Phonak e-Store – Access Guide

August 2019

A Sonova brand

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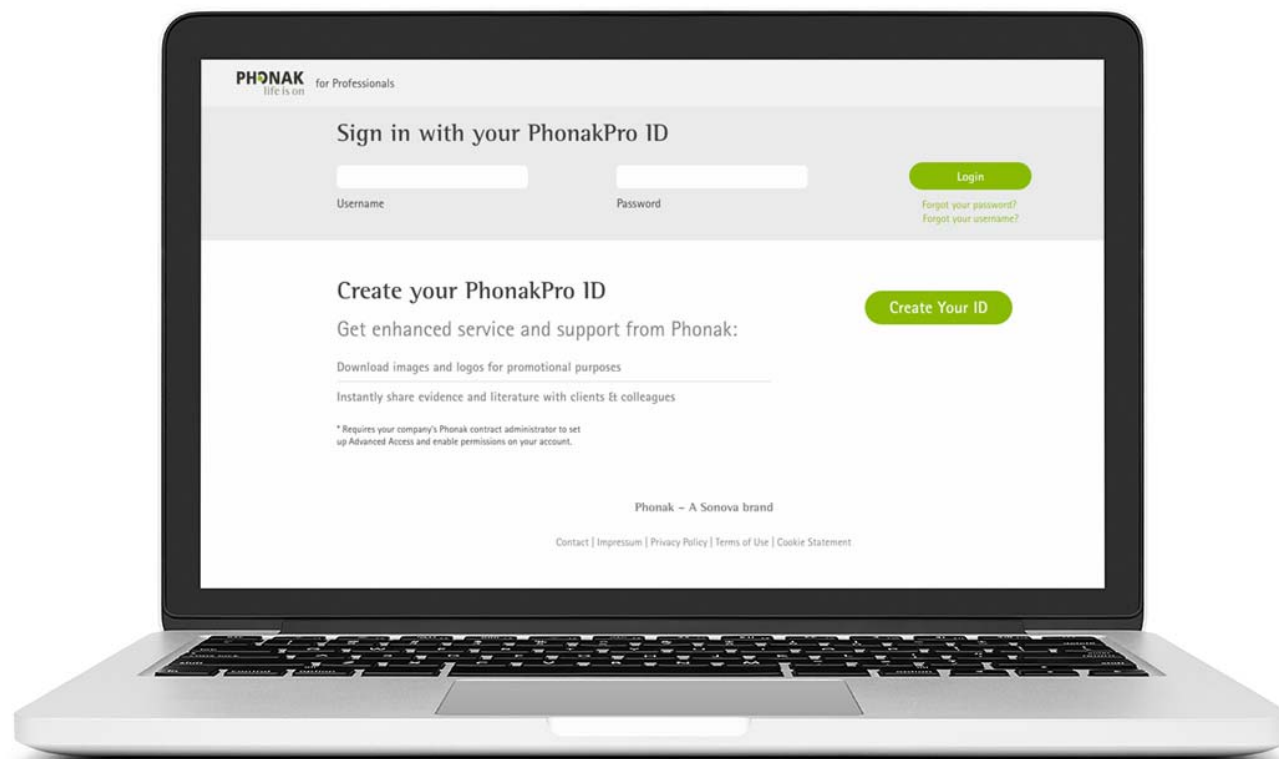
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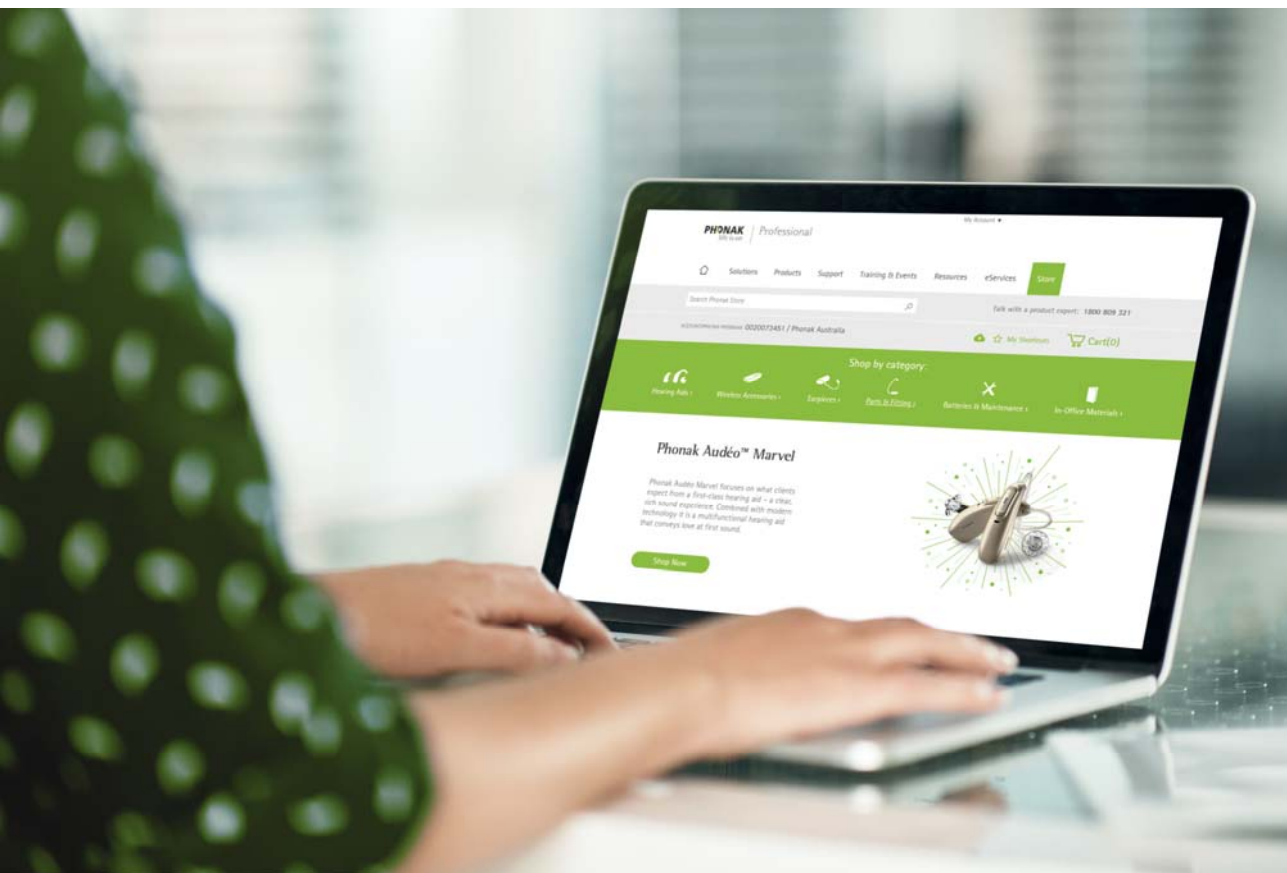
There are three ways to access the eStore:

- Phonakpro.com – Store Tab

- Shop.Phonakpro.com – Direct Log In

- Target Software – eServices Target

Getting Started

To use the eStore you must:

1. be an existing Phonak customer with a primary account number

2. register for Advanced Access

You will need your Phonak account number to register for Advanced Access.

You can also add sub accounts under your primary eStore account.

Please refer to the eStore User Guide to learn how to set this up.

Primary Clinic eStore Account

Sub Clinic 1 eStore Account
Sub Clinic 2 eStore Account
Sub Clinic 3 eStore Account
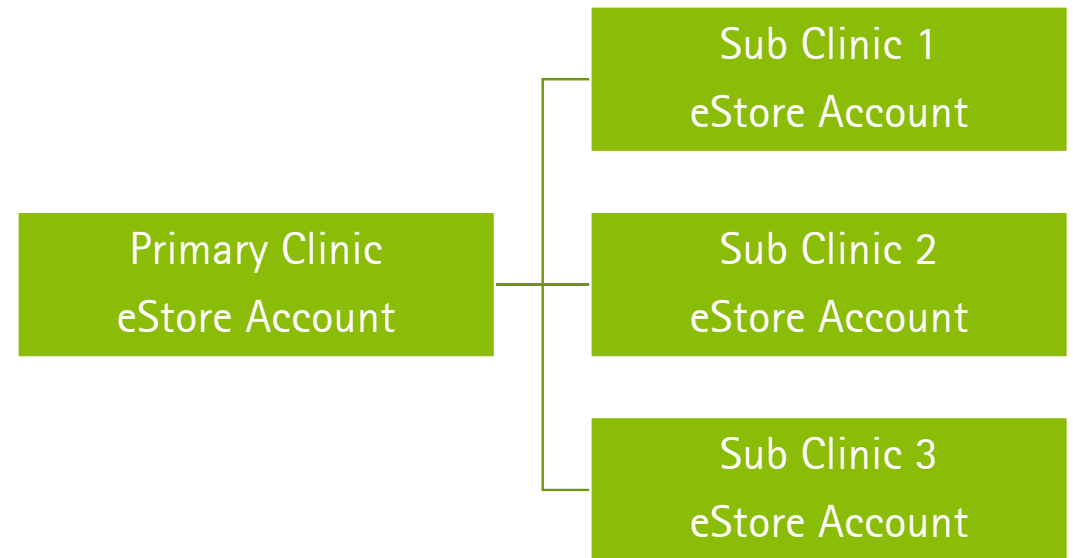
There are three ways to register to for the eStore:

1. **Self Registration:** Requires you to **apply for Advanced Access**. For verification purposes, you will require your primary Phonak account number along with a recent invoice number and the total amount for that invoice. Refer to the eStore User guide on instructions to set Advanced Access.

2. **Account Manager or Admin:** If there is an existing eStore account, the new user can be set up by the Account Manager or the Admin within the User Management section on eStore. Please refer to the eStore User guide for instructions to set up a new eStore User.

3. **Phonak Staff:** Registered by a Phonak Sales Rep or Customer Service Agent.

Together,
we change lives