Resmed

Instructions - Resmed Online Connect
User account registration / Access request
+
ResScan Essentials Download

While a significant portion of our content is publicly accessible, certain information and areas are restricted to medical professionals, authorized distributors, and certified service technicians. This includes the ResScan Essentials software, which is located in a restricted-access area.

Please follow these three steps:

1. **Register**
   Create your user account in Resmed Online Connect (ROC).

2. **Request Access**
   Within ROC, request the "Support Portal" to apply for the access rights relevant to your professional role. Access to protected content is granted following verification by Resmed. You will receive an email notification for each approved access request.

3. **Download ResScan Essentials**
   Go to the ResScan Essentials webpage in your region to download ResScan Essentials.

Step by step Instructions

1. Register: Create user account in 'Resmed Online Connect'

Follow the steps below to register your user account:

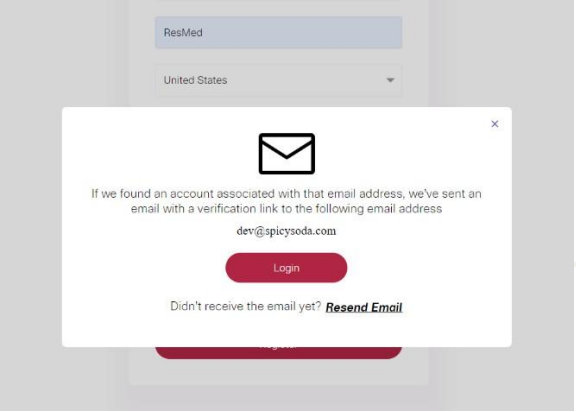
- Go to https://account.Resmed.com/
- Then click on “Create an account”.
- Fill in your personal and organisational details, choose a secure password, and

complete the required fields. *Please ensure: You enter your organisation name accurately. You use an official organisational email address.*

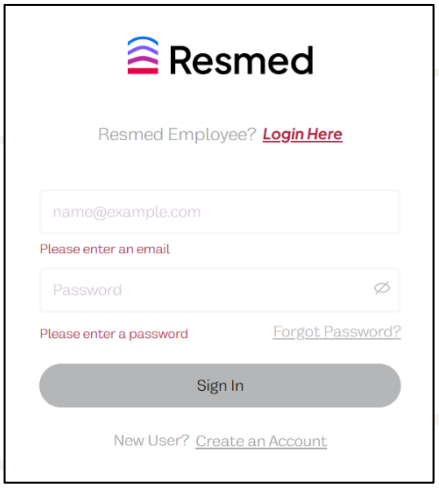
- Click "Register" to submit.

Your user account will be created.

- Check your inbox for a "Registration Confirmation" email.
- Click the confirmation link in the email to finalise your registration. *If you don't see the email, check your spam/junk folder. You can resend the confirmation email during your first login.*



Your account is now ready for the next step.



Once registered, you can log in to Resmed Online Connect.

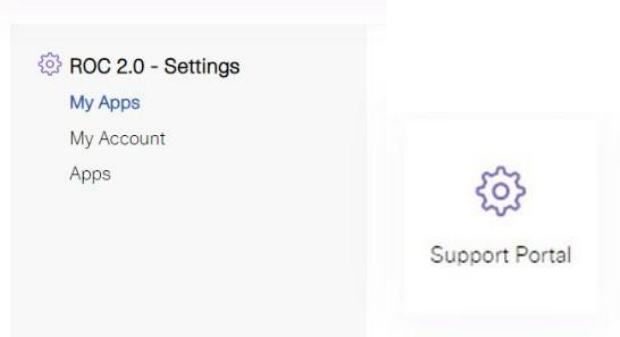
Need assistance?

Please contact your Resmed representative.

2. Request access

When logging in to ROC for the first time, or when accessing 'My Profile' for the first time, you will need to select 'Request access' or 'Apps'.

To do this, click on 'Request Access' or 'Apps' and choose the Support Portal application from the list.



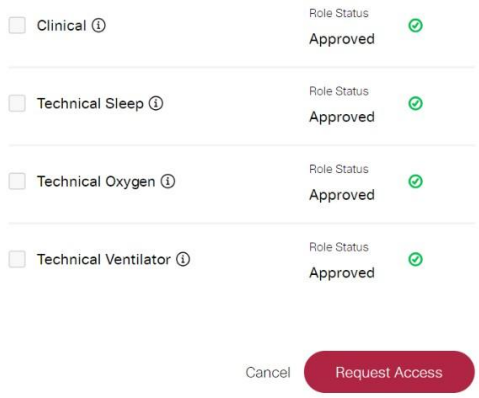
This opens 'Request application access'.

- Select your organization type and function (*applicable for select regions only*).
- Select your user role(s) and submit your request for access rights. Refer to the table below for guidance on choosing the appropriate role(s). Please note that in order to download ResScan Essentials, a clinical role is needed.

Customer Category / Type	User Role within Application	Examples of Accessible Information
Medical professionals /Clinicians	Clinical	Clinical instructions for use + software downloads
Homecare Provider	Clinical + Homecare Provider (if available)	Clinical instructions for use+ software downloads+ newsletters
Technical Service	Clinical + Homecare Provider (if available) + Technical Ventilator/Sleep/Oxygen *	Clinical instructions for use+ software downloads+ newsletters (if available) + Service manuals, technical notes, service software and software upgrades
** Only if technical training has been completed and Resmed certificate issued*		

- The status "pending" is displayed for the requested access rights. Access rights can also be requested retrospectively. The respective protected information only becomes visible after authorisation by Resmed.

• After authorisation by Resmed, an e-mail is sent for each access right and the status can be viewed:

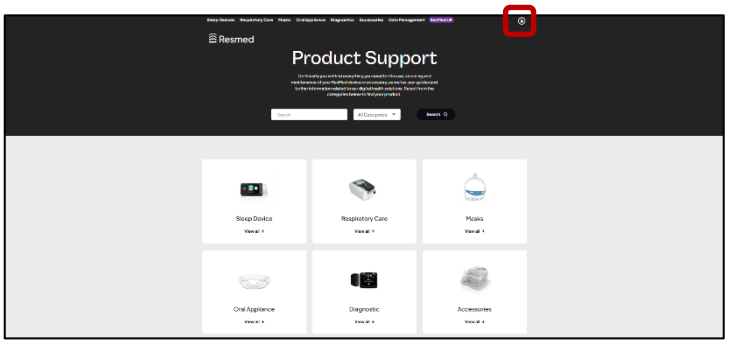


NOW all exclusive and protected information and areas are visible in the Support Portal according to the authorised access rights.

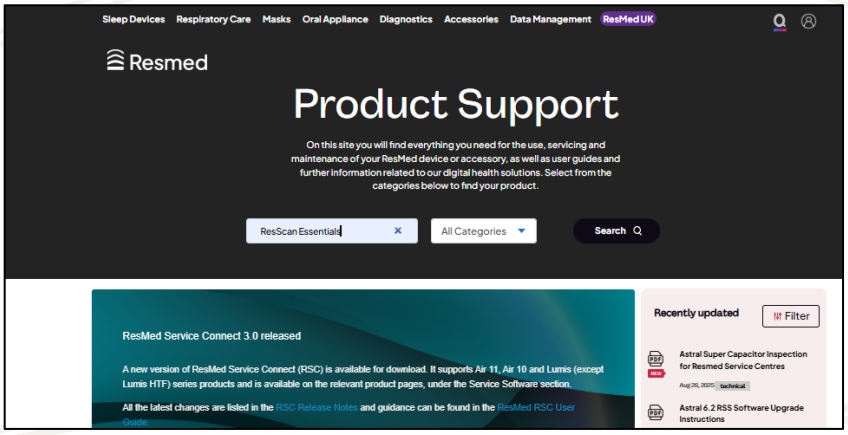
3. Download ResScan Essentials

Accessing ResScan Essentials from the Product Support Portal page:

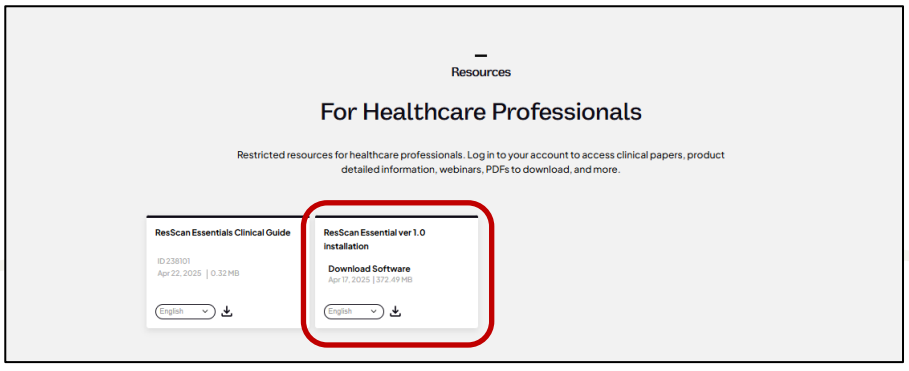
- Go to https://support.resmed.com/ , you should be directed to your region´s Product Support Portal page.
- If you are not already logged into ROC, click the login icon located at the top-right corner of the page to enter your login details.



- Once logged into ROC, search for ResScan Essentials and navigate to the page.



- When on the ResScan Essentials page, scroll to the bottom and locate the Healthcare Professional Resources section. Click anywhere within the ResScan Installation box to begin downloading ResScan Essentials.



This content is intended for health professionals only. Please refer to the user and clinical guides for relevant information related to any contraindications, warnings and precautions to be considered before and during use of the product. © 2025 Resmed. 10114510r1 2025-09