



HEARING AID SERVICES FORM USER GUIDE (ADOBE PDF)

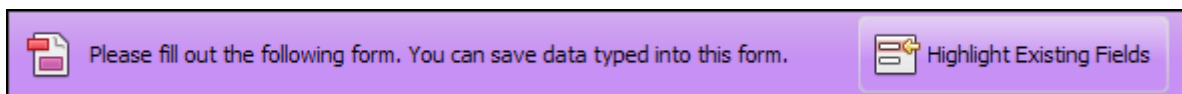
accessible has created new forms for Hearing Aid Services. These forms are Adobe PDF documents that are able to be printed and filled out by hand, or typed in electronically and sent as an attachment via email. The layout is exactly the same as the Microsoft Word versions; however these PDF forms have more interactive fields such as compulsory fields and automatic resizing of text. Please read this user guide for more information.

To open or download these forms, go to <http://www.accessable.co.nz/hearing.php> and they will be listed under the heading **Forms**. If you have any questions or feedback regarding the forms feel free to contact the Hearing Aid Services team on 0508 001 002 or hearing@accessable.co.nz

FOR ELECTRONIC USERS

Fields and Mandatory fields

You can open the PDF through the internet or save and open in Adobe Reader. If you open the PDF through the internet, on your page please do not press the back button or all information you typed out will be lost. Once you open the form, all fields should be highlighted in blue, and the mandatory fields will have a border in red. If you are not able to see this, click on the Highlight Existing Fields button that should be in the bar on the top of your form.



Simply click on a field and start typing.

Given Name	John
Last Name	

Note: All fields that are mandatory will be highlighted in red. This includes sections i.e. if you have to select one tick box out of a group of tick boxes, all those tick boxes will be highlighted in red, even though you only have to select one.


Navigating the form

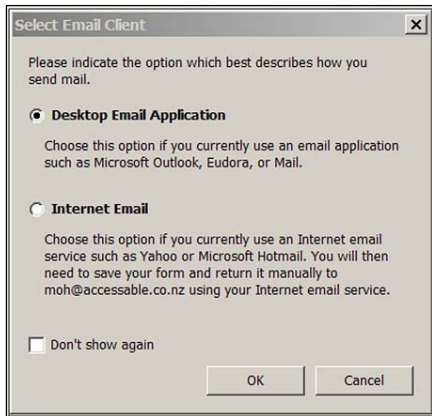
To navigate the forms easily, press the Tab button on your keyboard to move from field to field. To check a tick box use the Spacebar (You will notice that you cannot uncheck a tick box once you have made a selection. However you can undo the previous actions that you took by typing in CTRL + Z). You are able to tab through the whole form. You can also use your mouse to click on each field.



Once you have finished filling out the form you can save the document on your system by going **File -> Save As -> PDF**. You can also use the Submit button on the bottom of the form.

Submit button

When you press the  button, it will not send the PDF straight away. What it will do is offer you two options:

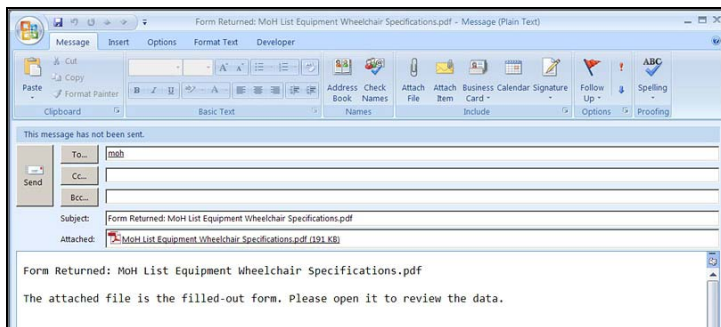


<See Note 1>

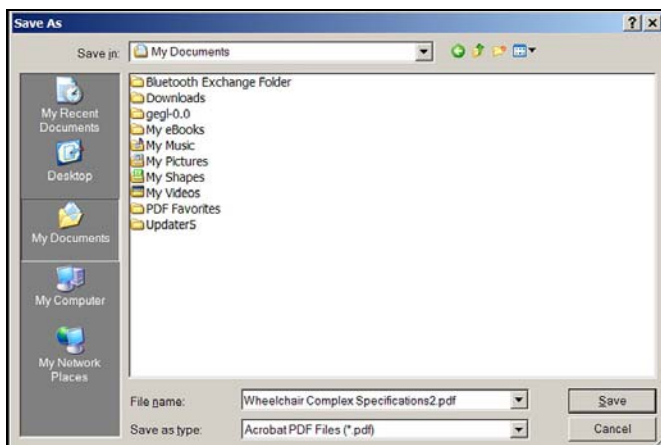
<See Note 2>

Both of these options allow you to add attachments before you send the email to us.

Note 1 - Desktop Email Application: Choose this option if you use an email application such as Microsoft Outlook or Eudora. Once you choose this and click ok it will open up a new email with the PDF attached and the moh@accessable.co.nz address ready to go. You will then be able to add attachments as you would normally:



Note 2 - Internet Email: If you use an Internet Email service such as Gmail or Hotmail to send applications to us then click on this option. It will let you save the filled out PDF to your desktop and you can then send it to us by manually attaching to an Email as well as any other attachments:



After you have submitted a form to us, you will receive email notification within two working days that we have added your application or claim into our customer database.

FOR MANUAL USERS

If you choose to print the form and fill them out by hand you can fax them through to 09 620 1702.

Approved Assessor / Audiologist Details

The first box of information has the details as held by Enable New Zealand.

If you run out of room in the Email field, you can write it out in the Alternative Email field.

Given Name	<u>Jeremy</u>	Accreditation No.	<u>JS1234567</u>
Last Name	<u>Smith</u>	Email	<u>jeremy.wayne.smith.2011@audiologyserv</u>
Telephone	_____	Ext No.	_____
Mobile	_____		
Audiology Provider (trading as) & Branch _____			
Fill out the following if the application information is to be sent to an alternative Audiology Provider and / or Email:			
Alternative Audiology Provider & Branch _____			
Alternative Email <u>jeremy.wayne.smith.2011@audiologyservices.co.nz</u>			

The Alternative Audiology Provider details should be completed if you are working for a provider not shown in your details held by Enable New Zealand. If you complete the Alternative Audiology Provider details section all information about this application / claim will be sent to the alternative email.

Options

Electronic users get the option of selecting from a list in the Person's Details for Title, Gender and Ethnicity. The choices are listed below for you to write into the form:

Title	Gender	Ethnicity
Mr	Female	New Zealand Maori
Mrs	Male	New Zealand European or Pakeha
Ms	Unspecified	English
Miss		Dutch
Other		Australian
		Irish
		Other European
		Samoan
		Cook Island Maori
		Tongan
		Niuean
		Chinese
		Indian
		Other
		Not Specified

TROUBLESHOOTING

Please read this section if you are having any issues with Adobe Reader.

Error Messages / Fields not being sent correctly

It is recommended that you have the latest version of Adobe Reader (10 or higher) to view these files. Adobe Reader 7.0 is known to have some problems when viewing the latest forms. An error message may come up “**Token too long**”, or some fields will not be able to be read. To solve these problems please go to:

(For PC)

<http://get.adobe.com/reader/>

Click on the yellow Download button and follow the instructions.

(For Mac)

<http://www.adobe.com/support/downloads/product.jsp?platform=macintosh&product=10>

Choose the full version or update link.

Forms not opening correctly

At the moment these new forms function fine in IE and Firefox. However if the forms are not opening in your browser / the fields and submit button do not work, then see below:

There may be problems when trying to view in Google Chrome due to its default inbuilt PDF viewer. To disable this Chrome PDF viewer and enable the Adobe Acrobat viewer follow these steps:

1. Type **about:plugins** in the address bar
2. Hit enter
3. Click on details (near the top right)
4. Disable the **Chrome PDF Viewer** and make sure **Adobe Acrobat** has been enabled

There may also be problems with Safari on a Mac. On a PC it should work fine, but on a Mac by default it uses its inbuilt PDF Preview. To disable the Preview and enable the Adobe Acrobat viewer follow these steps:

1. Make sure you have the latest version of **Adobe Reader**. You can download it at “<http://www.adobe.com/support/downloads/product.jsp?product=10&platform=macintosh>”
2. Move the **Adobe Reader** icon in your **Applications** folder to your **Dock**
3. Then open any PDF file
4. You should then get the following message: “Adobe Reader is not currently configured to be the default application for PDF files. Would you like to make PDF files open with Adobe Reader instead of Preview?”
5. Then click **Yes**

If you have followed these steps and the fields and submit button still do not work then make sure you have the latest version of Adobe Reader installed or call your IT provider.