



RELLAX CLINIC QUICK START GUIDE

Welcome to Rellax

This guide is designed to help your clinic get set up, access the provider portal, and begin enrolling your first patients with confidence.

QUICK START OVERVIEW

1



Prepare

Choose your clinic champion and review the training resources before adding your first patients.

2



Activate Account

Complete your clinic subscription and watch for confirmation and portal access details.

3



Access Portal

Log in to the portal, review the dashboard, and get familiar with patient management tools.

4



Add Patient

Start with a patient or team member for practice, assign access to Rellax, and use early activity to build team confidence.



BEFORE YOU BEGIN

Before getting started, identify the person on your team who will manage the provider portal and serve as the main point of contact for onboarding.

- Identify your clinic's main portal user
- Keep your signup and billing confirmation handy
- Set aside time to review the training resources
- Reach out with questions as your team gets started



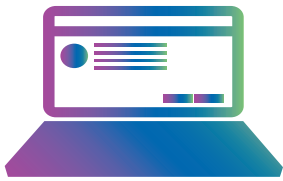


STEP 1

Activate Your Clinic Account

Start by completing your clinic subscription so your team can begin accessing the Rellax provider portal. Once your signup is complete, you will receive confirmation and the information needed to move into setup.

- Complete your clinic subscription
- Watch for your purchase confirmation
- Look for follow-up communication with portal access details



STEP 2

Access the Provider Portal

Once your clinic account is active, log in to the provider portal and begin getting familiar with the workflow. The portal is where your team will manage patient access, review progress, and handle ongoing subscription activity.

- Access your clinic's provider portal
- Review the main dashboard and navigation
- Get familiar with patient management and account tools

TRAINING RESOURCES FOR PORTAL SETUP

How to Log In to Your Rellax Partner Portal for the First Time

First-time login walkthrough, including where to go and what to expect when entering the portal. [Watch Video](#)



How to Add a Provider on the Rellax Partner Portal

Shows how to add a provider or clinic in the partner portal so they can access and manage users. [Watch Video](#)





STEP 3

Add Your First Patient(s)

After your portal is set up, you can begin enrolling patients and assigning access to Rellax. Starting with a single patient or practicing with team members can help your team build confidence with the workflow and understand how Rellax fits into your current treatment process.

- ☑ Register patients through the provider portal
- ☑ Assign access to the Rellax app
- ☑ Begin with a manageable first group of patients
- ☑ Use early activity to help your team learn the workflow

TRAINING RESOURCES FOR PATIENT SETUP

How to Add a User or Patient on Rellax



Add a new patient or user in the system so they can start using Rellax and sharing data with the clinic. [Watch Video](#)



How to Help a Patient Log In to Rellax for the First Time



Steps a clinic can follow to help a patient successfully access Rellax for the first time. [Watch Video](#)



How to Navigate Rellax With a Patient for the First Time



Recommended first-time flow for working with a patient inside Rellax. [Watch Video](#)



WHAT YOU CAN MONITOR IN THE PORTAL

The provider portal gives your clinic visibility into the information that supports follow-up care and ongoing patient management. As patients begin using Rellax, your team can review assessment data, usage activity, and account status in one place.

1

Integrated assessments, including TFI, THI, and TRQ

2

Usage statistics that reflect engagement and progress

3

Patient access and subscription activity

4

HRV and Sleep data to support on-going follow-up conversations



HOW TO INTRODUCE RELAX TO PATIENTS

Rellax is designed to complement the tinnitus care you already provide. When introducing it to patients, position it as a structured tool they can use between visits to stay engaged, track progress, and feel more supported throughout treatment.

“Rellax is a tool you can use to enhance your tinnitus treatment. It gives you guided sound therapy, helps track your progress over time, and allows us to stay connected to how things are going.”

- ☑ Present Rellax as part of your existing treatment approach
- ☑ Keep the explanation simple and patient-friendly
- ☑ Emphasize support between visits
- ☑ Use follow-up appointments to review progress together



TRAINING AND SUPPORT

You do not have to figure everything out on your own. Rellax onboarding is designed to help your team get started with practical guidance, training resources, and direct support when questions come up.

- ☑ Review the provider training resources
- ☑ Schedule time for onboarding support if needed
- ☑ Reach out with workflow or portal questions
- ☑ Use this guide as your central getting-started resource

NEED HELP?

If your team has questions during setup or as you begin adding patients, support is available. Reach out anytime and we will help you move forward with clarity and confidence.

Questions? Contact Ryan at ryan@rellax.co.

