

Troubleshooting (Guide)

General (Topic)

Who do I contact for any administrative ResMed ReSupply questions?

For all ResMed ReSupply administrative questions, contact us at RefreshSupport@ResMed.com.

What is the email address for ResMed ReSupply questions?

For all ResMed ReSupply questions, the email address is RefreshSupport@ResMed.com.

General errors (Topic)

Error message/Possible causes	Solution
<ul style="list-style-type: none">• Page not found• You do not have the proper permissions to view this page.	
You are trying to access a page that no longer exists, or the page you want to access is intended for another user role. <ul style="list-style-type: none">• Virus detected	Contact ResMed ReSupply Support at + 1 (844) 371-8195.
A virus was detected in the uploaded file. <ul style="list-style-type: none">• ResMed ReSupply is currently unavailable. We apologize for any inconvenience. Please check back soon.	Scan the file to ensure there is no virus before you attempt to upload it again.
The ResMed ReSupply development team is performing system maintenance.	Try again later or contact ResMed ReSupply Support at + 1 (844) 371-8195.