

Philips Respironics B2B Customer Portals

PURPOSE / SCOPE

In early June 2020, a planned transition of SRC Service software and documentation from my.respironics.com to **My Philips for Professionals or MyP4P was communicated**. The transition has since been completed and the new customer portal has been fully launched. This communication outlines some of the items that are available in the new customer portal, MyP4P, and includes a how-to guide for navigating the portal to find these commonly asked for items.

DETAILS / DESCRIPTION

Items previously accessible my.respironics.com are now accessible in MyP4P:

1. Service software and documentation (manuals)
2. Warranty Search
3. Device Log Upload

Items previously accessible in my.respironics.com that will be integrated into MyP4P in Q3 2021:

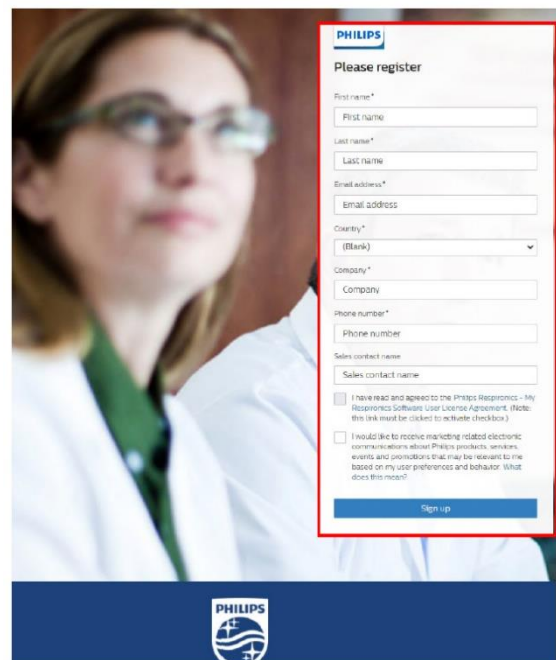
1. Order History Search

Customers who previous used **warranty search** via my.respironics.com will need to register for MyP4P (if not already) to access their warranty information. Please see **section D** below for instructions on accessing warranty search in MyP4P. Additionally, eStore customers may access warranty information within their eStore account. Instructions also included below (**section F**).

Readers should take note that if a service manual or a computer-based training calls out my.respironics.com they should refer to **my.philips.com/s/ (MyP4P)** instead. Instructions on how to register to MyP4P and navigation guide included below.

A. How to register for MyP4P, if you haven't already:

1. Access MyP4P SRC My Respironics [registration page](#)
2. Enter the following information
 - a. First name
 - b. Last name
 - c. E-mail address
 - d. Country
 - e. Company i. This field should begin with your Philips Respironics sold-to number
 1. e.g. 101xxxxx John Doe DME
 2. e.g. 303xxxxx John Doe DME
 3. e.g. 606xxxxx John Doe DME
 - f. Phone number



The image shows a registration form for Philips MyP4P. The form is titled "Please register" and is overlaid on a background image of a woman in a white lab coat. The form fields are: First name*, Last name*, Email address*, Country* (with a dropdown menu showing "(Blank)"), Company*, Phone number*, and Sales contact name*. Below the fields are two checkboxes: "I have read and agreed to the Philips Respironics - My Respironics Software User License Agreement. (Note: this link must be clicked to activate checkbox)." and "I would like to receive marketing related electronic communications about Philips products, services, events and promotions that may be relevant to me based on my user preferences and behavior. What does this mean?". A "Sign up" button is located at the bottom right of the form.

Registration Page URL:

https://www.my.philips.com/s/login/SelfRegister?language=en_US&Group=SRC+My+Respironics&ULA=true

3. Click on and review the Philips Respironics - My Respironics Software User License Agreement
 - a. The "check box" will **not** become active until the User License Agreement is clicked on
 - b. The "Sign up" button will **not** become active until the "check box" for the User License Agreement is checked.

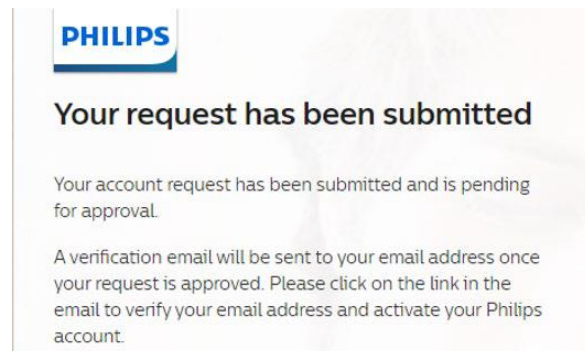


I have read and agreed to the Philips Respironics - My Respironics Software User License Agreement. (Note: this link must be clicked to activate checkbox.)

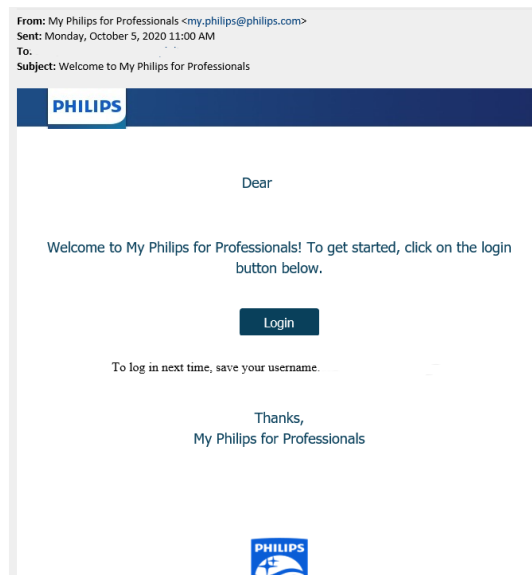
I would like to receive marketing related electronic communications about Philips products, services, events and promotions that may be relevant to me based on my user preferences and behavior. What does this mean?

Sign up

4. Click Sign up
 - a. A confirmation screen will appear noting that the request has been submitted.



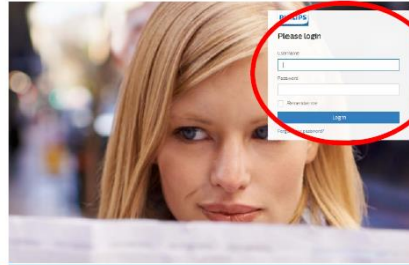
5. Registration requests will be processed within 24 - 48 hours.
 - a. A confirmation e-mail will be sent with instructions on how to get started.



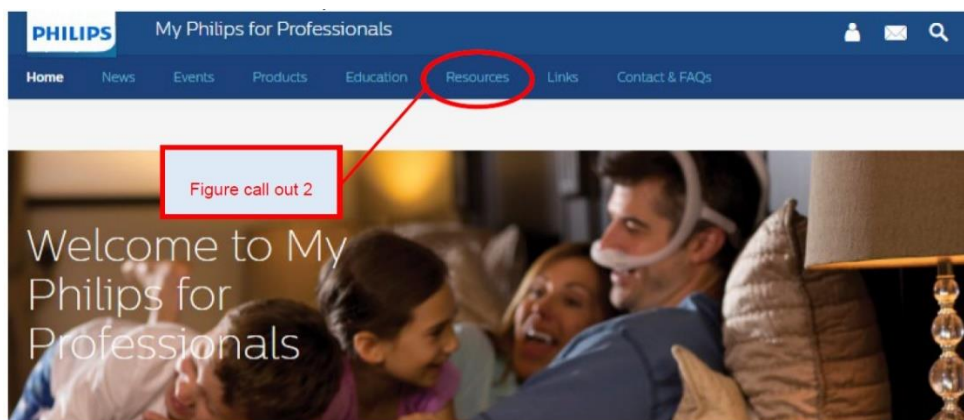
How-To Guide for Navigating MyP4P

B. Using the product filter

1. Access MyP4P (my.philips.com/s/)
 - a. Enter username and password

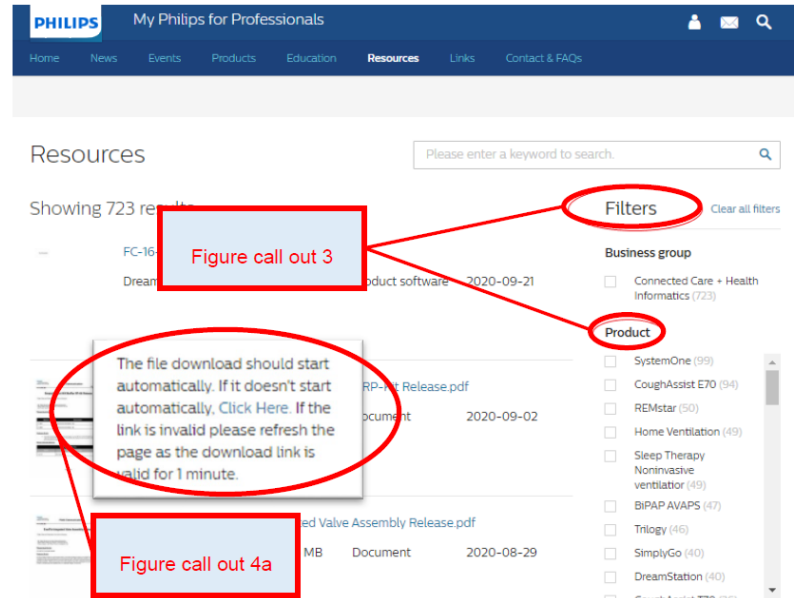


2. Click on “Resources”



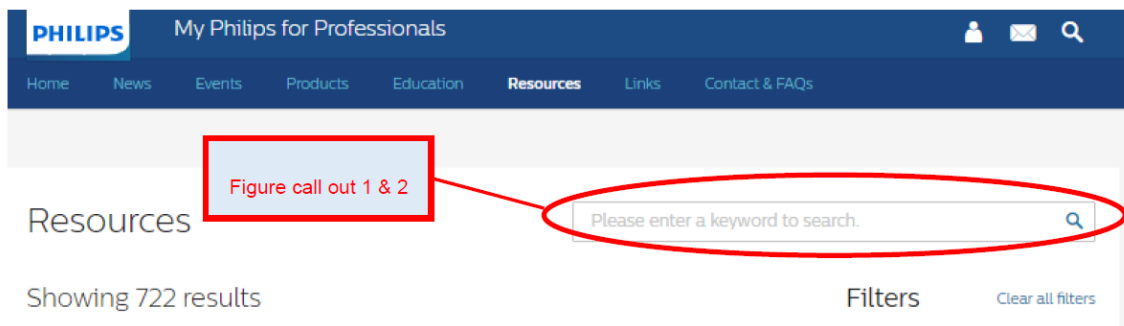
3. Scroll through the “Product” list to find the appropriate product (for example, DreamStation, Trilogy, etc.)
4. Identify the documentation/software needed
 - a. Click on the title of the item to download

- i. Documentation: a download pop-up will appear, and the file will open
- ii. Software: the file will appear at the bottom of your screen, follow the remaining prompts to access the .s or .exe file, finish download



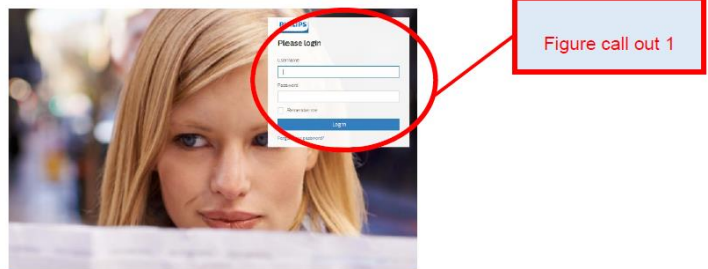
C. Using the Search Field

1. Enter a 'keyword' to search (for example: DreamStation, Trilogy, Software, etc.)
2. Click on the magnifying glass to begin search
3. Identify the documentation/software needed
 - a. Click on the title of documentation/software to download
 - i. Documentation: a download pop-up will appear, and the file will open
 - ii. Software: the file will appear at the bottom of your screen, follow the remaining prompts to access the .s or .exe file, finish download



D. Warranty Search

1. Access MyP4P (my.philips.com/s/)
 - a. Enter username and password



2. Click on Links

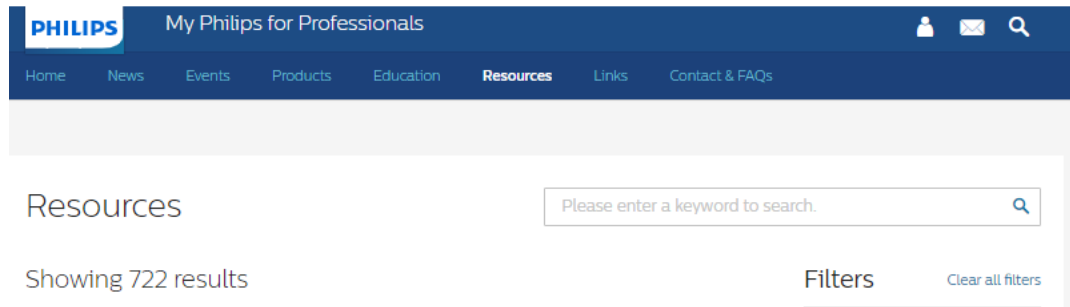
a. Warranty Search

- i. The warranty search database file will appear at the bottom of the screen, proceed to step 1 of Using the SRC Warranty Search Database



Note: If you do not see the Warranty Search link available follow steps ii. Through vi.

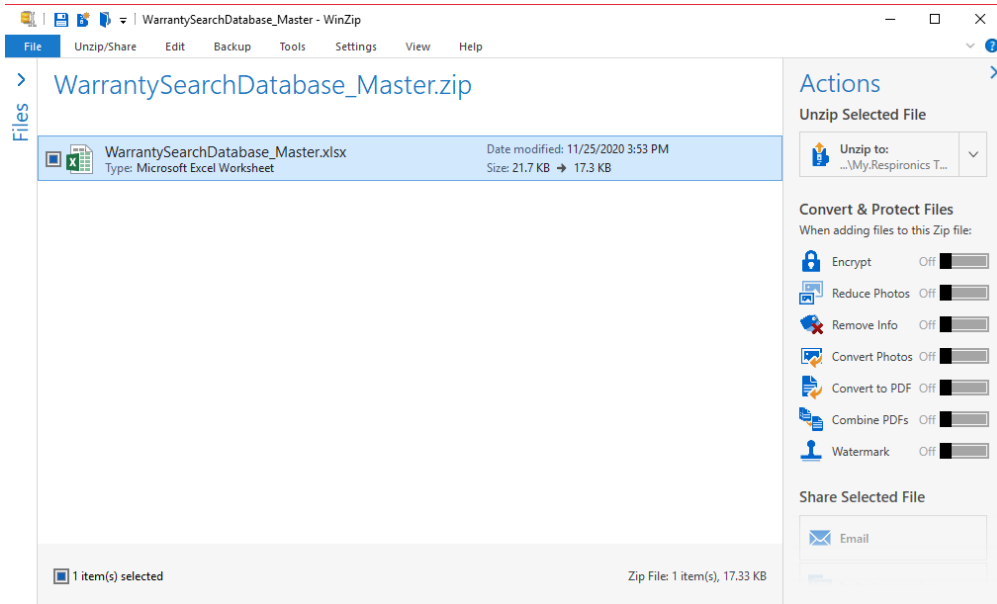
ii. Click on Resources




- iii. Enter a 'keyword' to search (e.g. DreamStation, Trilogy, Software, etc.)
- iv. Click on the magnifying glass to begin search
- v. Identify the documentation/software needed
- vi. Click on the title of documentation/software to download
 1. Documentation: a download pop-up will appear, and the file will open
 2. Software: the file will appear at the bottom of your screen, follow the remaining prompts to access the .s or .exe file, finish download

E. Using the SRC Warranty Search Database

1. Double click and open the SRC Warranty Search Database



2. Enter the serial number of the device in column A, beginning in row 13


1/21/2021

SRC Warranty Search Database

If your serial number does not return information please contact the following for additional support:

Phone: 1-800-345-6443 (Domestic & Canada)
724-387-4000 (International)

E-mail: respironics.repair@philips.com (Domestic)
canadian.customerservice@philips.com (Canada)
respironics.global.customerservice@philips.com (International (Non US/CA))

Enter device serial number (column A) and model number (column B) to retrieve warranty information

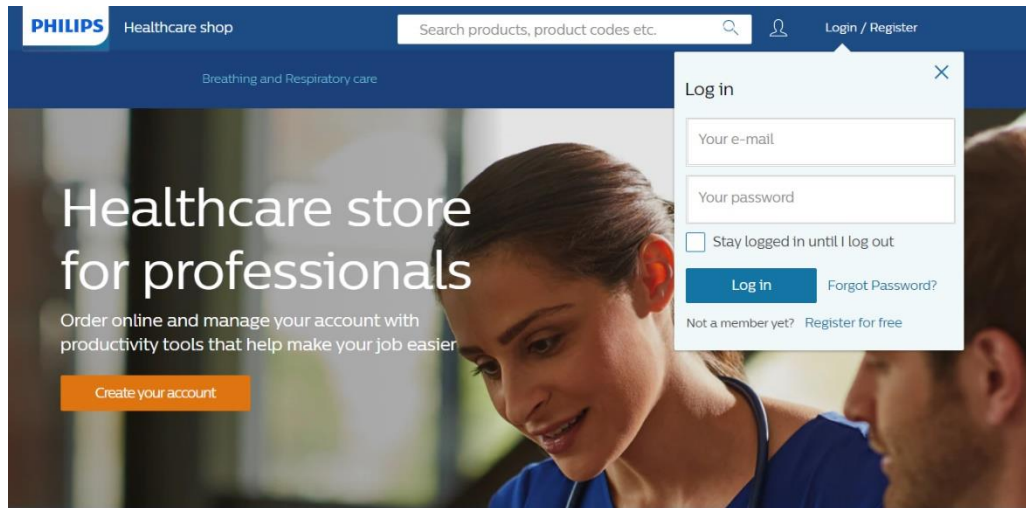
Serial Number	Part Number	Description	Warranty Start	Warranty End	Under Warranty
1234Example	1234Example	Test PN	9/16/2013	9/15/2016	No

3. Enter the part number of the device in column B, beginning in row 13
4. Press Enter
 - a. The description, warranty start, warranty end, and under warranty categories will fill-in according to the serial number entered
 - i. Contact Customer Service if no information populates
 - b. Continue entering serial numbers in column A, until all numbers have been identified

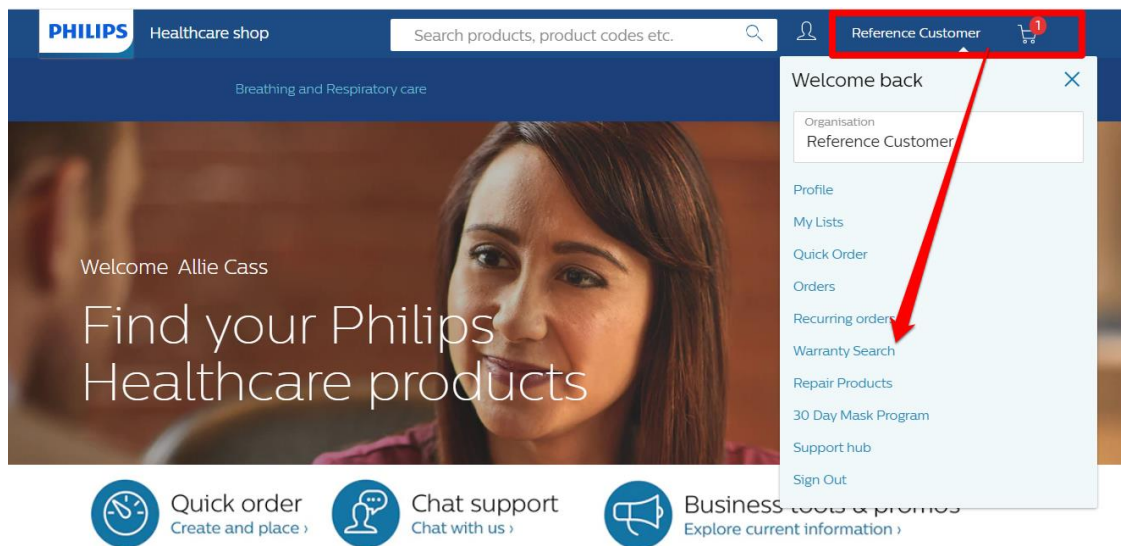
F. Accessing Warranty information via the eStore

1. Access the SRC eStore (homehealth.estore.philips.com)

- a. Enter username and password
 - i. Note: if you need a username and password, [please register for an eStore account online](#), using your existing Philips Respironics account information



2. Click on your account name and select 'Warranty Search' from the drop-down menu



3. Enter the serial number of the PN you wish to check warranty status



Home > My Account > Warranty Search

Profile

My Lists

Quick Order

Support hub

Orders

Recurring orders

Warranty Search

Repair Products

30 Day Mask Program

Warranty search

To check on the warranty status of your Philips product enter the serial number below. [Where do I find the serial number?](#)

Enter product serial number. You can check up to 10 serial numbers at a time, separate them with a comma.

Search