Regulatory support website instructions

Change control notifications and regulatory support documentation

cytiva.com/rsf
February 12, 2021
Log in to the website

Go to cytiva.com/rsf.

Click **Access Regulatory Support**.

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**Regulatory Support**

Change control notifications and documentation for products used in regulated environments

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**Download without subscription**

- Statements
- ISO certificates
- Declaration of conformity and EC certificate (Eyins site)

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**Resources**

- Regulatory Support documentation
- Extractables information
- Change control notifications
- Quality management

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**Support portal help**

- How-to videos
- Instructions for use
- Learn what's new
- FAQs
Log in to the website

If you already have an account, log in with your e-mail address and password.

If you do not have an account, click **Register Now** and follow the instructions to create one.

Please remember to register with your company e-mail address.

Consider using a shared inbox when subscribing to change control notifications (CCNs) to minimize communication gaps that can arise from personnel changes.
Start your subscription

After logging in, you will be redirected to **Search & Subscribe** on the regulatory support website.

Click the boxes to select which document types you want to subscribe to.
Subscribe to CCNs

Follow the instructions online to search for a product.

Change control notifications
Search by product code or product name. See examples below.

search for e.g. MabSelect, CB0010L11-11, 17051005, RTPUFP-300-E-65S, 888-0070-C, SH31039.02

Search for custom products. Tick the box and search by complete product code only. For custom HyClone products, please contact HyClone.Changenotice@cytiva.com.

Are you looking for spare parts or software? Subscribe here.
Subscribe to CCNs

Search for a product code (e.g., 888-0070-C) to generate a list of search results.

Click **Subscribe** to subscribe to a product in the search results.
Subscribe to CCNs

Select a product area to subscribe to CCNs for spare parts and software.
Subscribe to CCNs

To search for custom products, check the box marked in red.

Please note that subscribing to CCNs for custom products requires a full product code (i.e., no partial search results are provided.)

CCNs for custom HyClone products are available on the website, but you will need to contact Hyclone.Changenotice@cytiva.com to start your subscription.
Confidentiality agreement

When you request your first subscription to regulatory support documentation, you will be prompted to accept our confidentiality agreement. Please note that CCNs do not require signing a confidentiality agreement.

To review and accept the confidentiality agreement, click **View Agreement**.
Confidentiality agreement

Select that you accept the confidentiality agreement and click **Save**.

The agreement is valid for one year. After one year, you will receive an e-mail to renew your agreement. You will also be prompted to renew the agreement online upon logging in to Cytiva.

When your agreement expires, you will still receive notifications for your regulatory support documentation subscriptions. However, you will not be able to access the files until you renew your agreement online.
Subscribe to regulatory support documentation

Regulatory support files
Search a product code or product name to start your subscription.

Validation guides, validation support files, and extractables information
Subscribe to these documents by selecting from the options listed.
Subscribe to regulatory support documentation

When you subscribe to regulatory support documentation for the first time, our support team will review and approve your request. This process generally takes two business days to complete.

You will see an online notification while your request is being reviewed, and you will receive an e-mail once your request is approved. Once completed, you will be able to subscribe to most regulatory support documentation right away.

**NOTE:** Some subscriptions have an additional approval step due to the sensitive information they might contain. You will be notified online if your request requires additional approval. This step is also completed by our support team and you will receive an e-mail once your request is approved.
View your active subscriptions

Go to **My Subscriptions** and select the document type of the subscription you want to view.

On this page you may also export a list of all your current subscriptions.
E-mail notifications

**Change control notifications**
You will receive a single e-mail when a CCN you subscribe to is published, even if the CCN covers multiple products. Each e-mail lists all of the affected products that you subscribe to.

**Regulatory support documentation**
You will receive an e-mail when a document that you subscribe to is updated.