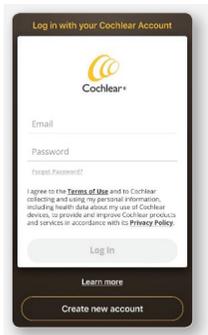


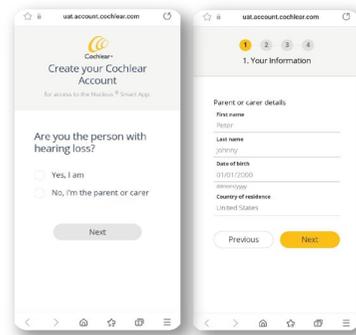
How to set up a Cochlear™ Account for your Nucleus® Smart App



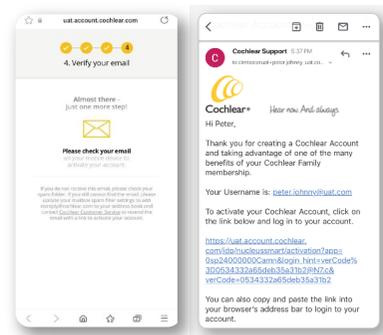
1 Setting up your own Cochlear™ Account



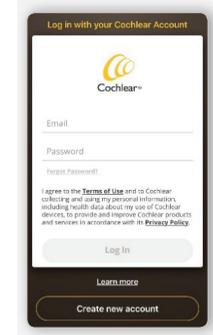
Open the Nucleus® Smart App and select 'Create new account'.



Follow the on-screen instructions, ensuring if you are a parent or carer you select the parent carer option, then entering your details to create an account.



After you submit your details, a confirmation message will appear to Verify your email and you will be sent an email with the link to activate your Cochlear Account. If you do not receive an email, check your Spam or Junk folder. Click on the activation link within the email and you will be taken to the App log in page.



Log in with your email address and password to complete your Cochlear Account activation.

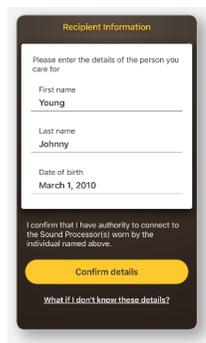
2 Pairing the processor with the Nucleus Smart App



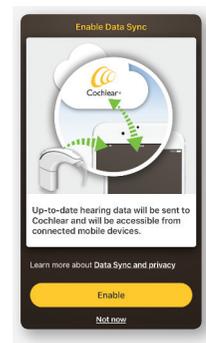
Once you have logged in, follow the instructions to set up the processor(s) and complete the pairing process.



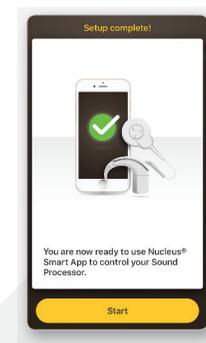
Select 'Mine' if you are pairing your own processor. If the processor you are pairing belongs to someone you care for (e.g. you have paired your child's processor) ensure you select 'Someone I care for'.



If you have selected 'Someone I care for', you will see this screen. Enter the recipient's information.



Set your data sync and other app preferences.



Once your setup is complete click 'Start' to open the home screen.

3 Setting up a Cochlear Account for your child (Recipient)

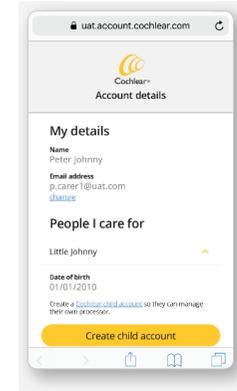
Once you have set up your Cochlear Account as an Adult and paired the processor (Steps 1 and 2 above), you can set up an account for your child if they wish to use the Nucleus Smart App on their own device. Setting up your child's Cochlear Account requires your child to have their own email address (that is different to your own).



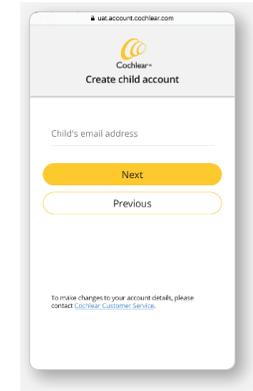
From the Nucleus Smart App menu, select 'Settings'.



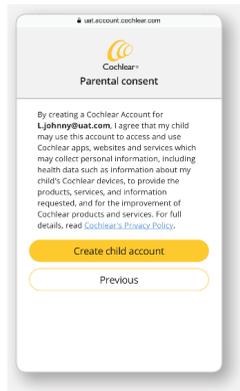
From 'Settings', select 'Account details'.



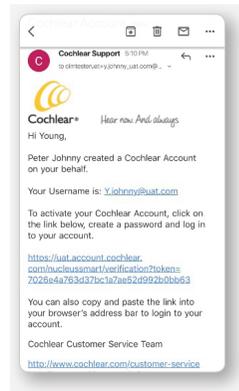
Your details and the details of the people you care for will be shown. Select the child for whom the account is to be created and click 'Create child account'.



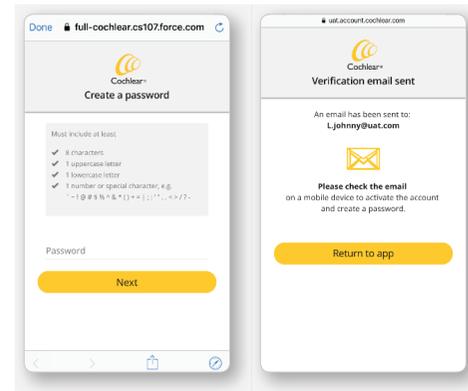
Enter your child's email address (this will be their log in.) This cannot be the same email address as you have used to create your own account.



Confirm your consent to your child's use of a Cochlear Account. An email will be sent to your child's email address with a link to activate the account.



Open the activation email that was sent to your child's email address and click on the activation link.



Create a password for your child's account. Once the account has been set up, it can be used to log in to the Nucleus Smart App on any compatible device which has the Nucleus Smart App installed.