AirView 2-Step Verification
User Guide

Content

Overview

AirView now supports the ability for users to use an identity provider's (IDP)
security authentication methods to sign in to AirView. This replaces access certificates used
to sign in to AirView with secure sign-in options comparable or equivalent
to Multi-Factor Authentication (MFA).

This document provides information about how to use 2-Step Verification
(2SV) to access your AirView account.

Terminology

Throughout this guide, we refer to a number of terms. Review the following to familiarize yourself with some of these key terms:

- **Identity Provider (IDP)**

An Identity Provider (IDP) is a system that manages and provides authentication services for user identities. Through an IDP, users can securely access websites and applications using 2SV. AirView provides 2SV functionality through an IDP called Okta™.

- **2-Step Verification (2SV)**

Two-step verification, also known as 2-Step Authentication (2SA), is an authentication method that requires a user to provide two credentials, a password and a passcode to sign in. A user must use two different verification methods of one authentication factor to obtain the credentials. (For example, one authentication factor is something the user knows, such as a password or passcode.) To complete the first verification method, the user enters their password (along with their username). To complete the second verification method, the user must enter a passcode from an email, SMS message or one-time passcode (OTP) app.

- **One-Time Password (OTP)**

A One-Time Password or Passcode (OTP) is a randomly generated string of characters or numbers that a user can use only once for one sign-in session. OTPs can be generated by a physical device or sent to a user through email or SMS. OTPs are used in 2SV because they provide a higher level of security than traditional static passwords.

Get started

To get started, do the following:

1. Go to AirView (https://airview.resmed.eu/).

2. Sign in.
   See *Set up 2SV for your AirView account on page 6*.

3. Set up 2SV and access your account.

- For troubleshooting and questions, see:
  Reset your password for your AirView account on page 11.
  Reset 2SV for your AirView account on page 12.
  Frequently asked questions (FAQs) on page 15.

- If you are an AirView administrator, see:
  Manage 2SV with your AirView administrator account on page 13.

Set up 2SV for your AirView account

You are prompted to set up a verification method the first time you sign in. Depending on the verification method(s) you choose, you can receive your temporary passcode(s) by email, SMS or an OTP app.

Before you begin: We recommend that you contact your IT department for 2SV verification method suggestions or requirements.

1. Go to the AirView sign-in page, enter your username and click Continue.

2. Enter your password and click Continue.

3. Review the following 2SV verification methods displayed on-screen:
   • One-time passcode (OTP) app
   • SMS verification
   • Email verification

4. Depending on which verification method(s) you want to choose, or are required by your organisation to use, complete one or more of the relevant setup procedures on the following page.

Note: You may choose to set up more than one verification method. We recommend that you enrol in at least two different methods.
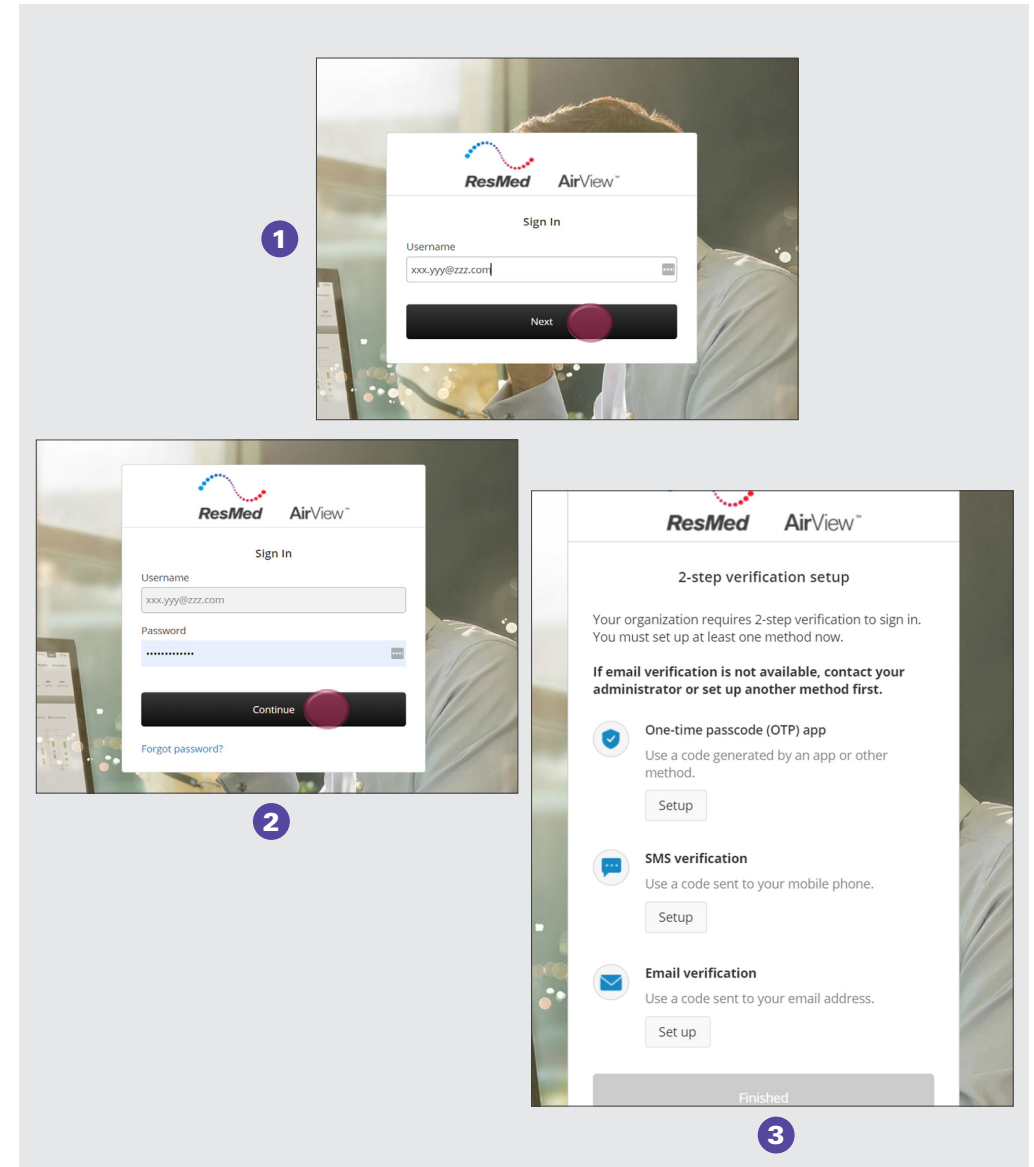
Set up OTP app verification

Before you begin: Contact your IT department for OTP app (mobile or desktop) suggestions or requirements and install the app on your mobile device or desktop computer.

1. To set up OTP verification, under One-time passcode (OTP) app, click Setup and then after reading information click next.

2. Open your OTP app and follow the prompts.

3. With your mobile device or desktop computer, scan the QR code on-screen and click Next.
OR
If you use a desktop OTP app, do the following:
- Click Can't scan? Using a browser?
- Follow the instructions on your app and enter the code provided.
- Click Continue Verify.
If you see Enrolled under the verification method, you successfully set up the verification method.

4. After you set up your verification method(s), click Finished.
For new accounts, AirView directs you to the Terms of Use and then the Home page
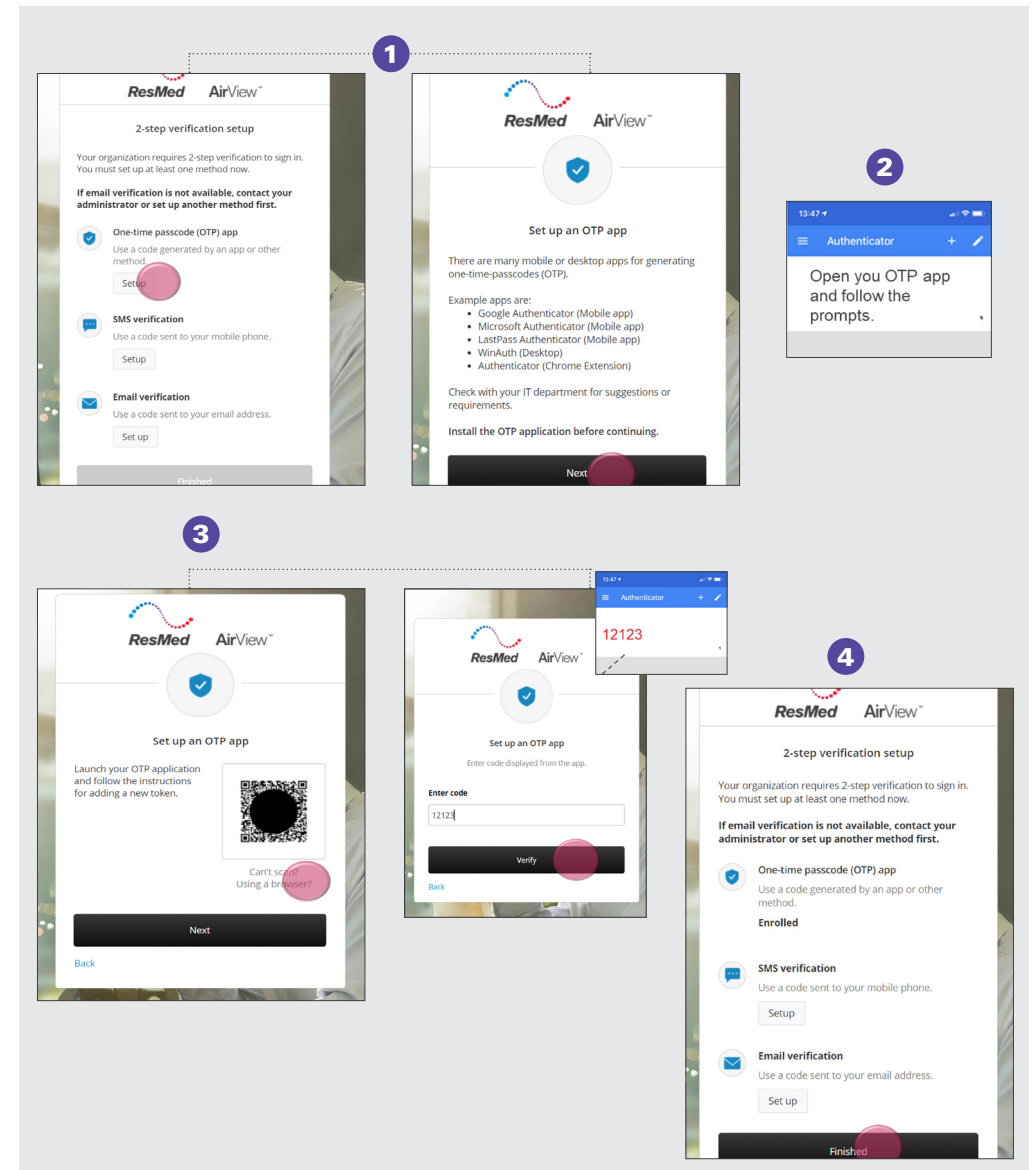
Set up SMS verification

Before you begin: Ensure you have access to a mobile device that can receive SMS messages.

Note: If your SMS code expires, click Back and then Send code.

1. To set up SMS verification, under SMS verification, click Setup.

2. Select your country to determine the correct country code.

3. Enter your mobile number and click Send code.

4. Enter the passcode from your SMS message and click Verify. If you see Enrolled under the verification method, you successfully set up the verification method.

5. After you set up your verification method(s), click Finished.

   For new accounts, AirView directs you to the Terms of Use and then the Home page.
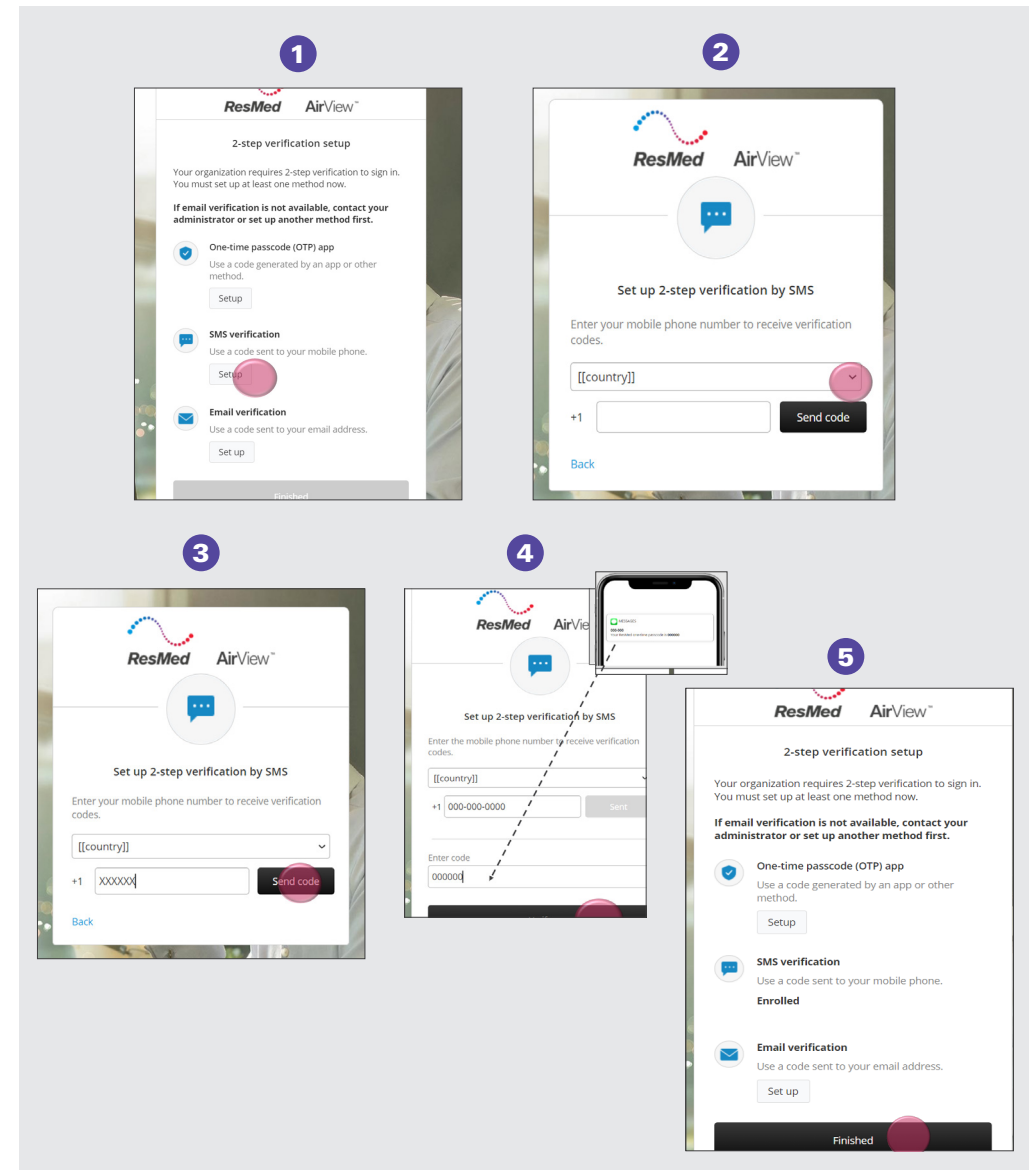
Set up email verification

Before you begin: If your AirView account does not have an assigned email address, email verification will not be available. Contact an administrator of your organization for more information.

Notes:
- To receive a new email and passcode, click Send again.
- If you do not see the email in your inbox, check your spam or junk folder.
- If you still do not see the email, check with your IT department to confirm that you can receive emails from ResMed.

1. To set up email verification, under Email verification, click Setup.

2. Click Send code.

3. Check the inbox of your AirView account email address and enter the passcode provided. Then click Verify.
   If you see Enrolled under the verification method, you successfully set up the verification method.

4. After you set up your verification method(s), click Finished.

   For new accounts, AirView directs you to the Terms of Use and then the Home page.
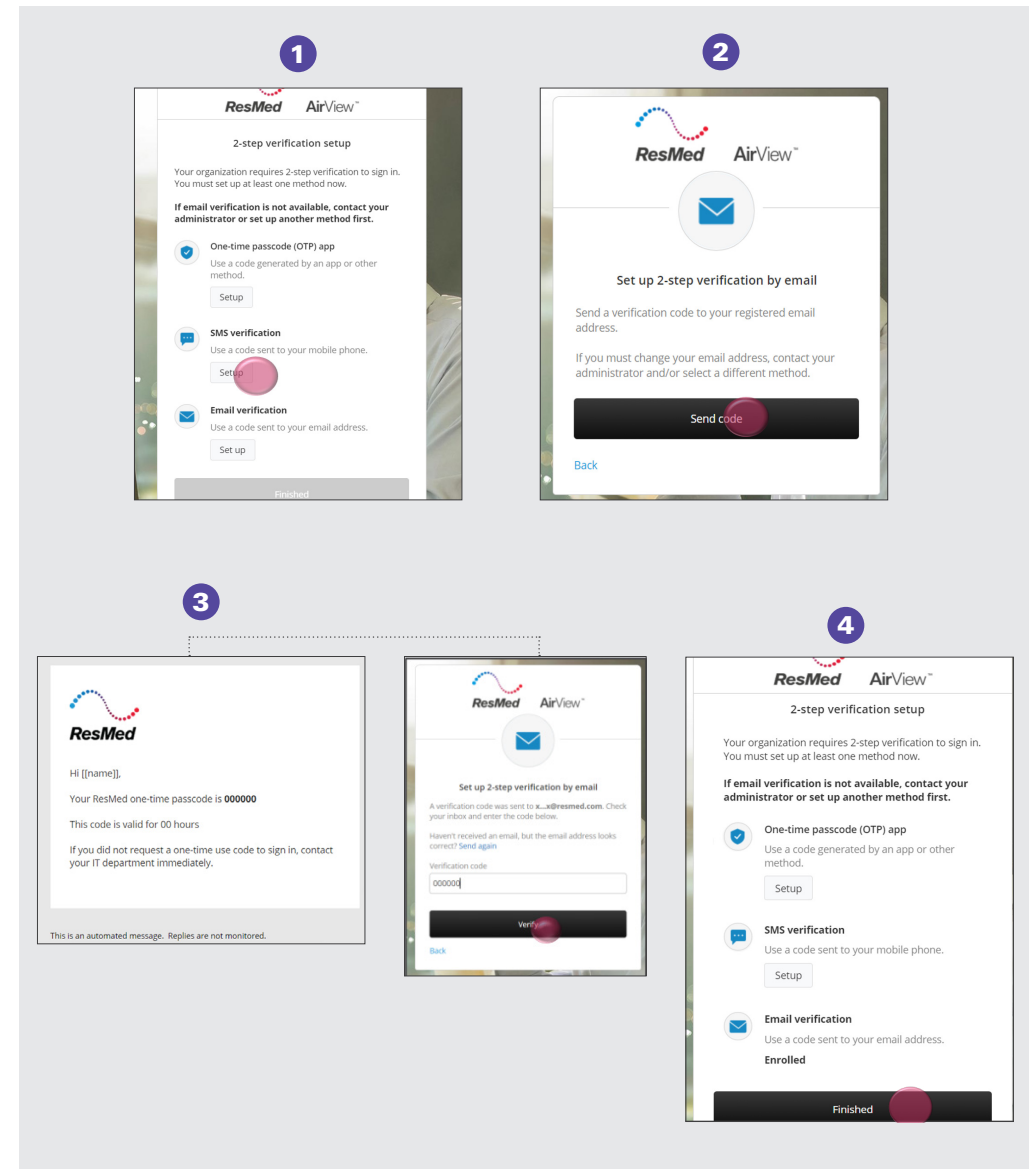
Sign in to your AirView account with 2SV

Note: If you cannot sign in or get locked out of your account, contact your administrator

1. Go to the AirView sign-in page, enter your username and click Continue.

2. Enter your password and click Continue.

3. Optional, only if you are enrolled in more than one verification method, do the following: Click the drop-down list arrow, and then select your preferred verification method.

4. Click Send code.

5. Depending on the selected verification method, find your passcode in your email, SMS message or OTP app.
Enter your passcode and click Continue. AirView directs you to the Home page.
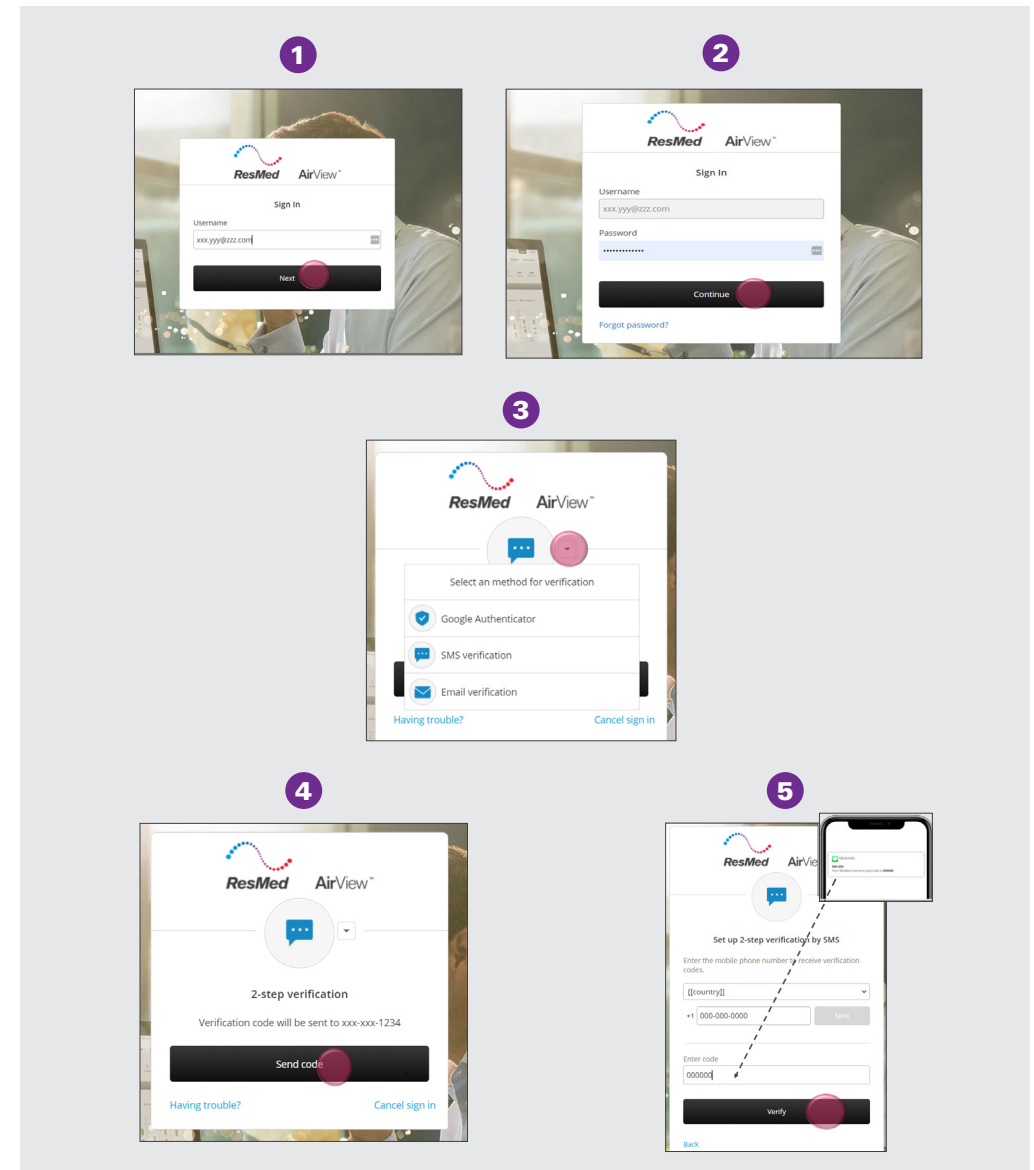
Reset your password for your AirView account

Note: If your account does not have an email address on file, or you do not receive the password reset email, you must contact your administrator.

1. Go to the AirView sign-in page, enter your username and click Continue.

2. Click Forgot password?.

3. After reading the information click on OK.

4. Check your inbox and click the link in the reset password email to create a new password. AirView directs you to a page where you can change your password.

5. Enter your new password and retype it to confirm.

6. The next time you sign in to AirView, enter your new password.
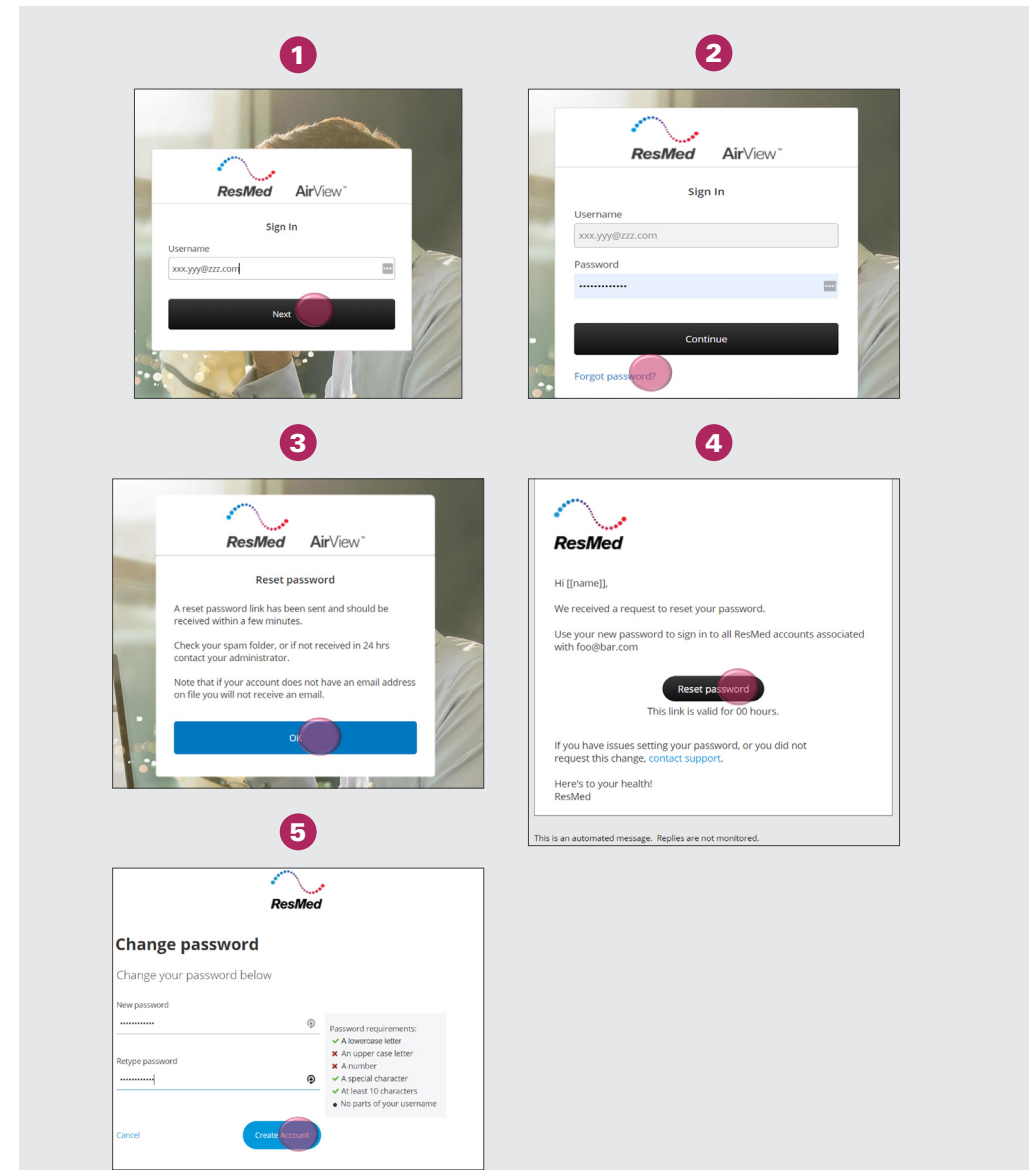
Reset 2SV for your AirView account

1. In AirView, click My profile.

2. Click Basic details.

3. At the bottom of the page, click Sign out and reset 2-step verification. AirView signs you out of your account.

4. Sign in to AirView again and set up your verification method(s). See *Set up 2SV for your AirView account on page 6.*

Note: You may choose to set up more than one verification method.
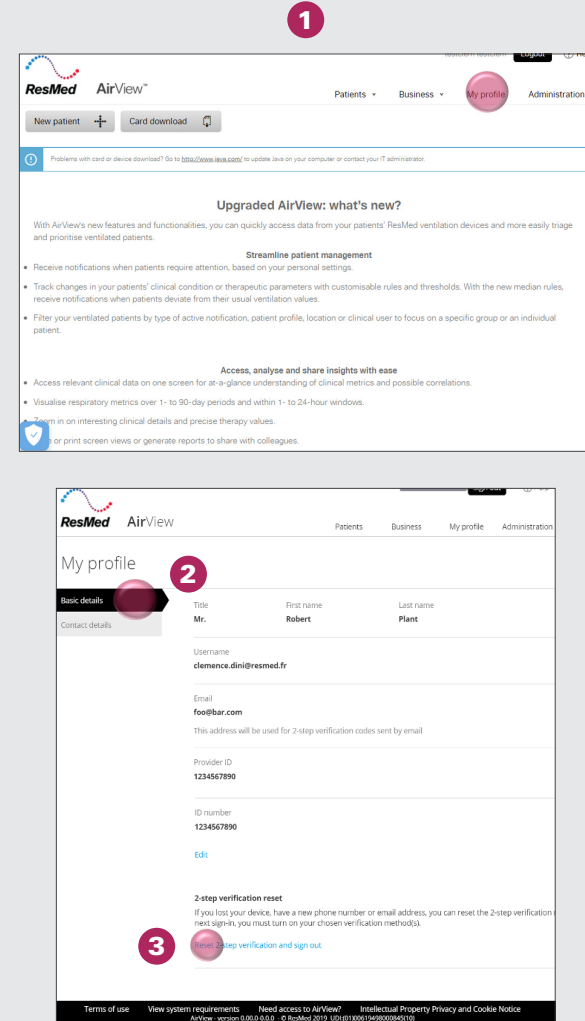
④ See *Set up 2SV for your AirView account on page 6.*

Manage 2SV with your AirView administrator account

Note: This section applies to AirView administrators only.

Set up 2SV for a new user in AirView (create new user)

Notes:

- Users have access to SMS and OTP app verification methods by default; no action is required by you to enable those methods.
- If the user wants to use the email verification method, you must enter their email address in step 3.

1. From the Administration menu, click Users.

2. Click New user and enter the required information.

3. In the Email address field, enter the user's email address. (Optional)

4. Once finished, click Save.

Manage 2SV with your AirView administrator account

Note: This section applies to AirView administrators only.

Reset 2SV for a user

Notes:

- You can only reset 2SV for a user if they are already enrolled in a verification method.
- If you added an email address to an existing user's account for the first time and the user already enrolled in a verification method you, or the user, must reset the user's verification methods before the user can enrol in the email verification method.

1. From the Administration menu, click Users.

2. Select the user's name.

3. In Basic details, at the bottom of the page, click Reset 2-step verification for user.

4. To confirm, click Reset.
   If you see Verification methods reset under the 2-step verification reset section, you successfully reset the user's verification method(s).

Frequently asked questions (FAQs)

Q: **How do I set up 2SV for my AirView account?**

Follow the instructions outlined in *Set up 2SV for your AirView account on page 6*.

Q: **Can I turn 2SV off for my account?**

No, 2SV cannot be turned off. 2SV is mandatory in AirView to ensure that the appropriate security measures are in place to protect patient data.

Q: **How often must I complete 2SV to access my AirView account?**

You must complete 2SV at least once every six months. Also, every time you use a different device or browser to access your AirView account, you must complete 2SV.

Q: **I have a new phone and cannot receive the passcode to sign in. What should I do?**

First, check if you are enrolled in another verification method (email or OTP desktop app) that you can use to sign in. Once you sign in, follow the *Reset 2SV for your AirView account on page 12* to set up the relevant verification method(s) with your new phone. Otherwise, contact your administrator and ask them to reset your verification method(s) for you.

Note: If you are an administrator, contact another administrator to reset your verification method(s). If you are the only administrator in your organisation, contact ResMed support for help.

Frequently asked questions (FAQs)

Q: **I accidentally deleted the SMS message that had my passcode. What should I do?**

Click Cancel sign in, sign in again, click Send code and enter the passcode from the new message.

Q: **I accidentally deleted the email message that had my passcode. What should I do?**

Click Send again to receive a new passcode and enter the passcode from the new message.

Q: **I want to set up a different verification method to sign in. How can I?**

In AirView, go to My profile > Basic details > Sign out and reset 2-step verification. The next time you sign in to your AirView account, you must set up your verification methods.

Q: **I want to use email verification but I don't see it available. How can I set it up?**

Your account may not have an assigned email address. For now, set up an alternative verification method. Later, contact your administrator and ask them to assign your email address to your AirView account. Once this is done, go to My profile > Basic details > Sign out and reset 2-step verification.

Q: **What is a one-time passcode (OTP) app?**

An OTP app allows you to securely receive a one-time passcode for 2SV. There are numerous OTP apps available, such as Google™ Authenticator, Microsoft™ Authenticator, LastPass™ and Authy™. We recommend that you contact your IT department to see which OTP app they recommend or require you to use.

Frequently asked questions (FAQs)

Q: **Can I choose from a list of verification methods to sign in?**

Yes, you can enrol in one or several verification methods (see the setup instructions on pages 3 and 4).

Q: **When does my passcode expire?**

- OTP app verification passcode—expires after 30 seconds.
- SMS verification passcode—expires after five minutes.
- Email verification passcode—expires after five minutes.

Q: **How often must I change my password?**

Refer to your organisation's password expiration policy to see how often you must change your password.

Q: **I can't sign in to my AirView account with 2SV and need help. Whom should I contact?**

First, attempt to sign in again. If possible, use an alternative verification method and enter the verification passcode. If you still cannot sign in, contact your administrator or IT department. If they cannot help you, contact ResMed support. To find the list of ResMed contact information for your region, attempt to sign in and click Having trouble? > ResMed Support.

ResMed

Please refer to the user guide for relevant information related to any warnings and precautions to be considered before and during use of the product.

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