



Extranet users are Sanofi business partners who are external to Sanofi but need to access business data on the Sanofi network.

This guide is for extranet end-users of the Eentity Extranet Identity Management service. It provides instructions for external partners to create and manage the Sanofi network accounts needed to access internally hosted applications on the Sanofi network. **Click a link to review.**

Sanofi Extranet Account Creation

- [Sponsor-initiated registration](#)

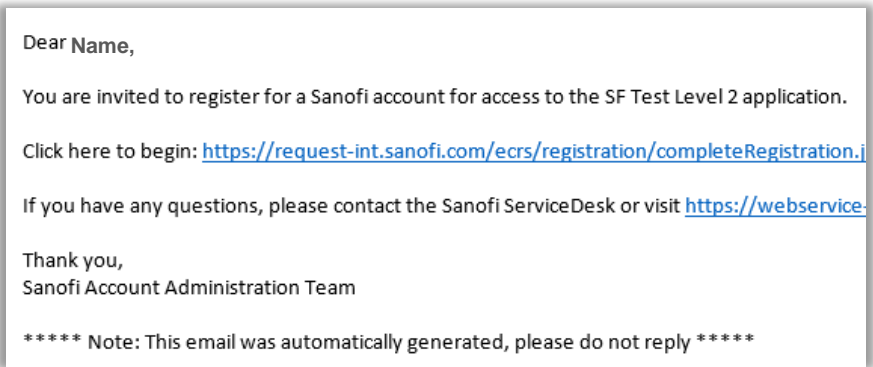
Sanofi Account Management

- [Updating security questions and communications details](#)
- [Sanofi account Password Reset History](#)
- [Make updates to my Sanofi extranet account profile](#)
- [Sanofi extranet account self-service deactivation](#)
- [Self-service password reset](#)
- [Self-service account unlock](#)
- [Sanofi Sponsor-aided password management](#)
- [Sanofi extranet account self-service reactivation request](#)

ACCOUNT CREATION: SPONSOR-INITIATED REGISTRATION

This is the enrollment process when you receive an invitation from a Sponsor at Sanofi to access the application they manage.

- 1 The process begins when you receive an **email invitation** to register for a Sanofi account.
- 2 Click on the **URL in the email** and complete the **registration form**. An asterisk (*) indicates mandatory fields. Accept the General Terms and Conditions and click on **Register**.



User profile management
User Registration

Salutation

First name*

Middle name 2

Last name*

Nick name

Email*

Preferred language

Phone* +

used version of our... the re... we...
at the time we post it. We will request a new acknowledgement to confirm that you have been informed of the changes.

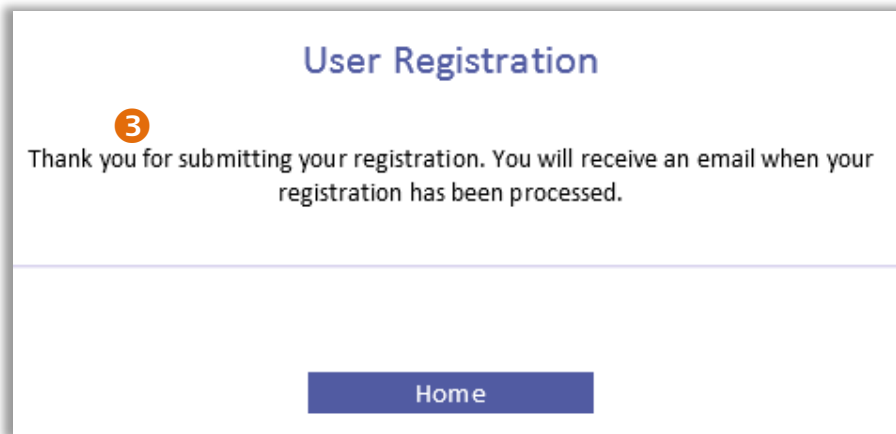
Policies and Procedures for protecting your data

In addition to the privacy practices set out in this Privacy Policy, Sanofi has established internal policies and procedures throughout the group and they comply with the high standards of privacy protection applicable within the European Union and in accordance with international guidelines on personal data protection. Additionally,

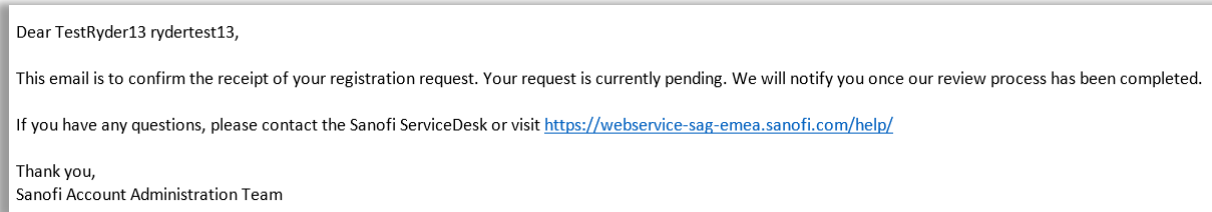
2 < * I accept the General Terms and Conditions.

2 Register

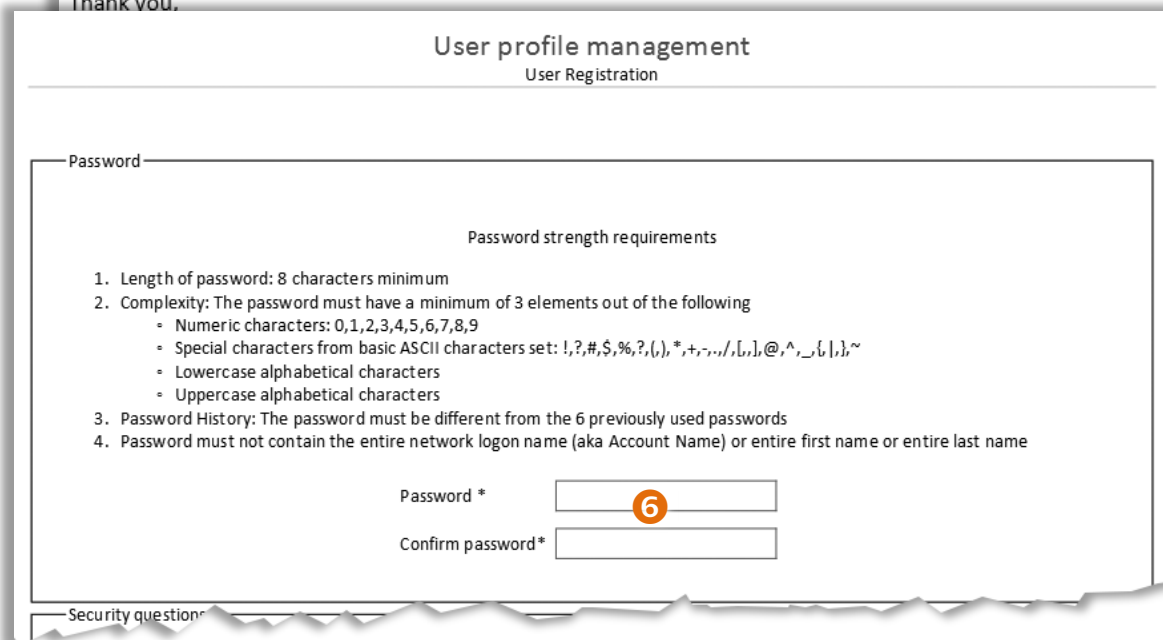
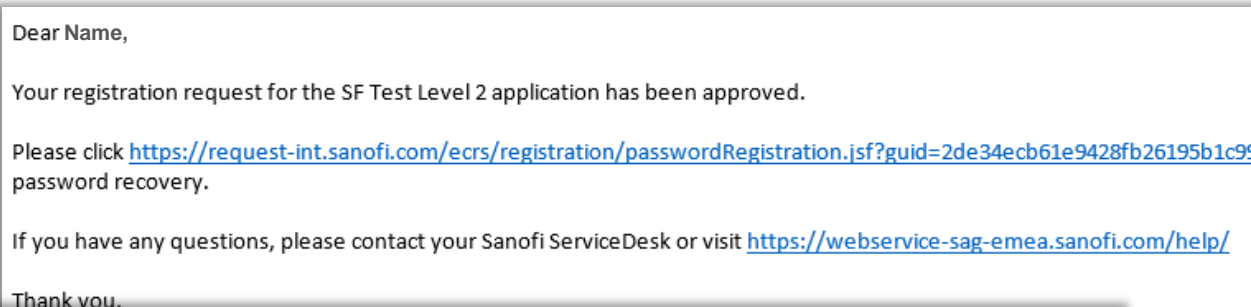
3 A **confirmation screen** appears thanking you for registering. You will receive an **email** to continue enrollment.



4 Depending on the security level of the application, you may receive an email indicating that the sponsor needs to review some information.



5 You will receive an email confirmation that your registration was accepted. Click the URL to continue the enrollment process.



6 Continue registration process by selecting a **password**.

7 Scroll down to select and answer **5 security questions** and personal mobile number or email that will **only** be used to verify our identity when you use the service. Select **Submit**.

8 A **registration completion** message appears. **Close your browser** and **check your email** for account information.

User Registration

8

Your registration is now complete. You can access Sanofi applications using the extranet account information that has been emailed to you. For any questions, please contact your Sanofi representative or visit <https://webservice-sag-emea.sanofi.com/help>

9 You will receive a confirmation **email** verifying that your profile has been set up.

confirm password*

Security questions

Your responses to the security question should be kept secret and treated as passwords and only revealed to your Sanofi ServiceDesk personnel during password reset or account unlock requests.

1. Same question cannot be chosen twice
2. Responses cannot be blank
3. Responses cannot be the same as the question itself
4. Responses cannot be reused for more than one question

Question #1*

Response #1*

Question #2*

Response #2*

Question #3* **7**

Response #3*

Question #4*

Response #4*

Question #5*

Response #5*

Personal communication details

Your mobile phone number is required for the system to send a one-time-password to your mobile phone at the point in time when you need to reset your password.

Valid mobile number format examples

Country code	Phone number
44	20 7946 0123
49	69 3322 4455
1	607 555 4567
83	6 78 97 89 78

Mobile number+

Confirm mobile number+

7

Submit

Dear Name,

This email is to confirm that a profile update was recently completed for your account.

Details of the activity:

Date: Nov 05, 2016 **9**

Time: 01:47:09 GMT

If you have any questions, or did not initiate this update, please contact your Sanofi Ser

Thank you,
Sanofi Account Administration Team

*****Note: This email was automatically generated, please do not reply *****

10 You will also receive a final email which will include your **primary network logon account**.

Dear Name,

Congratulations on completing your Sanofi account registration.

To log in, please use your Primary network logon id, or email address, and the Password you created during the registration process.

Your Primary network logon account id: F7000266 **10**

If you have any questions, please contact the Sanofi ServiceDesk or visit <https://webservice-sag-emea.sanofi.com/help/>

Thank you,
Sanofi Account Administration Team

***** Note: This email was automatically generated, please do not reply *****

ACCOUNT MANAGEMENT: UPDATE SECURITY QUESTIONS & DETAILS

To modify security questions and personal communications details that you have already added to your profile, go to the [Sanofi Extranet Login site](#).

- 1 Type your user name and password, then select **Submit**.
- 2 Select **Change security questions and communication details for my Sanofi account**.
- 3 On the next screen, **make your changes** to the information and select **Submit**.
- 4 This **confirmation screen** will be displayed; you can select **Home** to continue or **close your browser**.

Login to the Sanofi Extranet

This page provides a form to login to the Sanofi Extranet. Only individuals or organizations authorized by Sanofi may access this system.

For any access issues, please click [help](#)

*Username: F7000172

*Password: [masked]

Remember me

Submit

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User profile management

- 2 [Change security questions and communication details for my Sanofi account](#)
- [Password reset history](#)
- [Make updates to my Sanofi extranet account's profile](#)
- [Deactivate my Sanofi extranet account](#)

Logout

User profile management

Your security questions and responses have been updated successfully in your profile. Please remember your responses. You will be asked to provide them to identify yourself through self-service or if you are calling your Sanofi ServiceDesk. Treat your responses as if they were your password and do not share with anyone else.

Home

- 5 You will also receive a **confirmation email**.

Dear Name,

This email is to confirm that a profile update was recently completed for your account.

Details of the activity:

Date: Nov 05, 2016

Time: 01:47:09 GMT

If you have any questions, or did not initiate this update, please contact your Sanofi Ser

Thank you,

Sanofi Account Administration Team

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User profile management

Security questions

Your responses to the security question should be kept secret and treated as passwords and only revealed to your Sanofi ServiceDesk personnel during password reset or account unlock requests.

1. Same question cannot be chosen twice
2. Responses cannot be blank
3. Responses cannot be the same as the question itself
4. Responses cannot be reused for more than one question

Question #1* In what city or town was your first job?

Response #1* job

Question #2* What is the first name of your maternal grandmother?

Response #2* grandmother

Question #3* What was the first concert you attended?

Response #3* attended

Question #4* In what city did you meet your spouse/significant other?

Response #4* other

Question #5* Who was your childhood hero?

Response #5* hero

Personal communication details

Your mobile number or your personal email address is required by the system to send a one-time-password at the point in time when you need to use this service. It will not be used for any other purposes.

Valid mobile number format examples

Country code	Phone number
44	20 7946 0123
49	69 3322 4455
1	607 555 4567
33	6 78 97 89 78

Mobile number+ [] 732 415 4516

Confirm mobile number+ [] 732 415 4516

Personal email address somewhere@gmail111.com

Confirm personal email address somewhere@gmail111.com

Cancel

Submit

ACCOUNT MANAGEMENT: ACCOUNT PASSWORD RESET HISTORY

Whenever you need to, you can verify password reset activity on your account on the [Sanofi Extranet Login site](#).

- 1 Type your user name and password, then select **Submit**.
- 2 Select **Password reset history**.
- 3 Account activity is shown on the next screen. In the example, the first action was validation of security questions. The second was successful completion of the password reset by the end-user.

Login to the Sanofi Extranet

This page provides a form to login to the Sanofi Extranet. Only individuals or organizations authorized by Sanofi may access this system.

For any access issues, please click [help](#)

*Username: F7000172

*Password: [masked]

Remember me

Submit

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Time	Requester	Action	Status	Details	Temporarily locked
09 Dec 2015 20:26:04 GMT	Mike2 Ryder2	Sponsor reset	Security Questions Validated		
09 Dec 2015 20:42:08 GMT	Johnny Doe	Sponsor reset	Success		

Back

User profile management

- [Change security questions and communication details for my Sanofi account](#)
- [Password reset history](#)
- [Make updates to my Sanofi extranet account's profile](#)
- [Deactivate my Sanofi extranet account](#)

Logout

ACCOUNT MANAGEMENT: UPDATE EXTRANET ACCOUNT PROFILE

To make updates to your profile, go to the [Sanofi Extranet Login site](#).

- 1 Type your user name and password, then select **Submit**.
- 2 Select **Make updates to my Sanofi extranet account's profile**.

User profile management

- [Change security questions and communication details for my Sanofi account](#)
- [Password reset history](#)
- [Make updates to my Sanofi extranet account's profile](#)
- [Deactivate my Sanofi extranet account](#)

Logout

Login to the Sanofi Extranet

This page provides a form to login to the Sanofi Extranet. Only individuals or organizations authorized by Sanofi may access this system.

For any access issues, please click [help](#)

*Username: F7000172

*Password: [masked]

Remember me

Submit

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- 3 On the next screen, the Extranet User Modification Form appears. **Make changes** to your profile information, **accept the terms and conditions**, and select **Save**.

- 4 The next screen will confirm that your profile has been updated. Select **Home** to make additional changes, or **close your browser**.

Note: If you updated any of the mandatory fields marked with an asterisk (*), an email will also be sent to your sponsor for approval.

- 5 You will also receive a **confirmation email**. If you updated your email, you will be asked to verify the change using a link in the email.

ACCOUNT MANAGEMENT: EXTRANET ACCOUNT SELF-DEACTIVATION

If you have an account you no longer need, you can deactivate your account yourself. Go to the [Sanofi Extranet Login site](#).

- 1 Type your user name and password, then select **Submit**.
- 2 Select **Deactivate my Sanofi extranet account**.

Login to the Sanofi Extranet

This page provides a form to login to the Sanofi Extranet. Only individuals or organizations authorized by Sanofi may access this system.

For any access issues, please click [help](#)

*Username: F7000172

*Password:

Remember me

Submit

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User profile management

- [Change security questions and communication details for my Sanofi account](#)
- [Password reset history](#)
- [Make updates to my Sanofi extranet account's profile](#)
- [Deactivate my Sanofi extranet account](#)

Logout

- 3 You will see a **warning message** indicating that the account will be deactivated. Select **Deactivate** to proceed.

User profile management

Sanofi extranet account deactivation

Warning: you are about to deactivate your Sanofi extranet account. You will not be able to continue to use your Sanofi extranet account to access Sanofi systems you have been authorized to use. Please click "Deactivate" to continue or click "Cancel" to go back and leave your Sanofi account active.

Cancel Deactivate

- 4 A screen will appear confirming successful deactivation. **Close your browser**.

User profile management

Sanofi extranet account has been deactivated successfully.

- 5 You and your sponsor will receive an email that the account was deactivated.

Dear Name

This email is to inform that your Sanofi account has been deactivated. If you have...

Reason: User Initiated

For further questions, please contact the Sanofi ServiceDesk or visit <https://webs...>

Thank you,
Sanofi Account Administration Team

***** Note: This email was automatically generated, please do not reply *****

ACCOUNT MANAGEMENT: SELF-SERVICE PASSWORD RESET

To reset your Sanofi network password visit the Eidentity Password Management self service logon page at <https://password.sanofi.com>.

- 1 Enter in your **username** and the **captcha code**.
- 2 Select a method to receive the secure code used to verify your identity. Select **SMS or email** and click **Logon**.
- 3 Depending on the method selected, you will **receive the code** via SMS text message on your mobile device or by email. On the next screen, enter the code you received and select **Logon**.

Self service logon page

This page provides a form to login to the Sanofi Extranet Self-Service via SMS or E-mail verification . Only individuals or organizations authorized by Sanofi may access this system.

For any access issues, please click [here](#).

*Username:

1

b h v 2

Self service logon page

This page provides a form to login to the Sanofi Extranet Self-Service via SMS or E-mail verification . Only individuals or organizations authorized by Sanofi may access this system.

2

Select how you would like to receive your code:

2 SMS

Self service logon page

This page provides a form to login to the Sanofi Extranet Self-Service via SMS or E-mail verification . Only individuals or organizations authorized by Sanofi may access this system.

Enter below the code received:

3

- 4 On the next screen, select the **Password reset** radio button and select **Next**.

4 Password Management Service

Please select type of action to perform

- 4 Password reset (change your current password)
- Account unlock (without changing your current password)

- 5 Correctly answer any three of the five **challenge questions** you set up at enrollment and select **Submit**.

Password Management Service

Please provide your responses to at least three of these questions to continue.

Question 1: What is the last name of your favorite childhood teacher?
Response 1:

Question 2: What is the name of the first street you lived on as a child?
Response 2:

Question 3: What is the last name of your favorite author?
Response 3:

Question 4: What was the name of your first stuffed animal?
Response 4:

Question 5: What street did you live on when you were nine years old?
Response 5:

- 6 Enter password, confirm the password, and select **Submit**.

Password Management Service

Password strength requirements

- Length of password: 8 characters minimum
- Complexity: The password must have a minimum of 3 elements out of the following
 - Numeric characters: 0,1,2,3,4,5,6,7,8,9
 - Special characters from basic ASCII characters set: !,?,#,\$,%,&?,{,},*,+,-,=,/, [], @, ^, _ , { , } ~
 - Lowercase alphabetical characters
 - Uppercase alphabetical characters
- Password History: The password must be different from the 6 previously used passwords
- Password must not contain the entire network logon name (aka Account Name) or entire first name or entire last name

Password

Confirm password

- 7 A **confirmation screen** will appear indicating your password has been successfully updated. **Close** your browser.

Password Management Service

Your new password has been updated in our records. Please use your new password to access our system.

- 8 You will also receive an **email** that the password change has been completed.

Dear Name,

This email is to confirm that password reset was recently completed for your account.

Details of the activity:
Date: Sep 30, 2015
Time: 12:14:16 GMT

If you have any questions, please contact your Sanofi ServiceDesk or visit <https://webservice-sag-emea.sanofi.com/help/>

Thank you,
Sanofi Account Administration Team

***** Note: This email was automatically generated, please do not reply *****

ACCOUNT MANAGEMENT: SELF-SERVICE ACCOUNT UNLOCK

To unlock your Sanofi network account, visit the Eidentity Password Management self service logon page at <https://password.sanofi.com>.

- 1 Enter in your **username** and the **captcha code**.
- 2 Select a method to receive the secure code used to verify your identity. Select **SMS or email** and click **Logon**.
- 3 Depending on the method selected, you will **receive the code** via SMS text message on your mobile device or by email. On the next screen, enter the code you received and select **Logon**.

Self service logon page

This page provides a form to login to the Sanofi Extranet Self-Service via SMS or E-mail verification . Only individuals or organizations authorized by Sanofi may access this system.

For any access issues, please click [here](#).

*Username: 1

b h v 2

Logon

Self service logon page

This page provides a form to login to the Sanofi Extranet Self-Service via SMS or E-mail verification . Only individuals or organizations authorized by Sanofi may access this system.

2

Select how you would like to receive your code:

2 SMS

Logon

Self service logon page

This page provides a form to login to the Sanofi Extranet Self-Service via SMS or E-mail verification . Only individuals or organizations authorized by Sanofi may access this system.

Enter below the code received:

3

Logon

- 4 On the next screen, select the **Account unlock** radio button and select **Next**.

4 Password Management Service

Please select type of action to perform

Password reset (change your current password)

Account unlock (without changing your current password)

Next

- 5 Correctly answer any three of the five **challenge questions** you set up at enrollment and select **Submit**.

Password Management Service

Please provide your responses to at least three of these questions to continue.

Question 1: What is the last name of your favorite childhood teacher?
Response 1:

Question 2: What is the name of the first street you lived on as a child?
Response 2:

Question 3: What is the last name of your favorite author?
5 Response 3:

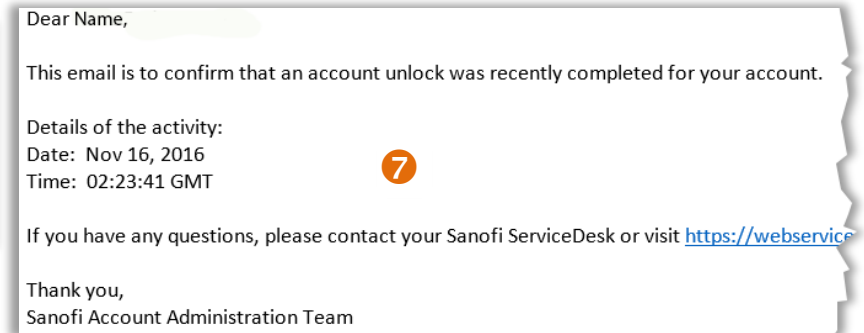
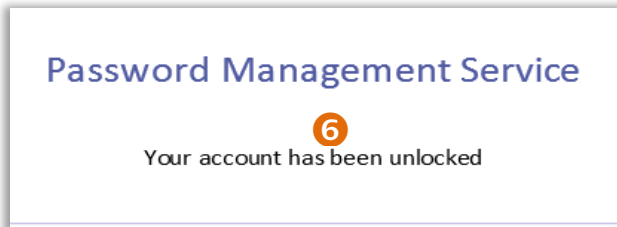
Question 4: What was the name of your first stuffed animal?
Response 4:

Question 5: What street did you live on when you were nine years old?
Response 5:

Back Submit 5

6 A **confirmation screen** will appear indicating your account has been successfully unlocked. **Close** your browser.

7 You will also receive an **email** that the Account unlock has been completed.



ACCOUNT MANAGEMENT: SPONSOR AIDED PASSWORD MANAGEMENT

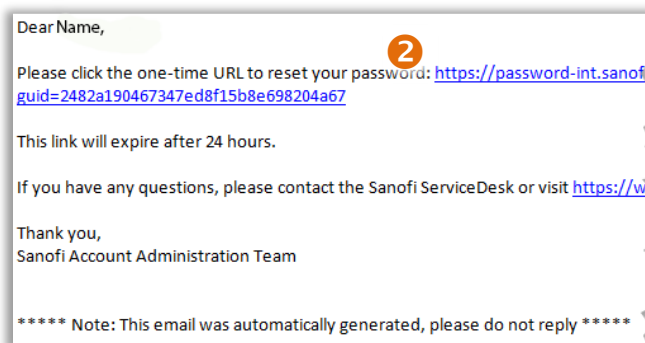
If you need to reset your password and don't want to do it yourself, you can call the sponsor of your account for assistance.

- 1 Your sponsor will ask you for The **login account or email** you provided when enrolling in the Eidentity Password Management service and answers to the **challenge questions** you answered during registration.

Your sponsor will type the answers in the appropriate fields in the Eidentity system. You must answer 3 of the 5 questions correctly for your identity to be verified and to proceed.

- 2 You will receive an email to continue the password reset process. **Click on the URL** to continue.

- 3 Enter in your **username** and the **captcha code**.

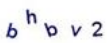


Self service logon page

This page provides a form to login to the Sanofi Extranet Self-Service via SMS or E-mail verification . Only individuals or organizations authorized by Sanofi may access this system.

For any access issues, please click [here](#).

*Username:



4 Select a method to receive the secure code used to verify your identity. Select **SMS or email** and click **Logon**.

5 Depending on the method selected, you will **receive the code** via SMS text message on your mobile device or by email. On the next screen, enter the code you received and select **Logon**.

Self service logon page 4

This page provides a form to login to the Sanofi Extranet Self-Service via SMS or E-mail verification . Only individuals or organizations authorized by Sanofi may access this system.

Select how you would like to receive your code:

4 SMS ▾

Logon

Self service account management

This page provides a form to login to Sanofi self service account management. Only individuals or organizations authorized by Sanofi may access this system.

Enter below the code received:

..... 5

Logon 5

6 **Change your password** based on requirements listed on the screen and select **Submit**.

7 A **confirmation screen** will appear indicating your password has been successfully updated. **Close** your browser.

Password Management Service

Password strength requirements

1. Length of password: 8 characters minimum
2. Complexity: The password must have a minimum of 3 elements out of the following
 - Numeric characters: 0,1,2,3,4,5,6,7,8,9
 - Special characters from basic ASCII characters set: !,?,#,\$,%,&,(,),*,+,-,./,[:,],@,^,_,`{|,},~
 - Lowercase alphabetical characters
 - Uppercase alphabetical characters
3. Password History: The password must be different from the 6 previously used passwords
4. Password must not contain the entire network logon name (aka Account Name) or entire first name or entire last name

Password

Confirm password 6

6 Submit

Password Management Service

7

Your new password has been updated in our records. Please use your new password to access our system.

8 You will also receive an **email** that the password change has been completed.

Dear Name,

This email is to confirm that password reset was recently completed for your account.

Details of the activity:
Date: Sep 30, 2015
Time: 12:14:16 GMT 8

If you have any questions, please contact your Sanofi ServiceDesk or visit <https://webservice-sag-emea.sanofi.com/help/>

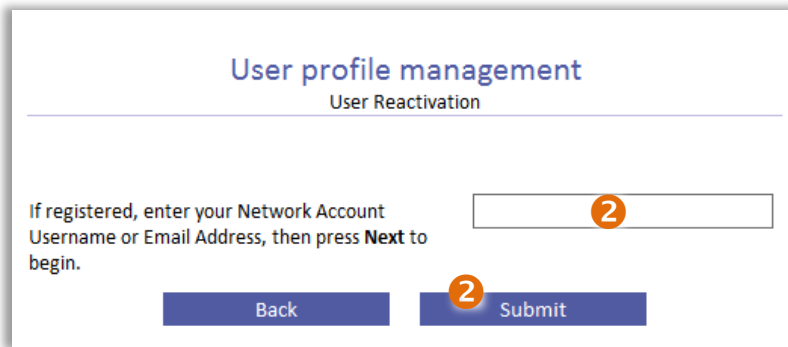
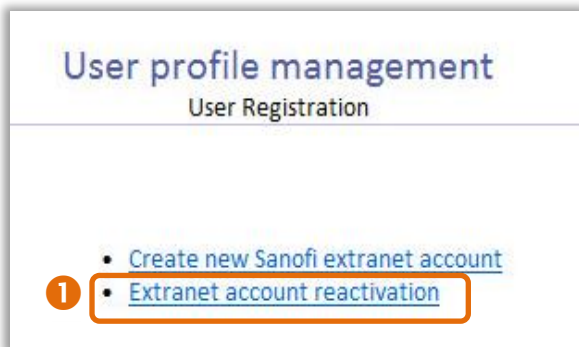
Thank you,
Sanofi Account Administration Team

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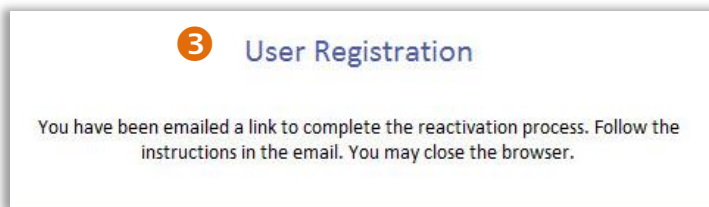
ACCOUNT MANAGEMENT: EXTRANET ACCOUNT SELF REACTIVATION

This process is to request reactivation of an existing Sanofi extranet account.

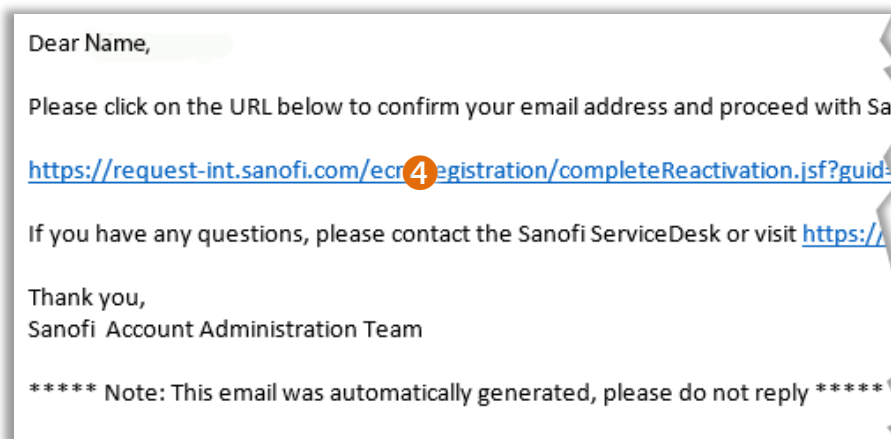
- 1 Go to the [User Profile Management](#) site and select **Extranet account reactivation**.
- 2 Enter your network account **username** and click **Submit**.



- 3 The next screen instructs you to **check your email** to continue the process.



- 4 You will receive **email** to continue the reactivation process. **Click on the URL** to continue.



- 5 Complete the **User Reactivation Form**, accept the terms and conditions, and select **Reactivate**.

User profile management

User Reactivation

Account F7000172

Salutation

First name*

Middle name

Last name* 5

Nick name

Email*

Preferred language

Phone +

Mobile phone + 1

Assistant phone

Fax

Company name

Street address

P.O box

City

State

Zip/Postal code

Country*

Terms and conditions

Privacy Policy - June 11, 2014

Throughout this policy, we use the term "personal data" to describe information that can be associated with a specific person and can be used to identify that person. Information that has been anonymized so that it does not identify a specific user is not personal data.

This policy describes the ways Sanofi collects, stores, uses and protects your personal data. You must accept this policy prior to entering data for registration and receiving access to use Sanofi systems. We may amend this policy at any time by posting a revised version on our registration and access site. The revised version will be effective at the time we post it. We will request a new acknowledgement to confirm that you have been informed of the changes.

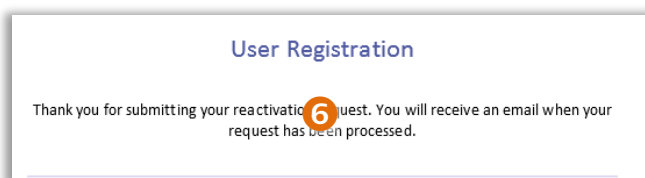
Policies and Procedures for protecting your data

In addition to the privacy practices set out in this Privacy Policy, Sanofi has established internal policies and procedures throughout the group and they comply with the high standards of privacy protection applicable within the European Union and in accordance with international guidelines on personal data protection. Additionally,

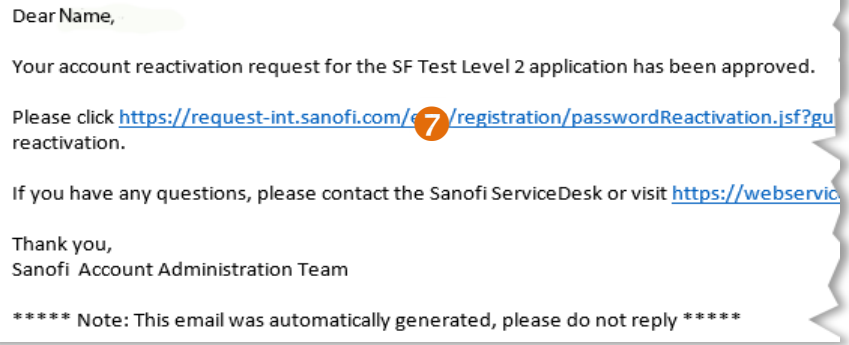
5 * I accept the General Terms and Conditions.

5

- 6 You will receive email confirmation that your request was submitted. Your Sponsor will receive an email request to approve any changes to mandatory fields, which are marked with an asterisk (*) on the form.



7 You will receive an **email** with a URL to continue the reactivation process. **Click on the URL** to continue.



8 Type a password using the password requirements listed.

Update the **security questions** and answers and or update the **personal communications details** (email and mobile number) as needed and select **Submit**.

User profile management

User Reactivation

Password

Password strength requirements

1. Length of password: 8 characters minimum
2. Complexity: The password must have a minimum of 3 elements out of the following
 - Numeric characters: 0,1,2,3,4,5,6,7,8,9
 - Special characters from basic ASCII characters set: !,?,#,\$,%,&,'(,),*+,-,/,,:,;,@^,_,`{|}~
 - Lowercase alphabetical characters
 - Uppercase alphabetical characters
3. Password History: The password must be different from the 6 previously used passwords
4. Password must not contain the entire network logon name (aka Account Name) or entire first name or entire last name

Password *

Confirm password*

Security questions

Your responses to the security question should be kept secret and treated as passwords and only revealed to your Sanofi ServiceDesk personnel during password reset or account unlock requests.

1. Same question cannot be chosen twice
2. Responses cannot be blank
3. Responses cannot be the same as the question itself
4. Responses cannot be reused for more than one question

Question #1*

Response #1*

Question #2*

Response #2*

Question #3*

Response #3*

Question #4*

Response #4*

Question #5*

Response #5*

Personal communication details

Your mobile phone number is required for the system to send a one-time-password to your mobile phone at the point in time when you need to reset your password.

Valid mobile number format examples

Country code	Phone number
44	20 7946 0123
49	69 3322 4455
1	607 555 4567
33	6 78 97 85

Mobile number+

Confirm mobile number+

8

- 9 You will receive a confirmation email that your registration request is pending approval from your Sponsor.

Dear Name,

This email is to confirm the receipt of your registration request. Your request is currently pending. We will notify you once our review process has been completed.

If you have any questions, please contact the Sanofi ServiceDesk or visit <https://webservice-sag-emea.sanofi.com/help/>

Thank you,
Sanofi Account Administration Team

***** Note: This email was automatically generated, please do not reply *****

- 10 On the next screen, a **completion confirmation** appears. **Close your browser.**

User Registration

Your reactivation is now complete. You may login to the system.