Navigating the Regulatory Notification Customer Portal

This Navigation guide is for existing registered contacts in the regulatory notification system. If you are not a registered contact, you have the following 2 options to have a profile created in the regulatory notification system:

- Request an already registered contact from your site to create your new profile, following the navigation guide "Navigating the My Regulatory Notifications tool" **"Creating New Regulatory Contacts"**
- Contact your Beckman Coulter representative with the information described in this navigation guide "Navigating the My Regulatory Notifications tool" **Creating New Regulatory Contacts"** and request to be added as a regulatory contact.

To access the Regulatory Notification Customer Portal's dashboards and see all the regulatory notification sent to your registered email address or update your profile, you must have a Beckman Coulter website login account, which must be associated with the same email address registered in the regulatory notification system's profile.

You can be a registered contact in the regulatory notification system (i.e. receive notifications) without having a Beckman Coulter website account. In this scenario, you will receive and be able to acknowledge any regulatory notifications that affect your opted-in sites; however, you will not be able to access the Regulatory Notification Customer Portal dashboard to see all your notifications in one place and/or make updates to your profile.

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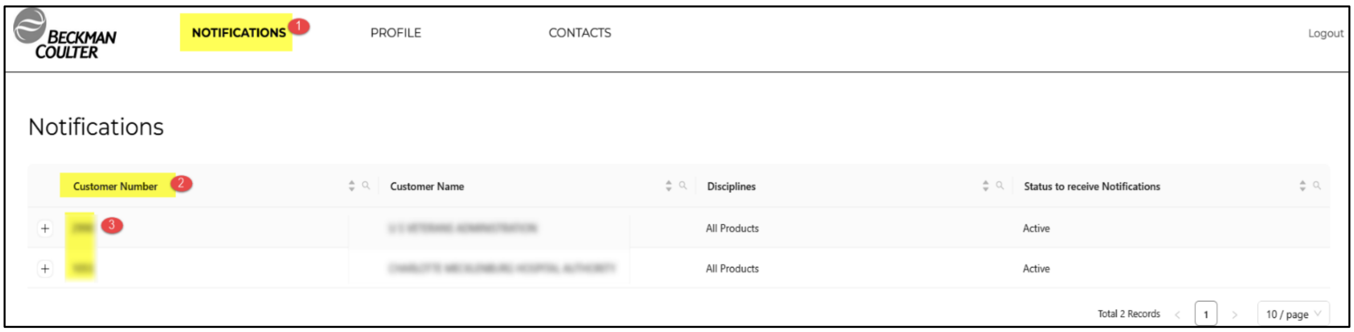
1. MANAGE REGULATORY NOTIFICATIONS IN THE CUSTOMER PORTAL

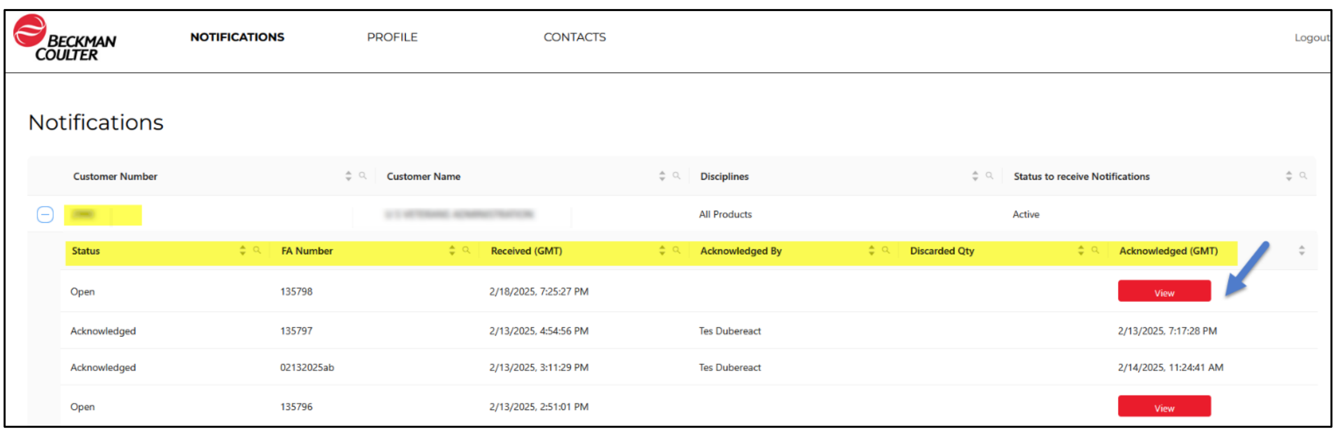
This section covers the steps for reviewing and acknowledging regulatory notifications that have been sent to the logged in email address.

1.1. Any notification awaiting a response for any of the customer accounts in your profile will be listed under NOTIFICATIONS tab.

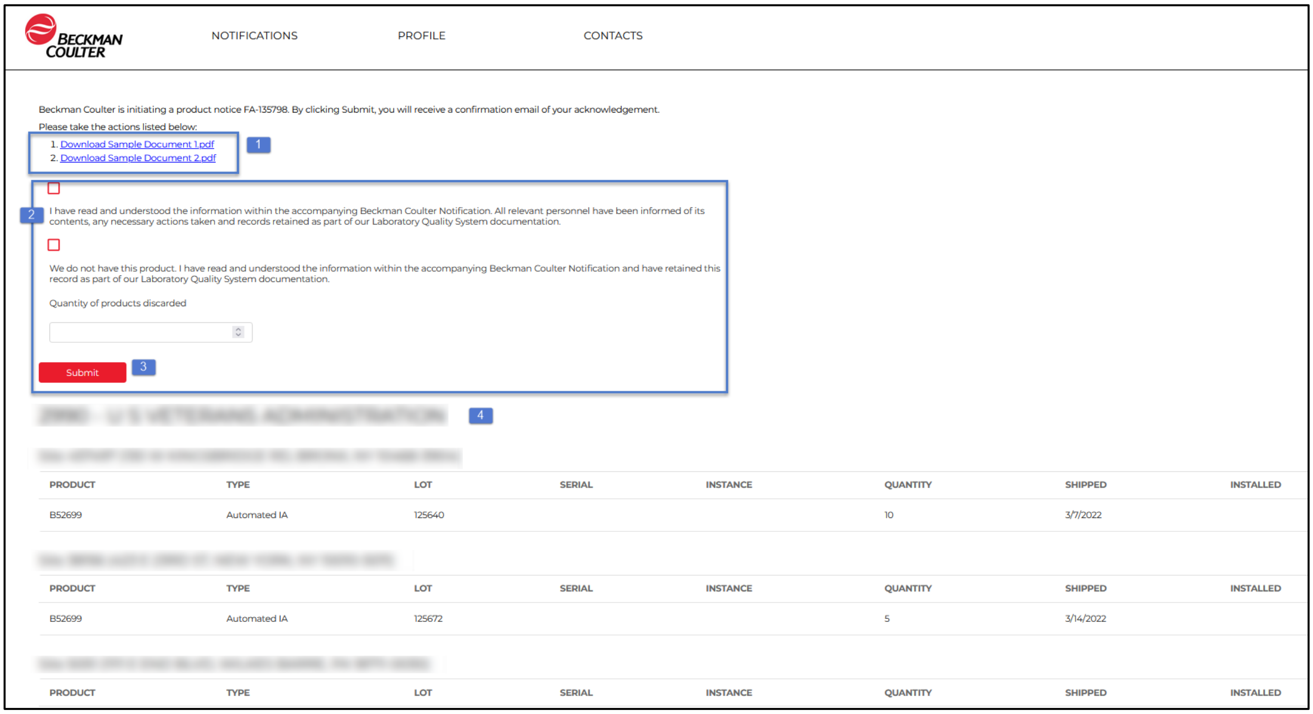
- Click the “+” symbol to open the list of notifications received from each customer number account



1.2. Click on **View** for more details for each notification.

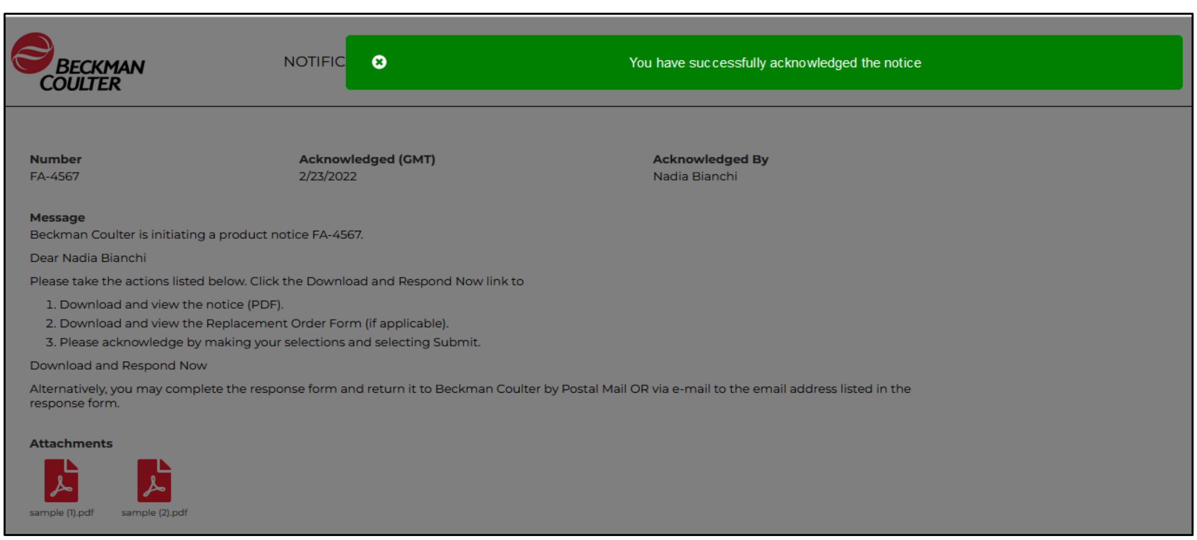


1.3. From here, click the link and download the notification letter as well as any other attachments.

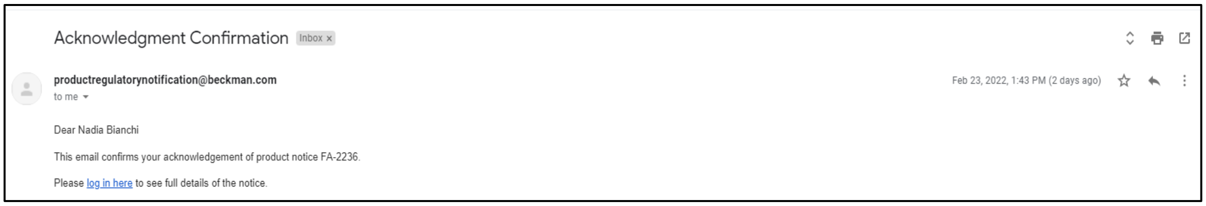


Note: You will find the site(s) for which you are registered to respond to the regulatory notification (section 4 in the image above).

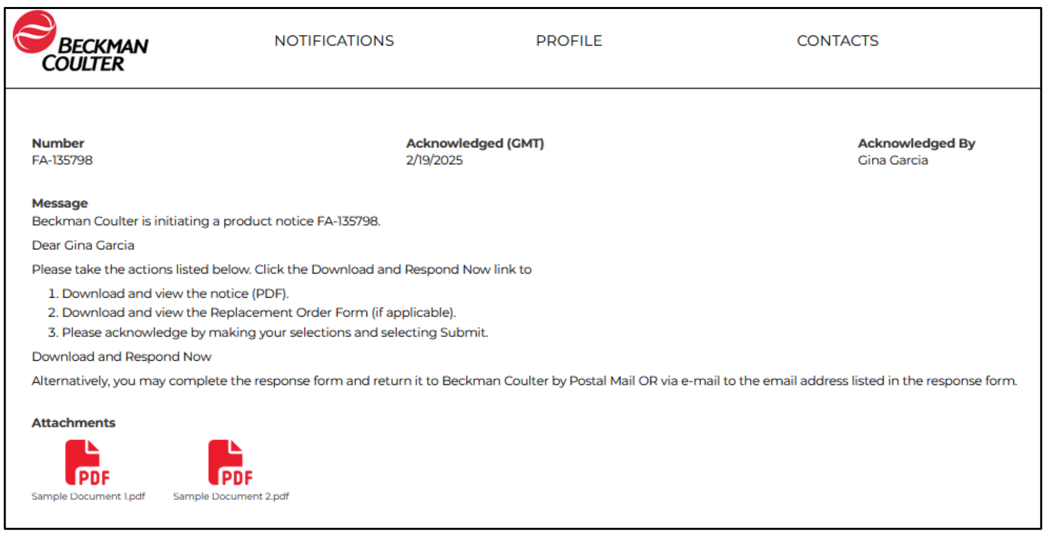
1.4. After you click “Submit”, you will be taken to the screen that confirms that the regulatory notification has been successfully acknowledged. This submission will acknowledge all the sites for which you are opted-in for the customer account number.



Note: You will also receive an e-mail containing the acknowledgment confirmation:



1.5. You will then be taken back to the page with the acknowledgment details already displayed. From here, you can go to review other "Notifications" for any customer account you are a registered contact for, or your regulatory contact "Profile" or contacts you have registered.



- If you click "Notifications", you will then be taken back to Notification list page. If there are more open notifications (i.e., not acknowledged) you may keep responding for those regulatory notifications. When all are answered for, no further notifications will show the button "View".
- You will also view your acknowledged notifications for your customer accounts and related site(s). Hover with the mouse cursor over Regulatory Notifications and click on the one you wish to view.

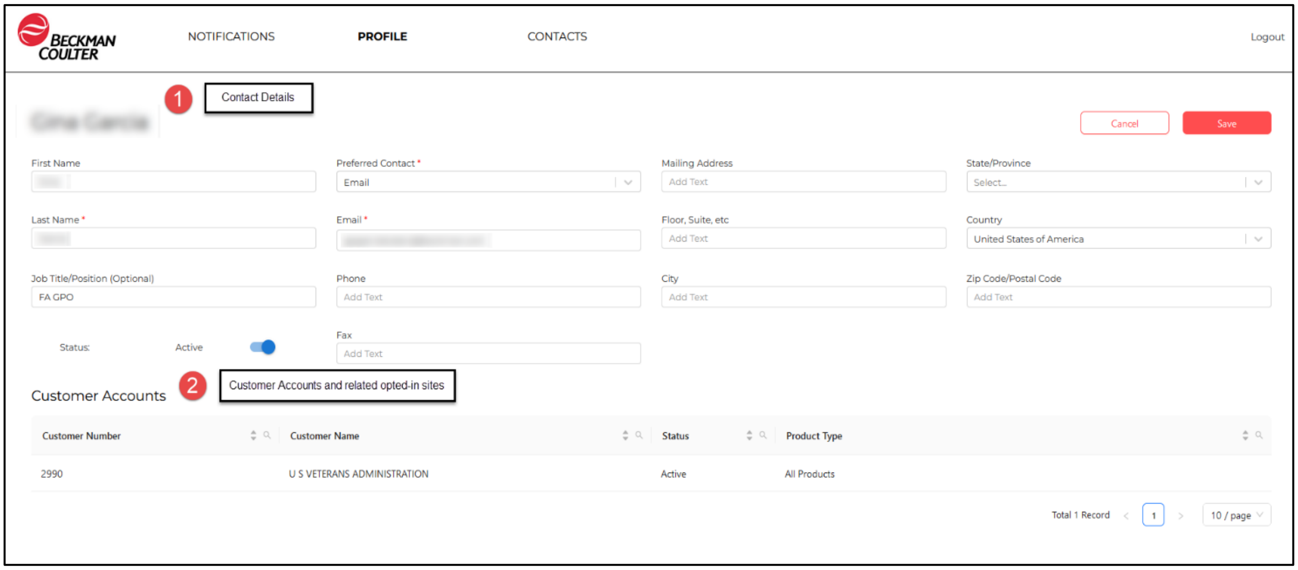
2. MANAGE YOUR EXISTING PROFILE

This section covers the steps for updating an existing profile in the customer portal.

Click "Profile" to review and update your contact information. There are 2 sections that can be viewed and edited:

- The Contact details and
- Customer Accounts associated with your profile

Navigating the Regulatory Notification Customer Portal



2.1. In the contact details section, click "Update Profile":

- The following fields can be updated:
  - First and Last Name
  - Job Title
  - Preferred contact method
  - Email**
  - Phone
  - Fax
  - Mailing address fields
  - Status

  ** If the email address is updated and this does not match the email address associated with the Beckman Couter website account, you will not be able to access the Regulatory Notification Customer Portal's dashboards and see all the regulatory notification sent to your registered email address or update your profile.
- Once updates are made, click "Save".

2.2. In the customer accounts section:

- For updates to existing customer accounts, click on the account number to be view/updated:
  - You can update the opted-in sites (i.e., adding, removing, or changing the existing ones). There must be at least one opted-in site selected.
  - You can update the "Product Type" to specify the products for which you will receive notifications for this customer account. This is defaulted to "All Products".
  - If you are no longer a contact for that customer account number, you can inactivate it so that you no longer receive notifications alerts for this customer account.
  - Click "Save".

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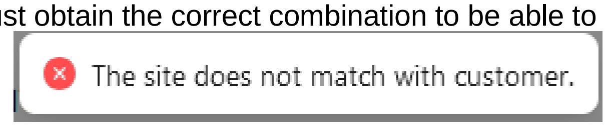
- For adding new customer accounts to the profile, click on the Add Customer icon:

  You must have the EBS (Oracle E-Business Suite) customer account number AND at least one site number associated with that customer account number, so that the information is authenticated, and then the system allows you to add the new customer account number to the profile.

  - Enter the Customer account number AND associated site number

  - Then click search .

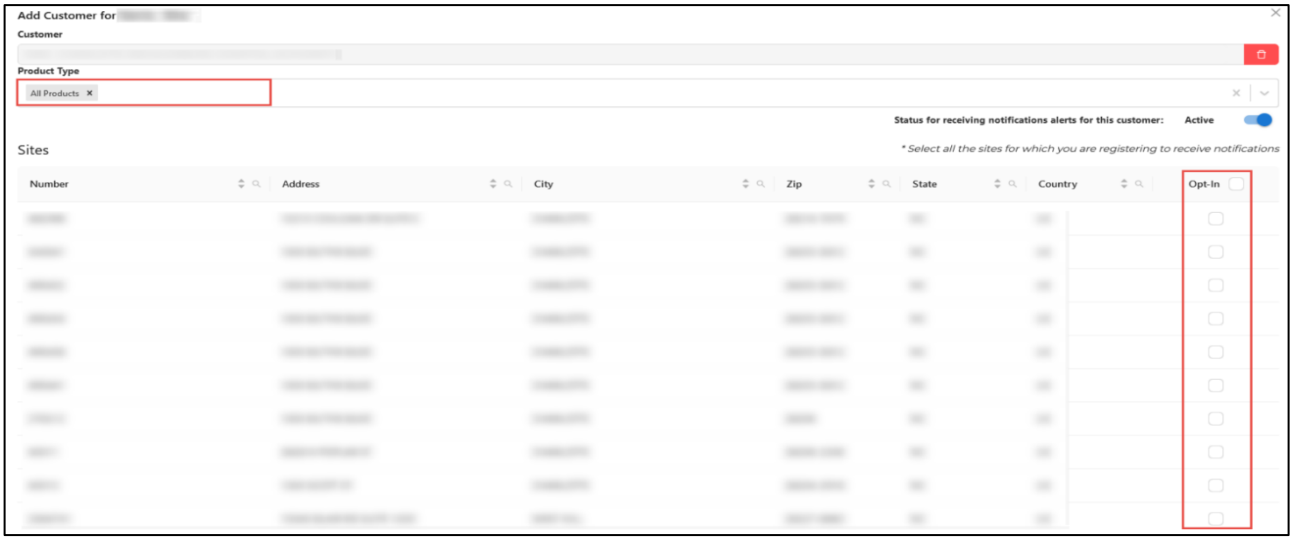
  - If the combination of customer number + site number is not correct (i.e., the site does not match with customer number), the system will prompt the error below. You must obtain the correct combination to be able to proceed.



  - Once the correct combination is used, the system will display the list of all sites associated with the customer account number and you can opt-in for all the sites for which the contact should receive notifications. At least one site must be opted-in (selected).

    Note: The available filters for each column can be used to search for specific site number, addresses etc.

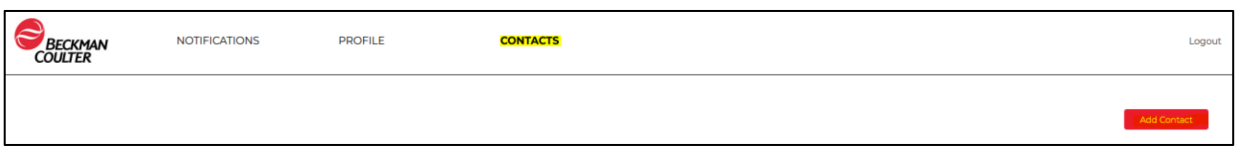
  - Select the "Product Type" to specify the products for which you will receive notifications for this customer account. This is defaulted to "All Products".
  - Click "Save".



3. CREATING NEW REGULATORY CONTACTS

This section covers the steps for creating new regulatory contacts from an existing profile in the Customer portal.

You can only create new contacts for customer accounts for which you are an existing registered contact. Select Contacts tab and click “Add Contact” button:

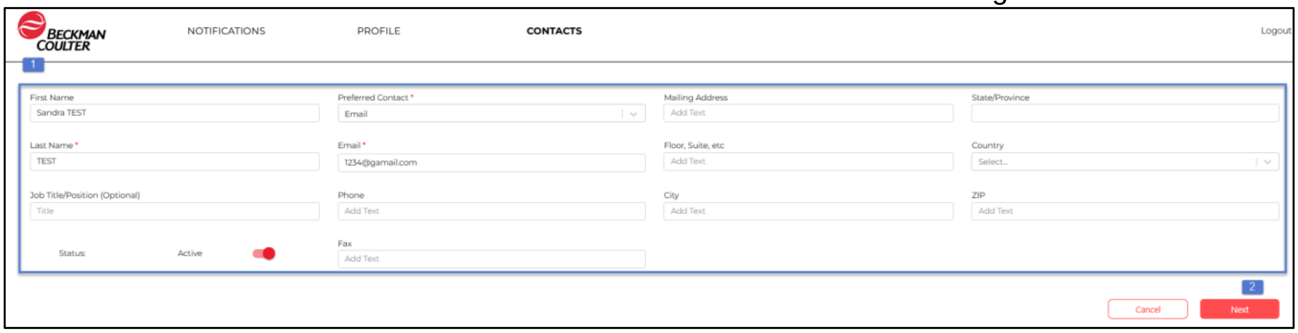


3.1. Add the new contact information:

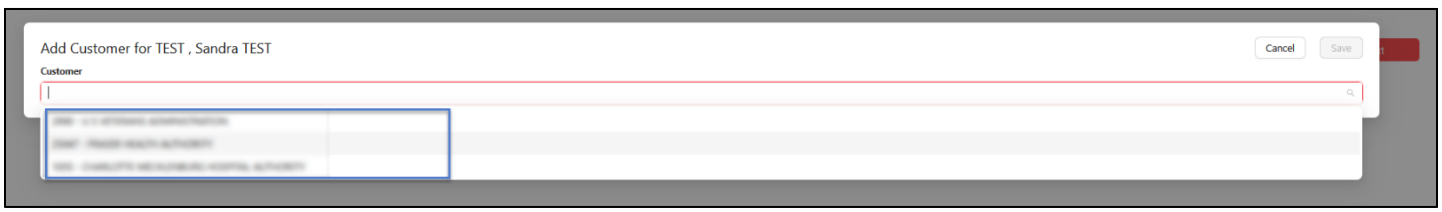
- First and Last Name
- Job Title
- Status – Defaulted to Active
- Preferred Contact method (depending on the selection, other fields are required)
- Email
- Phone
- Fax
- Mailing Address/Floor, Suite etc.
- City
- State/Providence
- Country
- Zip code

Required fields (*) must be entered; otherwise, an error message will be displayed.

3.2. Click “Next” to select the customer account for which the new contact is being created:



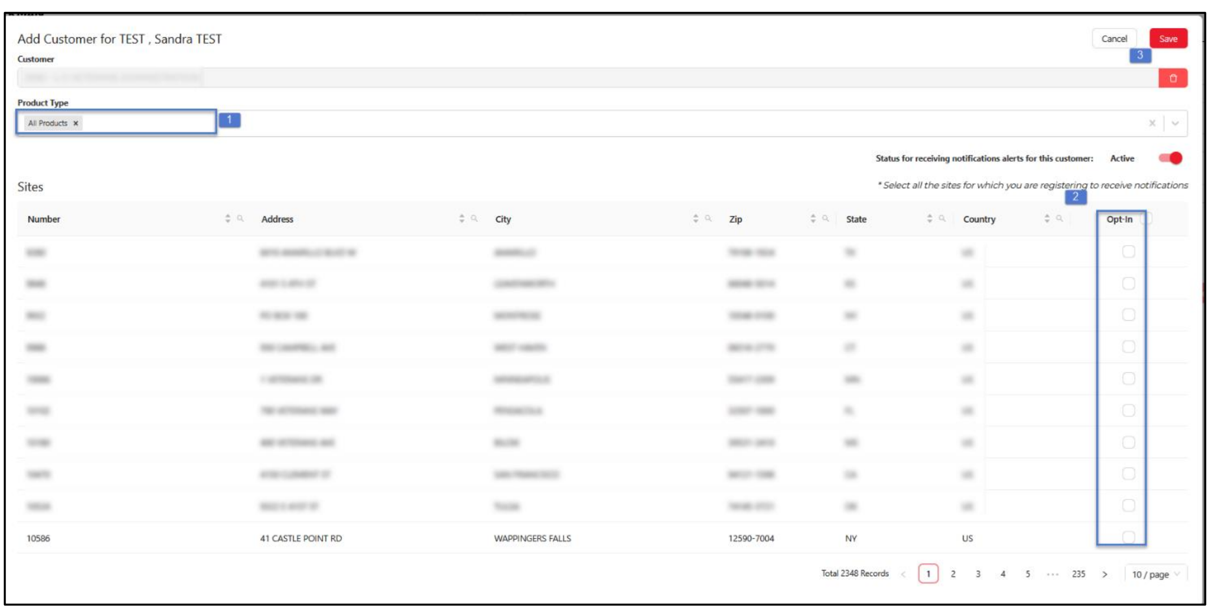
3.3. From the drop down, select customer account for which the new contact is being created. This will prompt the list of sites associate to the customer account so that you can opt-in the contact for the applicable site(s).



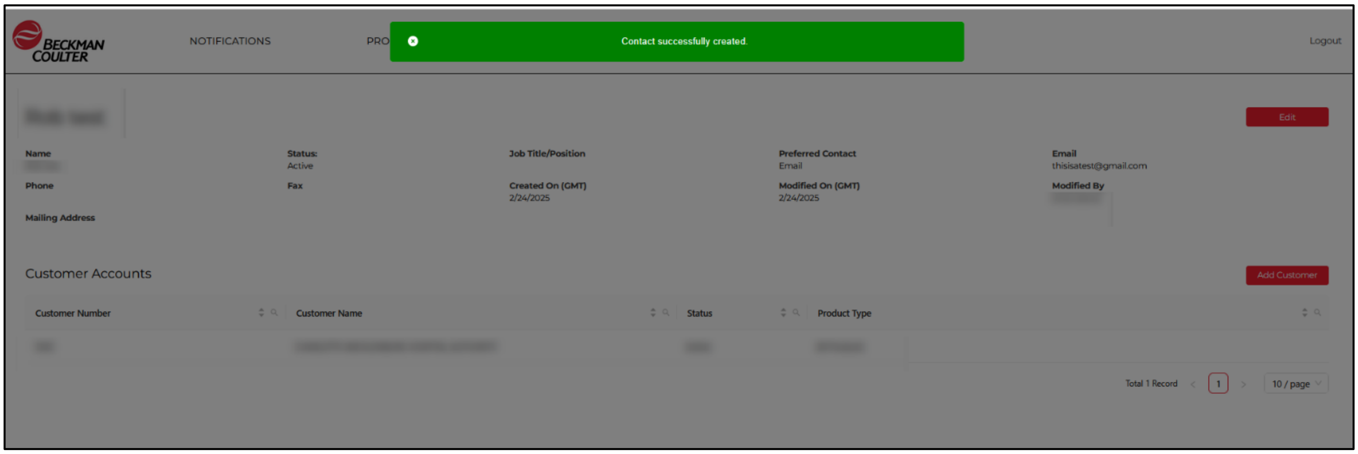
3.4. **Then** select the “Product Type” ((one or multiple must be selected) – Defaulted to All Disciplines.

3.5. Select all the applicable Opt-in site(s) for which the contact shall receive notification for acknowledgement.

3.6. Once all the information is entered, click “Save”.



3.7. A notification that the contact was successfully created will show up.



3.8. Contacts created under a profile, can be edited under the CONTACTS menu by following the steps in section 2 “MANAGE YOUR EXISTING PROFILE”.