Release of ENZ Equipment, Specs & Hearing (ESH) Application enhancements Tuesday 21 July 6pm to 7pm

Our ESH Application will be unavailable tonight (Tuesday 21 July) from 6pm to 7pm to release some enhancements to the application.

This is the first of several enhancement releases planned over the next **6 weeks**. During these releases you won't be able to access the ESH Application to submit service requests.

We will inform you of any planned enhancements in advance so please keep an eye on your emails so you are aware of what's coming up.

Following each release, you may notice some minor changes to the ESH Application. We will inform you of any specific changes that may affect how you use the application.

Tip: To ensure you're working on the latest version of the application, refresh your browser by pressing either:

- CTRL + SHIFT + R for Chrome
- CTRL + SHIFT + F5 for other browsers.

What's changing?

Please note the following changes for update one.

NHI number search improved
We recommend you search by NHI number for best results. The ESH Application now recognises **lower-case** and upper-case letters in the NHI number and will return the customer record. Previously, the application wouldn't return results if lower case letters were entered.

'Edit details' functions changed
1. When editing / updating a customer record, the 'Submit' button text has been changed to 'Save'. Here is a screenshot of the new button.

2. When you select 'Save' or 'Cancel', you will now return to the 'Customer Details' screen rather than the 'Customer Search' screen. You will be able to continue your service request without having to search again for your customer. Here is a screenshot of the equipment 'Customer Details' screen.

We are committed to continue improving your experience of the ESH Application and we thank you for your feedback. Please contact us if you have any questions about this notice.

Enable New Zealand Contact Centre

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