

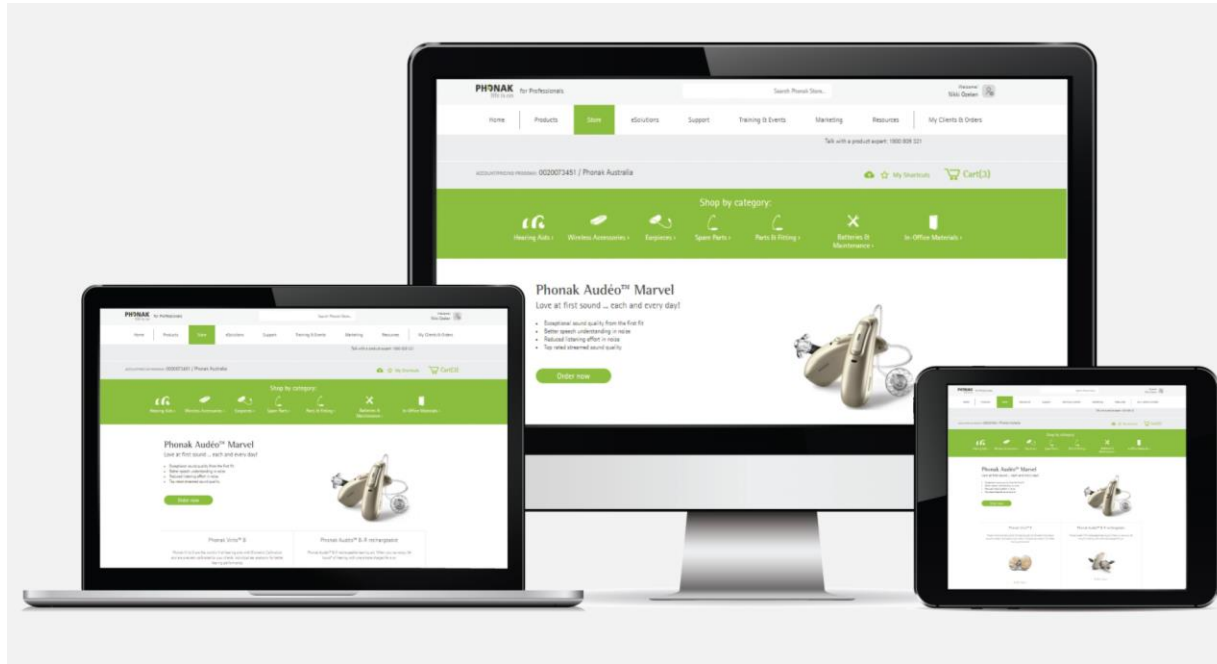
Phonak eStore User Guide – Advanced Access Registration

August 2019

A Sonova brand

PHONAK
life is on

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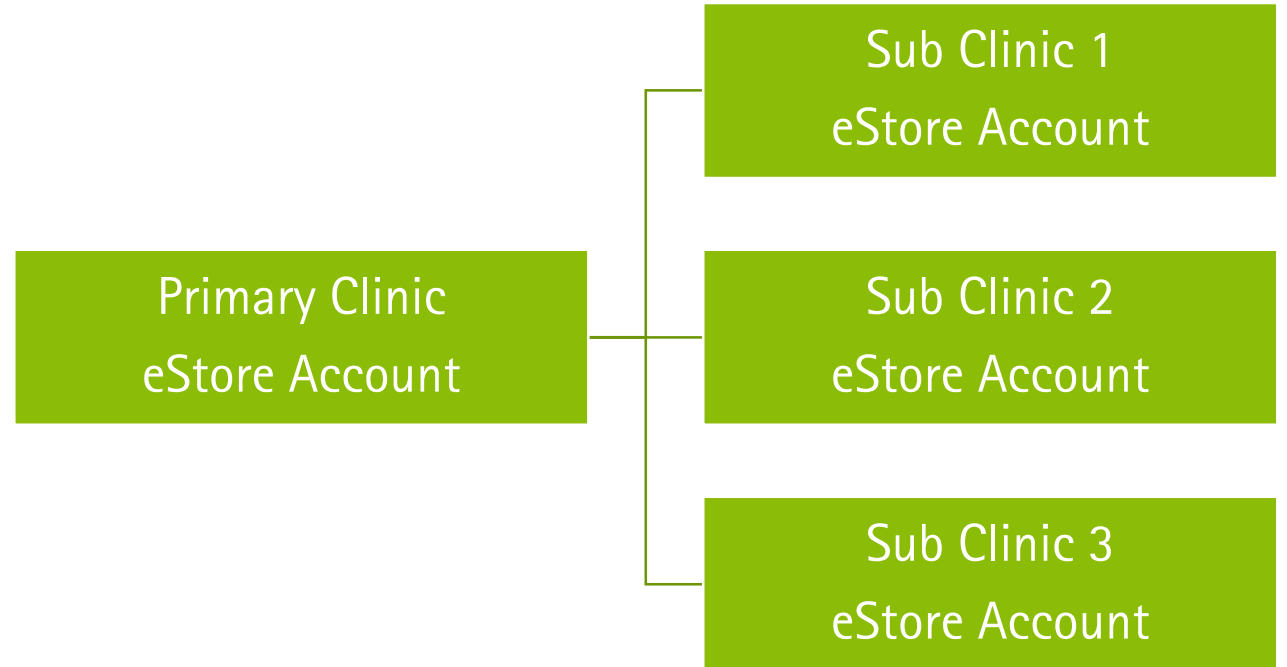
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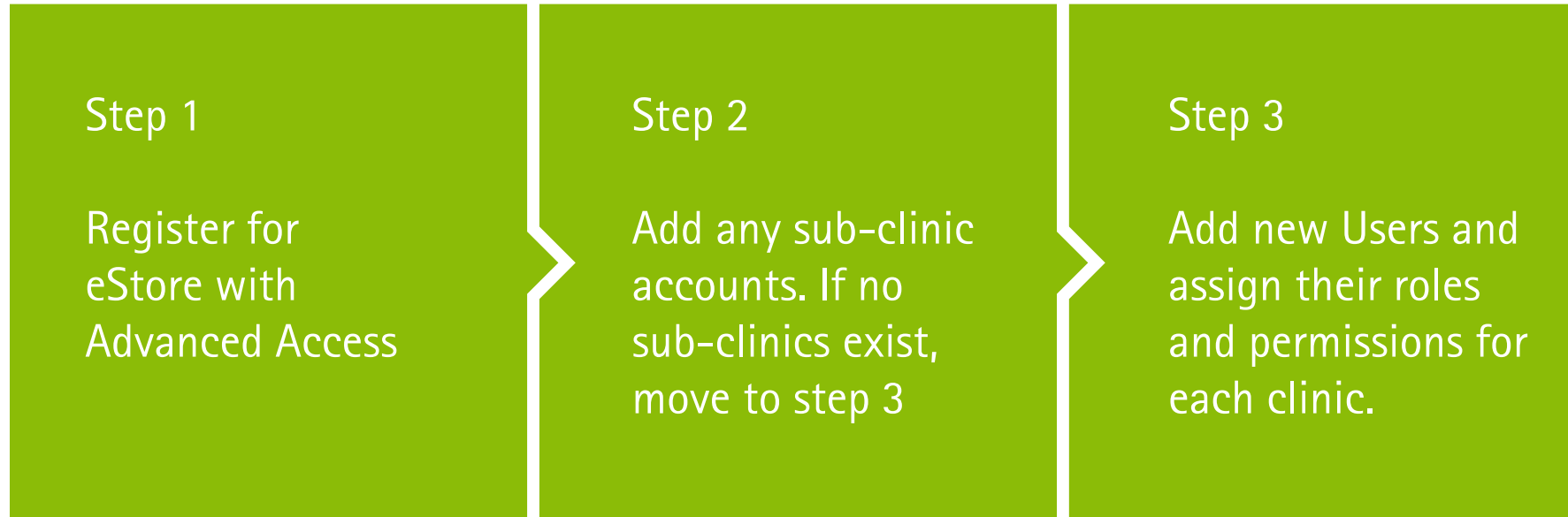
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Account Set Up

- Before you can set up an eStore account, you must be an existing Phonak customer with a primary account number.
- If you don't have an account with Phonak, please contact the Sonova Accounts Team on accounts.au@sonova.com to set up an account number.
- Once your primary account number has been created, you can then register for an eStore account.
- You can also add sub accounts under your primary account.



There are three steps involved in setting up an eStore account:



Advanced Access Self Registration

Step 1

- Access www.phonakpro.com and click on the 'store' tab.

The screenshot shows the Phonak website for professionals. The top navigation bar includes the Phonak logo, a search bar, and a sign-in link. The main navigation menu has tabs for Home, Products, Store, eSolutions, Support, Training & Events, Marketing, Resources, and My Clients & Orders. The 'Store' tab is currently selected. Below the navigation, a promotional banner for the Phonak Audéo™ Marvel hearing aid is displayed. The banner features the product name, a description, a statistic, a 'Learn more' button, and an image of the hearing aid with a 'NEW models available!' callout. The banner also includes navigation arrows and a progress indicator.

PHONAK for Professionals
life is on

Search PhonakPro...

Hello. Sign in to Your Account

Home | Products | **Store** | eSolutions | Support | Training & Events | Marketing | Resources | My Clients & Orders

Phonak Audéo™ Marvel

It's not just a great hearing aid.
It's a multifunctional marvel.

95% of hearing care professionals would recommend Marvel to their peers.*

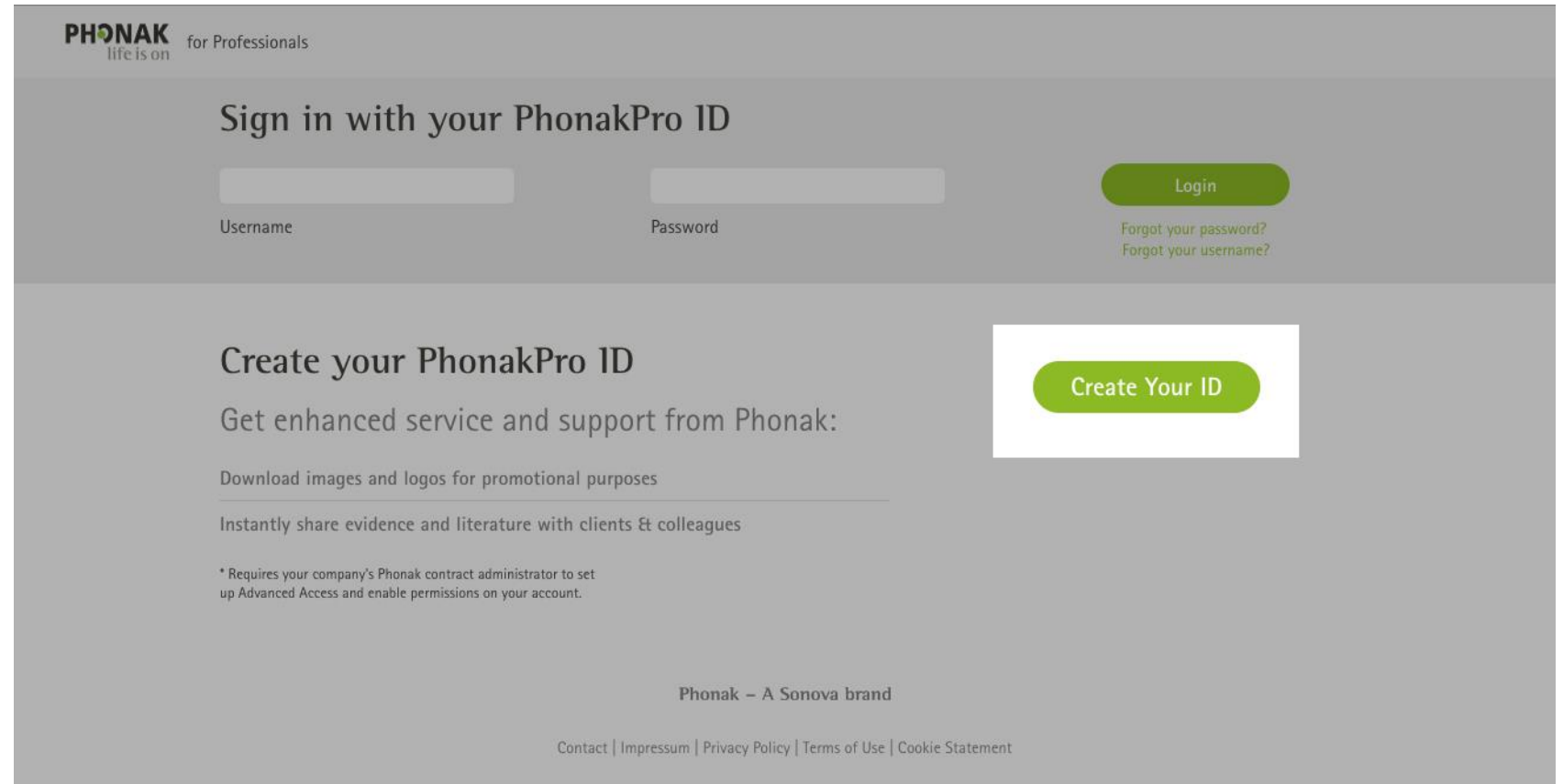
[Learn more](#)

NEW models available!

Phonak Audéo™ Marvel
Love at first sound

Step 2

- Click on 'Create Your ID'



Step 3

- The question 'Are you a current Phonak customer?' defaults to 'No'
- Please check 'Yes'

Create your PhonakPro ID

Are you a current Phonak customer? No Yes * Required Field

Account Number *

Login Info

Country * ▼

Username * ?

Password * ?

Confirm Password *

Email Address *

Personal Info

Title * ▼

First Name *


Last Name *

Profession * ▼

Office Phone # * Ext.

Mobile Phone #

Do you treat patients under the age of 18? * No Yes



Step 4

- A pop up will appear, asking if you are the person that administrates your clinics supplier contract with Phonak.
- If you are the authorised administrator, click the 'Advanced Access' link within the pop-up
- Note: It's common for people to enter an account no at this stage, please DO NOT enter your account number, just click the 'Advanced Access' link to proceed.

Create your PhonakPro ID

Are you a current Phonak customer? * Required Field

No Yes

Account Number *

★ If you're the person that administrates your clinic's supplier contract with Phonak, it is recommended you click "[Advanced Access](#)" link to set up the eStore for your account.

Login Info

Country *

Username *

Password *

Confirm Password *

Email Address *

Personal Info

Title *

First Name *

Last Name *

Profession *

Office Phone # * Ext.

Step 5

- The question 'Do you already have a Phonak Pro ID?' defaults to 'No'.
- If you are already registered with Basic Access, please click 'Yes, then enter your username and password.
- You will now receive an email confirming that you now have Advanced Access and to activate your account.
- Open the email and click on the link to activate your account. You have 14 days before the link expires.

NOTE: If you cannot remember your username and password, you will need to create a new username and password by clicking 'No' .

Welcome to Advanced Access setup

To complete this process, you'll need to confirm that you are the Phonak Account owner by supplying the following pieces of information:

Do you already have a Phonak Pro ID? No Yes

Username

Password

Phonak account # ?

Previous invoice # ?

Amount of that invoice ?

Step 6

- If you are not registered with Basic Access then click 'No' and populate the account number, invoice number, and amount of that invoice in the corresponding fields. (Invoice must be from the last 6 months).
- Check the box 'I certify I am the Account Owner for this account' to certify you are the account owner, then click 'Continue'.

NOTE: If the account number, invoice number and invoice amount don't match up, then you will be asked to provide contact details and a Phonak representative will contact you within 24 hours or you can contact Phonak on 1800 809 321.

Welcome to Advanced Access setup

To complete this process, you'll need to confirm that you are the Phonak Account owner by supplying the following pieces of information:

Do you already have a Phonak Pro ID? No Yes

Phonak account # ?

Previous invoice # ?

Amount of that invoice ?

I certify that I am the Account Owner for this account.

Terms Et Conditions: Welcome to the Phonak, LLC eServices designed for the hearing health care professional (which we refer to as "eServices"). Phonak and its subsidiaries and affiliates want each visitor to eServices to have a productive and secure visit, so we have established the following binding terms and conditions, which we call the Terms of Use, to govern your use of eServices and the purchases you make through eServices. If you visit or shop at www.phonakpro.com, you accept and agree to be bound by these Terms of Use. [Read more.](#)

Step 7

- Create a username and password and populate the required form information.
- An email with a link to confirm the account will be sent.

Create your PhonakPro ID

Are you a current Phonak customer? No Yes * Required Field

Account Number *

Login Info

Country *

Username *

Password *

Confirm Password *

Email Address *

Personal Info

Title *

First Name *

Last Name *

Profession *

Office Phone # * Ext.

Mobile Phone #

Do you treat patients under the age of 18? * No Yes

Business Name *


Fax #

Street Address *

City *

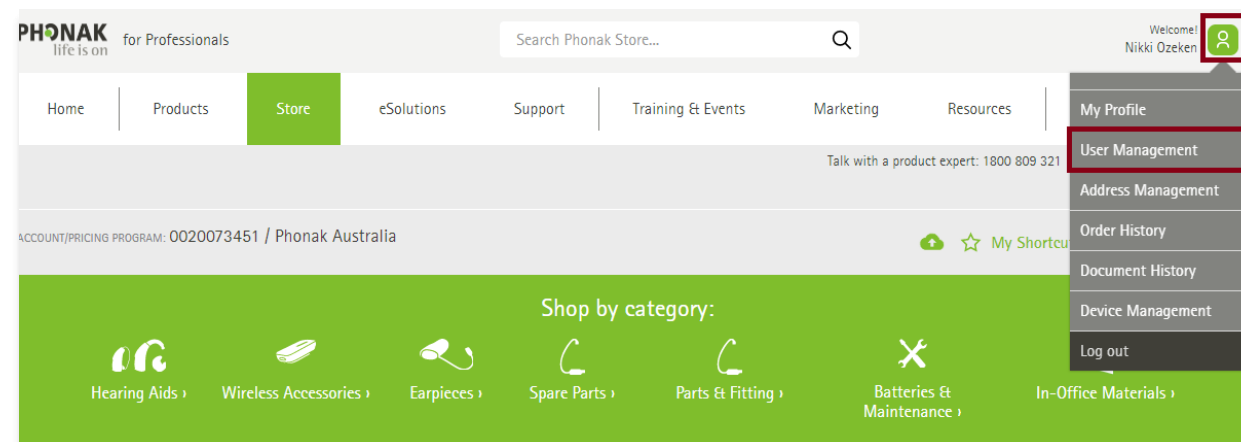
State *

ZIP Code *



Step 8

- After confirmation of the account, you will be taken back to the Phonak Store to log in with Advanced Access and will automatically have Account Manager status.
- Once you log in, proceed to add any sub-clinics and create new Users by clicking your user icon profile in the top right hand and selecting the 'User Management' from the dropdown.
- Please refer to the tool that can be accessed in the top right 'User management' guide for more information on adding new users.
- Instructions for adding sub-clinics could be found on page 16 of this guide.



Possible User Registration Issues

What happens if the account is already registered?

The following message will appear if an account is registered with Phonak Store and a new User ID is being created:

Some features are pending your company's approval.

A request has been sent to your company's contract administrator to provide you with Advanced Access on Phonak account #0020011104. Once your request has been approved, you'll be able to:

- Order products through our online store
- Look up warranty status on Phonak products
- Check order status, history, and related documents

If this message is received, the Account Manager will receive an email with a link to grant Advanced Access to the new User and set up the permissions for the User ID.

Account is not registered with Phonak store?

We're sorry, but some features aren't available for your company yet.

Unfortunately your company does not have Advanced Access setup for account #0020011108. Advanced Access would allow you to:

- Order products through our online store
- Look up warranty status on Phonak products
- Check order status, history, and related documents

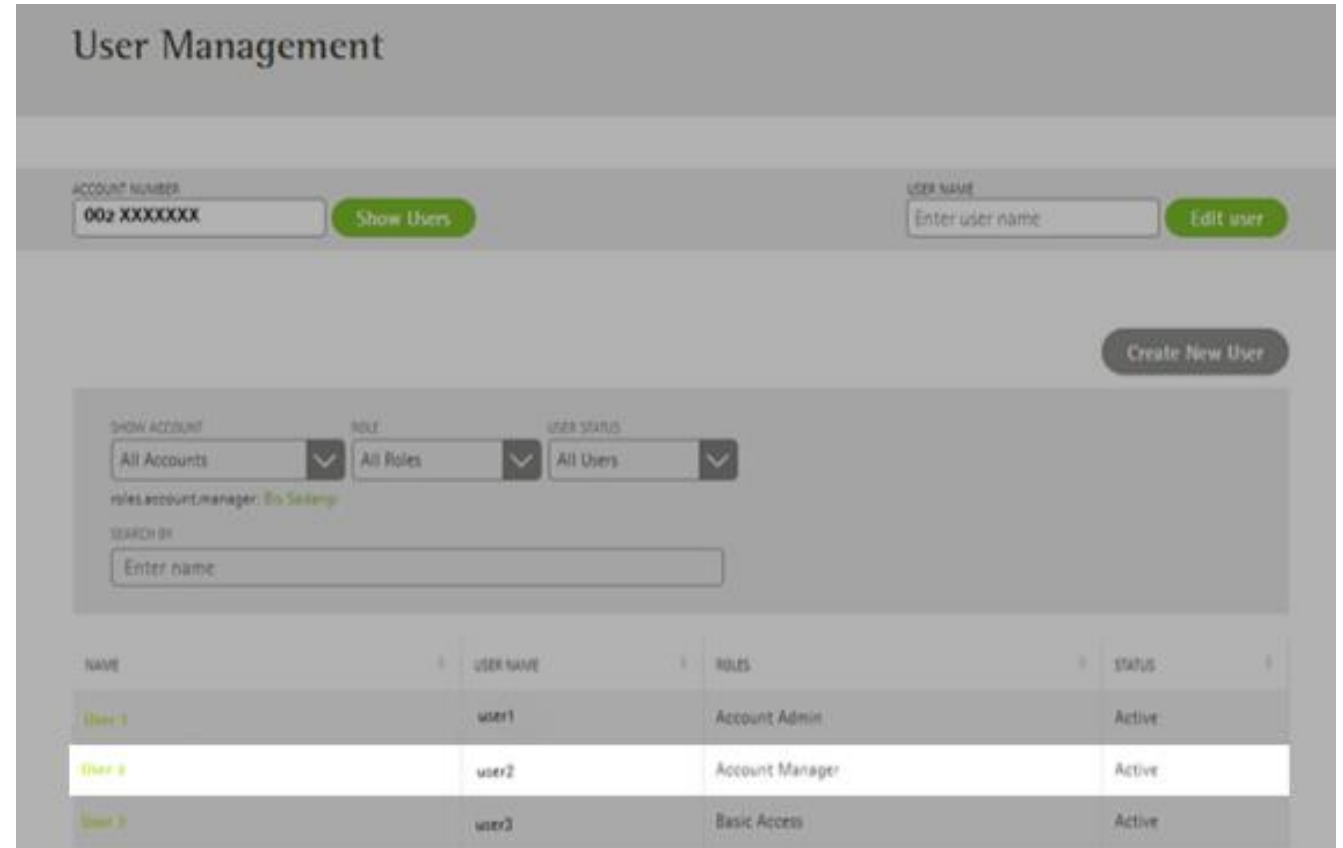
Please contact your company's Phonak contract administrator to have them set up Advanced Access.

If this message is received, the account will need to set up with Advanced Access prior to a new User ID can be created.

Adding a Sub-clinic

Adding a Sub-clinic Account

- First, your new sub-clinic will need to be set up under your primary account in the Phonak SAP system. Contact the Sonova Accounts Team to set this up accounts.au@sonova.com
- Now you can add your sub-clinic account to your primary account in eStore.
- To do this:
 - Log into your primary eStore account>navigate to User management
 - Click into the Account Manager's account (see example)



Adding a Sub-clinic Account

- The edit User screen will open. Scroll down to the 'Account Number' tab & type in the new clinics account number (see example)
- Then click the 'Add' button to add the new clinic. Once added the new clinic will appear in the list. You can add multiple clinics.

Users can be assigned to one or more clinic.

Now that your sub clinics have been added to your eStore account, you can order and ship to them directly.

The screenshot displays a user management interface with two main sections: 'Login Info' and 'Permissions'.

Login Info:

- User Name: testactmanager
- Password: Send password reset email to user
- Password Status: Password activated
- Last Login: 10/23/2018

Permissions:

- Permission: Account Manager (dropdown menu)
- Status: Active
- Financial data: No Yes
- Lyric account: No Yes
- Screening Tool Access: No Yes
- Remote Support: Yes

Account Assignment Table:

Account Assignment	ACCOUNT NUMBER	ADDRESS
<input checked="" type="checkbox"/>	002 XXXXXXXX	Manning Audiology Pty Ltd, TAREE
<input checked="" type="checkbox"/>	002 XXXXXXXX	Manning Audiology - Harrington, HARRINGTON
<input checked="" type="checkbox"/>	0020 XXXXXXXX	Manning Audiology - Tuncurry, TUNCURRY

At the bottom, there is an 'Account Number' field containing '0020 XXXXXXXX' and an 'Add' button.

Assigning Roles and Permissions

Roles and Permissions

- Now that you have set up an eStore account, you can now create new Users and assign their roles. You will automatically be assigned as the Account Manager.
- Following is the hierarchy of roles that can be assigned in the in eStore.



Roles and Permissions

Account manager has access to all eCommerce functionality. There must only be **ONE** Account Manager.

Account Admin has access to all eCommerce functionality, with permissions defined by the Account Manager. The Account Admin can create other Users for the clinic and assign them with a Professional or View role, however cannot create other Account Admin Users.

The Account Admin can also maintain User permissions (financial visibility, Lyric authorisation...) but can only grant permissions applicable they themselves have.

Professional User has access to all eCommerce functionality with permissions defined by the Account Manager or Account Admin. They cannot create other Users.

Viewer User has limited access to eCommerce functionality, can browse the shop but cannot place orders. They cannot create other Users.

User Role	Account Manager	Admin	Professional	Viewer
User admin	✓	✓		
eServices	✓	✓	✓	✓
Store access	✓	✓	✓	✓
Checkout	✓	✓	✓	
Pricing/Invoices	✓	✓*	✓*	✓*
Lyric status	✓	✓	✓	✓

* Optional

Important Notes:

- The **Account Manager** should ideally be the Clinic Owner and the main clinic email should be used for this account. If the clinics email details need to be changed then the Account Manager can always make this change. This ensures that if staff leave the clinic, the Account Manager has full access to make any updates to users and their accounts.
- The **Account Admin** should ideally be the clinic manager or co-owner as they can access the same permissions as the Account Manager should they be given permission by the Account Manager.
- **Please note:** If the Account Manager is no longer with the business a new Account Manager needs to be set up using another email address. Please contact the Phonak Customer Service Team or your Business Support Rep to set up a new Account Manager.

Together,
we change lives