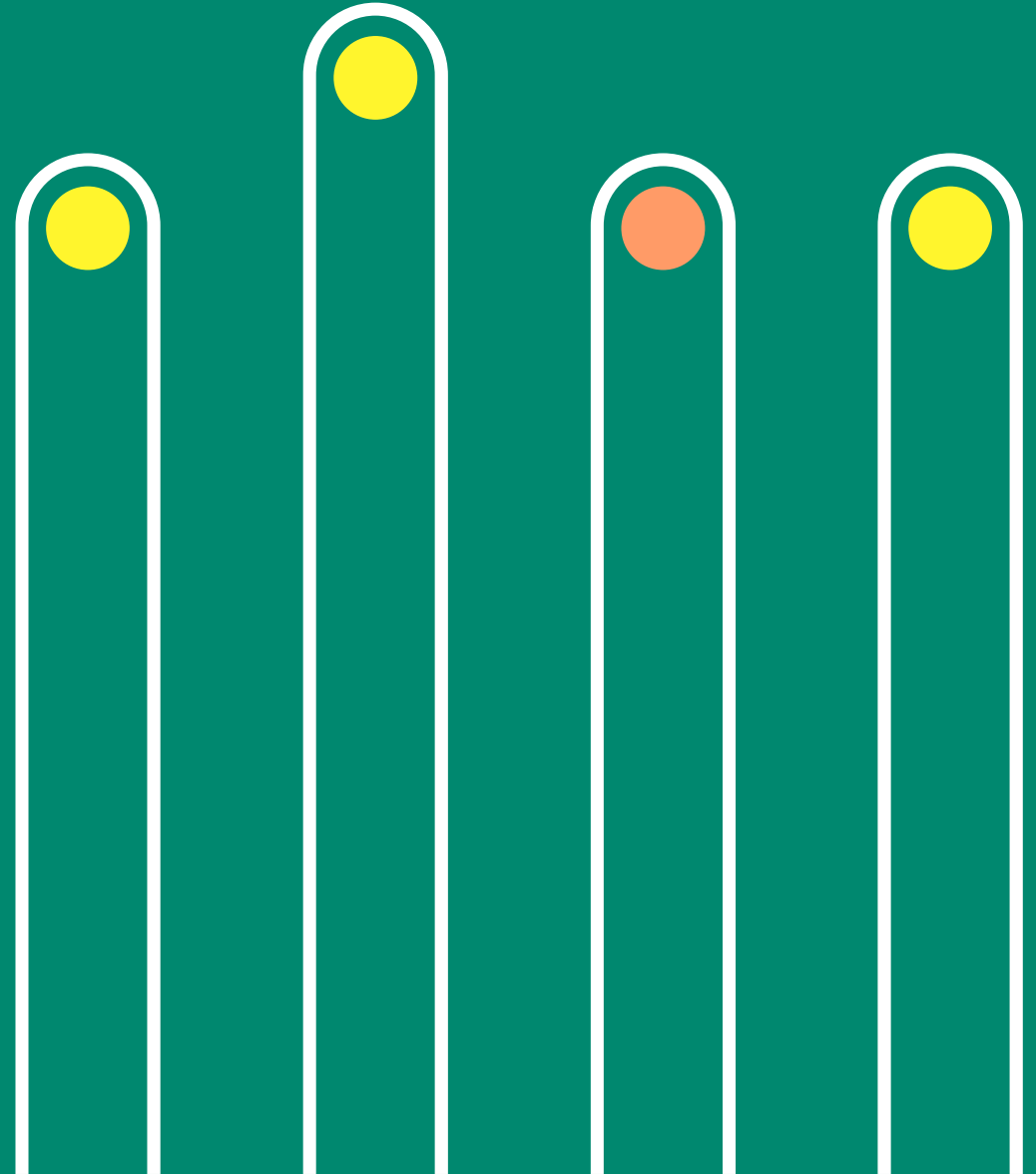




New regulatory support website FAQ

FAQ for users registered before May 26, 2020

RegulatorySupport@cytiva.com
April 2020



New regulatory support website launching May 26, 2020

cytiva.com/rsf

Features

- Subscribe to change control notifications (CCNs) by product code
- Subscribe to CCNs for customized products
- Receive notifications only for the product codes you select
- Use one login for all of cytiva.com instead of using a separate login for regulatory support
- Retrieve your forgotten password easily online without needing to send an e-mail
- Navigate a user-friendly layout

FAQ

1. What happened to my account?

Your account was transferred and is still valid.

2. What happened to my subscriptions?

Some types of subscriptions were transferred.*

*See *Subscriptions...* on pages 5-6

3. What action do I need to take?

You may need to restart some of your CCN subscriptions.*

*See *Subscriptions...* on pages 5-6

4. Why weren't all of my CCN subscriptions transferred?

Previously, CCN subscriptions were organized by product category. The new website organizes CCNs by product code. This enables us to better tailor your notifications, but it also means that we do not know which product code you are interested in.

5. How can I know which product code(s) to subscribe to? I'm not sure which product my company bought.

Product codes can be found on labels, certificates, quotes, invoices, and more. If you need help determining your product code, please reach out within your organization or to your Cytiva sales representative. You can find your local Cytiva representative at [cytiva.com/contact](https://www.cytiva.com/contact).

6. Where can I see which of my subscriptions were transferred?

Log in at [cytiva.com/rsf](https://www.cytiva.com/rsf) and look in **My Subscriptions**.

7. Are there instructions for using the new website?

Yes, available at [cytiva.com/rsf](https://www.cytiva.com/rsf).

FAQ

8. How can I find a CCN that was published before the new website launched?

Look under **My Subscriptions** for a pdf listing CCNs published 2018-2020. To get a copy of a CCN, contact RegulatorySupport@cytiva.com.

9. Where do I log in?

Navigate to cytiva.com/rsf and click **Access Regulatory Support**.

10. I can't log in. What should I do?

Click **Forgot password?** on the login page.

11. What if a CCN is published before I have time to restart my subscriptions?

To give you time to resubscribe, we will e-mail CCNs and publish them online until June 30, 2020. Please be aware that you might receive duplicate notifications during this time after restarting your subscriptions.

Please note:

As your account is being migrated, you may be asked by e-mail or at first login to update missing data or set a password. Please follow any instructions you receive.

If you already have an account on the Cytiva general website, your regulatory support account will merge with that one.

For help logging in, please contact login.techsupport@cytiva.com. You can also get support by using the chat function on our website.

Subscriptions that were transferred

Regulatory support documentation

- Regulatory support files
- Validation guides
- Validation support files
- Extractables information

Change control notifications

- CCNs for BioProcess hardware (accessories and spare parts)
- CCNs for BioProcess software
- CCNs for *one pack size* of any chromatography resin
- CCNs for *one pack size* of any density gradient media
- CCNs for *one column size* of any ReadyToProcess column

Subscriptions that need to be restarted

Change control notifications

- Chromatography resins, other pack sizes
- Density gradient media, other pack sizes
- Filtration
- HyClone
- ReadyToProcess
- ReadyToProcess columns, other column sizes
- Synthesis of oligonucleotides
- WAVE
- Xcellerex
- Biacore
- Cell and gene therapy: Cell culture media and reagents
- Cell and gene therapy: Sepax, Sefia, Smart-Max, Via Freeze, Via Thaw, Xuri, Chronicle



Cytiva and the Drop logo are trademarks of Global Life Sciences IP Holdco LLC or an affiliate.

Biacore, BioProcess, Chronicle, HyClone, ReadyToProcess, Sefia, Sepax, Smart-Max, Via Freeze, Via Thaw, WAVE, Xcellerex, and Xuri are trademarks of Global Life Sciences Solutions USA LLC or an affiliate doing business as Cytiva.

© 2020 Cytiva

All goods and services are sold subject to the terms and conditions of sale of the supplying company operating within the Cytiva business. A copy of those terms and conditions is available on request. Contact your local Cytiva representative for the most current information.

For local office contact information, visit [cytiva.com/contact](https://www.cytiva.com/contact)