

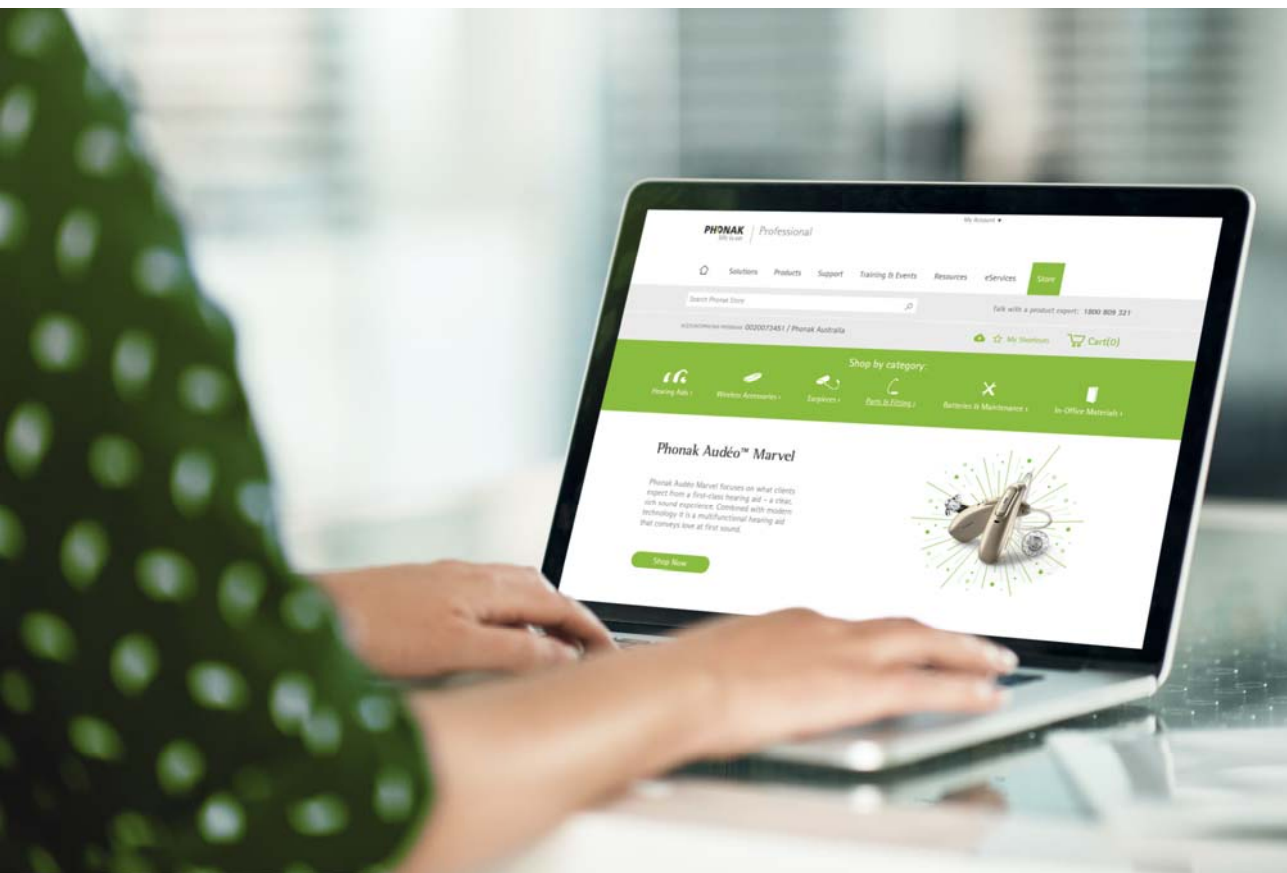
Phonak e-Store Ordering FAQs

August 2019

A Sonova brand

PHONAK
life is on

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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 or financial data if your Account Manager has granted permission for you to do so.

Why can't I see pricing?

You can only view pricing and financial data if your Account Manager has granted permission for you to do so.

Please ask your Account Manager to grant you permission to view financial data in the permissions area within your user profile.

Permissions

| | | |
|-----------------------|--|--|
| Permission | Account Manager ▼ | |
| Status | <input checked="" type="checkbox"/> Active | |
| Financial data | <input type="radio"/> No | <input checked="" type="radio"/> Yes ← Assign permission |
| Lyric account | <input checked="" type="radio"/> No | <input type="radio"/> Yes |
| Screeener Tool Access | <input checked="" type="radio"/> No | <input type="radio"/> Yes |
| Remote Support | Yes | |
| Account Assignment | <input type="checkbox"/> ACCOUNT NUMBER | ADDRESS |
| | <input checked="" type="checkbox"/> 002XXXXXXXX | Manning Audiology Pty Ltd, TAREE |
| | <input checked="" type="checkbox"/> 002XXXXXXXX | Manning Audiology - Harrington, HARRINGTON |
| | <input checked="" type="checkbox"/> 0020 XXXXXXX | Manning Audiology - Tuncurry, TUNCURRY |

Together,
we change lives