

Boots Hearingcare

MyAccount Guide

Boots
Hearingcare



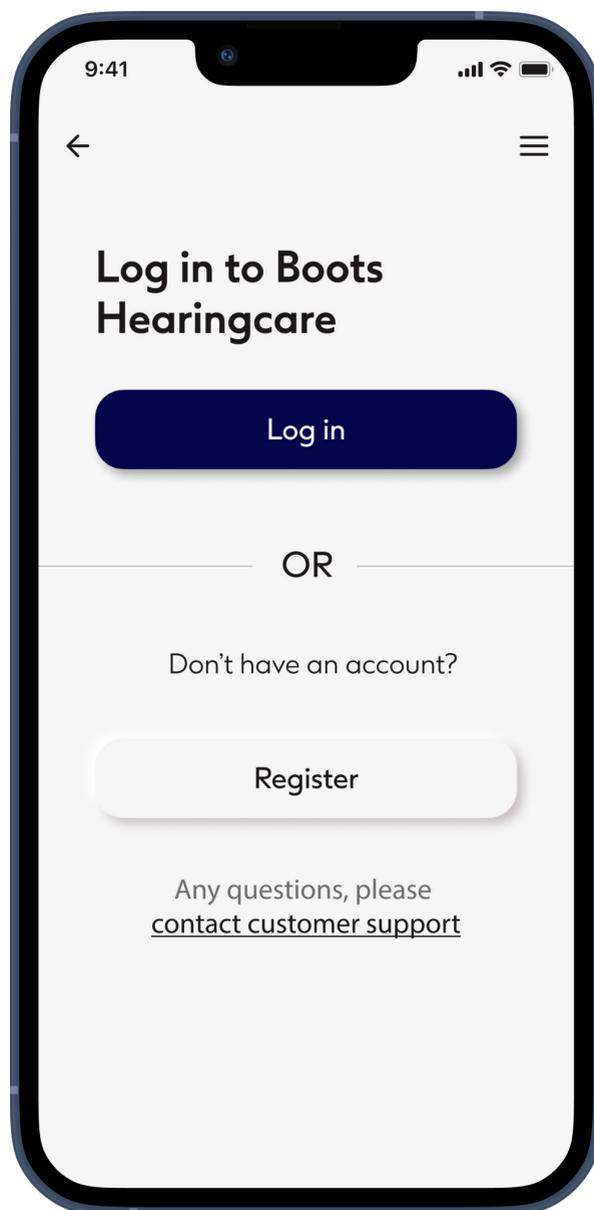
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Setting up an account in Boots Hearingcare

To connect your hearing aids and book appointment you need to login to your existing or register a personal account.

1



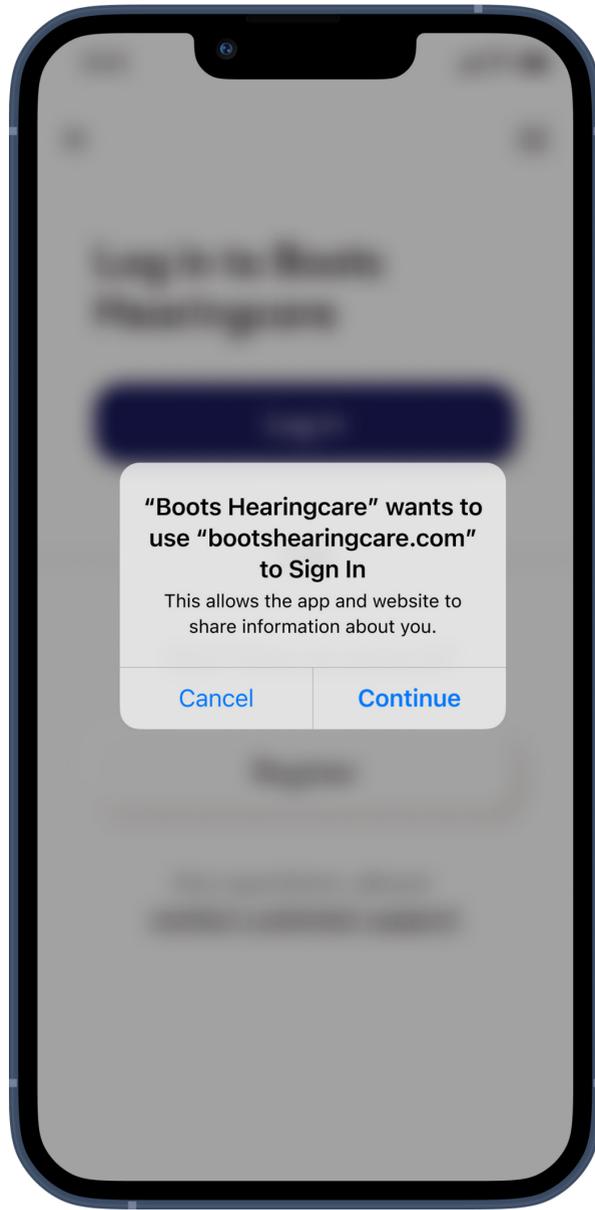
Start

To use certain features, like connecting your hearing aid(s) and booking appointments, you need to have an Boots Hearingcare account and must be logged in. To create a new account tap **Register**.

If you have previously registered an account with Boots Hearingcare, please use the same email address and password to log in to the app



2

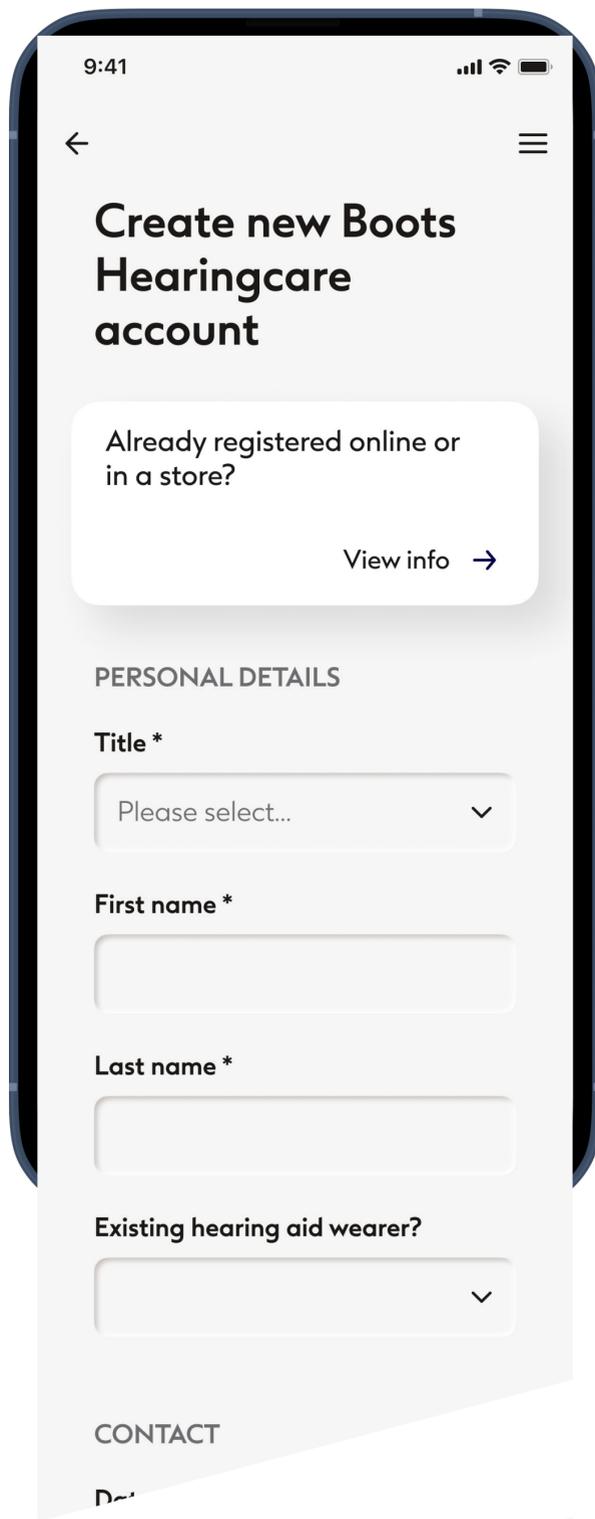


Connect to secure website

For security the app needs to connect to a secure website where account details are stored. Tap **Continue**.



3



Create your account and set your password

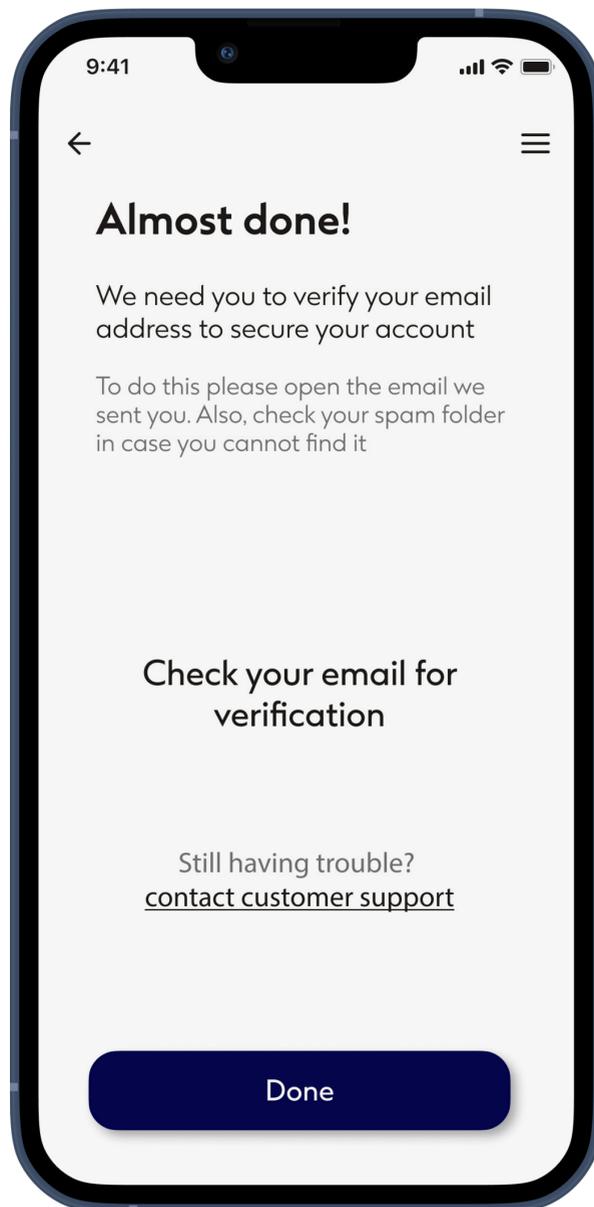
Please enter all requested details to create your account.

For security your password must contain a combination of at least eight characters, 1 uppercase character, 1 number and 1 symbol. When completed tap **Continue** to set up your account.

To reveal your password as you type tap on the eye icon.



4



Activate account

Your account has been created. As a final security step verify your email address to secure your account.

Do this by opening the email that's just been sent to you and follow its instructions. It may take a few minutes to arrive. If you cannot find it in your inbox check your spam folder.

After your account has been created you will need to log in.



Troubleshooting account creation

1

I didn't get the verification email

Check email spam / junk email folders. If no email is found. Complete stage one of registration again, making sure that the email address entered is correct.

2

I didn't verify in time

Email verification



You need to verify your email address to activate your account.

An email with instructions to verify your email address has been sent to your address.

Haven't received a verification code in your email? [Click here](#) to re-send the email.

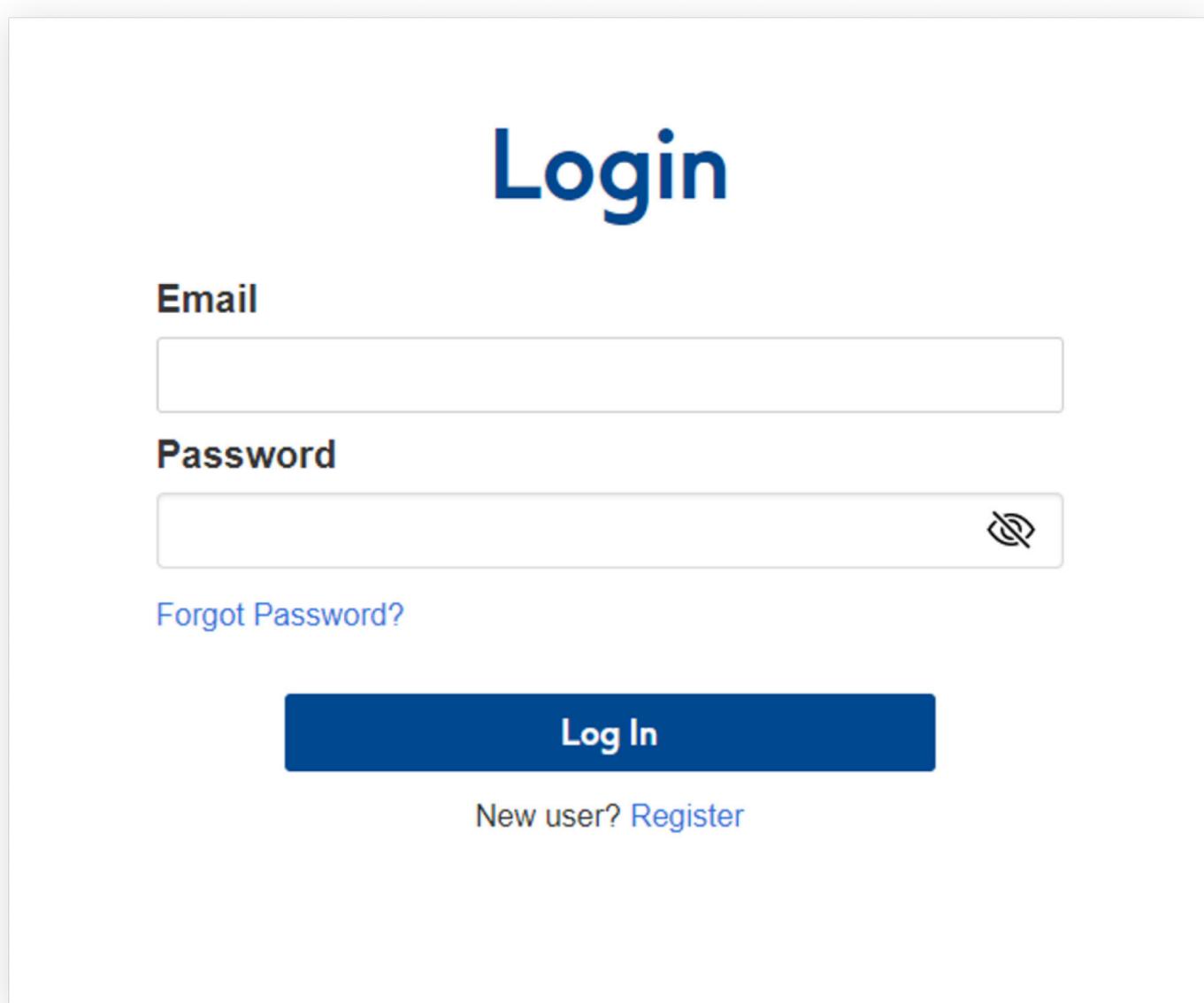
Email verification is required within 24 hours. If this time has surpassed the link will have expired. Request a new verification code to be sent by clicking on **Click Here** on the login page.



I have forgotten my password

4 steps to reset your password

1



The screenshot shows a login form with the following elements:

- Login** (Title)
- Email** (Label) with an input field below it.
- Password** (Label) with an input field below it, including a toggle icon for visibility.
- [Forgot Password?](#) (Link, highlighted with a blue vertical bar on the left).
- Log In** (Button)
- [New user? Register](#) (Link)

Start

Navigate to the login page and click **Forgot Password**



2

Forgot Password?

Email

Submit

Enter your username or email address and we will send you instructions on how to create a new password.



Login

✔ If forgotten@password.com is a valid account, an email will be sent with instructions to reset your password.

Email

Password

Request reset

Enter the email address associated with your account. The next screen that appears is in preparation for resetting your password



3

Boots Hearingcare password reset



iam.support@bootshearingcare.com

To



Reply

Hello,

We've received a request to reset the password for the Boots Hearingcare account associated with your email address. No account changes have been made to your account yet.

You can reset your password by clicking the link below:

[Reset your password](#)

This link expires in 1 day.

If you did not request a new password, you can safely ignore this email. Only a person with access to your account password can reset your password.

You can find answers to most questions and get in touch with us at www.bootshearingcare.com step along the way.

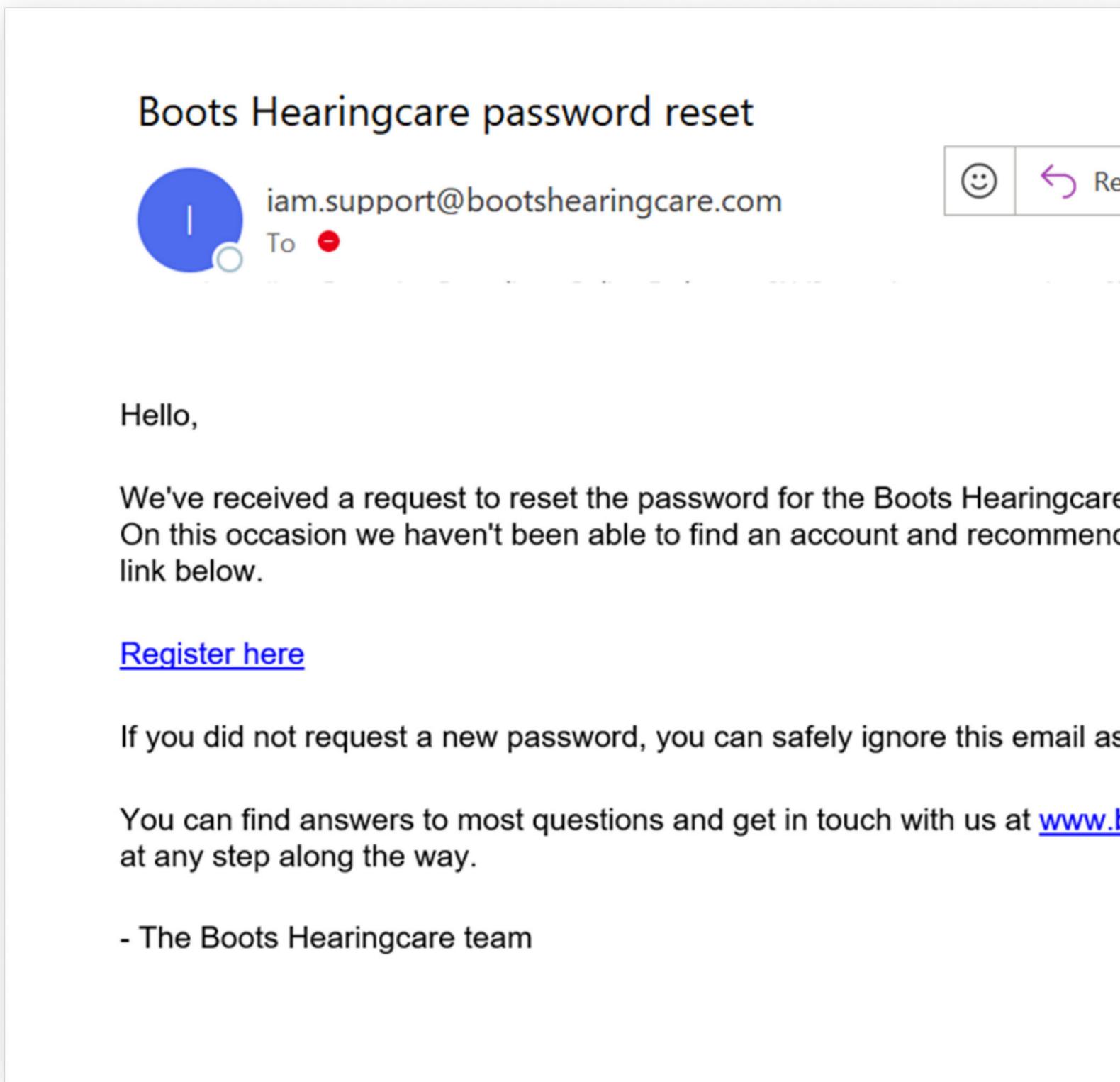
- The Boots Hearingcare team

The password reset email

If the email address entered is associated with an account, you'll receive the email (please allow several minutes for the email to arrive). Click the link **Reset your password** to reset your password.



3.1



If email address entered is not associated with existing account

If the email address entered is not associated with a Boots Hearingcare account, you'll receive the below email, where you'll be able to register. Alternatively, you can go back to the log in page and enter a different email address which may be associated with your account.



4



Update Password

 You need to change your password.

New Password

Confirmation

Submit

Link to webpage to update password

Here you can setup your new password.

