



Phonak eStore User Guide – FAQs

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What happens if my account is already registered?

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.

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 and also set up the new User.

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

When I click through my activation email, I'm receiving the following message?

If you are receiving this message when trying to activate your account, it could be because you are clicking on an old activation link, especially if multiple activation emails have been sent. Try clicking on the latest activation email

Oops, something went wrong. Please contact our customer service at 1-866-340-8774 or email us at eservices@phonakpro.com.

What happens if the activation link has expired?

In this case, a Phonak Customer Service Agent or Sales Rep or the Account Manager can trigger a new activation email.

What happens if I forget my username or password?

Your username is linked to your email address so if you want to recover your username, you will need to remember your email address.

However you are unable to change your username.

Your password is linked to your username so you will need to remember your username.

To recover set your username or reset your password click on the highlighted links on the eStore sign in page.

Sign in with your PhonakPro ID

Username Password

Login

Forgot your password?
Forgot your username?

Alternatively your Sales Representative or Customer Service Agent can send you an activation email.

Please Note: If you are already registered with Basic or Advanced Access and have forgotten your username and password, you will be unable to recover your username and password using your associated email address. In this case you will need to create a new User ID using a different email address.

Can I change my username?

You are unable to change your username. A new User ID will need to be created if you require a new username. However you are able to recover your username by clicking the link on the eStore login page.

Can I change my account name?

Your account name and address can only be changed by Phonak. Please contact Customer Service to do this.

How can I change my contact information?

Any User can change their password, edit their profile picture or update their contact details in the 'My Profile' tab.



Why can't I see my invoices?

You can only view invoices if your Account Manager has granted financial access permission for you to do so.

I'm trying to searching for my order but it's not displaying in the search results?

When searching for all orders, the search defaults to a search period of 1 month. If the order was prior to that period, please adjust the date filter accordingly to retrieve the desired order number.

How do I access eSolutions & get started?

If you are the Account Manager by default you have access to Remote Support and the eScreener tool. To access eSolutions you must be registered for Advanced Access and Remote Support and the eScreener must be enabled on your User permissions.

To get started with eSolutions, please contact your Phonak Rep or Customer Service Agent for a starter kit.

Together,
we change lives