

Extranet Identity Management Service

Frequently Asked Questions



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Answers to Questions:

- **What is Extranet Identity Management Service?**

The Extranet Identity Management Service is a global standard process and tool for managing Extranet identities.

For Sanofi:

- The service provides:
 - Efficiencies from better process automation
 - Improved data quality; fewer disparate or duplicate identities
 - Reduced risk of social engineering attack
 - Compliance support from automation, improved data quality, and more consistent reporting

For Extranet Users:

- It offers a secure Sanofi network account for accessing information and applications on the Sanofi network
- Sponsors can increase Level of Access for Extranet Users to meet information requirements
- Sponsors can invite Extranet Users to establish a Sanofi ID
- It provides improved self-service capability to unlock, reactivate or reset password to Sanofi network account; and the ability to request activation or de-activation of their Sanofi account.

- **How does the service work?**

What Extranet Users need to do:

- Enroll in the Extranet Identity Management service.
- ***Enrollment by Invitation from a Sponsor***
 - Respond to an emailed enrollment invitation from the sponsor; click the link to input name and email
 - Receive an email approval; click link to complete the process
 - Receive email confirming enrollment with account login information
- **How do I get access to the application once I have my account?**
 - Your Application Owner or Sponsor will grant you access with instructions
- **I forgot my password or locked my network account. How do I gain entry?**
 - When you registered your account, you also registered for self-service password management. Go to ***Reset password or Unlock Account*** and follow screens.
 - Alternatively, you can contact your application sponsor. They have access to initiate the process to reset your password or unlock your account.
- **My mobile number or email address has changed. How do I update this information?**
 - Go to ***Update Account*** after logging in, select from the menu options.
- **My Extranet account is no longer needed. How do I deactivate it?**
 - Click on this link ***Deactivate my Account*** after logging in, select from the menu options.
- **My Extranet account was deactivated. How do I reactivate it?**
 - Click on this link ***Reactivate my Account*** after logging in, select from the menu options. You will receive an email to continue the process.
- **I am unable to access the Extranet Identity Management Service from my Mac computer**
 - Try clearing browser cache and if that does not work try rebooting the computer.
- **What is the difference between a sponsor and a sponsor group?**

Sponsor is an individual and Sponsor Group is an assembly of Individual sponsors.

Several individual sponsors, who are committed to manage the network accounts for the same set of Extranet Users in the Extranet Identity Management Service, are assembled in a single group to manage their sponsored accounts. Any user needs to be added to a Sponsor Group to become a Sponsor.
- **Why do we need a sponsor group?**

Sponsor Group will be responsible to manage the User Account in the Extranet Identity Management Service. Any member can manage the network account for the sponsored users under his/her sponsor group.

- **Who owns the sponsor group(s)?**

Owner has been identified during the Sponsor Group Creation.

- **Is it mandatory for any extranet user to be invited by an existing sponsor?**

Yes.

- **Can a Clinical extranet user become a sponsor in the Extranet Identity Management Service?**

Yes.

Contact Stefanini Support Services for more information.

- **How to know the name of the approver/sponsor group owner to approve sponsor onboarding request?**

The approver/sponsor group owner of the group will be automatically notified once the request is submitted via ServiceNow.

If you're a Clinical Sponsor, you can contact your cluster's System Expert for more details.

- **What are the self-service options available for the users?**

Refer to the [Extranet End User Guide](#) for more information.

- **Is it mandatory to create an identity in Role Personnel Institution (CLINICAL ROLE MANAGEMENT (RPI) APPLICATION AND CLINICAL ACCESS MANAGEMENT APPLICATION (CSAM)) to create a Sanofi network account for a Clinical User?**

It is highly recommended that you create an identity in Role Personnel Institution (CLINICAL ROLE MANAGEMENT SYSTEM (UMAP)) as per the Business Process before requesting a Sanofi network account from Extranet Identity Management Service. RPI is the source system for clinical attributes (i.e. Clinical Site Personnel Flag, Investigator flag (if applicable), License Number (if applicable), License Type (if applicable), etc.) for extranet clinical users (Site Staff, Investigators, CROs, etc.).

- **What are the mandatory fields to be filled in by the sponsors to invite a user for registration?**

For Non-Clinical Users:

- Extranet Application Name*
- First Name
- Last name
- Email address**
- Country

- Type of User
- For Clinical Users:
- Extranet Application name*
 - First name
 - Last Name
 - Email Address**
 - Country
 - Type of User
 - Type of Clinical User

- **Why does the sponsor need to select the “Type of Clinical User” while inviting any clinical user?**

If you're inviting a site staff or investigator, they will be entitled to have 2 years of inactivity period before getting disabled.

If “Type of Clinical User” is not selected as site staff or investigator, the user will be disabled after 120 days of inactivity (not logging into Sanofi network and/or not resetting their password)

These above attributes are not getting transferred to any Clinical system(s).

- **What happens if Sponsor selects the user as “Non-Clinical” by mistake while inviting the user?**

Sponsor can correct the mistake only after the Account Creation is complete.

- **What is the significance of “End of validity” for the user?**

End of validity for Extranet user is the scheduled termination date of the Extranet account. It takes precedence (if it is less than other calculated dates in the system) and it overrides any other deactivation rule as it is an “explicit” date that is set.

- **How will the sponsor know if the invited user has taken any action after receiving invitation email?**

Sponsor will receive an email from which will confirm that the user has clicked on the invitation URL that has been sent, and next steps in the process have been emailed to the user.

- **How will the sponsor know if the account creation is complete for the invited user?**

Sponsor will receive an email which will confirm that user has completed the Sanofi account registration process. The email will also include the newly created network id of the user.

- **What are the mandatory actions for the invited users?**

Open the email from do_not_reply@sanofi.com with the subject line “Sanofi Application Access Invitation”

Click on the One-time URL to accept the Terms & Conditions

Open the email from do_not_reply@sanofi.com with the subject line “Your Sanofi Account Registration Request”
Click on the One-time URL to set your account password and challenge response questions for password recovery

- **When will the invitation expire after the sponsor sends the invite to the user for registration?**

The invitation will expire on the 30th day. End user will receive reminder emails every 7 days.

- **Can the sponsor resend the invitation?**

Yes.
Sponsor has a “Resend User Invitation” option.

- **Can the sponsor update the “Type of User” or “Type of Clinical User” once the account is created?**

Yes.
Sponsor has the option to modify user information.

- **What happens if a different email has been used in CLINICAL ROLE MANAGEMENT (RPI) APPLICATION AND CLINICAL ACCESS MANAGEMENT APPLICATION (CSAM) and Extranet Identity Management for the same user?**

Network Account will be created/reactivated successfully through the Extranet Identity Management Service. But the Network Account Details (e.g. Network ID, Account Status) will not be transferred from the Extranet Identity Management Service to CLINICAL ROLE MANAGEMENT (RPI) APPLICATION AND CLINICAL ACCESS MANAGEMENT APPLICATION (CSAM).

User’s latest network status will not be updated in CLINICAL ROLE MANAGEMENT (RPI) APPLICATION AND CLINICAL ACCESS MANAGEMENT APPLICATION (CSAM) or CSAM. Any requested access cannot be fully processed for FX or F users with status “Disabled” or “Not exists”.

- **What happens if the sponsor receives a pop-up saying that the email address is already in use?**

Email address must be unique in the Sanofi Network. The Extranet Identity Management Service will not allow to invite a user if he/she already exists in system as active or disabled. End users have the option to reactive their own account Refer to the [Extranet End User Guide](#) for more information.

- **When will the invited user receive the Invitation Email?**

The invited user should receive the email shortly(within 15 mins) after the sponsor sends the invitation.

- **What happens if the invited user deletes the invitation email by mistake?**

Contact the sponsor to use the “Resend User Invitation” option.

- **When can the user enter the License Type and License Number?**

If the User is selected as “Type of Clinical User” as “Investigator”, then it’s mandatory for the user to enter the License Type and License Number on the registration page where user will go to accept the Terms & Conditions.

- **What can the user enter as the License Type and License Number?**

License Type and License Number will not be transferred from the Extranet Identity Management Service to CLINICAL ROLE MANAGEMENT (RPI) APPLICATION AND CLINICAL ACCESS MANAGEMENT APPLICATION (CSAM). License Type can be selected as “Medical Education” and License Number as “NA.”

- **What happens if the user enters actual License Number?**

There should be no consequence, but the Extranet Identity Management Service may remove this information in future.

- **If the user enters the License Number as “NA”, will it override the License number in CLINICAL ROLE MANAGEMENT (RPI) APPLICATION AND CLINICAL ACCESS MANAGEMENT APPLICATION (CSAM)?**

License Number is not getting transferred from the Extranet Identity Management Service to UMAP, so it will not override the License Number in CLINICAL ROLE MANAGEMENT (RPI) APPLICATION AND CLINICAL ACCESS MANAGEMENT APPLICATION (CSAM).

- **What are the attributes being transferred from the Extranet Identity Management Service to the Clinical Role Management (RPI) Application and Clinical Access Management Application (CSAM) for any Clinical user?**

Below attributes are getting transferred from the Extranet Identity Management Service to Clinical Role Management (RPI) Application and Clinical Access Management Application (CSAM) for any user who is added into Clinical Sponsor Group and if the user’s identity is present in Clinical Role Management (RPI):

First Name, Last Name, Email Address, Country, Network ID and Network status of the account (Active, Disabled), and Accepted T&C Date

- **When can the user/sponsor expect to see the newly created user’s network ID in UMAP (CLINICAL ROLE MANAGEMENT (RPI) APPLICATION AND CLINICAL ACCESS MANAGEMENT APPLICATION (CSAM) once the account creation/update is complete in Extranet Identity Management Service for any Clinical user?**

The data transfer between the 2 systems will occur 12x a day (Every 2 hours).

- **How to check if the new network id and account status has been transferred to UMAP from the Extranet Identity Management Service for any Clinical User?**

Go to Clinical Role And Access Management System(UMAP)
Click on Role Personnel Institution (RPI)
Go to “Manage Assign Roles” (user must have an assigned role)
Select by Person and search your user
In the search result, you should be able to see the network id and latest account status to confirm that the latest data has been transferred from the Extranet Identity Service to Clinical Role And Access Management System(UMAP)

OR

Go to Clinical Role And Access Management System(UMAP)
Click on CSAM Access Management
Select by User and search your user
In the search result, you should be able to see the network id and latest account status to confirm that the latest data has been transferred from the Extranet Identity Management Service to Clinical Role And Access Management System(UMAP)

- **Is it mandatory to accept the Data Privacy Statement and set up password on the same day?**

It's not mandatory but recommended to ensure timely account creation. User's network account will not be created until password and Security Questions have been completed.

- **Is it mandatory to enter the mobile number on the Data Privacy (T&C) acceptance page or on Security Questions page?**

Mobile number is not mandatory, but it's recommended.

- **How can I deactivate a user?**

Use “Deactivate my Sanofi extranet account” reference the [Extranet end User Guide](#)

- **Will the user be notified after sponsor has deactivate his/her account?**

Yes.

User will receive an email to inform that the Sanofi account has been deactivated.

- **Why is the user's network account deactivated automatically without any manual intervention?**

- 1) The Sanofi Terms and Conditions have changed, and the user have not re-accepted them within the required period (30 days)
- 2) The user has not reset their network password or logged into network for more than 120 days. For Site Staff or Investigators 2 years
- 3) The “End of validity” date that is set by the sponsor during invitation or modification of the user's account has passed.

- **How can the Sponsor reactivate an inactive user?**

Sponsor has a “Reactivate User” option.

- **Will the user be notified after sponsor has reactivate account?**

User will receive an email with request to proceed with Sanofi Account Reactivation process.

- **What are the mandatory actions for the user after the sponsor initiates reactivation of his/her Sanofi network account?**

- 1) User will receive an email from to request to confirm the email address and proceed with Sanofi Account Reactivation process.
- 2) User will receive an to complete the reactivation process.

- **How often user will be required to change/update his/her password?**

Per the current Sanofi Password Security Policy, users must change their password every 90 days.

- **Will the user receive any email to have his/her network account active after a prolonged inactivity period?**

If the user doesn't use his/her Sanofi network account to log into any Sanofi system for >90 days, then he/she will receive a system generated email.

- **Can a Sponsor reset the password for the user?**

A sponsor can assist the end user to reset password by initiating the process with an email being sent to the end user, but does not set the password on behalf of the user.

- **User has initiated self-reactivation and is waiting for approval. Why did sponsor not received any email to approve this request?**

Non Clinical Sponsors have to check their shared mailbox for their sponsored group and for Clinical Users, they need to follow the process of submitting a request in ServiceNow or with Stefanini Support Services to ensure the approval related email is forwarded to the correct sponsor.

In any case, the sponsor can log into the Extranet Identity Management Service and approve the request even without receiving the email.

- **User has updated his/her email address and the request is waiting for approval. Why has sponsor not received any email to approve this request?**

For Non Clinical Sponsors, please check the shared mailbox for your sponsor group and for Clinical Users, follow the process of submitting a request in ServiceNow or with Stefanini Support Services to ensure the approval related email is forwarded to the correct sponsor.

In any case, the sponsor can log into the Extranet Identity Management Service and approve the request even without receiving the email.

- **What happens if the sponsor is Out of office but receives an email to approve a request?**

For Clinical Sponsors, Stefanini Support Services will also receive the email and will inform the corresponding user if the sponsor is not returning to work before the request gets expired.

- **Who has the ability to approve/reject any pending requests?**

Any Sponsor from your sponsor's group will have the ability to approve/reject any pending user request submitted by a sponsored user

- **Is there any expiry date for the submitted request?**

Yes, 30 Days

- **How to know who has approved/rejected a user request?**

It is not possible to identify the approver in the Extranet Identity Management Service