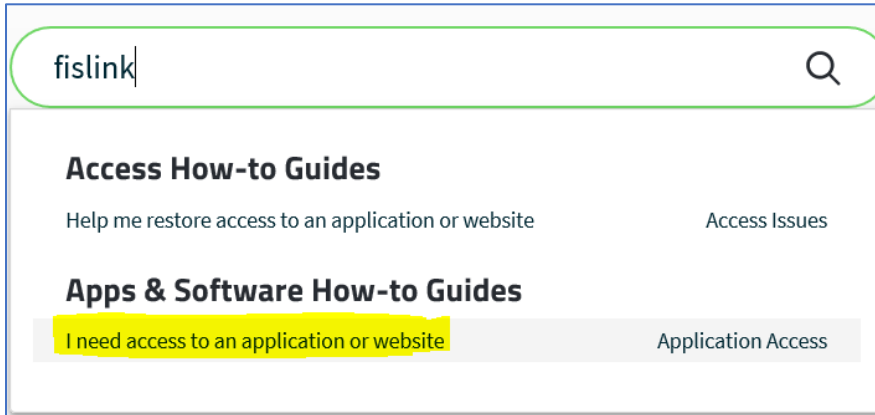


FISLink – Compose Delivery option for FIS Employees

FISLink Compose Delivery option for FIS Employees

The process below is how an FIS Employee should request additional access to FISLink. Specifically, this will give the employee the “Compose Delivery” option so that files can be sent.

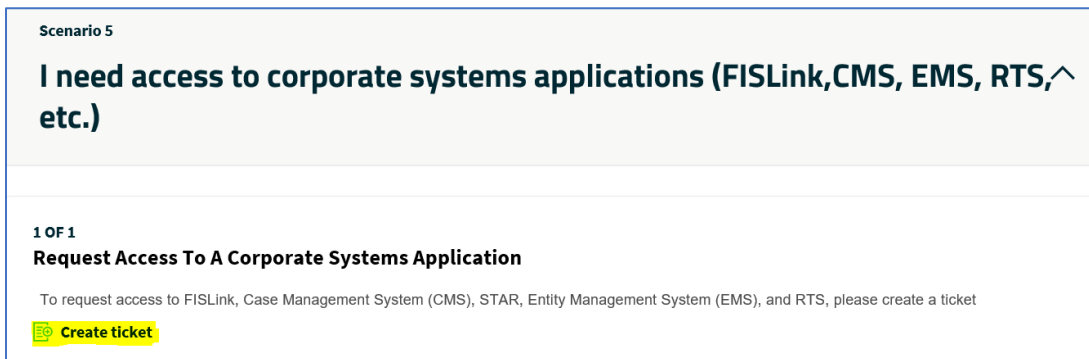
1. Login to the Global Support Center: <https://support.fis.app/>
2. In the search box type FISLink. As you type it will show you additional options.
3. In the search results, select “I need access to an application or website”



Search results for "fislink":

- Access How-to Guides**
 - Help me restore access to an application or website
 - Access Issues
- Apps & Software How-to Guides**
 - I need access to an application or website** (highlighted)
 - Application Access

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.)

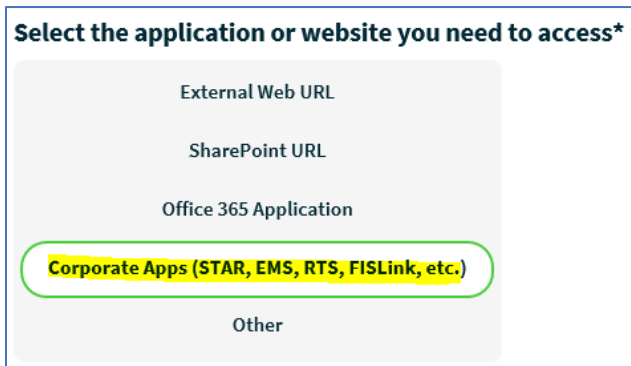
1 OF 1

Request Access To A Corporate Systems Application

To request access to FISLink, Case Management System (CMS), STAR, 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**
6. Under “Select the application or website you need to access” select Corporate Apps

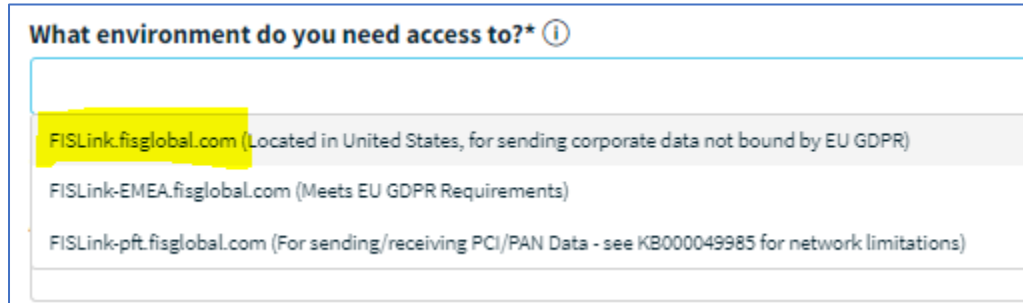


Select the application or website you need to access*

- External Web URL
- SharePoint URL
- Office 365 Application
- Corporate Apps (STAR, EMS, RTS, FISLink, etc.)** (selected)
- Other

FISLink – Compose Delivery option for FIS Employees

7. In the “Select the specific application” dropdown, select FISLink
8. In the “What environment do you need access to?” dropdown, select the option labeled FISLink.fisglobal.com



What environment do you need access to?* ⓘ

- FISLink.fisglobal.com (Located in United States, for sending corporate data not bound by EU GDPR)
- FISLink-EMEA.fisglobal.com (Meets EU GDPR Requirements)
- FISLink-pft.fisglobal.com (For sending/receiving PCI/PAN Data - see KB000049985 for network limitations)

9. In the Access Type dropdown select Add
10. Enter the reason that you need FISLink in the “Business Justification” section
11. Click Submit Ticket. The ticket will be routed to your manager for approval. After the request is approved you will automatically be granted access.