



Roche Business Partner Guide

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
- Microsoft Edge (based on Chromium)
- Safari

Browser Settings

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

Mobile devices (tablets, smartphones) are 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 *Service Desk team* will support you in solving any technical problems with the remote access portal.

Your Portal Access

Your RRP will organize a Roche user account. An *IT Onboarding for a New External Partner* email will be sent to you with the registration details.

Your registration details include your Roche userID, password URL, pin and your email address. It also includes a pingID installation guide. PingID is a cloud solution providing the second authentication factor possibilities.

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 (*refer to your IT Onboarding for a New External Partner*).
- Roche Password (*refer to your IT Onboarding for a New External Partner*).
- PingID registration (*refer to your IT Onboarding for a New External Partner*).

Access to Roche Applications

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

Step 1: Configure your account

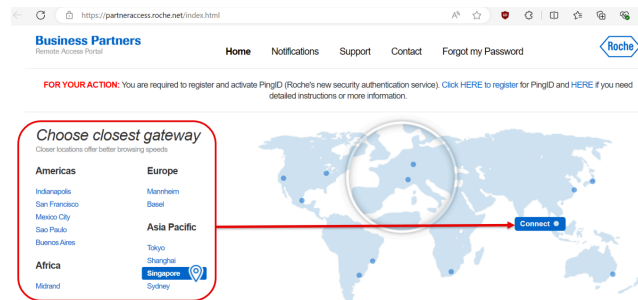
1.1 You will receive an IT onboarding email in your external email address in which you will need to self configure your password.

1.2 You will need to install, register and activate pingID. Instructions can be found in your IT Onboarding email.

IMPORTANT: The password URL is only valid for 7 days. Please contact the Service Desk if you need a new password URL to self configure your password.

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 Enter your User Name and Password to login.

2.4 Please select your authentication device.

Example: Desktop Windows or iPhone (This step will only be shown when you have more than one device registered)

2.5 In the Authentication window, enter the OTP that displays in your authentication device and submit.

2.6 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.

2.7 Open your application.

2.8 After completing your work, end your remote access session (as described in step 3).

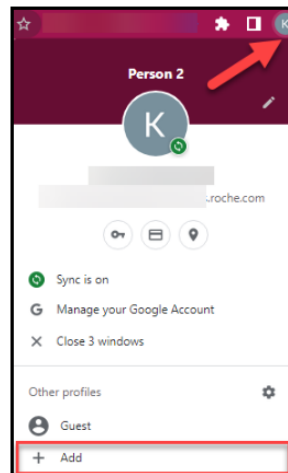
Step 3: End your Session

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.

Google Chrome: How to create new profile and log in with Google Account

It is recommended to login to your local Chrome browser. Please reach out to your RRP if you don't have a Roche google account.

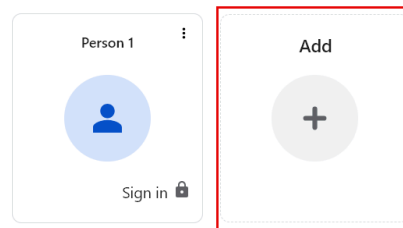
1. Click on your avatar in the upper right corner of the browser and click on "Add"



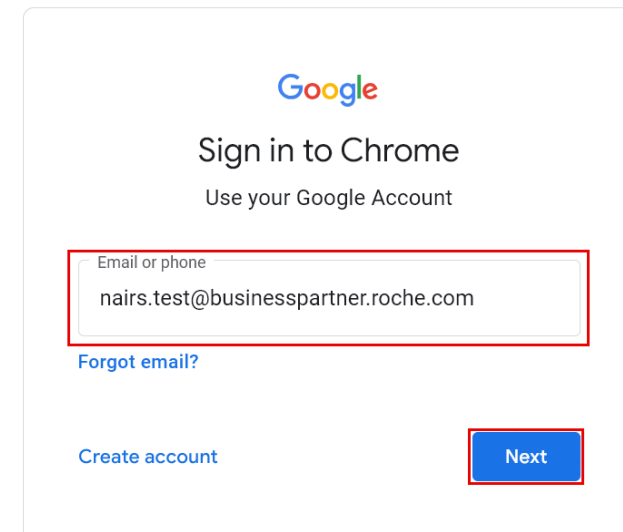
2. Click "Add" to set up a new chrome profile

Who's using Chrome?

With Chrome profiles you can separate all your Chrome stuff. Create profiles for friends and family, or split between work and fun.



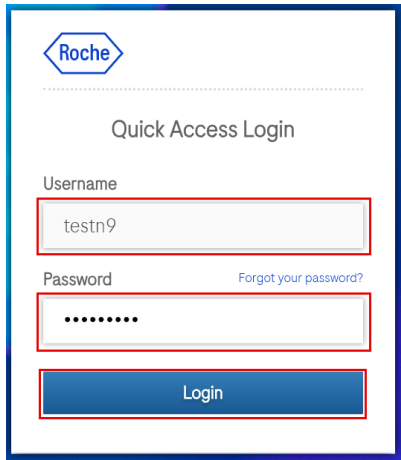
3. Type in your google account email for an example xyz@businesspartner.roche.com and click "Next"



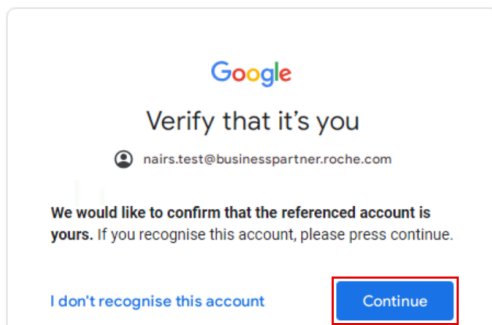
4. You will be redirected to the Single Sign On page. Fill in your Roche Userid and click on "Next"



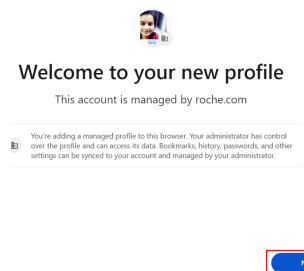
5. Fulfill the "Username" and "Password" fields and click "Login"

The image shows the Roche Quick Access Login page. At the top is the Roche logo. Below it is the title "Quick Access Login". There are two input fields: "Username" with the text "testn9" and "Password" with masked characters "*****". A link "Forgot your password?" is next to the password field. At the bottom is a blue "Login" button. Red boxes highlight the Username field, Password field, and Login button.

6. Click "Continue" to verify your account.

The image shows a Google account verification page. At the top is the Google logo. Below it is the text "Verify that it's you". There is a small profile icon and the email address "nairs.test@businesspartner.roche.com". Below this is a message: "We would like to confirm that the referenced account is yours. If you recognise this account, please press continue." At the bottom are two buttons: "I don't recognise this account" and a blue "Continue" button. The "Continue" button is highlighted with a red box.

You are now logged into Chrome with your Roche account. Click 'Next' and turn on 'Sync' on the next page.

The image shows a "Welcome to your new profile" page. At the top is a small profile icon. Below it is the text "Welcome to your new profile" and "This account is managed by roche.com". There is a small information box that says: "You're adding a managed profile to this browser. Your administrator has control over the profile and can access its data. Bookmarks, history, passwords, and other settings can be synced to your account and managed by your administrator." At the bottom is a blue "Next" button, which is highlighted with a red box.

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
- Unable to install PingID

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.
- There is no "on behalf" mode for PingID. The registration happens only as self-service with a user's credentials.

Password management

Please check below the instructions on how to:

- SET your initial password
- CHANGE your password
- RESET your password (RECOVER your password if forgotten)

Password Management for External Business Partners

You can contact the Service Desk in the following Hotline Support Numbers. Please select the most convenient for your country and language.

Hotline Support

F. Hoffmann-La Roche Ltd
4070 Basel
Switzerland
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