Brand Resource Center & Digital Asset Library

External Business Partner Access

Version 8.0   May 2012
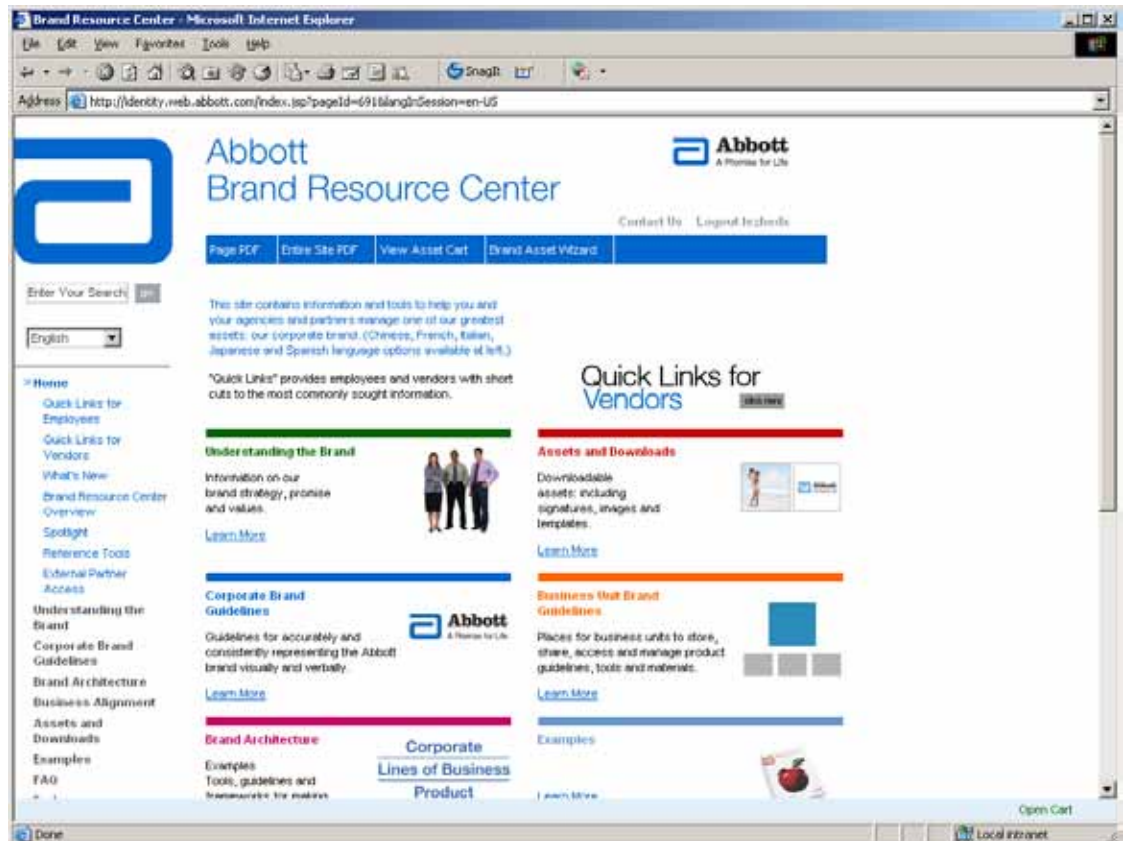
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About This Document

The purpose of this document is to provide guidelines and instructions for enabling external business partners access to the Brand Resource Center (BRC) and Digital Asset Library (DAL).

This document is intended for external business partners.

If you have questions regarding this document, you may contact Abbott Global Service Desk (see contact information below).

Contact Information

Global Service Desk
(847) 938-1234
7 days a week 24 hours a day 365 days a year

Effective immediately, callers to the Global Service Desk will be prompted to enter their Unique Personal Identification (UPI) number using the telephone keypad. This will expedite call handling by automatically loading the caller's contact information for the agent. The UPI is included in the communication following formal request for BRC/DAL access.

Instructions for External Business Partners to Obtain Remote Access for Abbott Brand Resource Center

External Business Partner Responsibilities

The process to obtain access to the BRC can take five to ten business days. External business partner must use their access at least once every 90 days, otherwise their access will expire. If access expired, please follow the same process documented below.

Verify Non-Disclosure Agreement

The external business partner must obtain and sign a Non-Disclosure Agreement (NDA)/Confidentiality Disclosure Agreement (CDA) between the external business partner and Abbott. Contact your Abbott sponsor to obtain the current agreement.

Required Information from External Business Partner

Once the NDA/CDA is verified, the external business partner must supply the following information. All information is required. Any information that is missed will delay the process. Access to the BRC is granted to an individual, not a company.

- Company Name
- First Name (use legal name)
- Middle Initial (include middle initial if available)
- Last Name (use legal name)
- Email Address
- Phone
- Permanent Address (include country)
- External Department Name
- Driver's license, state ID or passport number
- Explanation of Need (e.g. Access to BRC)
- Abbott account ID (only if this person previously worked at Abbott)

Please use the form on the next page to forward the above information from the external business partner to your Abbott sponsor. Abbott sponsor with then initiate the request with the Corporate Marketing IT contact.

Once the above information has been submitted, Abbott Information Security will create the account. The Corporate Marketing IT person will forward that information to the Abbott sponsor and the external business partner. Once the external business partner has the user name and password, please follow the instructions provided in the communication.

Instructions for External Business Partners
Complete the form below for every individual requiring access to the BRC and/or DAL.
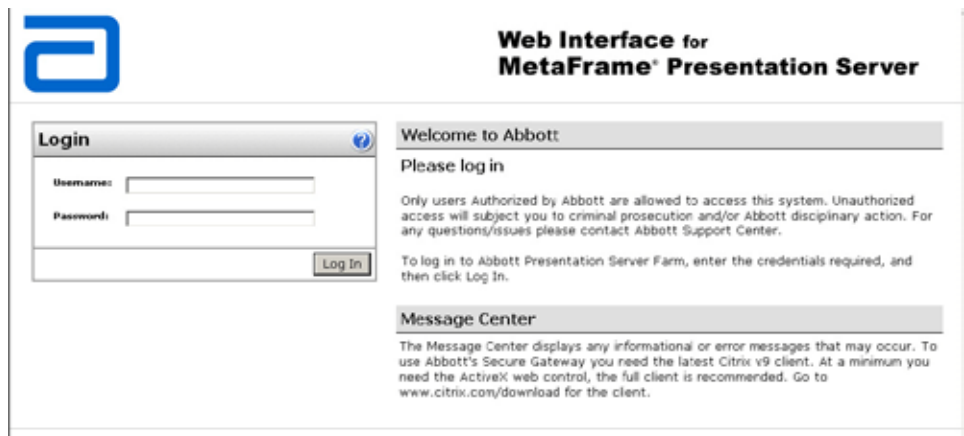Forward completed information to your Abbott sponsor.

Company Name	
First Name (use legal name)	
Middle Initial (include middle initial if available)	
Last Name (use legal name)	
Email Address	
Phone	
Permanent Address (include country)	
External Department Name	
Driver's license, state ID or passport number	
Explanation of Need (e.g. Access to BRC)	
Abbott Account ID (only if previously worked at Abbott)	

Instructions for Abbott Sponsor
After verifying that the information contained in the form above is correct, please forward it to corporatemarketing@abbott.com for processing.

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Instructions for External Business Partner to Access the Brand Resource Center

1. Once the external business partner receives a user name and password, they are ready to access the BRC via Abbott's Citrix Secure Gateway Web site.

2. To use Abbott's Citrix Secure Gateway, the external business partner will need to download the latest Citrix Receiver client. Downloading the Citrix Receiver full client is recommended, however, the Active X Web control is minimally needed. The Citrix Receiver full client can be downloaded from http://www.citrix.com/download. (It is the responsibility of the external business partner to ensure they download the correct version for their equipment. External business partners utilizing Apple equipment should review the supplementary instructions on the Citrix client download page.)

3. Once the Citrix Receiver client is downloaded and installed, the external business partner should enter the following address http://asg.abbott.com in the address bar. The following screen should display:
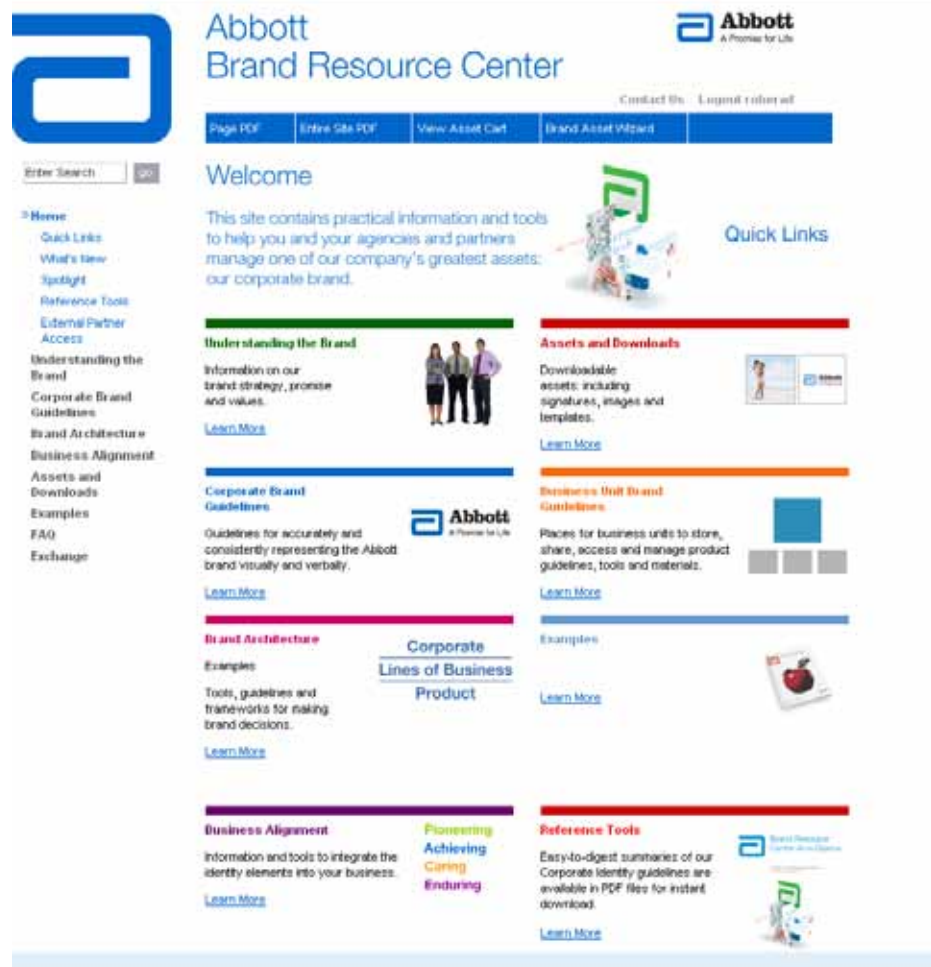

4. The external business partner must enter their user name and password to log on to the Abbott's Citrix Secure Gateway, and click Log In. (Note: the user may be prompted to change the password.)

5.   Once the external business partner has successfully logged in to Abbott's Citrix Secure Gateway, the following screen should display:

NOTE: If there are issues logging onto Abbott's Citrix Secure Gateway, please contact the Abbott Help Desk at (847) 938-1234.

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6.   The external business partner should select the icon for the Brand Resource Center, and follow the instructions in the dialog boxes that display.
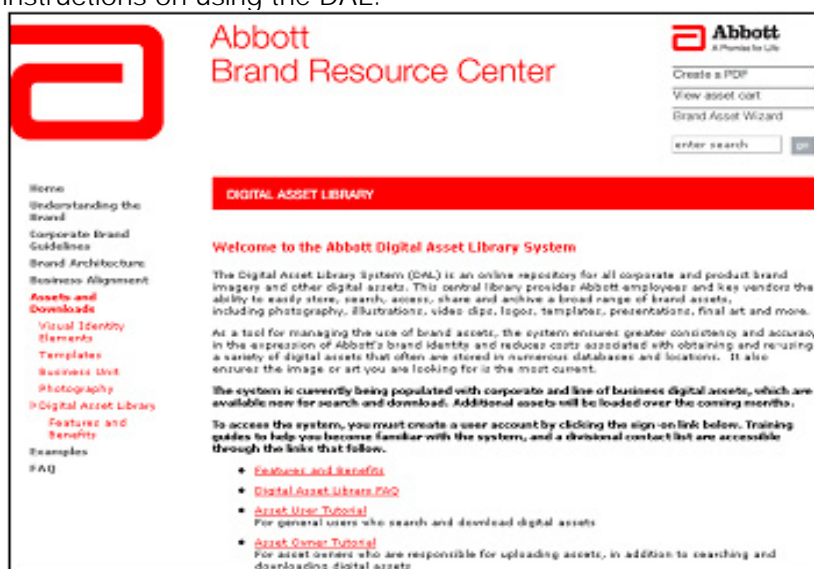
7.   When the external business partner has finished a session on the Brand Resource Center, they can click Logout or the "X" in the upper right-hand corner of the screen. The external business partner should then go back to the Abbott's Citrix Secure Gateway screen (shown below) and click "Log Off" to end the session.

Instructions for External Business Partner to Access the Digital Asset Library

1. Once the external business partner is in the BRC, they can apply for access to the Abbott Digital Asset Library (DAL), if required, by going to: Home > Quick Links for Vendors > Online Repository (Under Digital Asset Library) and clicking on the Sign-on to DAL link.

   NOTE: View the Asset User Tutorial guide on the DAL page on the BRC for instructions on using the DAL.

2. When the external business partner clicks on the Sign-on to DAL link, they will be presented with an account form to be completed:

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DIGITAL ASSET LIBRARY ACCOUNT REQUEST FORM

Division:	Choose your Division...	Required
Login: (Active Directory ID)		Required
First Name:		Required
Last Name:		Required
Email:		Required
Phone:		Required
Role:	Choose your Role...	Required
Lines of Business: (select the business area responsible for the assets to be accessed)	Anesthesia / Animal Health / Anti-Infectives / Cardiovascular / Diabetes Care	Optional Multiselect
Account Request Details:		

Submit Form

3. Once the external business partner completes the form and the account is created, the user will receive notification that their account has been created. The user will then be redirected directly to the DAL application the next time they

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click on the Sign-on to DAL link: