

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

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

Step 1 - In Icare

SALES REPS

PREREQUI SITE

- **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](#)

Account

CHASE PLASTICS SERVICES

Account Owner

Douglas Kelly

GBU Segment

Key Distributor

Team Cluster

Channel Partners & Digital Sales

Corporate Group

CHASE PLASTICS SERVICES - PARENT ACCOUNT

Account

CHASE PLASTICS SERVICES - PARENT ACCOUNT

Account Owner

SFS Admin User

GBU Segment

Key Distributor

Reporting Region

ECCO

Details

Chatter

Aggregated Financial Perfor...

Parent Overview

Related

NPS Survey Results

Account Information

Account Name

CHASE PLASTICS SERVICES - PARENT ACCOUNT

PRS Code (Corporate)

804845

Account Owner

SFS Admin User

RCS Code (Corporate)

GRCL205736

Account Record Type

Corporate Group Record Type

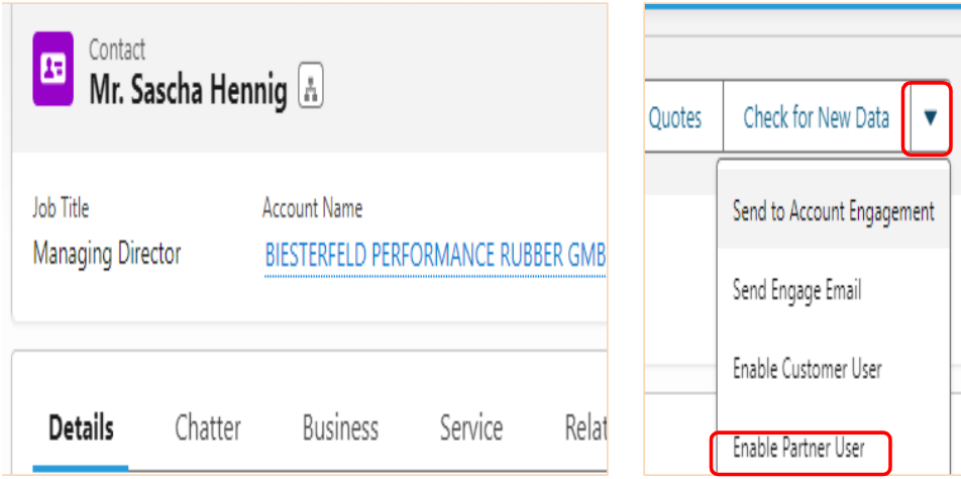
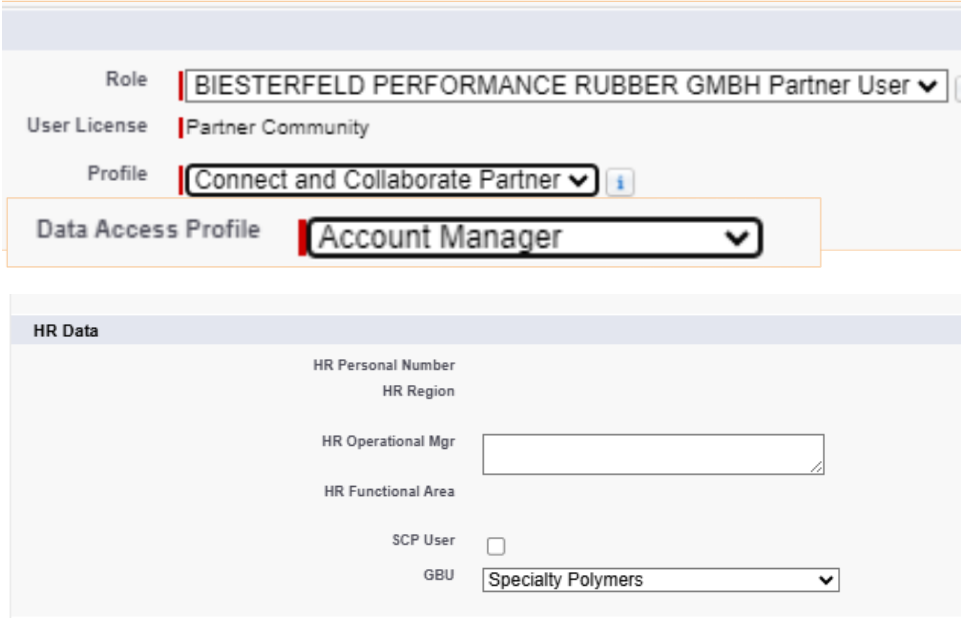
Partner Corporate Group

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Go the Account

Click on the Corporate Group

Ensure "Partner Corporate Group is ticked

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=9sJkQkS4DLG59HPjQgcV54FejYmVMiSNk4qIRCIj6w53vMfksEXr5tC_ui7qjffZLanYfvG.on0_iUIOm_s1maP6d59SvaeNRsNeDBB2C2JzOMZWZgCMXaXONcDI9youq.zoOhqUyJw1ASoTY7RWjXnzkwaeBx7Kz5H0OyqYWU7fPiBRtp1uniam6nAPaOT2y0 Username: noccito@gmail.com.invalid Thanks, Syensqo CRM

Who has already access to C&C?	Check Report C&C Users by Corporate Group	
How to deactivate Contact in C&C		
How to give access to both C&C & Webshop		

Related articles

Mention here some related articles, using the [character