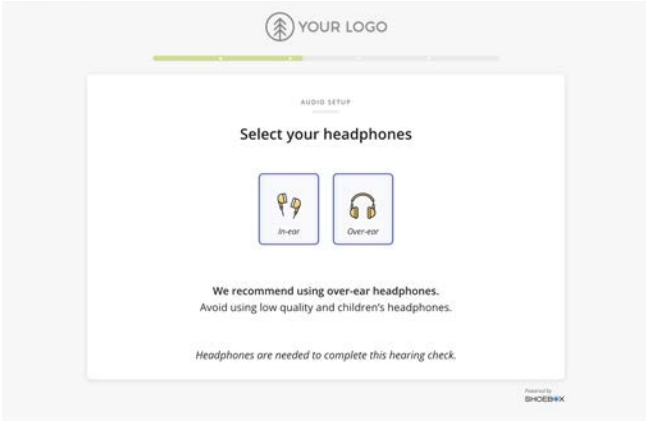
#4 Dynamic Questionnaire Screens

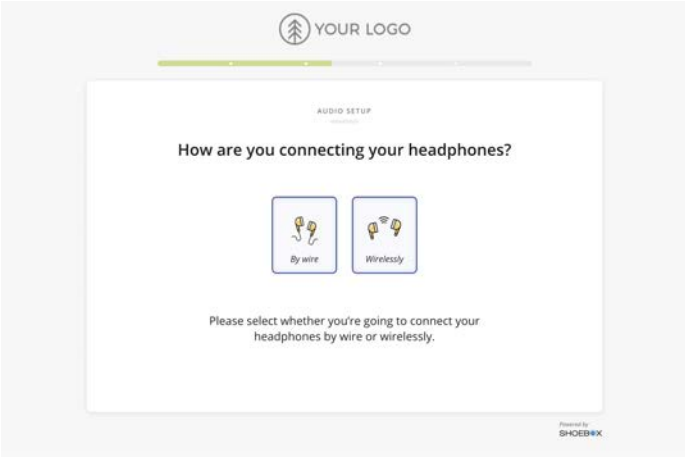
The participant will then be asked a series of questions from our dynamic questionnaire. The questions are designed to probe the participant's perception of their own hearing ability, and how motivated they are to take the next step on their journey to healthy hearing. The questions will also change based on the participant's responses, in order to acquire the most relevant information from the participant in regard to their hearing health. The responses to these questionnaires are logged with the participant's test data, and can be reviewed by an audiologist after exporting results from the portal.



#5 Headphone Select Screens

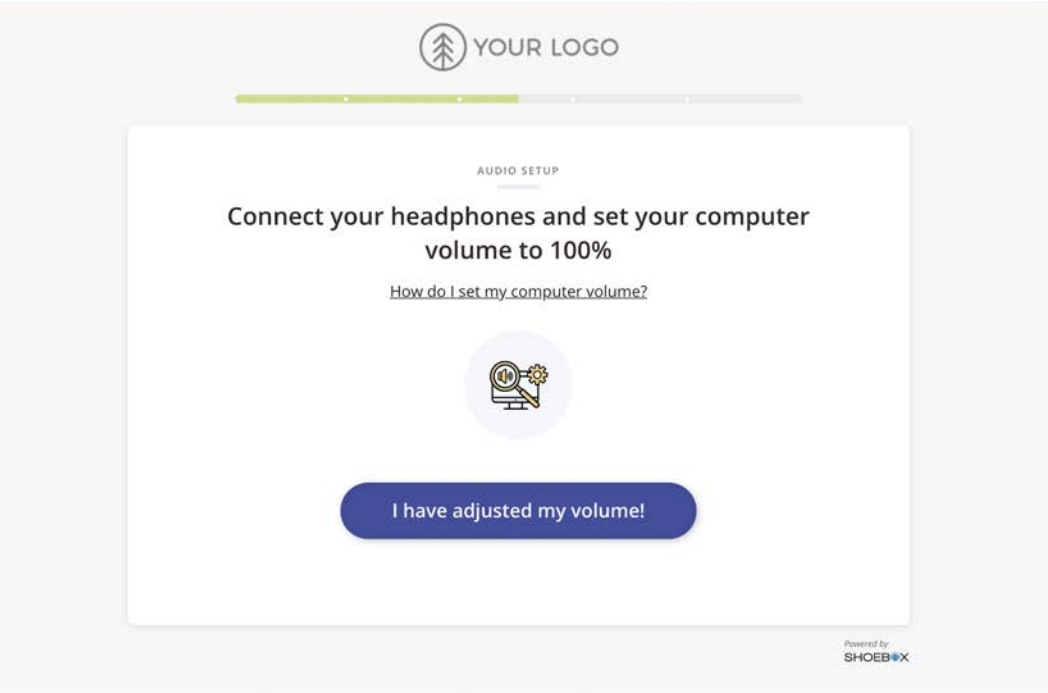
The participant is then asked to select which type of headphones they are using, and how they are connected to their device.

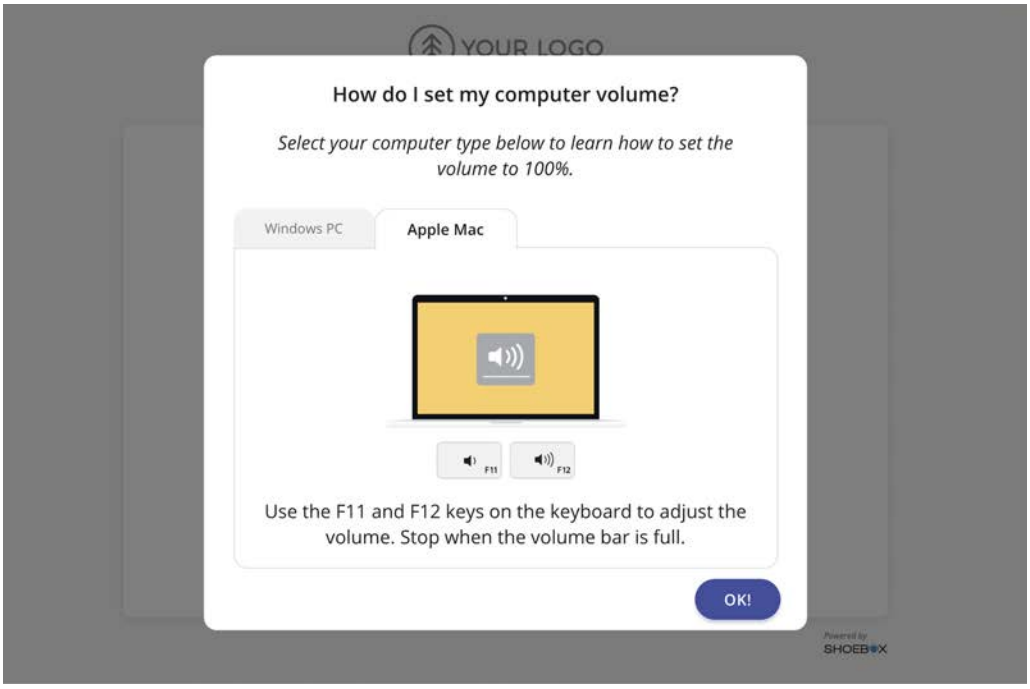




#6 Volume Configuration Screens

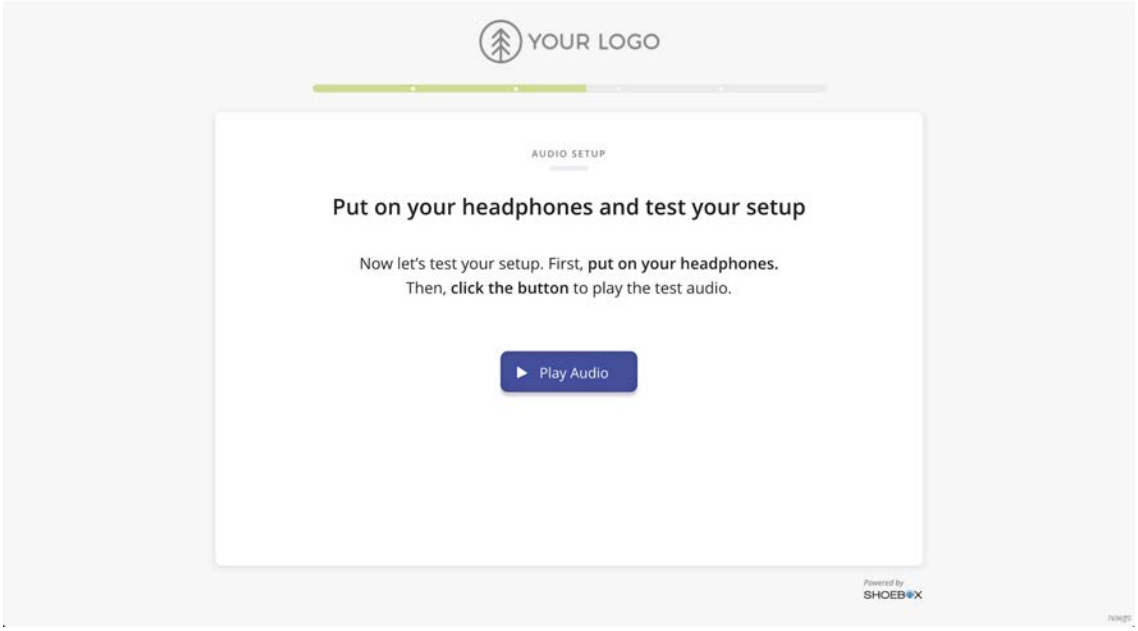
The participant is prompted here to ensure their headphones are connected and to set their device volume to 100%. Instructions are provided on how to do so if they are unsure.

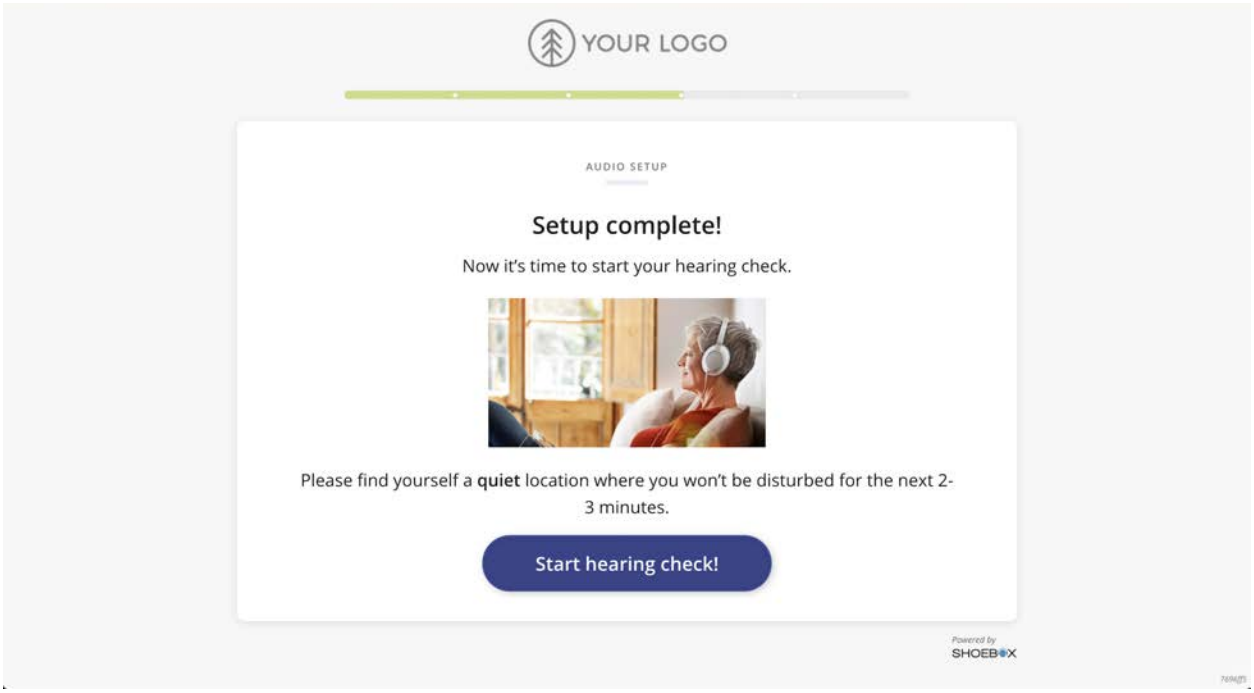




#7 Pre-Test Audio Check

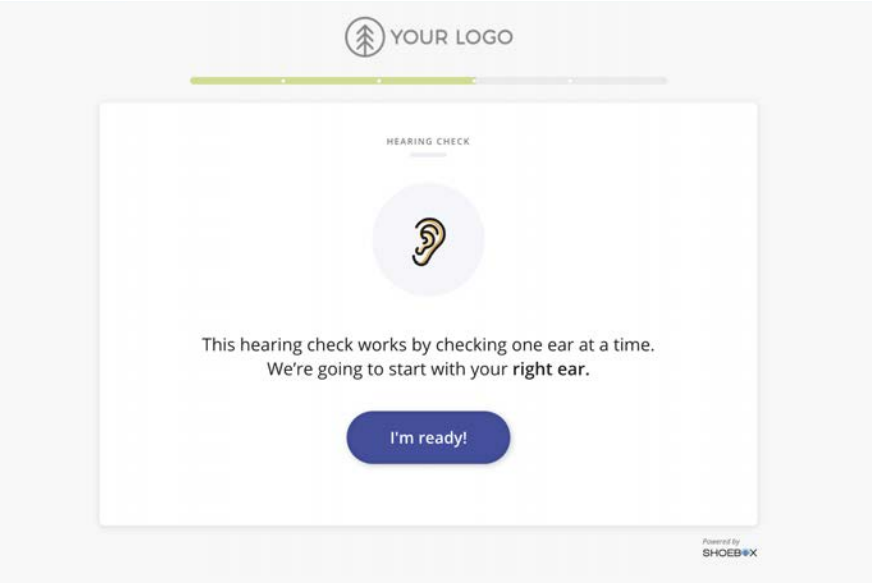
The participant is then prompted to put on their headphones and is provided an audio sample to play to ensure that everything is working correctly. After the check has been completed, they may then click on the “Start hearing check!” button to proceed to the hearing test.

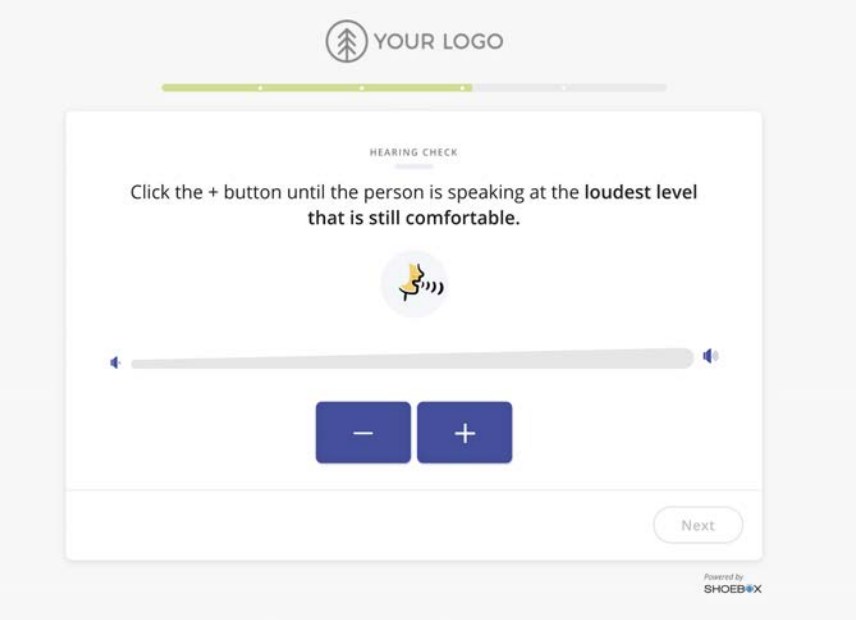




#8 Hearing Screening

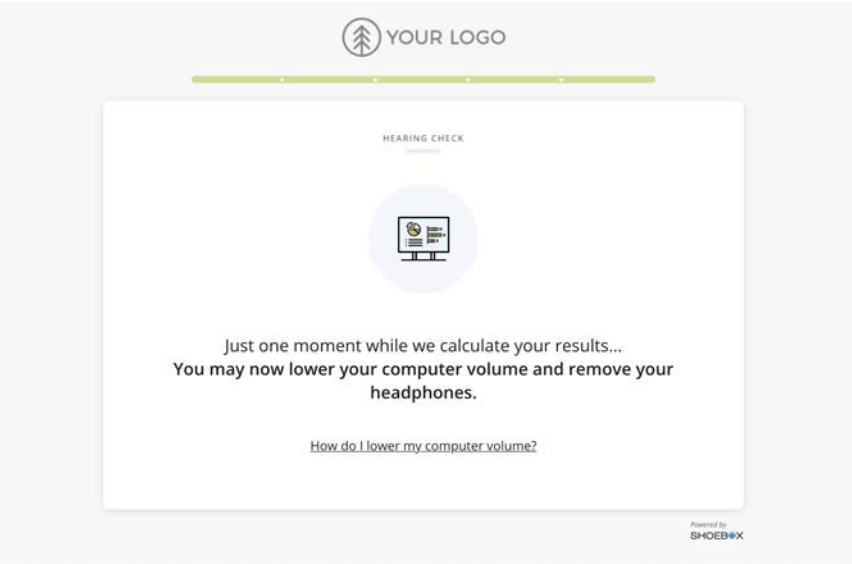
The participant's hearing is then screened through a series of frequencies, beginning with the right ear and ending with the left. The on-screen instructions tell the participants to use the buttons labelled with "+" and "-" symbols until the volume of the tone presented matches what is expected from the instructions. Some frequencies presented will ask the participant to set the volume at the loudest level that is still comfortable, others will ask the participant to set the volume at the quietest level that is still audible.





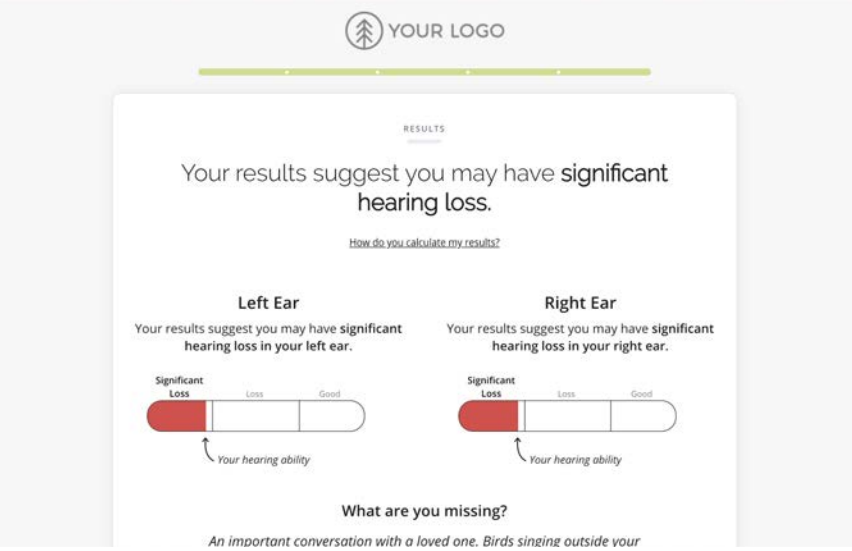
#9 Calculating Results Screen

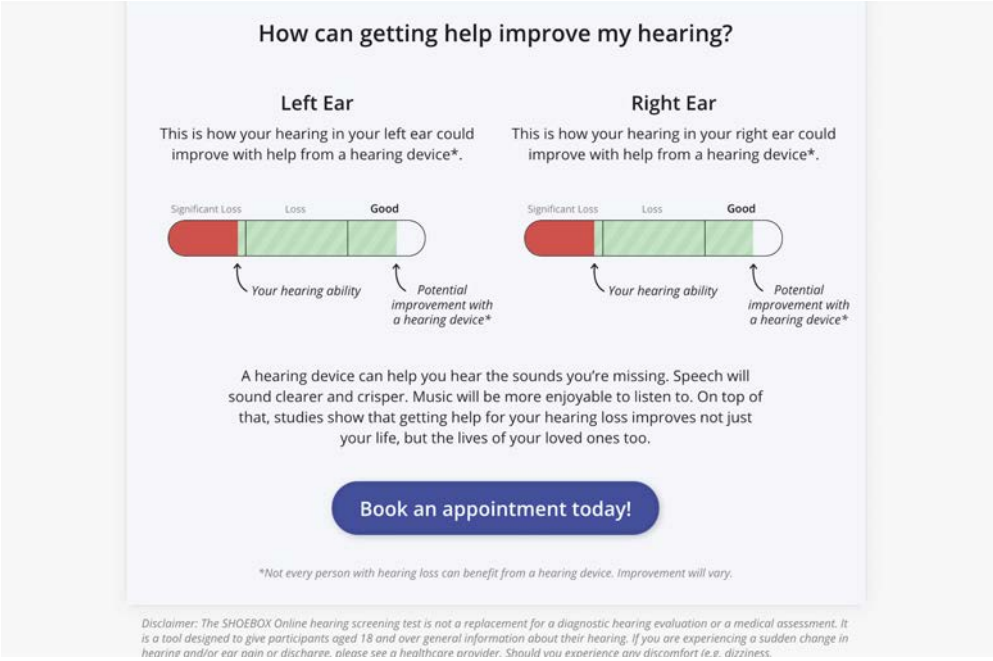
This screen will display to the participant once they have completed every frequency and their results are being calculated.



#10 Results Screen

The final screen of the test. This is where the participant views their results and receives positive feedback on how to take the next steps on their journey to healthy hearing. Additionally, if you have a **call-to-action button enabled**, the participant can click it to link themselves to your booking or contact page.

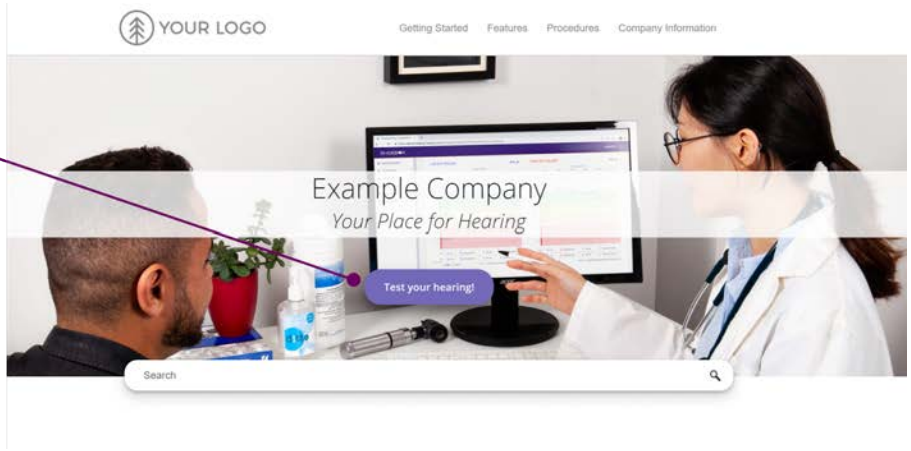




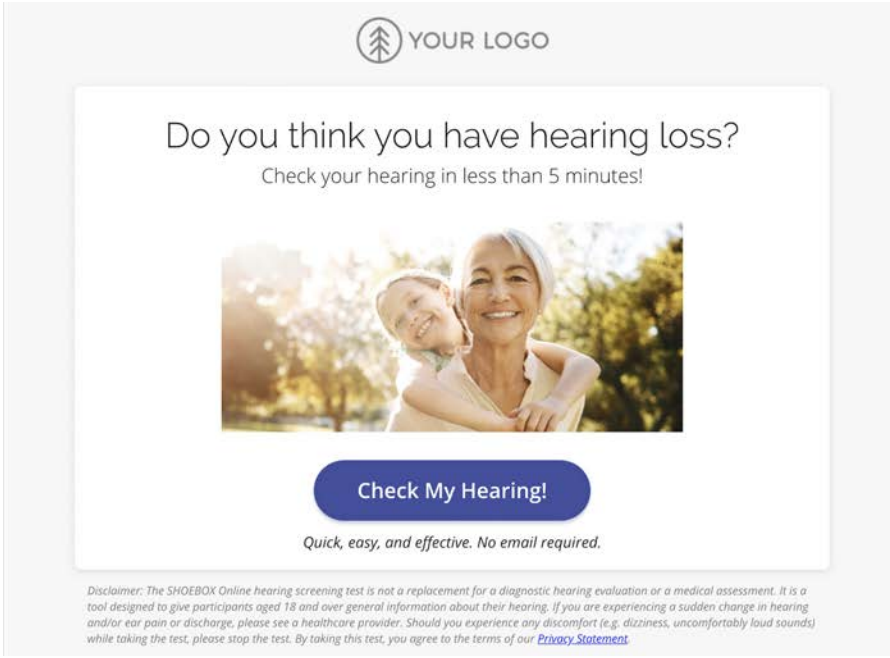
Adding SHOEBOX Online to Your Website

SHOEBOX Online can be easily added to your company's website. This could be the primary responsibility of your company's webmaster; by providing them the link to your online test, they will be able to embed the link into a button or heading on your website.

Allow your customers to easily access your online test using a button on your home page.



Clicking the button with the embedded link to your online test will open the test in a new tab or window.



Basic Overview

For users that manage their own web services and may not have access to a professional webmaster to perform this action, this section will highlight the procedure for adding your online test to your homepage. This workflow will apply to most site-builders such as WordPress or Squarespace.

Step 1: Build a button

The first thing you will need to do is build a button using your site's Cascading Style Sheet (CSS). You can configure your button to appear however you want, the example listed below is the one used in our "Example Company" demo image.

```
font-size: 13px;
   text-decoration: none;
   padding: 12px 25px;
   background: #7469b9;
   border-radius: 60px;
   border-bottom: none;
   color: white;
   display: inline-block;
   transition: .3s background ease-out;
   box-shadow: 0 3px 5px 0 rgba(0,0,0,0.26);
```

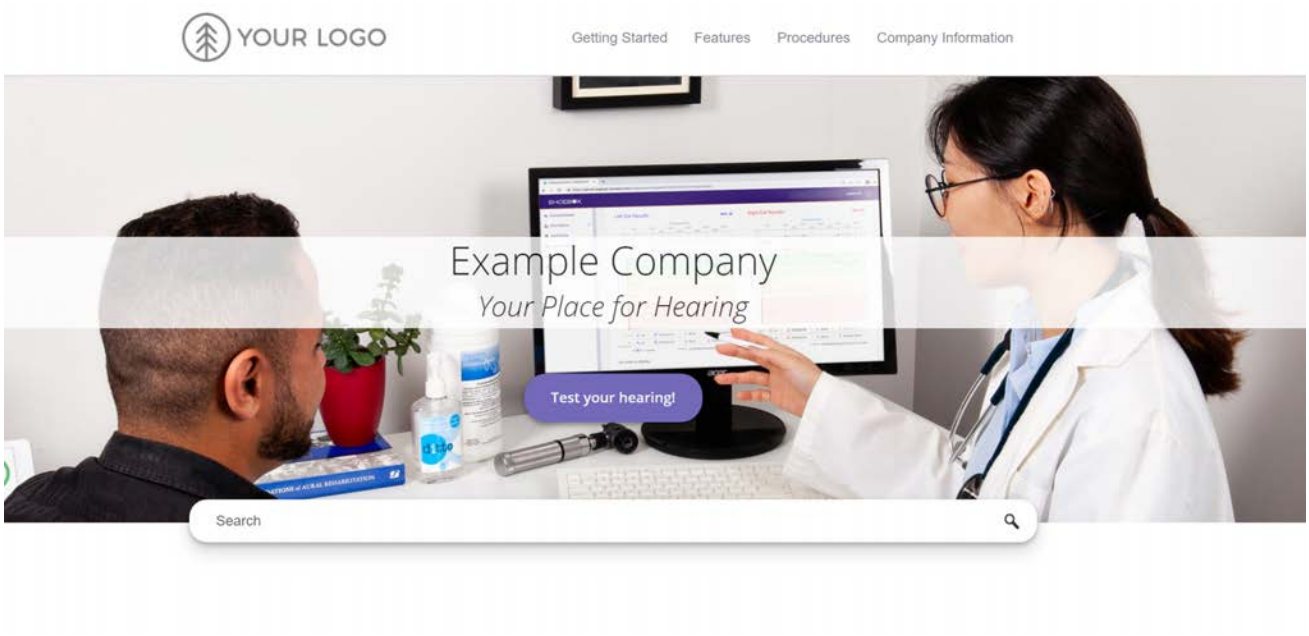
Step 2: Place button, add button text and link to button

Once your button has been built, you'll then need to add the button to your homepage in whichever location you think is the most suitable. In the example below, the button is coded to be placed in the center of the homepage's hero image, with the text "Test Your Hearing!" to appear in the button. Finally, ensure the link to your test is embedded in the button by including the URL to your test along with the href= attribute within your <a> tag.



Step 3: Preview and Confirm

Once you have built your button and included it within your HTML, you should then preview the output to ensure that it looks the way you want it to. Below is an example of our "Example Company" demo homepage with the aforementioned CSS and HTML applied.



SHOEBOX Online Use Cases

SHOEBOX Online can be used in a variety of ways. It is imperative to decide on a use case for your organization to get optimal results from using SHOEBOX Online as a hearing screening test or lead generation tool.

Direct Website Embedding: Gathering Test Results from Web Traffic

This use case involves embedding a link to your SHOEBOX Online test onto your homepage, and will allow you to generate referrals from your standard web traffic. Additionally, if the call-to-action button is enabled on the results page of your test, you can use this to link a user to your online booking page after the test has been completed, minimizing the need to follow up with potential customers manually.

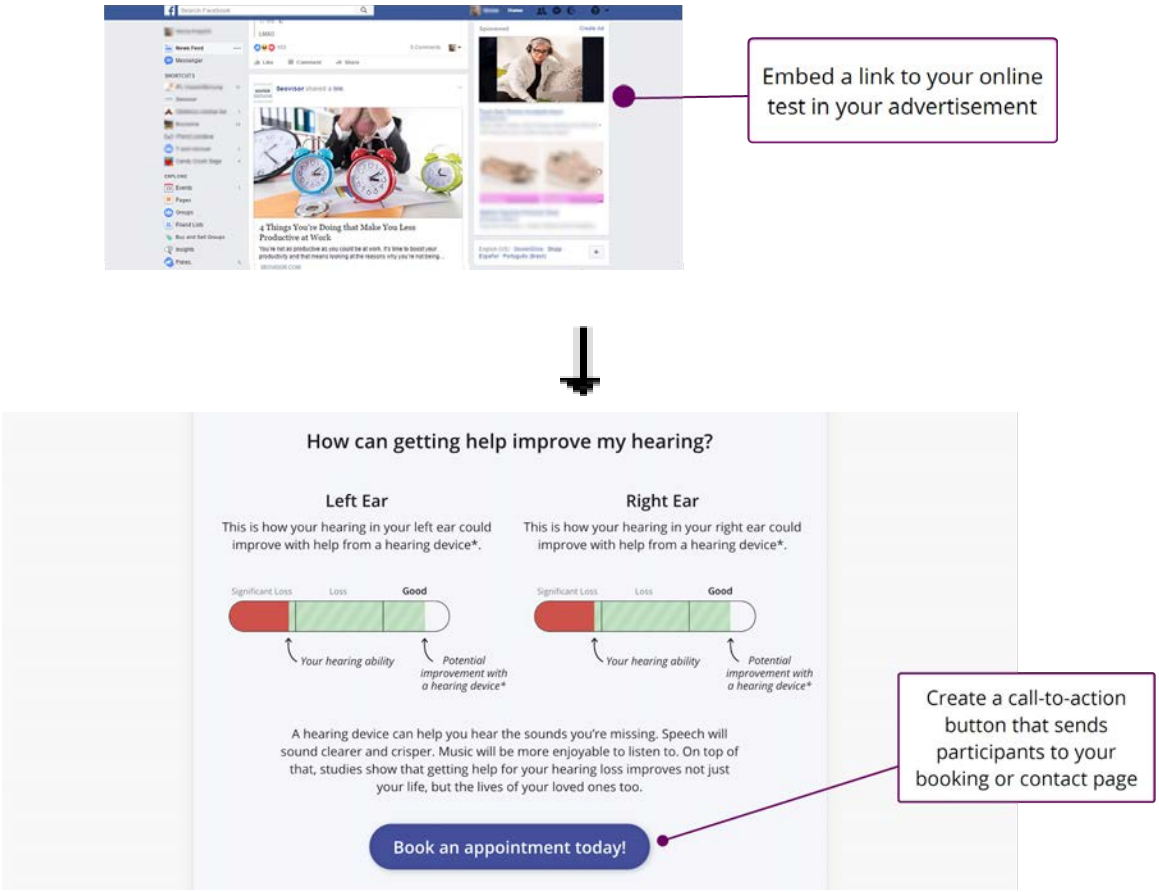
Note: including a source ID in your embedded URL will provide you insight on how many users accessed your online test from your website. See What is a Source ID? for more information.



Ad Campaigns

This use case functions similarly to website embedding. When running ad campaigns on other sites, social media platforms, etc. you can include a link to your online test in the ad. Including a call-to-action button on the results page of your test that links to your online booking page can allow you to generate bookings directly from your ad campaign. If a participant decides not to pursue a booking, their test results are still logged in your SHOEBOX web portal, allowing for a follow-up at a later date. This use case augments the strength of ad campaigns significantly, as it enables you to generate referrals and/or bookings while simultaneously advertising your services.

Note: including a source ID in your ad URLs will provide you insight on how many users accessed your online test from the platforms you are advertising on. See What is a Source ID? for more information.



Directly Sent URLs

If you have a list of potential clients that you would like to send your online test to via email, then this use case may be optimal for you. By adding a link to your online test with a unique reference ID (see Using Reference & Source IDs), you can track which customers have completed the test and what their results were, allowing you to qualify them as referrals and follow-up for a booking.

Automated Email Campaigns

This use case is meant primarily for users with large patient lists or lists of potential referrals that they wish to probe with an automated email campaign, using software designed for this purpose.

There are two main flows associated with creating automated email campaigns: probing for testing and probing for booking.

When probing for testing, the goal is to generate a series of reference IDs and assign one to each participant you wish to probe for testing. This can be facilitated by adding a custom field to your patient's data in your email campaign management system so that you can associate the reference ID in each URL with the patient you assigned the reference ID to.

Your software should then be capable of automating a scripted email with customized URLs for each participant that contains the participant's unique reference ID.

Once your email campaign has ended, you can then log in to your SHOEBOX web portal and export a CSV of all test results acquired during the email campaign. You can then match the names, emails, and IDs from the tests after you export your CSV results and follow up with any potential clients who have a loss or significant loss but have not set up a booking.

Using Reference & Source IDs

How to Read a SHOEBOX Online URL



Before diving into reference and source IDs, it's important to know how to read and understand a SHOEBOX Online URL.

1. **Base URL** = The basic domain for all SHOEBOX Online tests
2. **Custom Company URL** = The URL extension set by you in your SHOEBOX web portal that makes your test URL unique
3. **Source ID** = The source ID, indicated by "refSource", indicates the source from which the participant accessed the test. For example, refSource=homepage would indicate that the participant clicked on a link to your test from your company's homepage
4. **Reference ID** = Unique identification number added to the end of test URLs in order to track and record an individual participant's test results

What is a Reference ID?

Reference IDs are unique identification numbers added to the end of test URLs in order to track and record an individual participant's test results. These are used when sending a test URL directly to a specific participant.

Applying Reference IDs

Reference IDs are applied by adding /?refid= along with an ID number to the end of your test URL.

In other words, to give your participant a reference ID number of "123" you would add /?refid=123 to the end of your test URL.

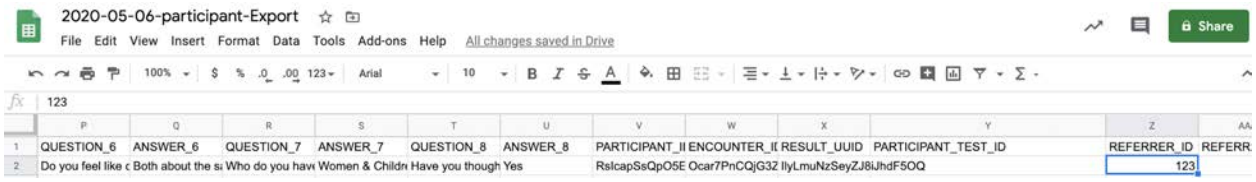
Example

Base URL: https://shoeboxonline.com/yourcompany

URL with Reference ID applied: https://shoeboxonline.com/yourcompany/?refid=123

When exporting your participants' results into a spreadsheet, you will be able to search and review results for specific reference IDs that you have given out.

Using the previous example of refid=123, searching for this within the spreadsheet will isolate the results of the participant that you gave this reference ID to.



Note: when creating reference IDs, it is good practice to test the link yourself to make sure the reference number matches the link you have sent to the participant.

What is a Source ID?

Source IDs are used to track tests taken by participants who accessed the test via a specific source, I.E. your company's homepage, one of your company's email or social media marketing campaigns, or advertisements on social media platforms.

Applying Source IDs

Source IDs function similarly to reference IDs. They are added to your test's base URL to indicate which marketing platform your participants used to access the link.

Examples

If posting an advertisement with a link to your online test on Facebook, you would add **/?refSource=facebook** to your base URL before embedding the link in your Facebook advertisement.

e.g. https://shoeboxonline.com/yourcompany/?refSource=facebook

When exporting your participants' results into a spreadsheet, you will be able to search and review results for refSource=facebook to view all the participants that accessed your online test via Facebook.

If posting a link to your test as a part of an email campaign, you would add a unique source ID to easily identify which email campaign the test results apply to. For example, if you were running an email campaign throughout the month of March 2020, you would add /?refSource=march2020 to identify all the participants who accessed the test as part of this email campaign.

e.g. https://shoeboxonline.com/yourcompany/?refSource=march2020

You can also combine source IDs with reference IDs to track the results of specific participants that we're contacted as part of email campaigns or any other organized testing campaign.

e.g. https://shoeboxonline.com/yourcompany/?refSource=march2020&refid=123

Using Participant Data

Accessing and Reading Results

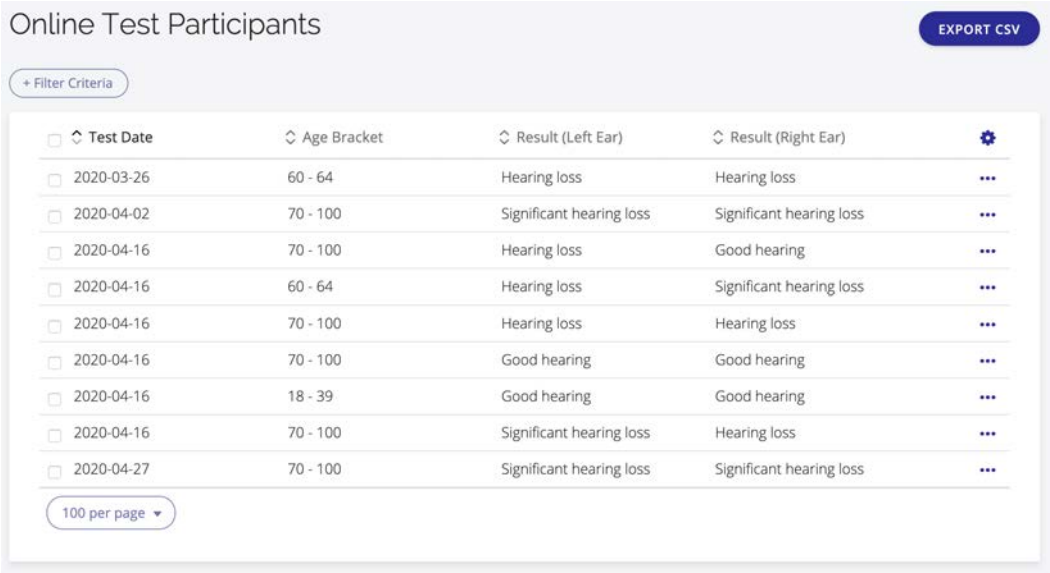
Results from your online test participants will populate onto the Online Test Participants page.

To access the Online Test Participants page:

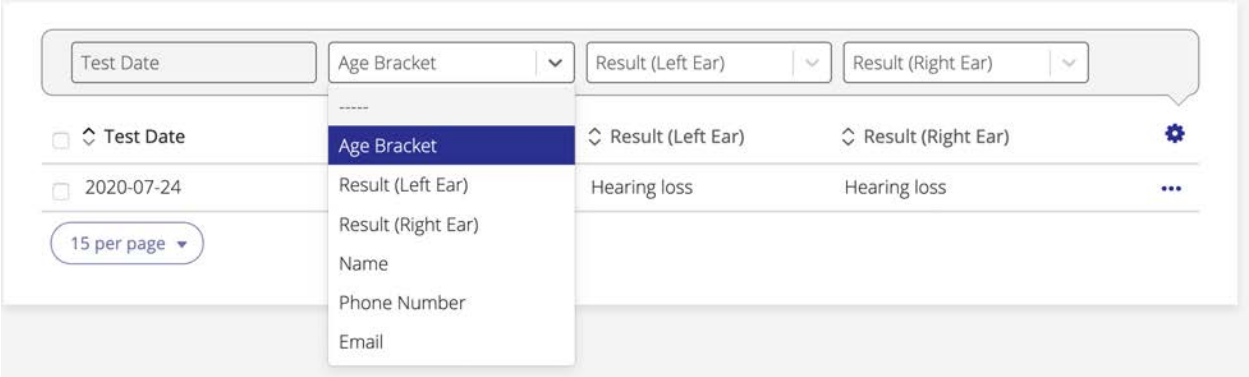
1. Hover over the "**Participants**" tab in the sidebar
2. Click on "**Online Test**"



The Online Test Participants page will display collected data from all participants who have taken your online test.



Clicking on the **gear icon** will allow you to change the category of each column to make the participant list display the data that is most relevant to you.

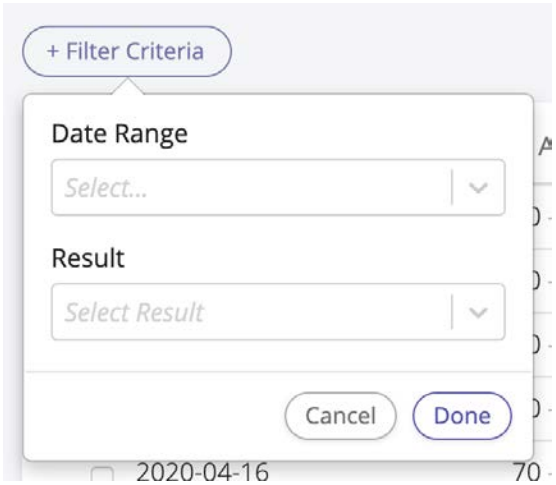


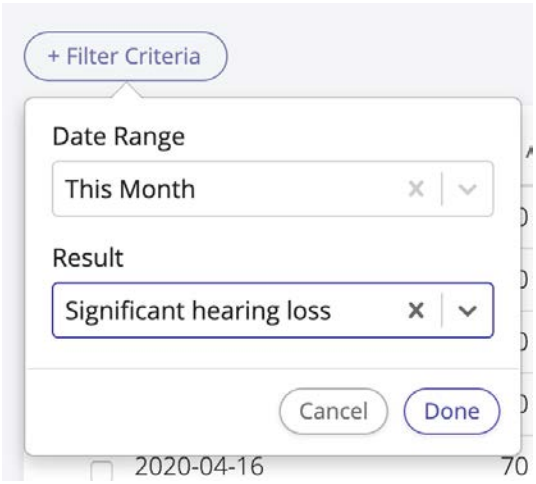
Applying Filters

The Online Test Participants page allows you to apply filters to your participants list in order to isolate your test participants based on their test results.

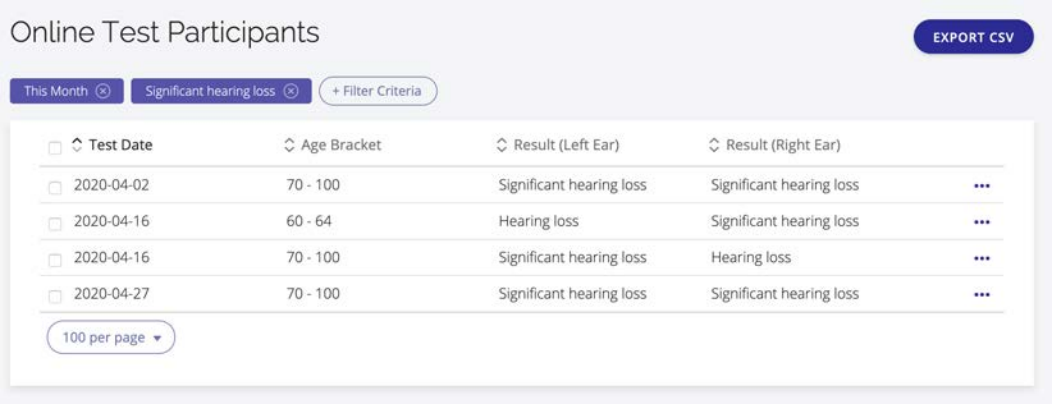
1. Click on the "**Filter Criteria**" button

2. Select a **date range** and a **result type** you would like to filter





3. Your participants list will then update with the filter applied



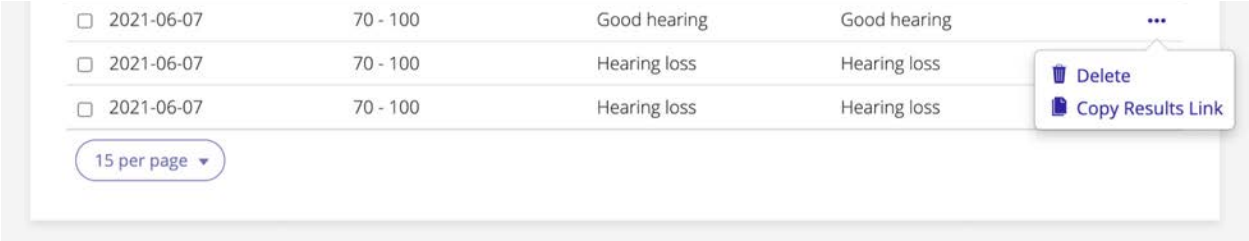
Viewing Participant Result Pages

The Online Test Participants page allows the admin user to view participant results. This allows you to do the following:

- View the results page that participants saw at the end of the test
- Email the results to participants if needed
- Follow up and discuss how your services could improve your participants' hearing
- Keep track of your participants' results using online or paper-based documentation

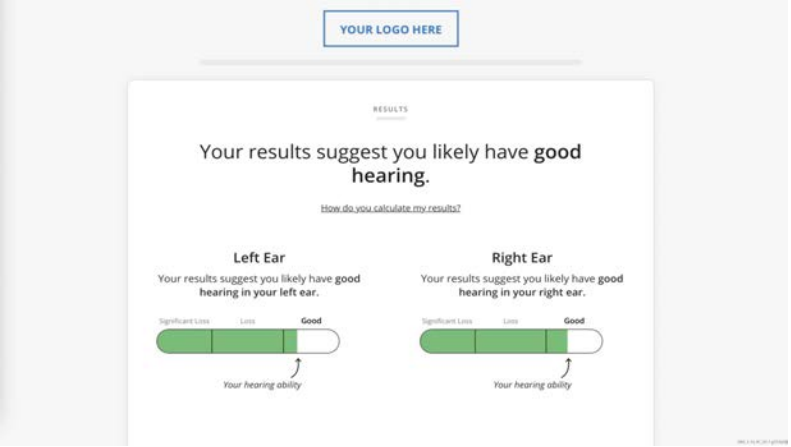
To view a participant's result page:

1. On the Online Test Participants page, click on the **three horizontal dots** icon
2. From the drop-down menu, select "**Copy Results Link**"
   Note: a message pops up to inform you that the link has been copied to your clipboard.



3. Open **a new tab** in your browser

4. Paste the results link in **the address bar** at the top of your browser window and hit Enter/Return. The participant's results screen will then display in your new browser tab.

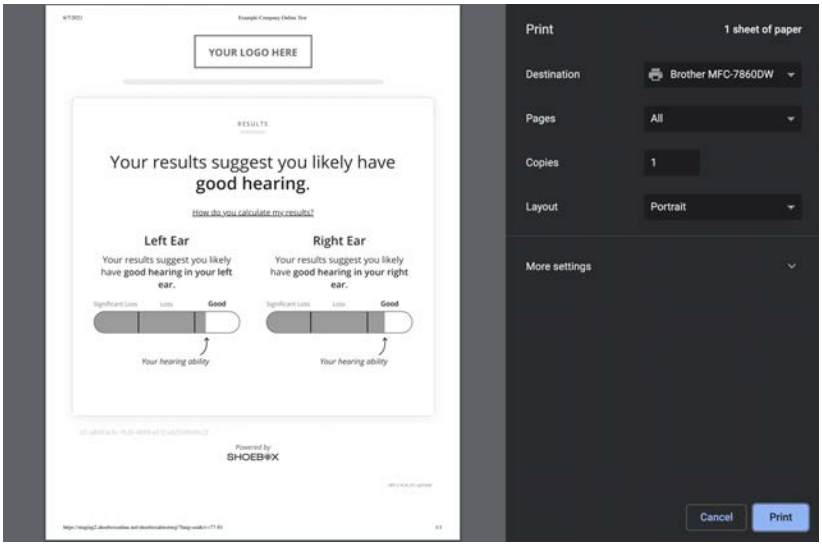


To print the results:

1. Right-click on the results and select "**Print**" (Or "Print Page," depending on the browser you are using)
   Tip: You can also press Control+P on Windows or Command+P on a Mac to bring up the Print window.

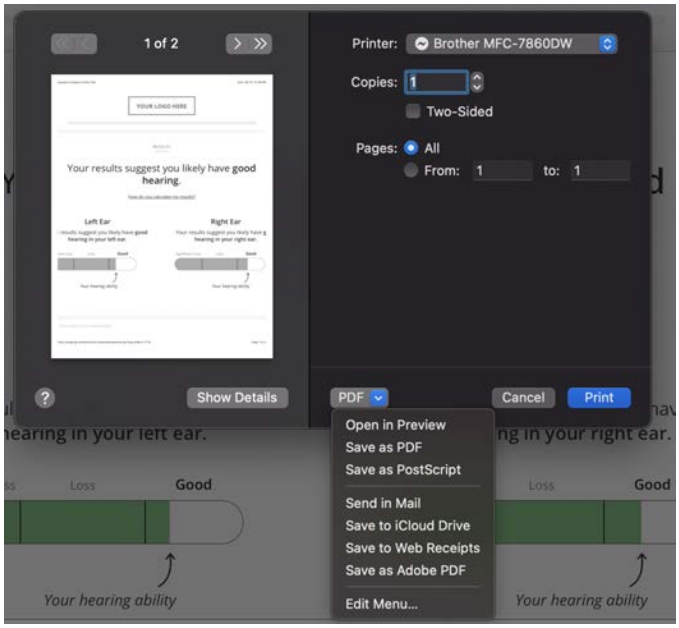
2. Use the window that appears in your browser to select your printer and configure any additional settings

3. Click on the "**Print**" button in the Print window



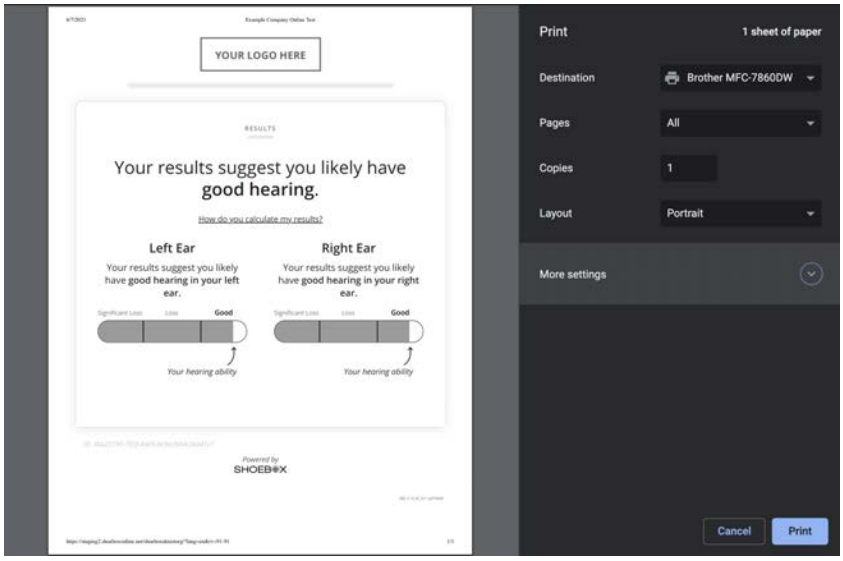
To save the results as a PDF:

You can save a copy of the participant's results as a PDF using the same Print window that you used to print the results. The steps differ slightly based on which browser you are using. Most browsers will have a PDF drop-down menu that you can click on, then select **Save as PDF** to save a copy of the results if you prefer to keep customer records digital only.

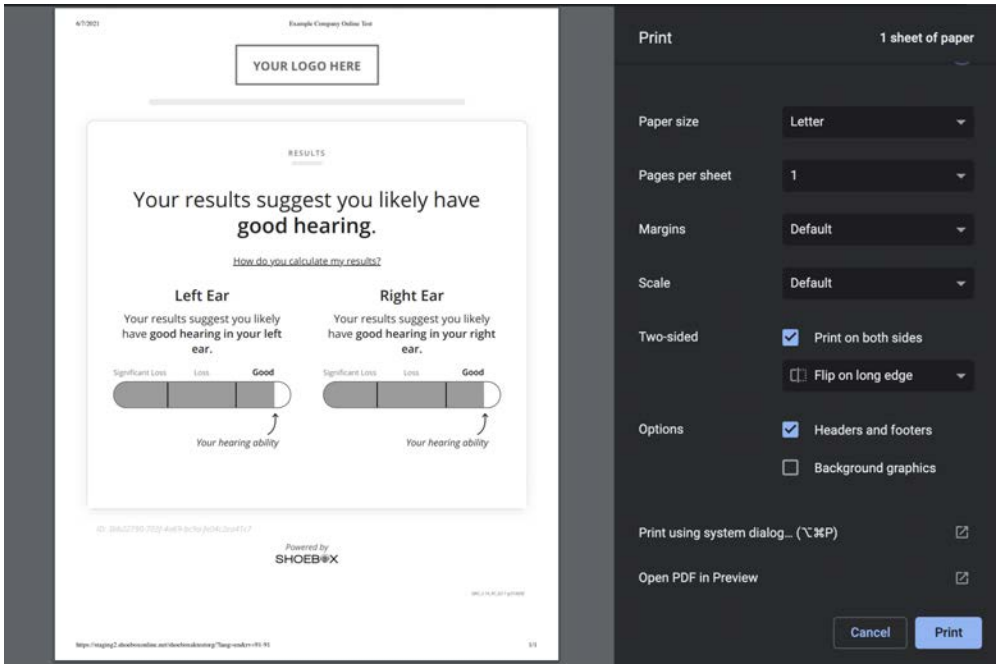


If using Chrome, there are a couple extra steps you will need to follow.

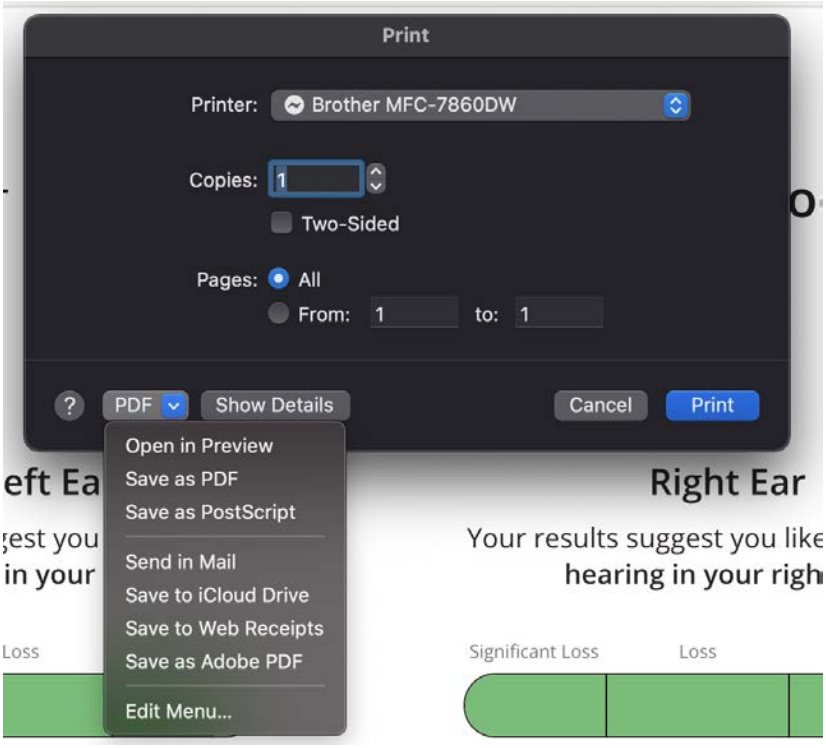
First, after opening the Print window, you will need to click on **More Settings** on the right hand side of the window.



Next, you will need to scroll down the list that pops up and click on **Print using system dialog.**



This new window will allow you to save the results page as a PDF by clicking on the PDF drop down and clicking on **Save as PDF.**



Exporting Results

Clicking on the "**Export CSV**" button will allow you to export a CSV file containing additional detailed results for all participants that have taken your test. This will also include data specific to individual tests, such as questionnaire responses, test results and reference IDs. This data is crucial when contacting customers for follow-ups on both an individual participant level and through broader email campaigns.

DISCLAIMER

SHOEBOX Online is not a diagnostic hearing test. Therefore, the values presented in the CSV are not threshold values; rather, the values are estimates of hearing levels based on the lowest sound a participant could hear using the headphones and devices they own.

CSV Details

In addition to placing participants into broad categories of normal or hearing loss. SHOEBOX offers a more in-depth result view which includes the lowest sound a participant could hear at 1k, 2k, 4k, and 6kHz, The lowest speech sound they reported to still understand and the most-comfortable level for speech. The values presented here are not threshold values; rather, the values are estimates of hearing levels based on the lowest sound a participant could hear using the headphones and devices they own.

Note: the values "888" and "999" on the CSV export indicate the following:
888 = the participant reached max volume and stated that they could not hear anything on 1k, 2k, 4k, and 6kHz tone values and on the speech passage
999 = the participant reached max volume when setting their MCL (Most Comfortable Level)

