Permobil Connect

Situation

Permobil Connect is available on M3/M5 and F3/F5 series chairs shipped after December 2017.

When a chair is 'activated' it provides NSM with one central location to access technical documentation and monitor the status of our customer's Permobil Connect chairs. Accessing vital chair data remotely enables us to resolve some issues without ever needing to dispatch a Technician or ATP. When a Technician is required to be dispatched, the information obtained remotely will better prepare us for a more effective service visit.

Activating Permobil Connect on as many chairs as possible is critical to maintaining the high quality of service our customers have come to know and expect from NSM. Using Technology allows us to continue providing efficient care for our clients while Serving Safely.

Learn more about Permobil Connect here: https://permobilus.com/product/connect/

Instructions

At NSM, our Branch Teams need to engage their clients during all phases of the client lifecycle (initial delivery, PM Calls, Repair/Service, etc.) to ensure we have as many chairs activated as possible.

By utilizing the Activation Script and Objection Handling guide below, we will activate more of these chairs and be better equipped to offer our clients an unparalleled service experience.

Activation Script

Hello, this is _____ from National Seating and Mobility. I am calling to ensure we have your most current contact information in our system so we can better service your power wheelchair.

Your Permobil power chair already includes state of the art technology that allows remote diagnostics, meaning that when you encounter a problem with your chair, we can help create a solution right over the phone. This will allow us to evaluate your repair needs faster and sometimes eliminate an in-person evaluation all-together! An NSM Technician can view error codes and other data that shows us why your chair is not functioning the way you want it to. We can then get you your parts quickly and efficiently. In addition, the My Permobil app is a way for you to interact with your chair that will provide you with valuable information such as battery range estimates, mileage summaries and seat activity tracking.

If you could provide/verify your email address, I can assist you in activating this feature in your chair now. It shouldn't take more than 5 minutes of your time.

> *If now:* Is the number I called your preferred mobile phone? What is your preferred email address?
>
> *If later:* How would next *date* at *XX:XX am* sound? (make sure to provide an alternative time and schedule the follow-up with a calendar appointment)

If they choose not to activate: OK, I understand you are not looking to have this feature activated at this time. If you change your mind, please let us know so that we always have the most thorough option available to keep you moving!

Note: ATPs should be notified when their clients have opted out of activation so further follow-up can be conducted later or when another opportunity arises.

Enter steps to activate chair using Web Portal and sending an email to the client.

Activation Options

1. My Permobil app via Bluetooth
    a. See Appendix A for quick start guide

2. Web Portal - https://connect.permobil.com/activate/account
    a. See Appendix B for detailed instructions
    b. Note: *User will need access to the Permobil Fleet Management portal in order to use this method.* See Appendix C for instructions to request access.

Objection Handling

Objection	**Response**
"I don't want my exact location to be tracked"	You will have this as an option to opt-in or opt-out during the activation process. *Their decision can be changed at any time by making changes within the setting in the app of the web portal* https://connect.permobil.com
"I don't have a smartphone"	The smartphone app is for clients who wish to have real time information about their chair at their fingertips. All we need to get started is a valid email address to send an activation code to. Client should navigate to the website below to activate their chair online as opposed to the app. https://connect.permobil.com/activate/account
"I don't have enough monthly bandwidth on my home wifi or cell phone data"	Permobil Connect accesses the internet independently without using your data.
"I don't have an email address"	*An email address is necessary, is there a family member's email address we could send it to?* *Would you like to set-up a free email account (e.g. Gmail) and we can schedule a time to follow-up and activate your chair?* *We can text or email with the information to the client's caregiver.* *https://connect.permobil.com/activate/account link to the client (Assuming they have a smartphone)*

APPENDIX A: Connecting a chair via Bluetooth/My Permobil App

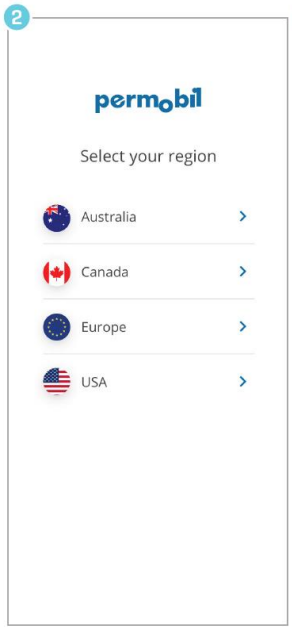
MyPermobil—Activation Process

permobil

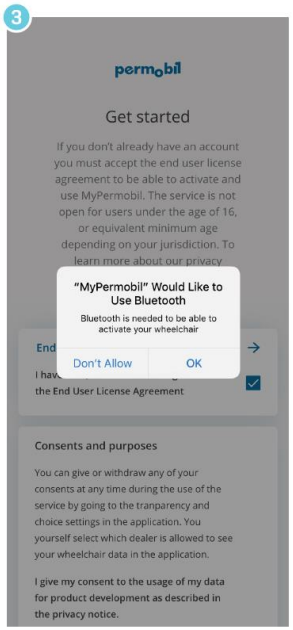
NOTE: *WiFi and email access is required for set-up*

Getting started

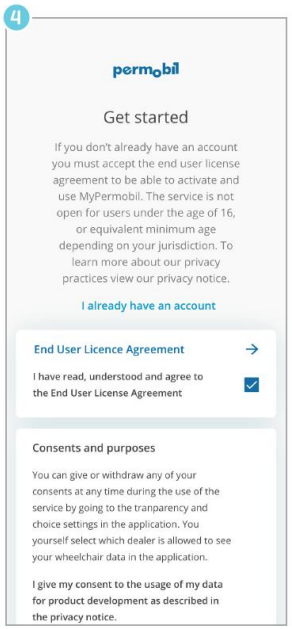
Download *MyPermobil* on your Android or Apple phone



Choose your region



Accept to allow Bluetooth™



Read/accept MyPermobil policy

MyPermobil

ANDROID APP ON Google Play

Available on the App Store

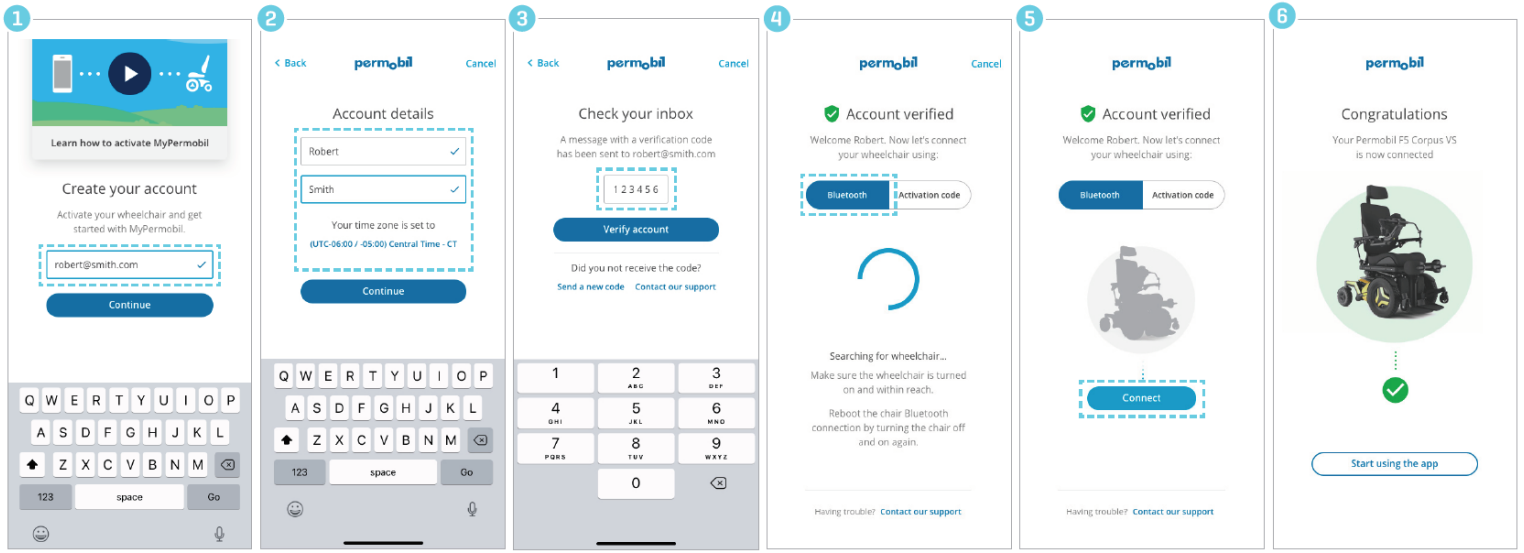
permobil.com

MyPermobil—Activation Process

NOTE: *WiFi and email access is required for set-up*

Create account

Activate



Enter e-mail address

Enter your name and set time zone

Find code in email, enter it and hit "Verify account"

Select Bluetooth and turn on your wheelchair

If your wheelchair is already on, turn it off and on again in order to reboot Bluetooth connection

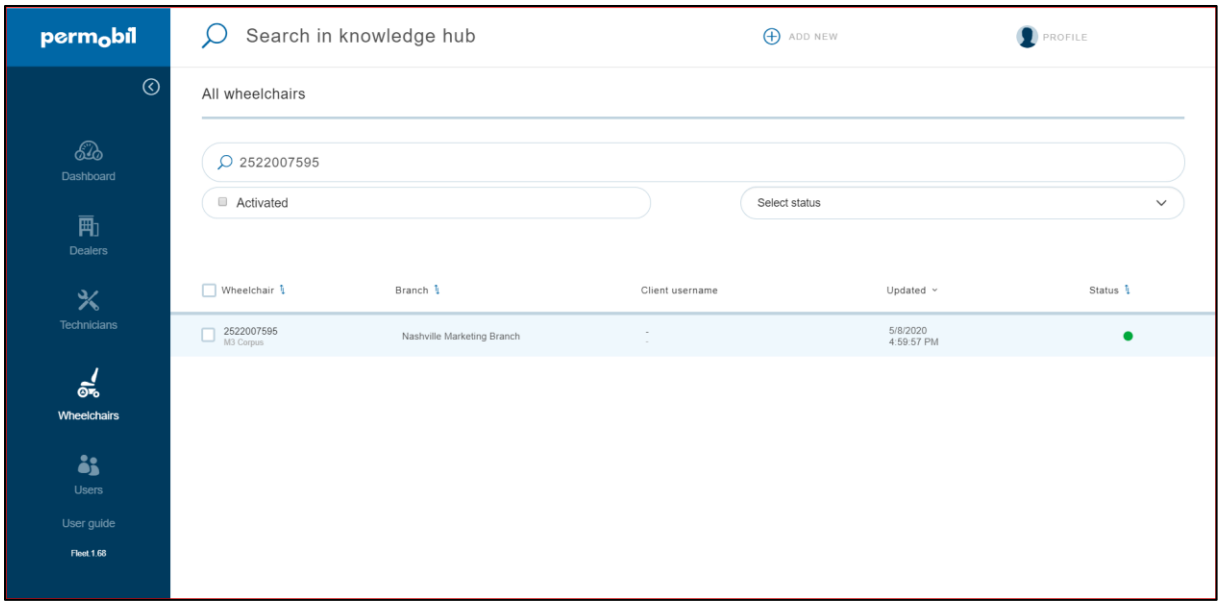
Click on the Connect button

You are connected!

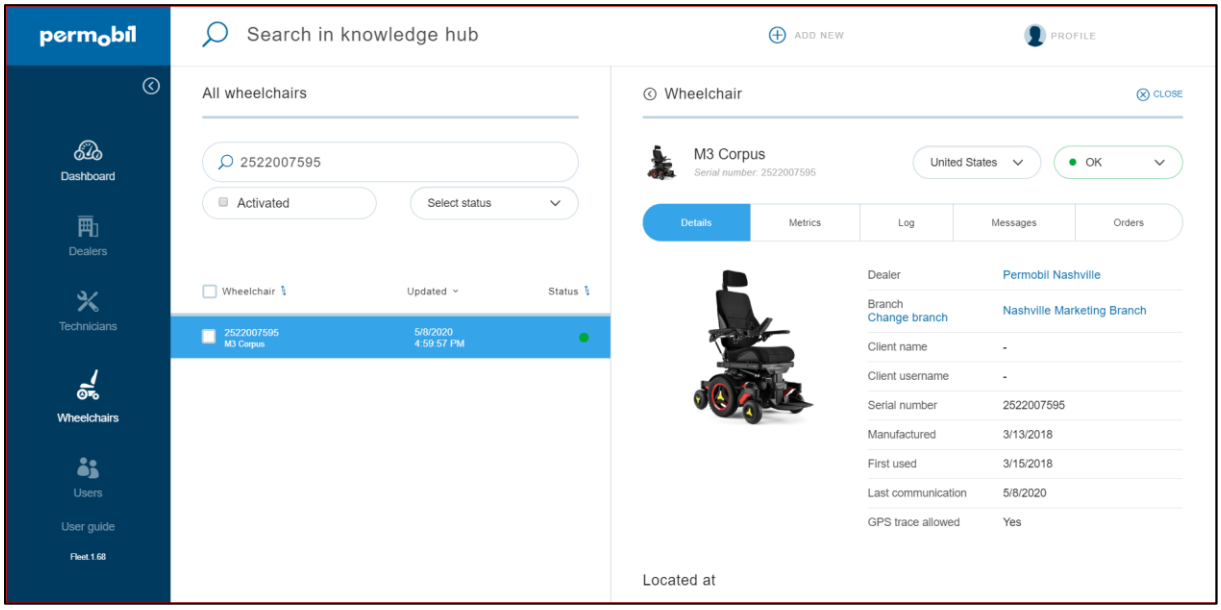
APPENDIX B: Connecting a chair via the Web-form

Note: User will need access to the Permobil Fleet Management portal in order to use this method. Submit an NSM IT ticket to request access.

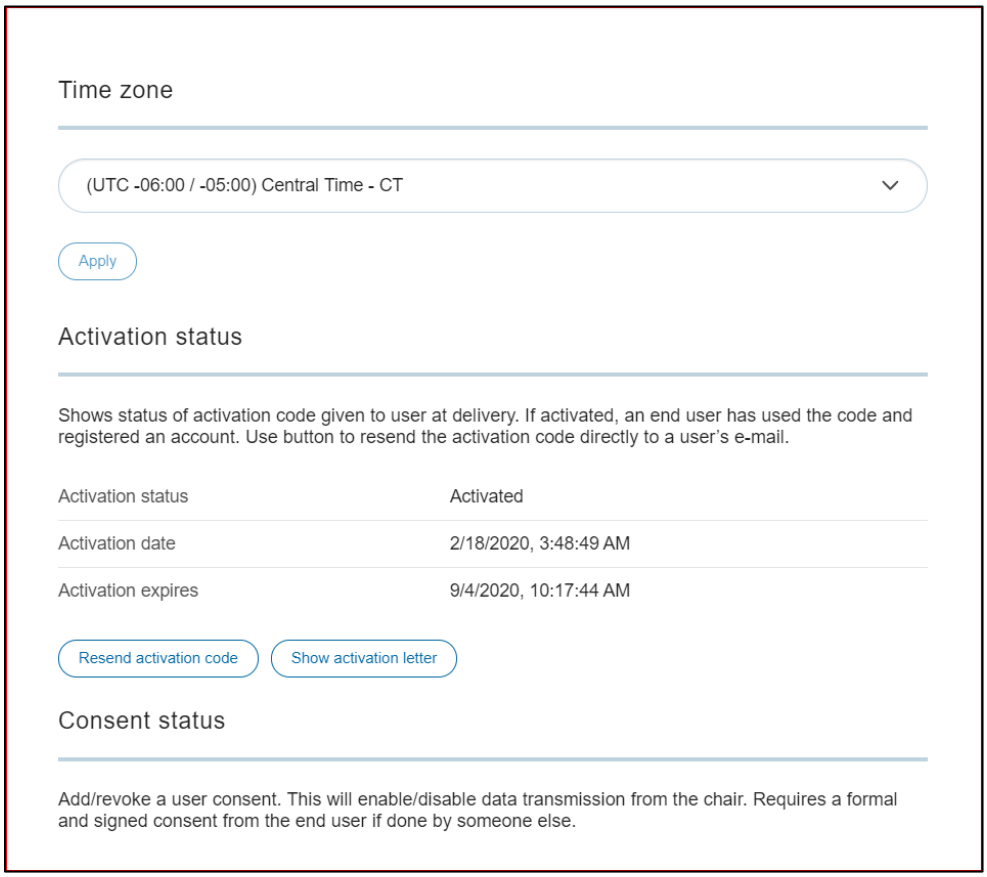
1. Within the Wheelchairs tab, you will input the serial number



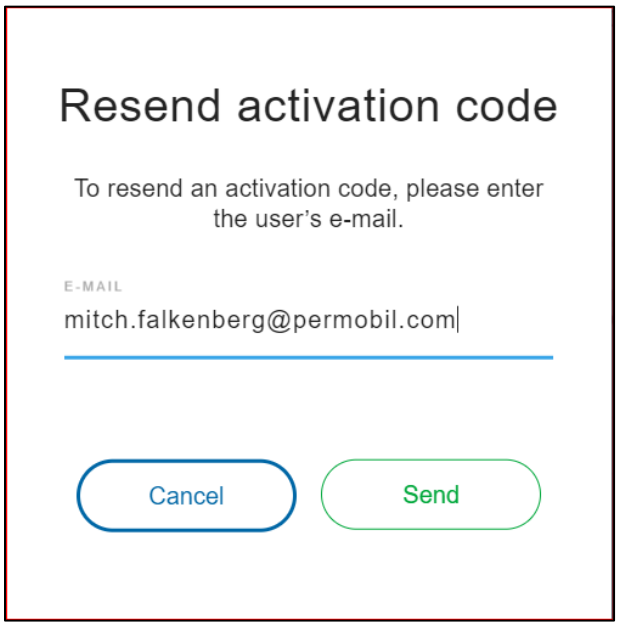
2. Click on the serial number. Clicking on the serial number will direct you to the 'Details' page of the chair.



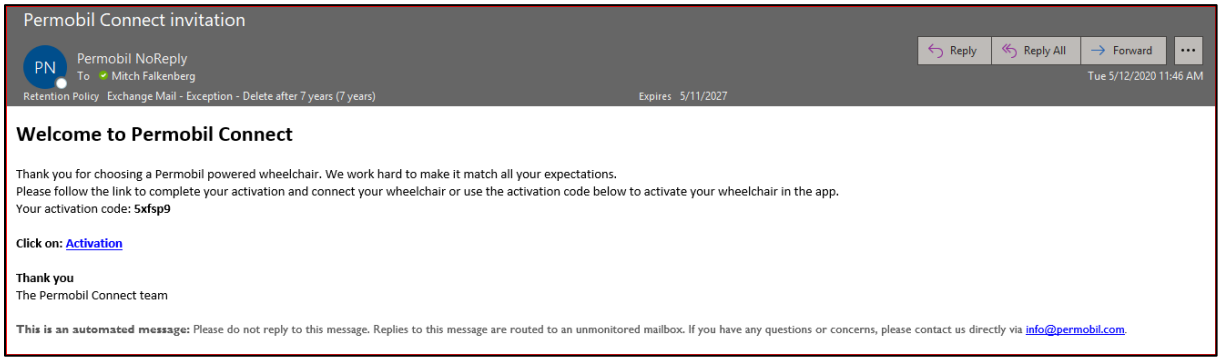
3. Scroll down on the right side of the page until you see ‘Resend activation code’



4. Click on ‘Resend activation code,’ input your email address, and click ‘send.’

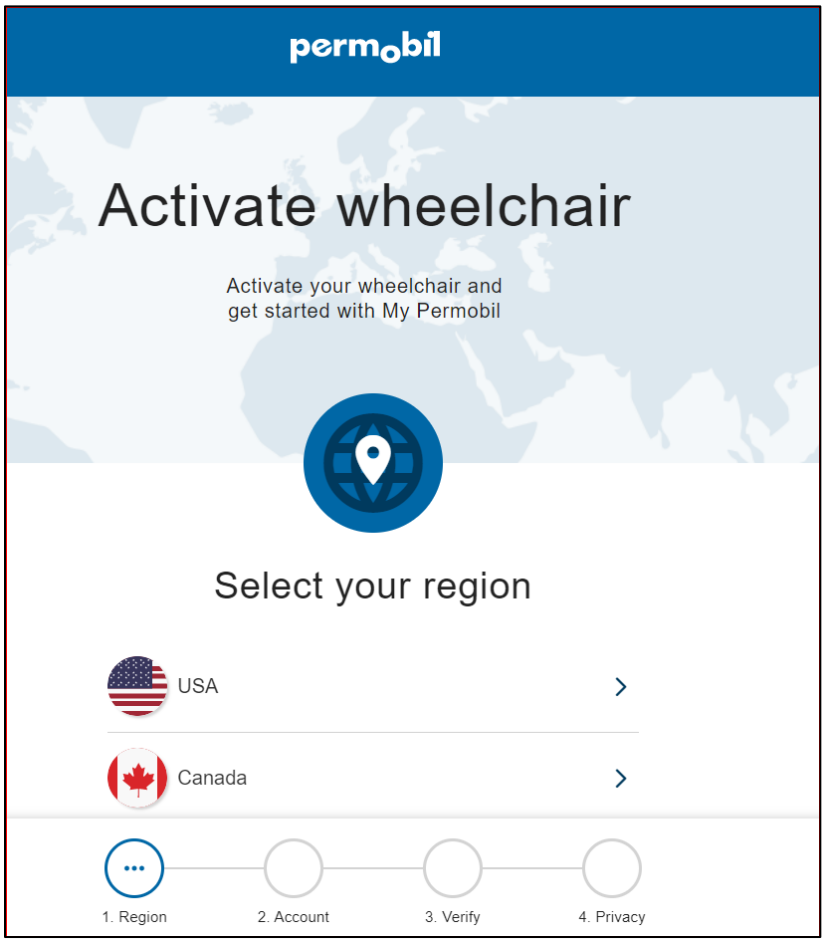


5. Open the email in your inbox. Within the email you will have the activation code and a link to take you to the ‘Activation’ page. Click on the ‘Activation’ link



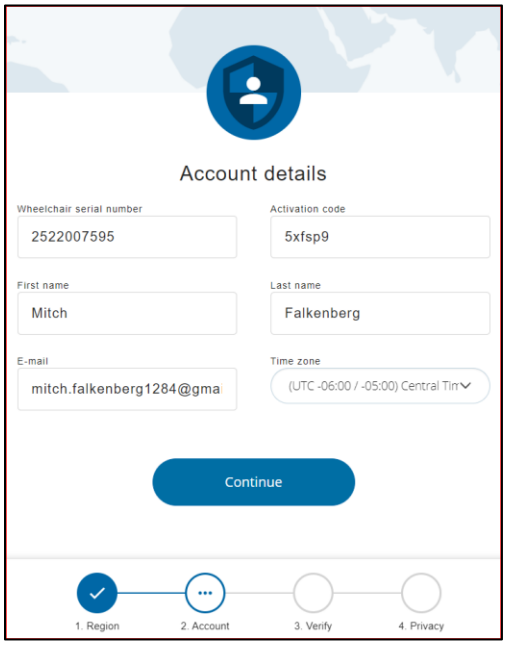
6. Select your region (USA.)

The activation code and serial number will populate in the URL



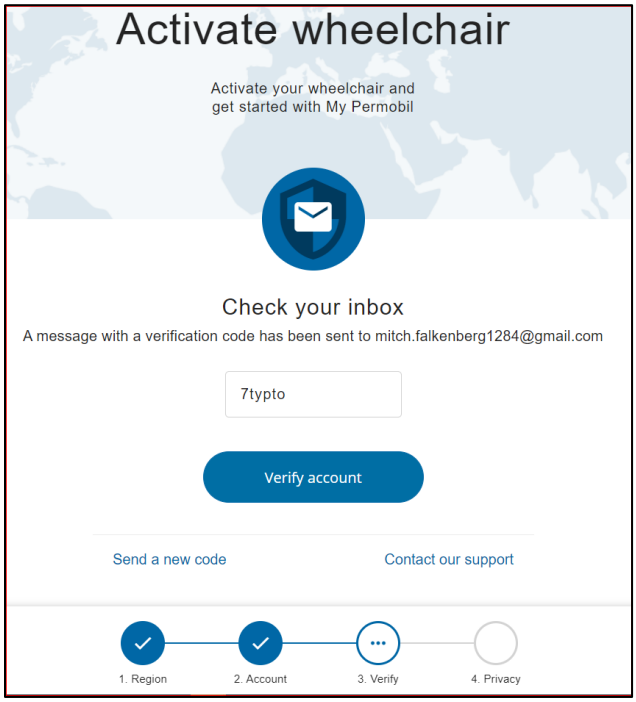
7. Fill out the account details and click ‘Continue.’

The serial number and activation code will automatically populate in the account details

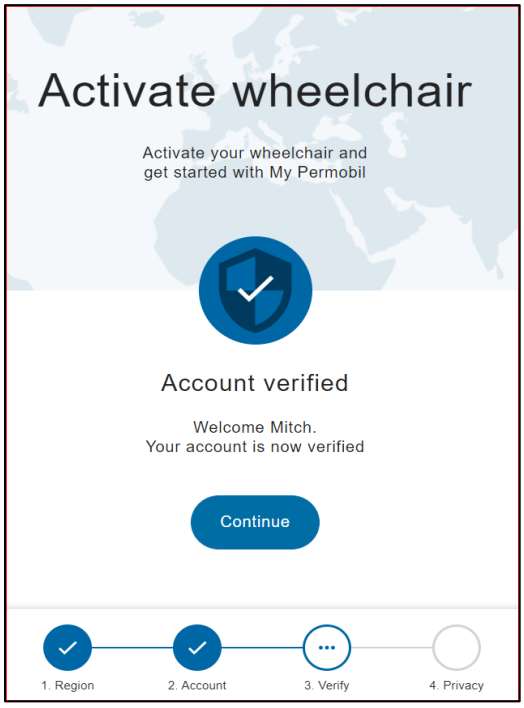


8. The end-user will have to provide you with the verification code that was sent to their email address. Enter the code provided by the end-user and click ‘Verify account.’

The verification code is valid for 15 minutes and is case sensitive

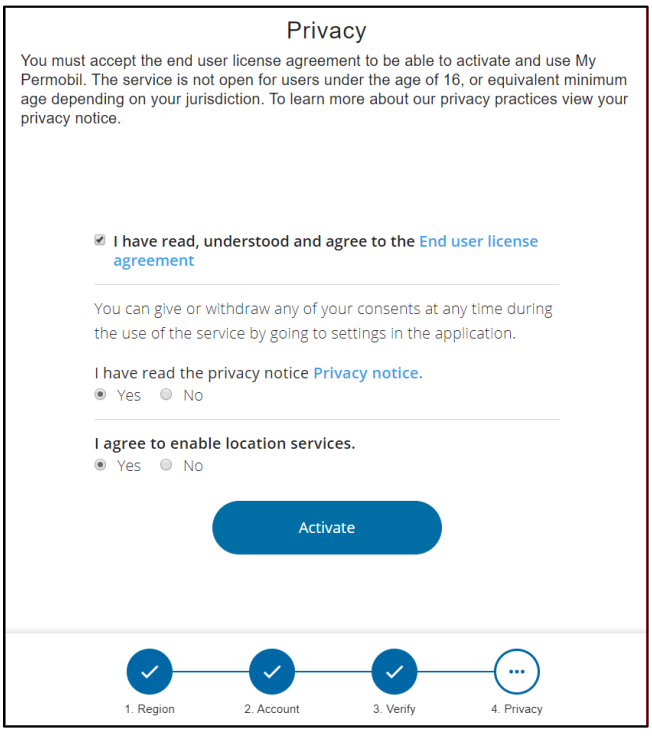


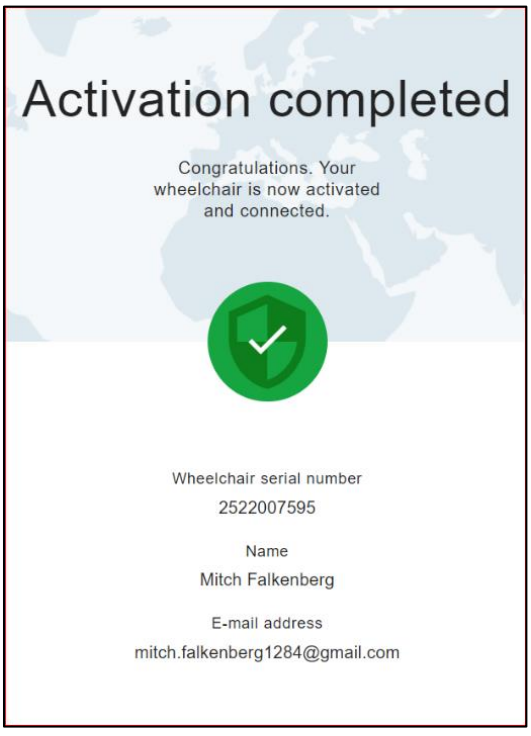
9. Once the account has been verified, you will click ‘Continue.’ By clicking ‘Continue,’ you will be directed to the privacy agreement.



10. With verbal consent from the end-user, you will agree to ‘End user license agreement’ and ‘Privacy notice.’ Then click ‘Activate’.

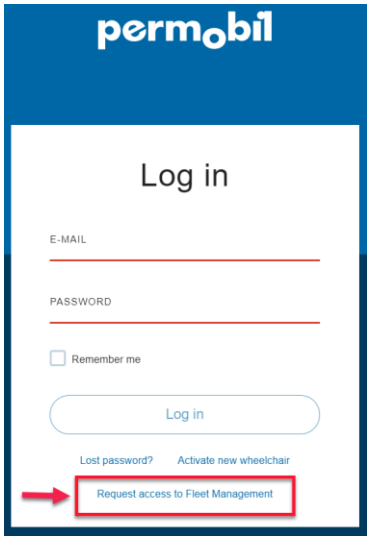
End-user has the option of enabling the GPS



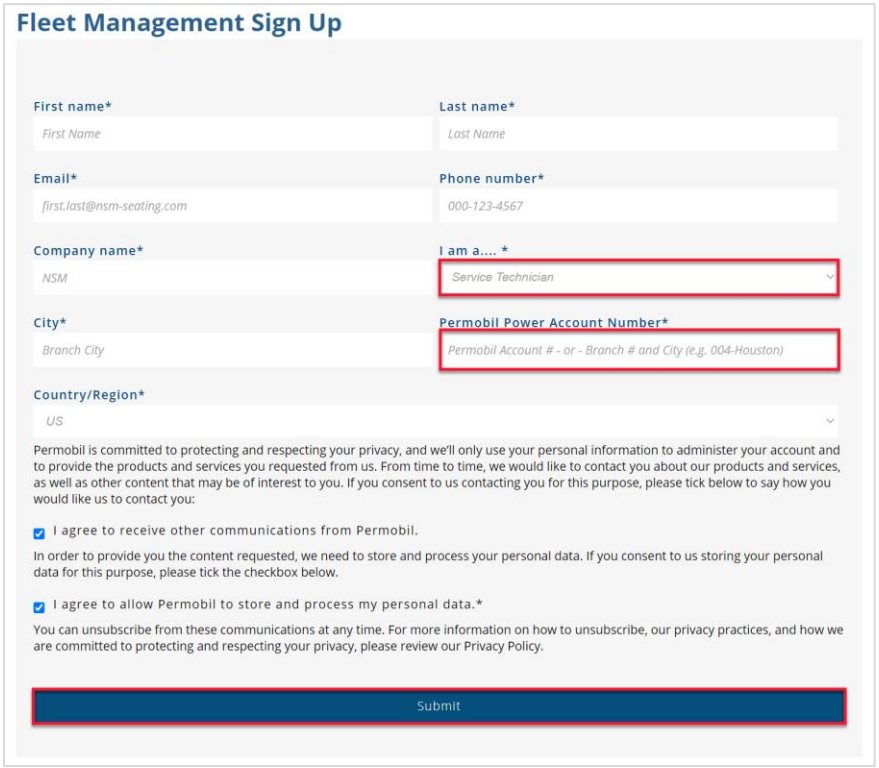


APPENDIX C: Steps to request access to Fleet Management

1. Go to: https://connect.permobil.com/login
2. Click “Request access to Fleet Management”



3. Fill in the Sign-Up form
    a. If your role does not appear in the “I am a…” field, select “Service Technician”
    b. If you do not know the Permobil Account Number for your branch, simply enter the Branch # and City.



4. Click Submit