

Reminders:

- Technology should only be ordered after recommendation from an educational audiologist or the child's managing pediatric audiologist.
- Once technology is obtained, an audiologist should verify and fit the technology.
- Daily function and use is required to be documented per [34 C.F.R. § 76.731](#).
- Managing audiologists should be notified of receivers installed in personal devices to ensure software is not accidentally uninstalled.

Center for Deaf and Hard of Hearing Education

317-232-7349

[in.gov/health/cdhhe](https://www.in.gov/health/cdhhe)



View more resources
at on.in.gov/DeafEdu.



[in.gov/health](https://www.in.gov/health)

Hearing Assistive Technology

Account Creation
and Ordering Process





Create an Account

- Complete the application: <https://bit.ly/CochlearAccount>.
- Email completed application to procare@cochlear.com.
- Include school name, address and phone number, and the contact name and email address.

Order

- To place an order via email: procare@cochlear.com
- The school can email a purchase order or call in with a school issued credit card to place an order over the phone.
- Another option is to have an open purchase order on their account so they can call and place an order over the phone.

Repair

Email procare@cochlear.com with account number, equipment information, and the information on the problem, then ask for assistance.



Create an Account

- Email box@oticonusa.com with the subject "New Account Request."
- Include school name, address and phone number, and contact name and email address.

Order

- To place an order via email: box@oticonusa.com
- The school can email a purchase order or call in with a school issued credit card to place an order over the phone.
- Another option is to have an open purchase order on their account so they can call and place an order over the phone.

Repair

Complete the Service Order Form at <https://bit.ly/OticonRepair> then mail the form and device to the manufacturer.

Reference to specific manufacturers or companies does not constitute its endorsement or recommendation by the Indiana Department of Health.



Create an account

- Provide shipping and billing addresses, contact person's name, phone number and email, quote request (optional) and signature of authorized personnel on school letterhead.
- Email document to schoolhelpdesk@phonak.com with the subject "New Account Request."

Order

- To place an order via email: schoolorders@phonak.com.
- The school can email a purchase order or call in with a school issued credit card to place an order over the phone.
- Another option is to have an open purchase order on their account so they can call and place an order over the phone.

Repair

Complete the School FM/BTE Service Form at <https://bit.ly/PhonakRepair> then mail the form and the device to the manufacturer.