Roche External Partner Guide

How to access Roche Applications

Welcome to Collaborating with Roche

You have been registered as a Roche External 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

Browser Settings
- Add the website *.roche.net and *.roche.com 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 second factor authentication 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 (your non Roche 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: Configure a chrome profile

Several Roche Applications are currently aligned with BYOD and Zero Trust policies and can be accessed directly from your computer. This access can be achieved after a chrome profile is properly set up with endpoint verification and chrome synchronization enabled.
To easily create a chrome profile, you can use chromelogin.roche.com web application.
You can find additional information on how to use chromelogin in the partneraccess support page.

Step 3: Access Roche Applications via partneraccess

As most of the applications would be accessible directly from your computer once logged into chrome, several other would only be accessible via partneraccess. to log into it:
3.1 Go to https://partneraccess.roche.net
3.2 Select the nearest gateway in your region and click on "Connect."
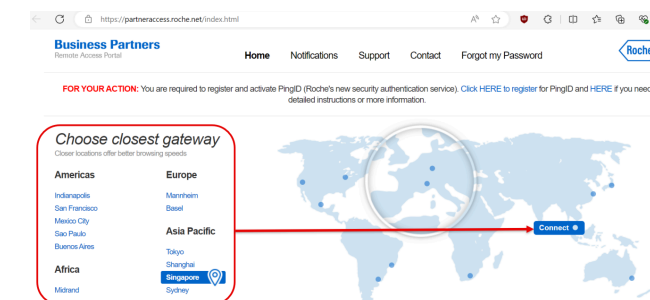
3.3 Enter your User Name and Password to login.

3.4 Please select your authentication device.
Example: Desktop Windows or iPhone (This step will only be shown when you have more than one device registered)

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

3.6 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.

3.7   Open your application.
3.8   After completing your work, end your remote access session (as described in step 4).

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
• Unable to install PingID

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

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

F. Hoffmann-La Roche Ltd
4070 Basel
Switzerland
© 2024