

Connect for Customers

Registration Instructions

Purpose: This job aid provides instructions on how to register to Connect for Customers, the Syneos Health Customer Portal. After reviewing this job aid you will be able to:

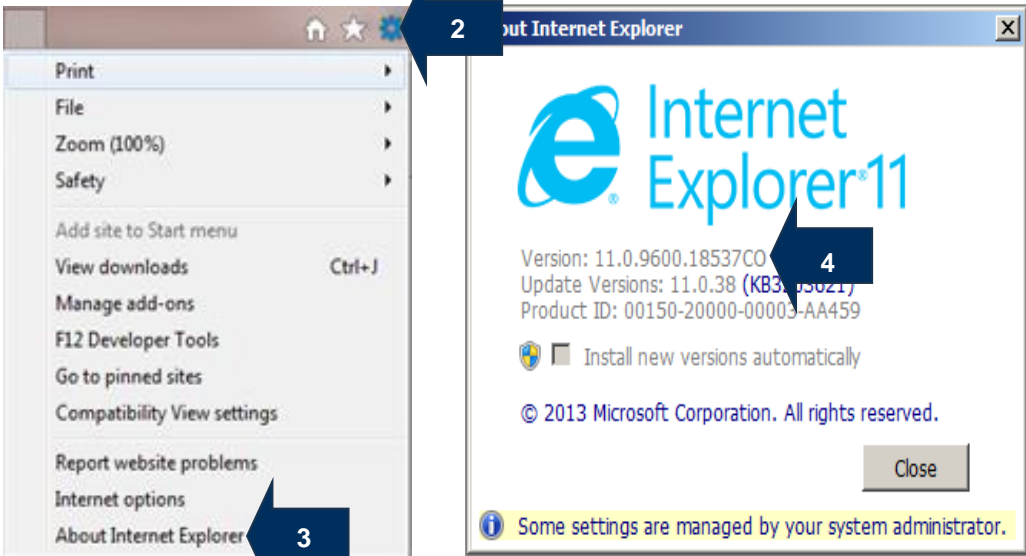
- A. Check your web browser version to confirm compatibility
- B. Register to Connect for Customers

A. Check Web Browser Version

Scenario: Prior to logging into Connect for Customers you need to confirm that you have a compatible web browser version.

NOTE: The web browsers and version combinations supported include:

- Internet Explorer (IE): v11.0 and above
- Mozilla Firefox: v6.0 and above
- Google Chrome: v15.0 and above

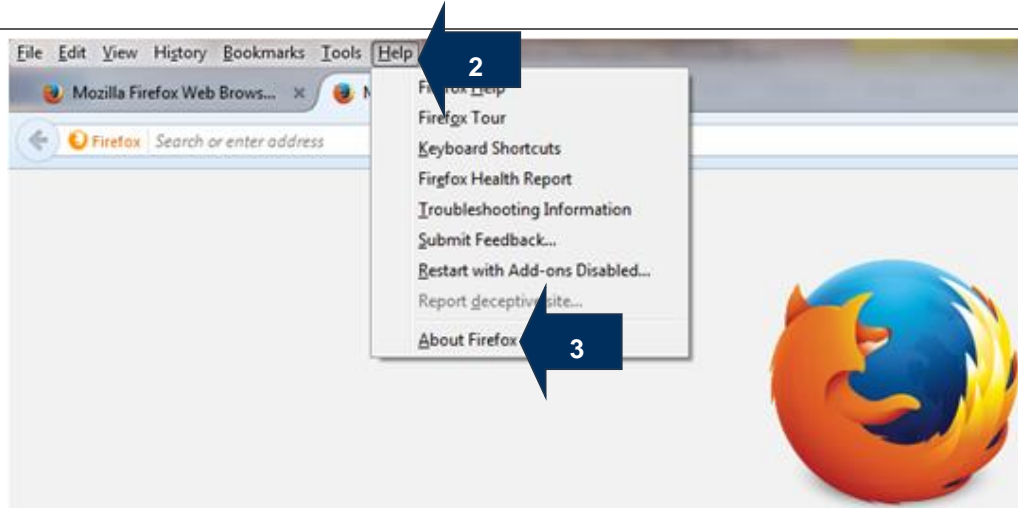
Steps	Screenshot	Notes
<p>To confirm your version of Internet Explorer:</p> <ol style="list-style-type: none"> 1. Launch Internet Explorer 2. Select the Help menu 3. Click About Internet Explorer 4. Version will display in the dialog box 		

Connect for Customers Registration Instructions

Connect
for Customers

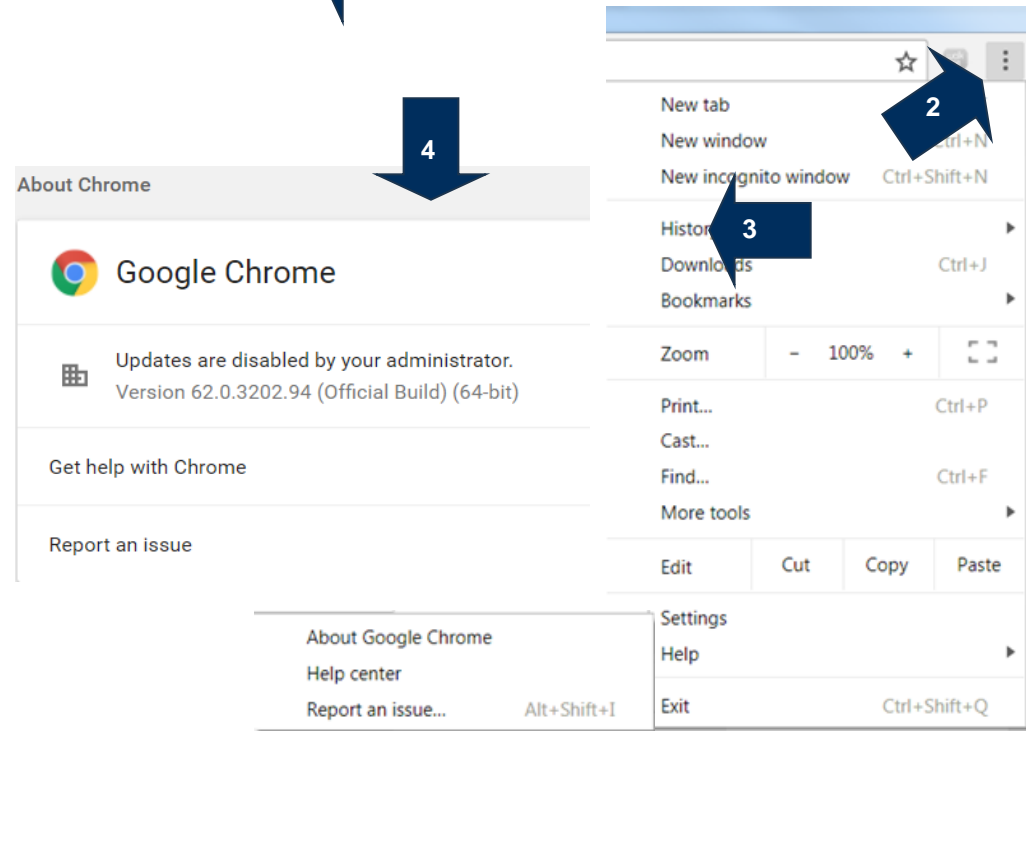
To confirm your version of Mozilla Firefox:

1. Launch Firefox
2. Select the **Help** menu
3. Click **About Firefox**
4. Version will display in the dialog box



Connect for Customers Registration Instructions

- To confirm your version of Google Chrome:
1. Launch Chrome
 2. Select the **Control Panel** icon
 3. Click the **Help** menu
 4. Click **About Google Chrome**
 5. Version will display in the dialog box



Result: You have successfully confirmed your web browser compatibility for Connect for Customers.

A. Connect for Customers Registration

Scenario: You are setting up a Connect for Customers account for the first time.

Steps	Screenshot	Notes
-------	------------	-------

Connect for Customers Registration Instructions

1. Navigate to the Connect for Customers Portal:

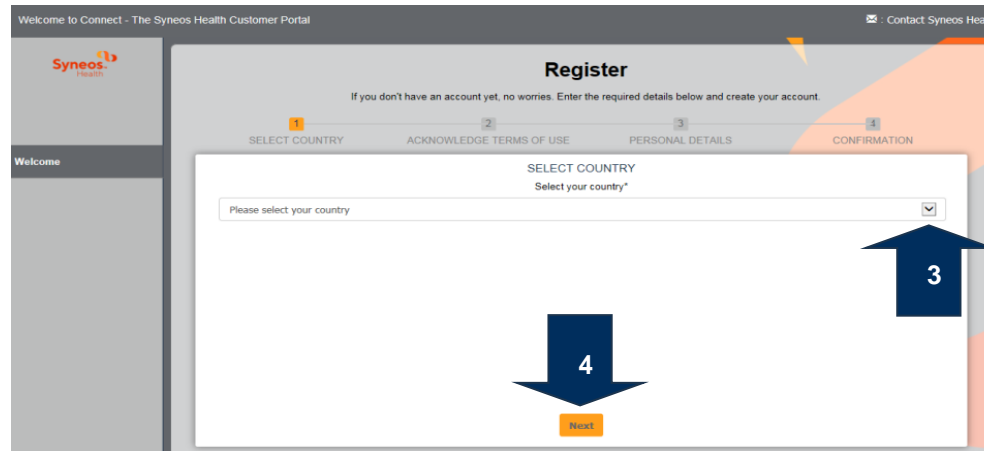
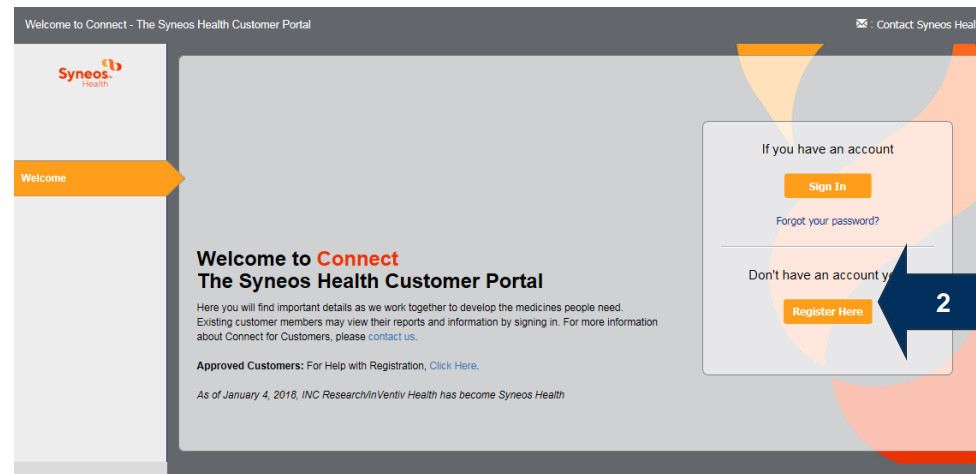
<https://connect.syneoshealth.com/customer>

2. Select the **Register Here** button

3. Select your **Country** from the drop-down list

4. Click **Next**

5. Click **I agree** to agree to Syneos Health's Privacy Policy



To register, you will go through 4 steps:

1. Select Country
2. Acknowledge Terms of Use
3. Personal Details
4. Confirmation

Connect for Customers Registration Instructions

6. Click **Next**

7. Enter your personal information

8. Click **Submit**

9. A confirmation screen will display

An asterisk * next to a label indicates a required entry.

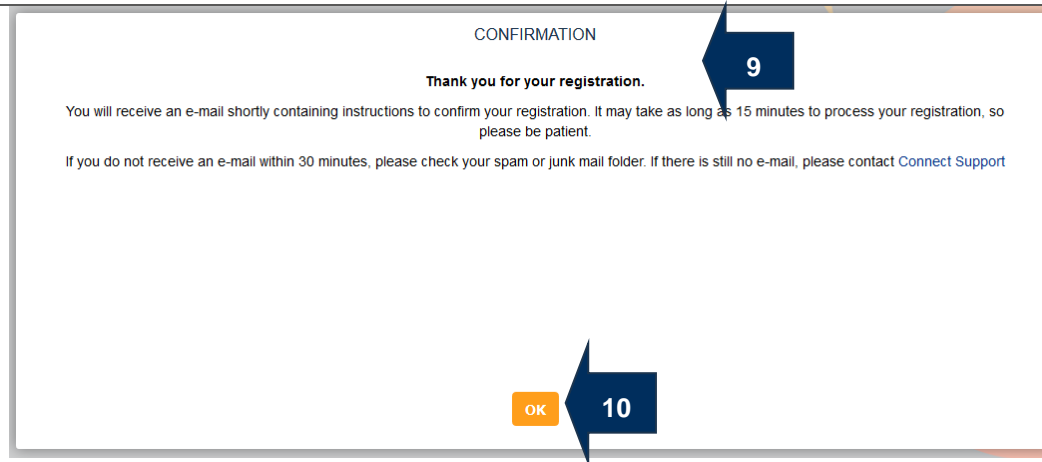
The confirmation text reads as:

"You will receive an e-mail shortly containing instructions to confirm your registration."

Connect for Customers Registration Instructions

Connect for Customers

10. Click **OK** after reviewing the 'next step' instructions on the screen

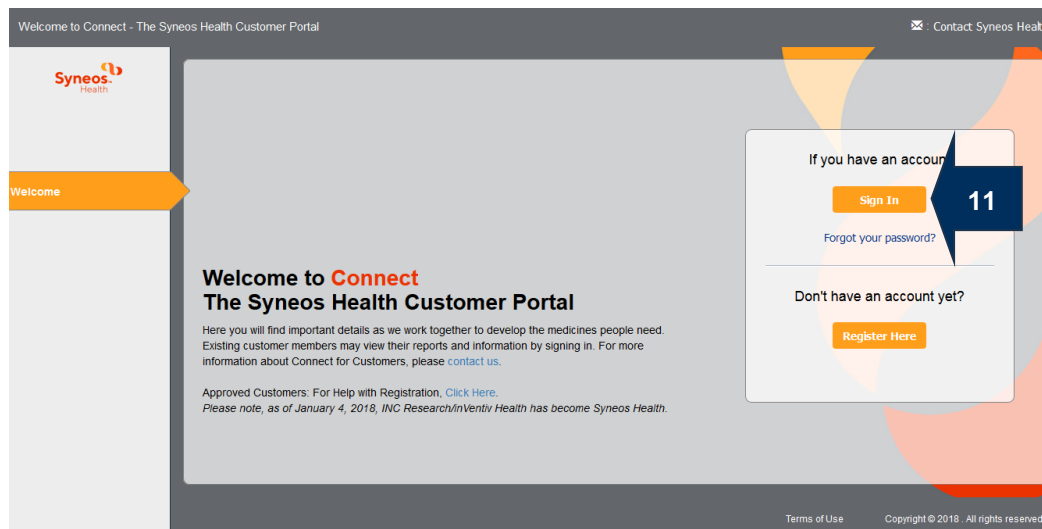


It may take as long as 15 minutes to process your registration so please be patient.

If you do not receive an email within 30 minutes, please check your spam or junk mail folder. If there is still no e-mail, please contact Connect Support.”

Select the hyperlink within the e-mail that you receive to navigate to the Connect for Customers Sign In Screen

11. Select **Sign In**

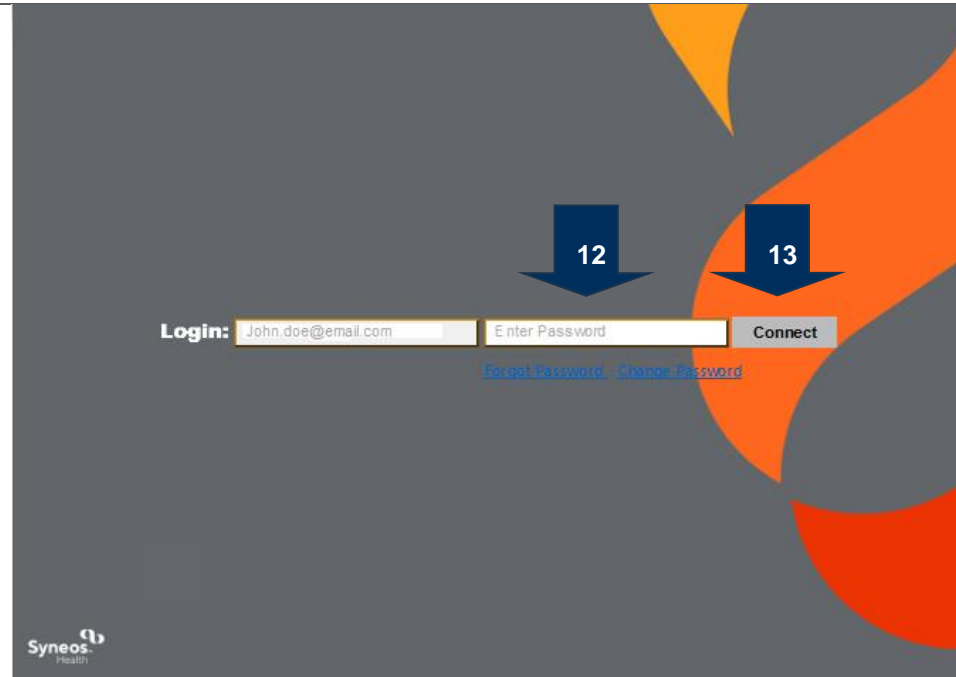


Within the email that you receive, a temporary password will be provided.

Connect for Customers Registration Instructions

Connect for Customers

12. Enter the temporary password provided in the text box
13. Click **Connect**



- Password creation rules:
- Passwords should be a minimum of 7 characters.

14. When you login with the temporary password, you are required to enter/confirm a **new password**.
15. Once a new password is entered, Click **Change Password**.

- Passwords cannot exceed 30 characters.
- Passwords should not be the same as the previous 5 passwords.

Please Note: After the registration process you may receive a confirmation that says,

Connect for Customers Registration Instructions

Connect for Customers

	<p style="text-align: center;">CONFIRMATION We already know you!</p> <p>Connect - The Syneos Health Customer Portal has a record on file for tspag01_icc-ext@outlook.com. This may be because you have previously registered for Connect - The Syneos Health Customer Portal or because you have an account on another Syneos Health application.</p> <p>If you know you have registered on Connect - The Syneos Health Customer Portal in the past, please try resetting your password using the "Forgot Password" option here.</p> <p>If you use other Syneos Health applications, such as ProjectPoint, and this is the first time you have tried to access Connect, then welcome! Please return to the Welcome page and use your existing Syneos Health password to login. After you login successfully, you may be prompted to reset your password. If you are asked to change your password, please do so, and the new password will work for Connect - The Syneos Health Customer Portal and the other Syneos Health applications for which you currently have access.</p> <p>Please contact Connect Support with any questions.</p> <p>Thank you.</p>	<p><i>"We already know you."</i> If so, it may be because of the following reasons:</p> <ul style="list-style-type: none">• You may have previously registered for Connect for Customers or,• If you have access to other Syneos Health applications (i.e. ProjectPoint) and this is the first time you have tried to access Connect for Customers. <p>If you receive this confirmation notification; please follow the instructions within the notification that best fits your needs.</p>
<p>Result: You have successfully registered for Connect for Customers.</p>		