

Phonak eStore User Guide – Accessing the eStore

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There are two types of PhonakPro access:

Basic Access

- Only has access to learning resources on PhonakPro site.
- No access to eStore
- Can be upgraded to Advanced Access.

Advanced Access

- Has access to view eStore
- Can place an order on eStore
- Can manage orders & documents
- Can have access to Phonak eSolutions if permitted by Account Manager or Admin

If you already have Basic Access you can also self-register for Advanced Access or the eStore Account Manager can add you as a new User and assign Advanced Access permissions.

Why set up both Basic and Advanced Access?

We recommend setting up both Basic and Advanced Access accounts for the following reasons:

- **Basic Access** allows you to access Phonak learning resources independently of your workplace. If you want to access Phonak learning out of your work hours or you move to another clinic, you can continue using Phonak learning resources. **When setting up Basic Access we recommend using your personal email address.**
- **Advanced Access** allows access to the Phonak eStore and Phonak eSolutions which are connected to your clinics account. **Therefore we recommend using your work email address to set this type of access up.**



Once the User ID has been set up for Basic or Advanced Access, the **ACCOUNT ADMIN** or **ACCOUNT MANAGER** will be advised by email of the newly created user ID and will set up the User with the appropriate level of access.

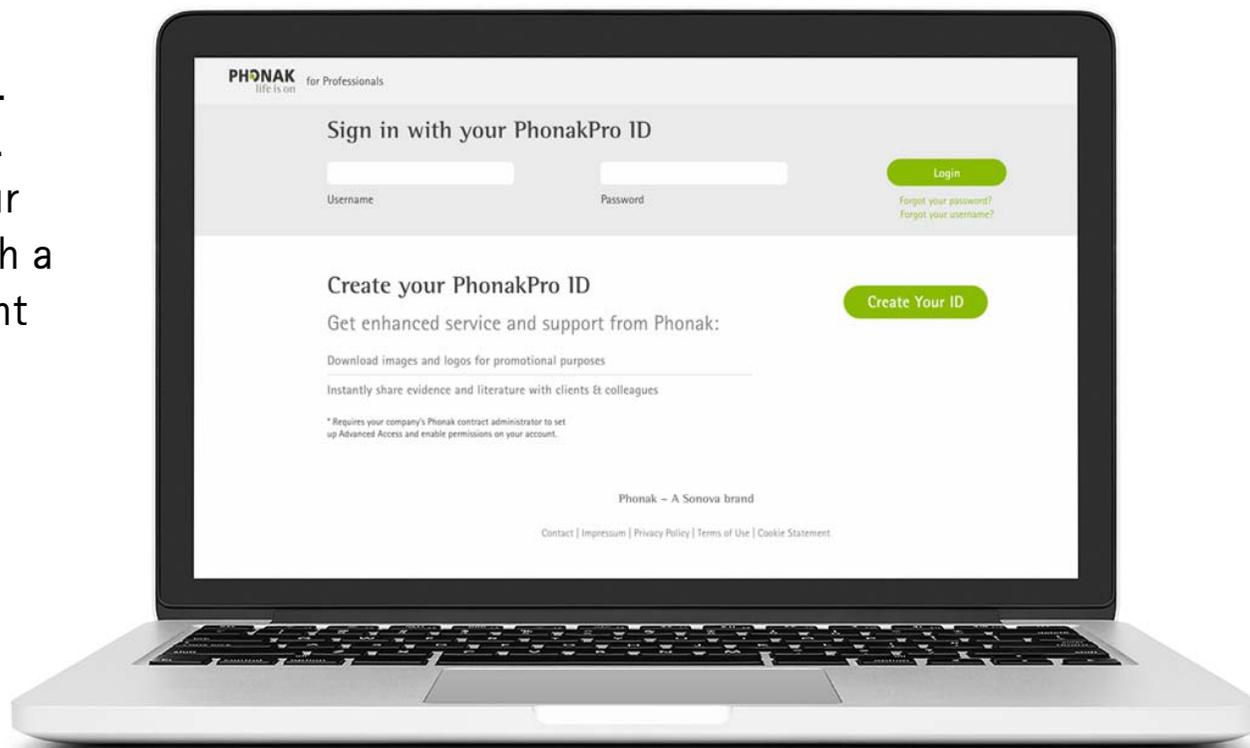
There are two ways to register for the eStore:

1. Self Registration:

Requires you to apply for Advanced Access. Please see slide 11 for steps to self register. For verification purposes, you'll require your primary Phonak account number along with a recent invoice number and the total amount for that invoice.

2. Phonak Staff:

Registered by your Phonak Sales rep or our Customer Service Agents. Please contact 1800 809 321 or email orders@phonak.com.au.



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