TRACELINK UNIVERSITY

Set up your account

New to the TraceLink Network? Find out everything you need to set up an account and log in as a first-time user.

Who are you on the TraceLink Network?

Getting access to the TraceLink Network looks a little different depending on your company's role within it. Your company either uses a TraceLink app licensed by one of your company's trade partners or licenses a TraceLink app themselves.

You can use a couple of different clues to find out which role your company plays in its collaboration:

- Were you told *by one of your trade partners to use TraceLink* to communicate with them? Your company is likely a **TraceLink Partner**, which means you are a part of the TraceLink Network but don't license any apps.
- Were you told *your company purchased a new app* to solve a business need, and now you need to start using it? Your company is likely a **TraceLink Owner**, which means you license apps from TraceLink. Even if you also use a TraceLink app licensed by one of your trader partners, you need to set up your account as an Owner.

For example, you might work for a Pharmacy or Hospital that purchases product from a Wholesale Distributor and you both need to be compliant with the US Drug

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Supply Chain and Security Act. The Wholesale Distributor has informed you that they will be using TraceLink to communicate their shipment information. This means that you will need to use TraceLink as well, to retrieve compliance documents. In this situation, your Pharmacy is a TraceLink Partner and the Wholesale Distributor is the TraceLink Owner.

 If neither of these scenarios sounds like you, but you want to learn more, contact us at https://www.tracelink.com/contact-us.

How do you get an account to log in?

Once you know which role your company plays in its collaboration, you can contact the right department to help onboard you to the TraceLink Network.

- **TraceLink Partners** (i.e. a company asked by a TraceLink Owner to use TraceLink): go to https://www.surveymonkey.com/r/TraceLinkAccountSetup to start your onboarding process.

  Within 5 business days, our dedicated Network Success team will connect with your company's TraceLink contact and grant them the power to manage users, networks, and more to onboard your entire company. If it's been more than 5 business days since you filled out the form, contact the Network Success team by emailing verification@tracelink.com.

  If other people at your company already use TraceLink, contact the person at your company assigned the System Administrator role, who can get you set up as a user.

- **TraceLink Owners** (i.e. a company that licenses a TraceLink app): Contact the person at your company assigned the System Administrator role, who can

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get you set up as a user.

If you're not sure who your company's System Administrator is, someone else at your company who uses TraceLink will probably know. They're usually involved in the initial setup for the company. You can also contact TraceLink Support at https://www.tracelink.com/support if necessary.

What is the TraceLink Network?

TraceLink is the only global digital network platform company that connects everyone in the end-to-end life science supply chain, providing the visibility, agility, and resilience necessary for all segments of the life sciences industry. The end-to-end life science supply chain isn't just a single line of companies connected together but is actually made of many different supply chains acting in concert. The TraceLink Network connects the separate supply chains for manufacturing, logistics, commercialization, and everything in between. With TraceLink's dedicated Network Success team building out the network, TraceLink continues to expand and globally scale the only life science *network of networks* with the utmost speed and security.

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The OPUS Ensemble user experience allows you to switch between companies or environments that you have access to with the same user account (identified by an email)

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without logging into a separate URL.

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Navigate to help documentation and support

Select the Help Center icon in the header to access the one-stop-shop help center for everything related to the network you are currently within (e.g.

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