



# **FISLink-EMEA**

**Support for external/client accounts**

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## Contents

<b>Overview.....</b>	<b>3</b>
<b>Password Reset.....</b>	<b>3</b>
<b>Multi-Factor Authentication.....</b>	<b>4</b>
<b>How an FIS Employee should open a ticket to get help with a client's FISLink-EMEA account issue .....</b>	<b>5</b>

## Overview

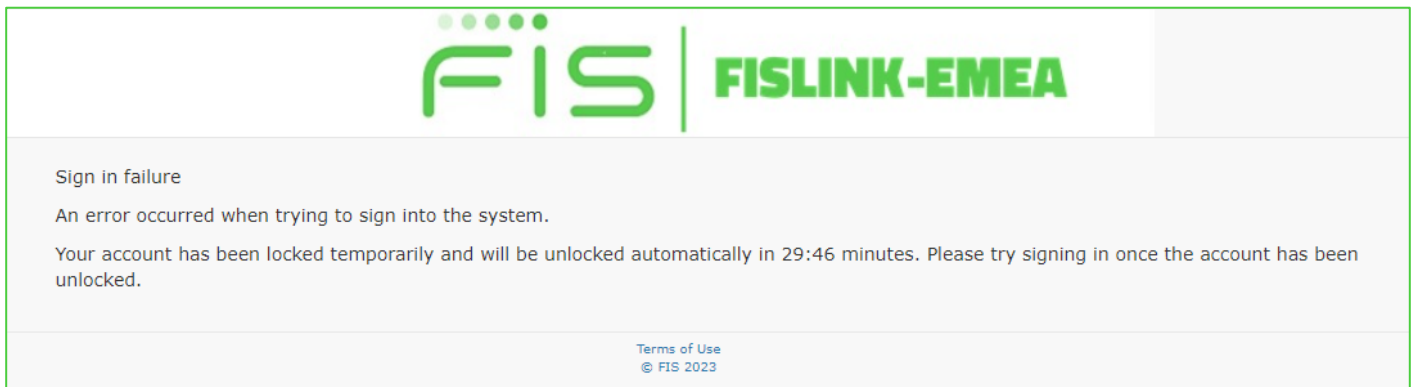
This guide covers how Clients/Customers/Vendors (any external account in FISLink-EMEA) can get support if they are having trouble logging into FISLink-EMEA.

This guide will go through the self-service password reset option as well as how to get additional support if a password reset does not resolve the issue.

## Password Reset

Clients, if you forget your password, you can reset it using the “CLIENTS/CUSTOMERS: Reset your password” link on the main page of FISLink-EMEA. Click the link and enter your email address to start the password reset process. In a few minutes you will receive an email with information on how to reset your password. Due to FIS Policy, your password can only be reset 1 time per day.

The security policy for FISLink-EMEA will lock your account after 3 consecutive failed login attempts. You may see a message similar to this:

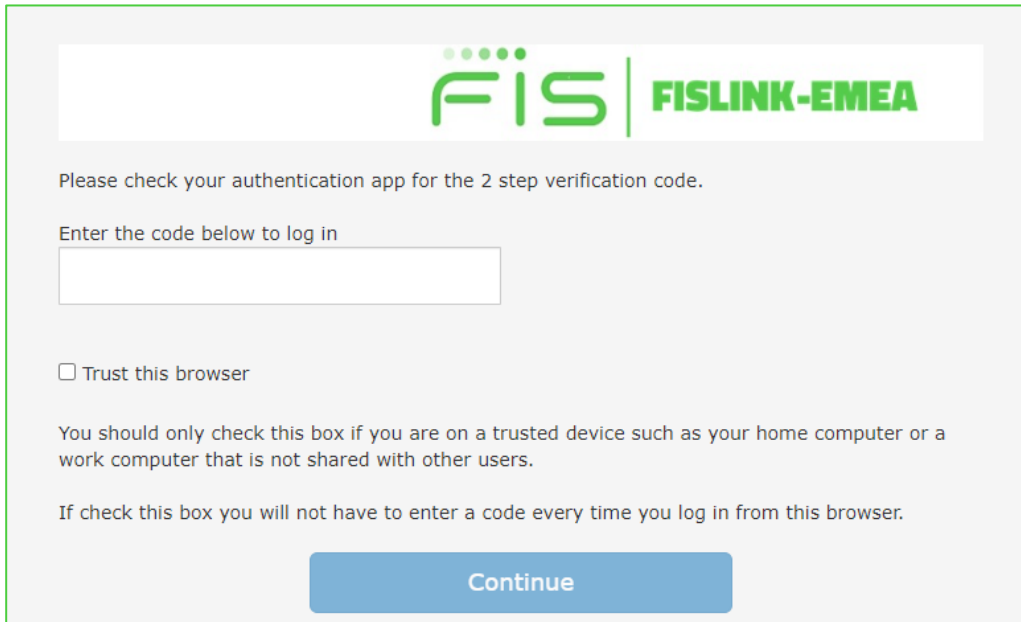


Your account will automatically unlock after 30 minutes. To unlock your account immediately you will need to go through the password reset process as described above.

If you are unable to login after resetting your password and you suspect your account is permanently locked, please notify the FIS Employee that originally sent you the delivery through FISLink-EMEA. The FIS Employee should open a ticket through the Global Support Center.

## Multi-Factor Authentication

If you are prompted for a 2-step verification code, as shown below, that means you have gone through the MFA setup process and an MFA profile is already linked to your account.




If for some reason your Authenticator App is unable to generate valid response codes or you need to re-install Authenticator on your mobile device, a new MFA profile will have to be linked to your account and you will need assistance from FIS since there is no self-support available for MFA at the platform main page.

To get support for your MFA login issue, please contact the FIS Employee that you work with to transfer files using FISLink-EMEA. That FIS Employee will need to open a support ticket, in their name, and note that you are having an issue with MFA in FISLink-EMEA. The FIS Employee can open a ticket as shown below:

## How an FIS Employee should open a ticket to get help with a client’s FISLink-EMEA account issue

<p>1. Navigate to the Global Support Center:</p>	<p><a href="https://support.fis.app">https://support.fis.app</a></p>
<p>2. Type “<b>FISLink</b>” in the search box</p> <p>3. In the results, click “<b>Help me restore access to an application or website</b>”</p>	
<p>4. Expand <b>Scenario 7</b></p> <p>5. Select <b>Create Ticket</b></p>	
<p>6. In the “Which application are you trying to access?” box, select: <b>Corporate Systems Applications</b></p> <p>7. Type “<b>FISLink-EMEA</b>” as the name of the application</p> <p>8. Select the box for “This is a web-based application” and fill in the URL of the service: <a href="https://fislink-emea.fisglobal.com/">https://fislink-emea.fisglobal.com/</a></p>	

In “**Description of error**”, describe the issue that the client is facing. Some examples are showed below:

<p>9. If the account login issue is related to <b>Multi-Factor Authentication</b>:</p>	<ol style="list-style-type: none"> <li>1. Enter the description stating “FISLink-EMEA Client MFA issue.”</li> <li>2. Include client’s email address so their FISLink-EMEA account can be located.</li> <li>3. Include additional details in the description such as specific error messages.</li> <li>4. Attach screen captures, if available.</li> </ol> <p>For Example:</p> <div style="border: 1px solid #00a651; padding: 10px; margin: 10px 0;"> <p><b>Description of error*</b></p> <p>FISLink-EMEA client MFA issue the client joe.user@somebank.com is not able to login to FISLink-EMEA because it is prompting for a secondary code that the client does not have.</p> </div>
<p>10. If you need assistance with a <b>password or lockout issue</b> that is not resolved with a reset, proceed as follows:</p>	<ol style="list-style-type: none"> <li>1. Enter description stating “FISLink-EMEA client password issue.”</li> <li>2. Include client’s email address so their FISLink-EMEA account can be located.</li> <li>3. Include additional details in the description such as specific error messages.</li> <li>4. Attach screen captures, if available.</li> </ol>
<p>11. If you need assistance with a <b>client who uses a free email service</b> (Gmail, Yahoo, Hotmail, Aol, etc.) and the client is not able to register their account.</p>	<ol style="list-style-type: none"> <li>1. In the description box state: “FISLink-EMEA client issue - account registration required.” Route ticket to “EUC– EMEA Infrastructure”.</li> <li>2. Include client’s email address so their FISLink-EMEA account can be located.</li> <li>3. Confirm that an email from the Client has been received confirming that the email account requested is a legitimate address they use for business purposes.</li> <li>4. Include additional details in the description such as specific error messages (if available).</li> </ol>
<p>Submit the Ticket</p> <div style="text-align: right; margin-top: 20px;">  </div>	