

User roles and permissions (Guide)

The type of role assigned to a ResMed ReSupply user determines the information displayed and the options available on the page. In some cases, users will not be able to see patient data from certain countries based on their organization's geographical restrictions (they will not be able to access reports or the patient and order import feature).

ResMed ReSupply supports the following roles:

Organization administrators

Organization administrators have full access to organization configuration settings of the organization they work with.

Organization administrators can access:

- Organization details
- Reimbursement rates
- Document categories
- Payors
- Eligibility schedules
- Call schedules
- Call scripts
- Locations
- Users
- Reports
- Patient and order import

An organization administrator cannot be an administrator for multiple organizations, and they cannot access patient data.

Organization administrators can create other organization administrators and resupply users within their organization, as well as reset passwords.

Resupply users

When resupply users are created, their access can be restricted to specific locations within an organization. If a resupply user does not have access to all organization locations, the Dashboard, Patients, Supply requests and Work items pages only display activities directly related to the users authorized locations.

Resupply users can access:

- Their organization's Dashboard
- Patients
- Supply requests
- Work items
- Reports

Resupply users cannot access organization level details unless they have organization administrator rights. They cannot create work items.

Client services representatives

Client services representatives (CSRs) have full access to patient and organization information in ResMed ReSupply.

CSRs can access:

- The entire patient population from all organizations
- Supply requests
- Work items

CSRs can do the following:

- Create patients, organization administrator accounts, resupply user accounts, and dual-role accounts
- Reset passwords for organization administrators and resupply users
- Add work items for a patient
- See Call back work items
- Under the Administration menu, they can view reimbursement rates, document categories, payors, eligibility schedules, call schedules, call scripts, locations, users, reports and patient and order imports

CSRs cannot confirm supply requests. When supply requests are created, they have a status of "Pending". Only a resupply user can change the "Pending" supply request status to "Confirmed."

Solution delivery specialists

Solution delivery specialists (SDS) have full access to patient and organization information in ResMed ReSupply. This role shares many of the same permissions as a client services representative role.

An SDS can access:

- The entire patient population from all organizations
- Supply requests
- Work items

An SDS can do the following:

- Create patients, organization administrator accounts, resupply user accounts, and dual-role accounts
- Temporarily disable patient notifications
- Reset passwords for organization administrators and resupply users
- Add work items for a patient
- See Call back work items
- Under the Administration menu, they can view reimbursement rates, document categories, payors, eligibility schedules, call schedules, call scripts, locations, users, reports and patient and order imports

An SDS cannot confirm supply requests. When supply requests are created, they have a status of "Pending." Only a resupply user can change the "Pending" supply request status to "Confirmed."

Note: A user can be assigned one or more roles within their organization. Users can contact their local administrator, or a ResMed client services representative to change their level of access.

Security and Access (Topic)

How do I get a login for ResMed ReSupply?

If need an organization administrator login, contact the ReSupply Client Services team and ask them to create an organization administrator account for your organization. If you need a resupply user login, contact your organization administrator or the ReSupply Client Services team and ask them to create a resupply user account.

I forgot my login password and I don't have an email address to reset it. What should I do?

If you are an organization administrator user, contact the ReSupply Client Services team who can reset it for you. If you are a resupply user, contact your organization's administrator who can reset it for you.

Can I edit/change my username?

No, your username cannot be changed once it is created in ResMed ReSupply.

Why have I been taken back to the login page (logged out)?

For security purposes, you are automatically logged out when there has been no activity for more than 20 minutes.

How can I reset my password?

You can reset your password using the email address you provided during account set up. If you do not have access to the inbox for the email address you provided, contact your organization administrator to reset your password. If you are an organization administrator and you do not have access to the inbox for the email address you provided, contact the ReSupply Client Services team to reset your password.

How long does the "Forgot your password?" link stay active?

The "Forgot your password?" link stays active for 24 hours. If the link expired, go to the ResMed ReSupply login page and click **Forgot your password?** to obtain another link.