

## Introduction

As part of our ongoing commitment to provide our clients and partners with the highest quality of service and experience, we have taken the decision to streamline our EMEA processes to align with our global business, by moving to a single global IT platform.

We are using SAP Fieldglass as the platform by which we will communicate with and pay our service partners. This established, global platform, will ensure that you are provided with one consistent experience, which will prove beneficial in several ways including:

- Faster engagement between Insight and you as a partner.
- Flexibility to handle different partner billing schedules.
- Partners integrated into one global system.

## Registering with Fieldglass

SAP Fieldglass is a web-based application that runs from your internet browser. No installation is required on your computer; you only need a connection to the internet to access SAP Fieldglass.

Registration emails are sent to the main contact provided by the Service Partner. The main contact is created as an administrator in the SAP Fieldglass application and can add additional users as needed. It is the responsibility of the main contact to add additional supplier users.

When new users are created, they will receive an email with instructions on how to register their SAP Fieldglass account. When they have successfully registered their SAP Fieldglass user accounts, they will be able to log in with their new usernames and passwords.

Users will receive two emails on how to register, one has the link to the Fieldglass website and the second one will have a registration code to use to access the website. The

registration emails are time sensitive and expire after 21 days. If your registration becomes inactive, please contact [EMEAPartnerHub@Insight.com](mailto:EMEAPartnerHub@Insight.com)

### To register your SAP Fieldglass account:

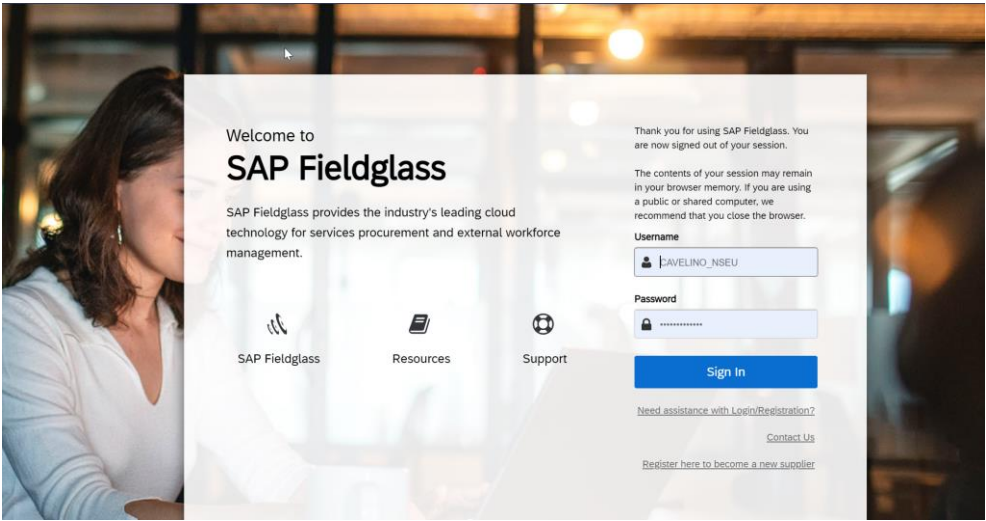
- Copy the temporary registration code found in the first email.
- Click the link in the second email to go to the SAP Fieldglass website.
- Paste the temporary registration code into the Registration Code field and click Next.
- Enter a Username and Password (and re-enter Password), along with user preferences.
- Review all the fields and update any fields that are not accurate.
- Click Sign In.

Tip: The URL provided in the registration email is only for your account creation and is NOT the address you access to log in.

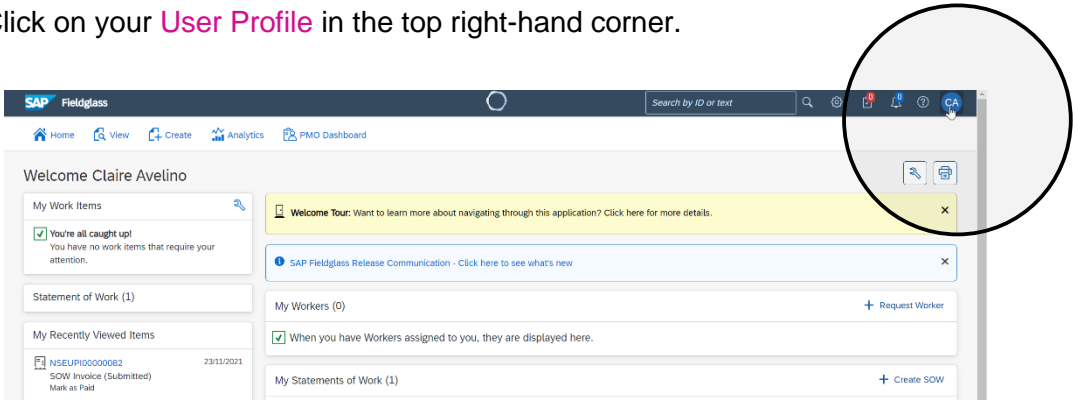
## Updating Your Messaging Preferences

It is important to ensure that you have the right messaging preferences selected to enable you to receive email notifications when you have a Fieldglass SOW to action. Follow these simple instructions:

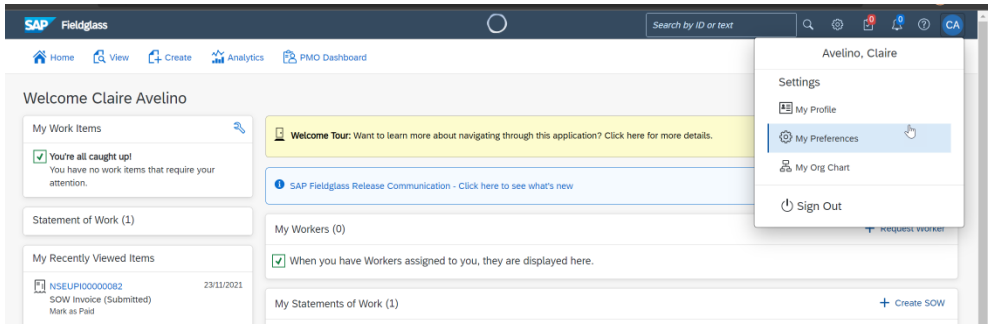
Log into Fieldglass: <https://www.fieldglass.eu/>



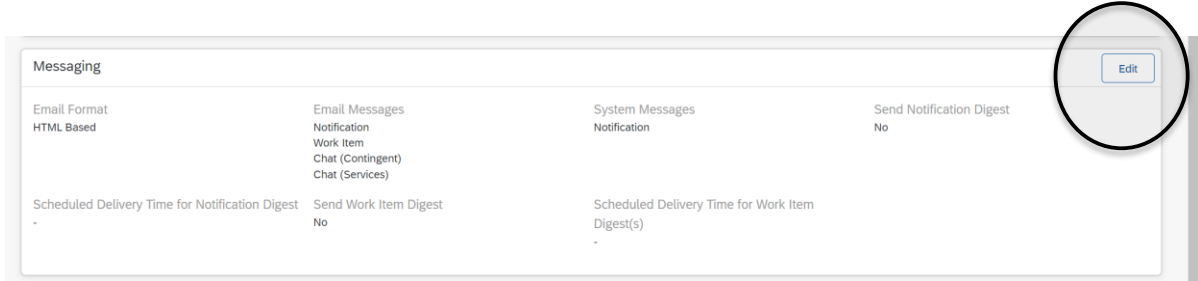
Click on your **User Profile** in the top right-hand corner.



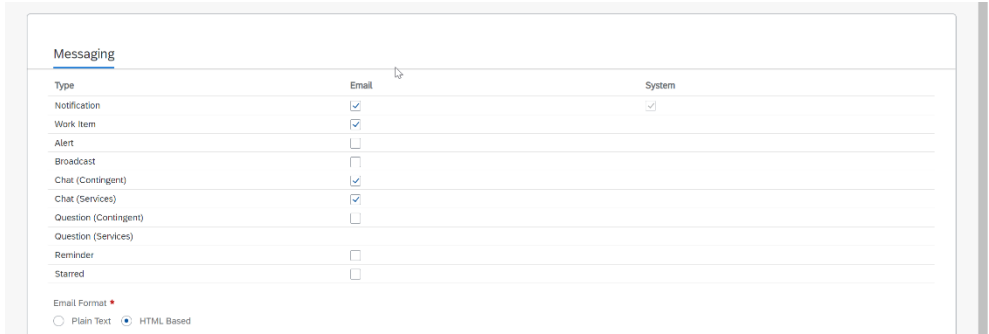
Select **My Preferences**



Scroll down to **Messaging** and then click **Edit**.



Make sure that there is a tick in every box apart from **Chat Contingent** in the Email selections and that **System Notification** is checked too



Click **Update**.