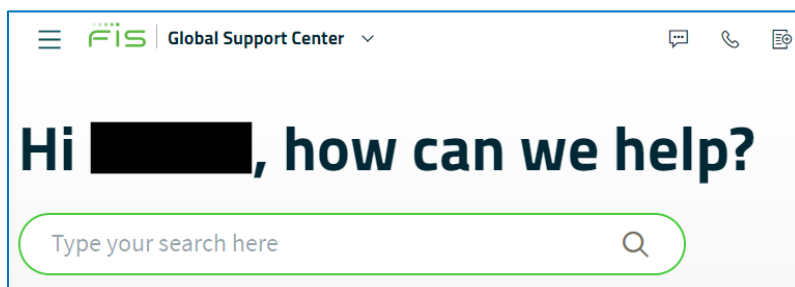Every FIS employee (with a registered @fisglobal.com email account) has access to the platform without being required to submit any specific access request.
Initially you will only have the **Recipient** role granted and will be missing the **Compose Delivery** option. This means that you will be able to receive deliveries but won't be able to send deliveries to Clients and invite them to register with FISLink-EMEA so that they can exchange files with you.
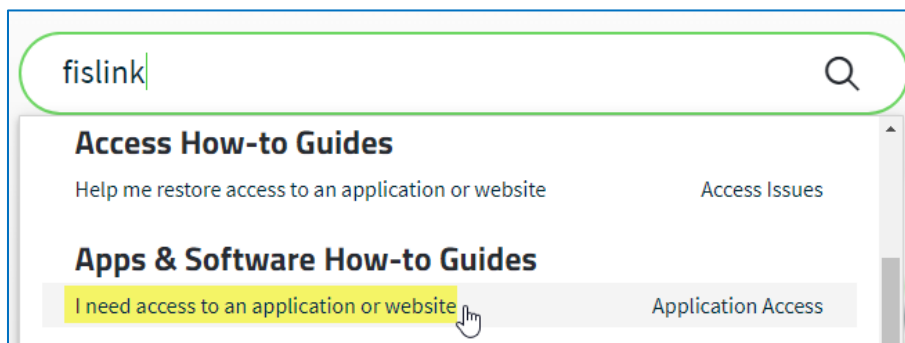
Compose Delivery option for FIS Employees

The process below details how an FIS Employee should request additional access to FISLink-EMEA. Specifically, this will give the employee the "Compose Delivery" option:
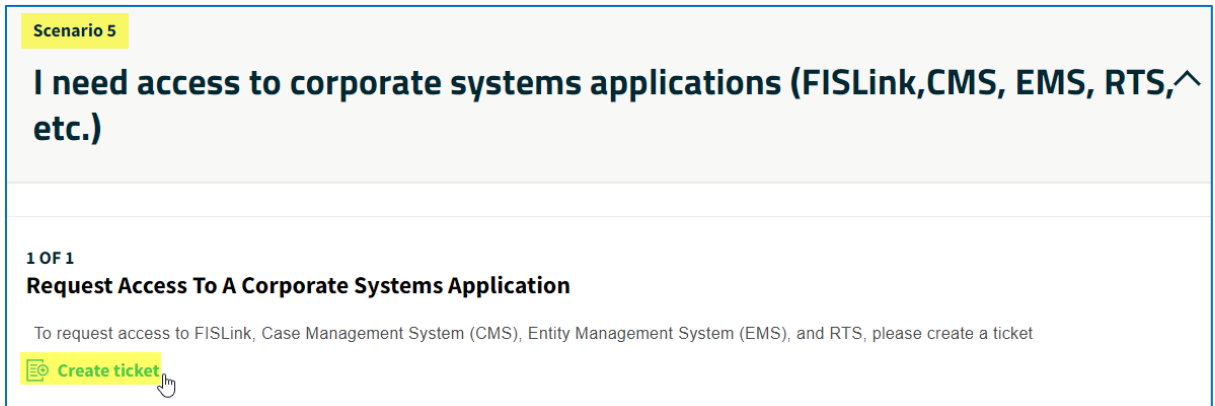
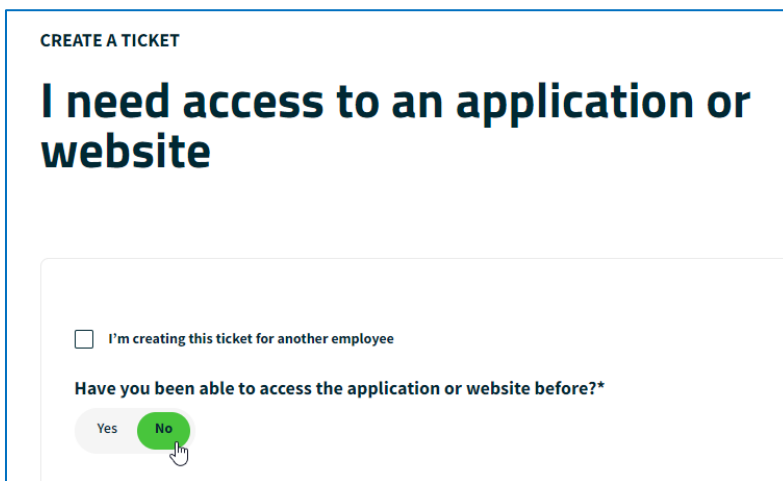1. Login to the Global Support Center (GSC): https://support.fis.app/

2. In the search box type **FISLink**. As you type, it will show you additional options.

3. In the search results select **I need access to an application or website**
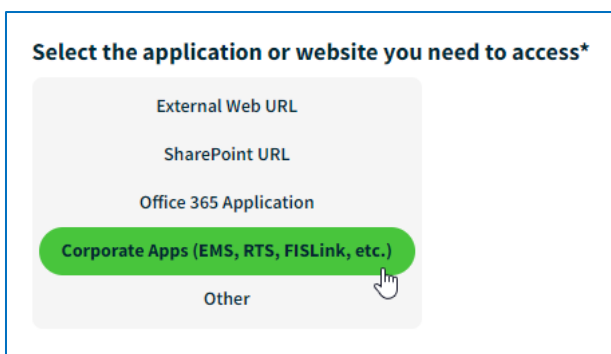
4. Scroll down and click **Scenario 5** to expand it. Once expanded, click **Create ticket**

Scenario 5

I need access to corporate systems applications (FISLink,CMS, EMS, RTS,⌃ etc.)

1 OF 1
Request Access To A Corporate Systems Application

To request access to FISLink, Case Management System (CMS), Entity Management System (EMS), and RTS, please create a ticket

▤⊕ Create ticket

5. Under "Have you been able to access the application or website before?" click **No**

CREATE A TICKET

I need access to an application or website

☐ I'm creating this ticket for another employee

Have you been able to access the application or website before?*

Yes   No

6. Under "Select the application or website you need to access*" select Corporate Apps

Select the application or website you need to access*

External Web URL

SharePoint URL

Office 365 Application

Corporate Apps (EMS, RTS, FISLink, etc.)

Other

7. In the "Select the specific application*" dropdown, select **FISLink.**
   In "What environment do you need access to?*", select **FISLink-EMEA.fisglobal.com**.
   Make sure to use this instance of the application when working with customers based in EU
   countries regulated by GDPR. More details can be found [here](#)

   EU Countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom

   [KB000049985](#) provides more information about the existing FISLink instances and regulations
   bound to each of them.

8. In the following section, select the "Access Type*" and the reason why you need compose
   delivery permissions on the platform.

9. Submit your request.   **Submit Ticket →**

   The ticket will be routed to your manager for approval.
   Once the request is approved you will automatically be granted compose delivery access.
   Note: The request can take up to 24 hours to be processed.