

Restrict Internal IQVIA employees' access to IQVIA Customer Portal from external(non-iqvia) networks if they have access to "privileged" products assigned

Q & A

1. Who is affected?

If you are an internal IQVIA employee, have an account in Customer Portal and have access to "privileged" products, this is applicable to you. When internal IQVIA Customer Portal users try to access Customer Portal from an external network (*for example, connecting from home computer, internet café, smart phones etc....*) and have access to privileged products, they will not be permitted to access any Customer Portal applications for that account.

2. What is privileged product/role?

Any product that provides higher privileges to an application is considered as a privileged product. For example, power user, super user, admin and internal only products. If your account has access to any of the Customer Portal products in Appendix, it is considered as a privileged account.

3. I have access to some privileged products and I'm accessing Customer Portal from an IQVIA office or using GlobalProtect VPN, but my access is still denied. What should I do?

Follow the below steps:

- a. Open a web browser and go to <https://www.google.com>
- b. Type "what is my IP address?" in the search box and hit enter
- c. The web page will show your public IP address.
- d. Open a "General Request" using VIA ticketing system, explain the issue and provide your public IP Address.
- e. In the details section, please request to Update the Data Group List "egress_IP", on USCARINTLB, USCARUACCLB and USCARDMZLB.

The issue will be addressed by the respective CIO team ASAP.

4. I'm an internal IQVIA Customer Portal user and have access to some privileged products. How do I access Customer Portal?

First, make sure you are connected to an IQVIA network (*for example, from an IQVIA office, VPN using Global Protect*). Access Customer Portal as usual and you'll be allowed to login.

5. I have access to some privileged products. How do I access Customer Portal from a client location?

There are two options.

- a) From the client location, connect to Internet and connect to IQVIA VPN (using Global Protect). Login to Customer Portal as usual and you'll be allowed to access Customer Portal

- b) Prior to client visit, contact Global eService to request a secondary customer portal account for you without access to any privileged products. You should be able to use the secondary account from any client location without going through Global Protect VPN
- 6. I have access to some privileged products. How can I test my application from an external network?**
Prior to testing, contact Global eService to create a secondary/test account for you without access to privileged products. You should be able to use the secondary account from any external network without going through Global Protect VPN
- 7. I have a Customer Portal federated SSO account and has access to some privileged products. How do I access?**
Same as 3. First, make sure you are connected to an IQVIA network (*for example, from an IQVIA office, VPN using Global Protect*). Access Customer Portal as usual and you'll be allowed to login.
- 8. If I have access to privileged and non-privileged products in my account, can I access the non-privileged products from an external network?**
No. You will not be allowed access to the Customer Portal with that account from an external network. You must connect to an IQVIA network or use an account that doesn't have privileged products on it.
- 9. I have a Customer Portal account and have access to privileged products. Can I access Customer Portal using my IQVIA smartphone?**
No. IQVIA smartphones do not have access to the IQVIA network. You must connect to an IQVIA network or use an account that doesn't have privileged products on it.