



Roche Business Partner Guide (Certificate-Users)

How to access Roche Applications



Welcome to Collaborating with Roche

You have been registered as a Roche Business Partner to support a collaboration between your company and Roche. The Roche portal provides you with secure access to Roche applications and resources.

Requirements

Operating System

- Windows
- Mac OS

Browser

- Google Chrome
- Firefox
- Opera
- Safari

Browser Settings

- Add the website *.roche.net to the trusted sites in your
- browser.

Mobile devices (tablets, smartphones) are not supported

Your Key Contacts

Your key contact points for support or advice are:

- Your *Roche Responsible Person (RRP)* is the person
- at Roche who is accountable for you.
- The *ExBP Services Team* will support you in solving
- any technical problems with the remote access portal.

Your Portal Access

Your RRP organized a Roche user account and a Certificate for you to be able to use the Roche portal. Your registration details include your name, email address, phone number and work address. Roche follows all regulations relating to your personal data protection.

To request access to specific Roche applications, please contact your RRP

What You Need

- Roche Username (*sent in Welcome email message*).
- Roche Password (*sent in Welcome email message*).
- Roche Certificate (*installation instructions sent in two additional email messages*).

Access to Roche Applications

This leaflet explains how to access Roche applications using the Roche remote access portal.

Step 1: Install your Certificate (*one time*)

For security reasons you will receive three different emails which you will need to install your certificate

1.1 Welcome email from Roche with your Roche Username and Password.

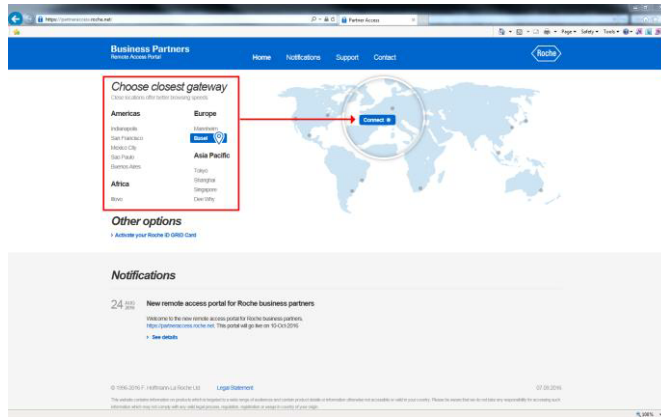
1.2 Certificate email from Symantec with a URL for the Certificate-Download.

1.3 Certificate email from Roche with your personal Enrollment Code and installation instructions.

IMPORTANT: Your Certificate needs to be installed within 10 days. Otherwise it will expire.

Step 2: Access Roche Applications

- 2.1 Go to <https://partneraccess.roche.net>
- 2.2 Select the nearest gateway in your region and click on “Connect.”



2.3 Your Username will be displayed. Enter your Password and log on.

2.4 The Browser will prompt for Citrix Receiver-Installation. Please click on Install. Be aware that the installation is required for best experience.

If you do not install Citrix Receiver, following functionalities (amongst others) will not be available.

- File transfer between your computer and the Roche applications you are accessing.
- Printing to the printer connected to your computer.
- Simplified copy/paste of text between your computer and the Roche applications you are using.

2.5 Open your application.

2.6 After completing your work, end your remote access session (as described in step 4).

Step 3: Change your Password

For security reasons, you will automatically be asked to change your Roche password:

- The first time you access the Portal
- At least every 12 months

But you can change your password at any time by selecting the “Password Change Utility” once you’re logged into Partneraccess portal. Please make sure you select EXBP as your domain.

Step 4: End your Session

To exit Roche applications, click on your Username (in the top right corner of the window) and select “Log Off”. Then close the internet browser window.

Troubleshooting – Common Scenarios

The Service Desk Team is the primary point of contact for any incident resolution. Some common issues are:

- Password is not accepted
- Certificate was not installed within 10 days

Roche Policy

Please follow the Roche Policy below to ensure adequate security:

- Your Roche Username and Password are personal and must not be shared with anybody.
- Your certificate cannot be shared and must only be used on the computer to which it is downloaded.
- By downloading the certificate, you accept the terms of use.

ExBP Services

Contact ExBP Services [here](#).

Open ExBP Services a ticket [here](#).

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