



AirView™

It's time for **AirView upgrades**

We are upgrading AirView to enhance security and improve the user experience.

This document explains why we're making these improvements and highlights what you need to do to facilitate your transition to the upgraded system.

Available now:



Support for new browsers

We're upgrading our offer to give you access on a wider range of browsers. As a result, **you'll be able to access AirView through Chrome and Edge (Chromium-based version only) browsers as well as Mozilla Firefox.** Microsoft has decided to stop supporting Internet Explorer 11 so, to avoid exposing users to security threats, we will be ending our support for this browser in December 2021.

What do you need to do?

- **If you currently use Internet Explorer to access AirView,** you'll have to switch to another browser: Firefox, Chrome or Edge.
- **If you work for an IT team supporting a large number of users on Internet Explorer,** start planning now to ensure appropriate security policies and technical solutions are in place by December 2021.



ResMed Cloud Connect

We think that easy access to up-to-date data is one of the best things about AirView, so we're upgrading our data upload systems. **ResMed Cloud Connect, our new secure data upload system, is a new way of supporting our card-to-cloud and ApneaLink Air systems.** Your experience will be the same, except that you will no longer be required to run regular updates of Java applets.

What do you need to do?

- **If you upload data to AirView from SD cards or ApneaLink Air, you'll need to switch to ResMed Cloud Connect.**
- We will provide you with the installation software several weeks prior to the launch. Please note that we'll be continuing to support Java uploads for a number of months after the launch of ResMed Cloud Connect.
- **Please inform your IT team about this upcoming change.**

Coming up next:



2-Step Verification (2SV)

To improve your user experience of AirView, we're switching away from security certificates to a new secure **Multi-Factor Authentication (MFA) system.** **To access your AirView profile, you'll enter your log-in information (step 1) then enter a one-time passcode verification that will be sent via SMS, email or app (step 2).** It's the same approach that's used for online banking and other secure portals. This will give you more flexibility without compromising on security.

What do you need to do?

- **Memorise your username and password:** you'll need to enter this information the first time you access the upgraded version of AirView.
- **Check your AirView profile and email address are up to date.** To use one-time password verification by email, you must have a valid email address in your AirView profile.