

C&C Contact Onboarding

Overview

Step by step process on how to onboard new

- *Contacts (part of accounts on C&C)*

Concerned profiles:

SALES MGR / DIR

SALES REPS

Step-By-Step Onboard New Contact in C&C

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Step 1 - In Icare

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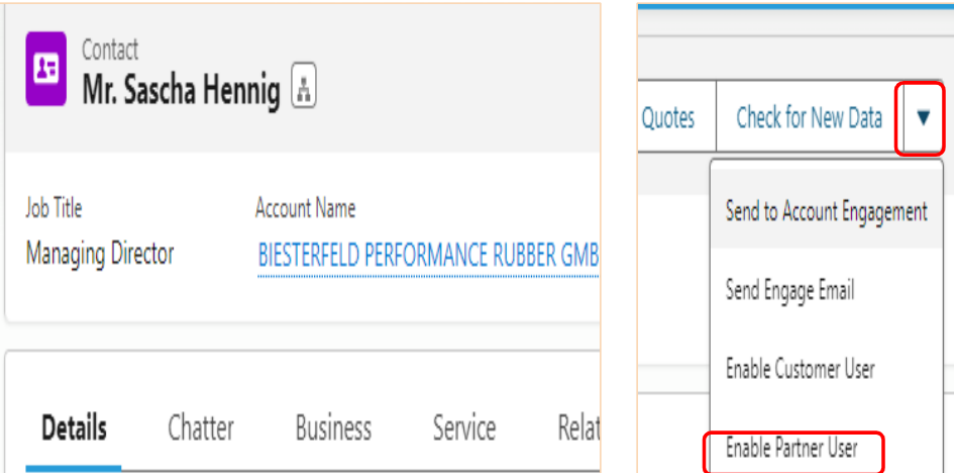
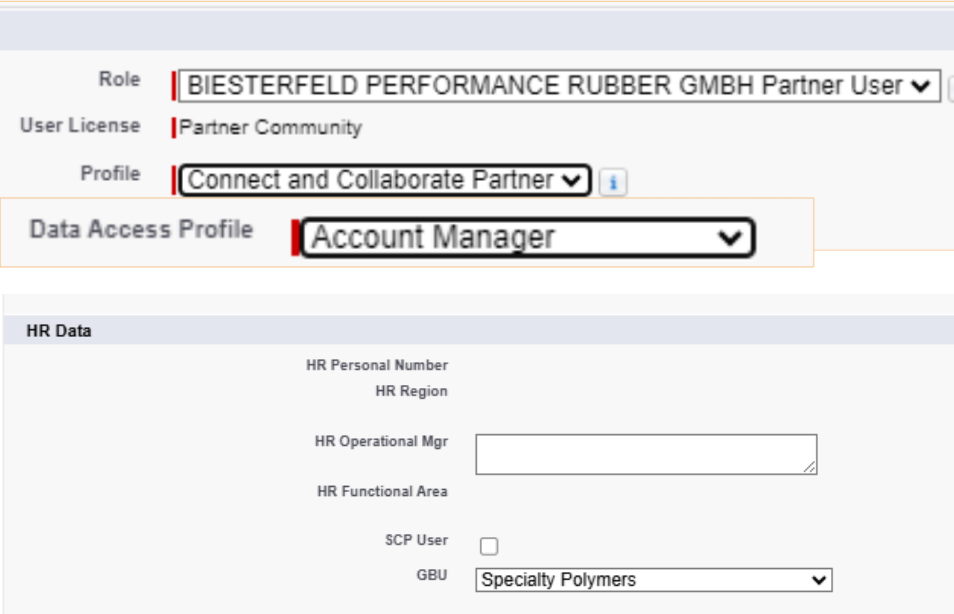
- **Verify**
- Contact is part of an account That is connected to a Parent Corporate Group.
- And this Parent Group is set up for C&C.

If not, you need to Onbaord the Account on C&C

C&C Onboarding Account

The screenshot shows the Icare Lightning interface for account management. It highlights three key steps for setting up a parent corporate group:

- Go the Account:** The 'Account CHASE PLASTICS SERVICES' is selected.
- Click on the Corporate Group:** The 'Corporate Group CHASE PLASTICS SERVICES - PARENT ACCOUNT' is selected.
- Ensure "Partner Corporate Group" is ticked:** In the 'Details' tab, under 'Account Information', the 'Partner Corporate Group' checkbox is checked.

1.5 Onboard new Contact	On the Contact, Select (top right arrow Enable Partner User). You will be redirected to User Record	
1.6 Onboard new Contact	• On the User record, fill the missing info • Profile: 'Connect & Collaborate Partner' • Data Access profile is not relevant (you can select Account Manager) • Enter GBU: Specialty Polymers • Upon Saving, the user will receive an email to set his /her new password	
1.7 Onboard new Contact	This is a copy of the Email received by the contact	----- Forwarded message ----- From: SpP Connect & Collaborate <connect-collaborate.support@syensqo.com> Date: Thu, Mar 7, 2024 at 9:03 AM Subject: Sandbox: Welcome to Connect & Collaborate To: noccito@gmail.com <noccito@gmail.com> Hi Sascha, Welcome to Connect & Collaborate! To get started, go to https://syensqo-icare--uat.sandbox.my.site.com/partner/login?c=9sJkQkS4DLG59HPjQgcV54FejYmVMiSNk4qIRCIj6w53vMfkssEXr5tC_ui7qjffZLanYfvG.on0_iUIOm_s1maP6d59SvaeNRsNeDBB2C2JzOMZWZgCMXaXONcDI9youq.zoOhqUyJw1ASoTY7RWjXnzkwaeBx7Kz5H0OyqYWU7fPiBRtp1uniiam6nAPaOT2y0 Username: noccito@gmail.com.invalid Thanks, Syensqo CRM

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How to deactivate Contact in C&C		
How to give access to both C&C & Webshop		

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