

Data transfer in the Partner Access Portal

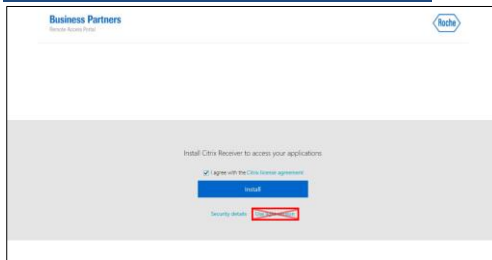
(Downloading/uploading files from/to local computer in Roche applications)

Depending on the versions of the Operating System and the Browser you are using, below steps and pictures might look slightly different on your computer.

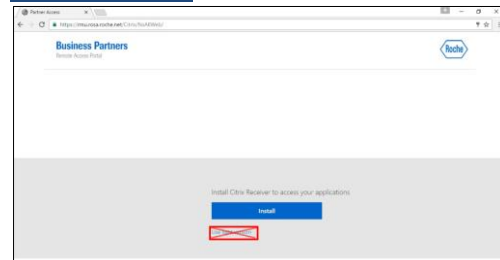
Data transfer between your computer and Roche applications is only possible if your Roche Responsible Person (RRP) or deputy has agreed and requested this functionality for you.

1. After above functionality has been requested, make sure you log into the Roche Partner Access Portal using the Citrix Receiver-Version. Data transfer will not work with the "Light-Version" (details about the Citrix Receiver-Installation can be found in a separate Guide).

Safari (Mac) and Internet Explorer (Windows)



Chrome (Windows)

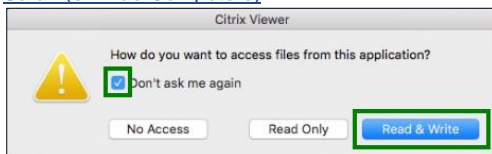


2. Always select the "Save As"-Option when downloading files to your computer from SmartWeb-Applications (e.g. TouchPoint).

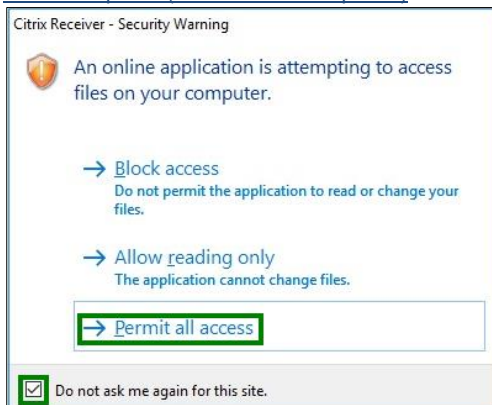


3. When downloading/uploading files, you might be asked to permit access to files on your computer.
 - if visible, tick "Do not ask me again..."
 - select "Read & Write" (Mac Computers) or "Permit all access" (Windows Computers)

Safari (on Mac-Computers)



Internet Explorer (on Windows Computers)



Chrome (on Windows Computers)

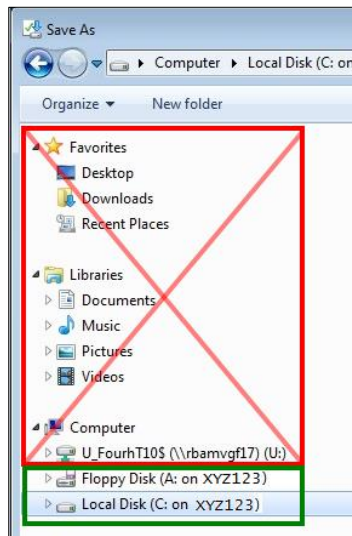


4. The portal is running on a “Virtual Windows Environment”. Therefore many folders (e.g. Documents) are NOT reflecting the content of your local computer.

Make sure you select a disk on your local computer e.g. “Local Disk C” as shown in the picture below (instead of “XYZ123” you will see your local computer name).

In the selected disk, search for the location/folder for your File-Download/File-Upload.

If an Access-Error is preventing you from uploading/downloading, then follow the steps mentioned in the next section: “Citrix Receiver-Settings on your local computer”.
Otherwise proceed with step 5.1



- 5.1 After downloading a file from a Roche-Application to the local computer, you can start using the file on your local computer. Opening the file via the portal will usually not work.



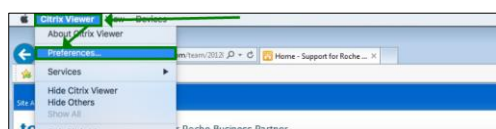
- 5.2 After uploading a file from your computer to a Roche-Application, you can start using the file on the Roche-Portal.

Citrix Receiver-Settings on your local computer

If you are unable to download/upload files to/from your local disk, check your Citrix-Receiver-Settings as follows:

- Citrix Receiver-Settings on Mac Computers (Windows-Settings see [below](#))

- A. After opening a Roche-Application in the Roche-Portal (e.g. TouchPoint)
 - on the top left click on “Citrix Viewer”
 - select Preferences




- B. In the Preferences-Window
- click on the “File Access”-Tab
 - either select “Read and write” or “Ask me each time”
 - close the window



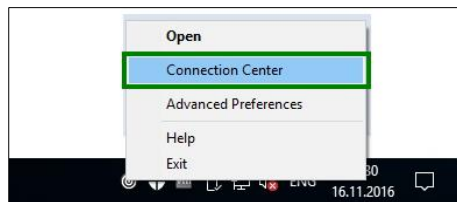
- C. Now you should be able to download/upload files as mentioned in the [first section](#) of this guide.

- Citrix Receiver-Settings on Windows Computers (Mac-Settings see [above](#))

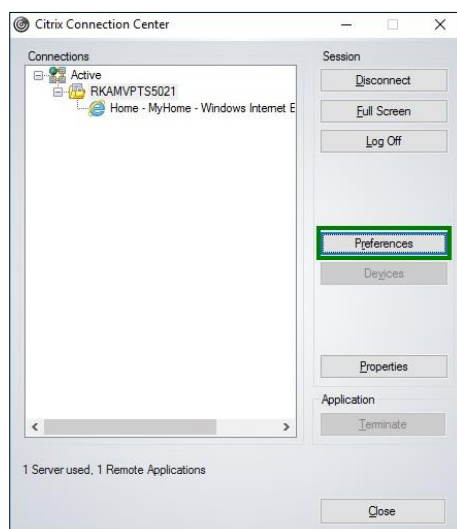
- I. Make sure Citrix Receiver is running. After opening a Roche-Application in the Roche-Portal (e.g. TouchPoint), you should see the Citrix-Receiver-Icon  in the Notification-Area on your local machine.



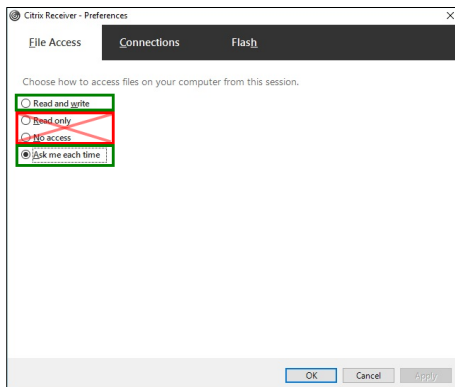
- II. Right-Click on the Citrix-Receiver-Icon and select “Connection Center”



- III. Click on “Preferences”



IV. In the File Access-Tab either select “Read and write” or “Ask me each time”. Then click on OK



V. Now you should be able to download/upload files as mentioned in the [first section](#) of this guide.