

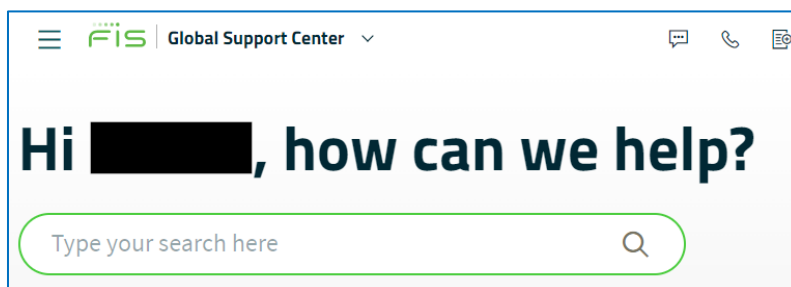
Every FIS employee (with a registered @fisglobal.com email account) has access to the platform without being required to submit any specific access request.

Initially you will only have the **Recipient** role granted and will be missing the **Compose Delivery** option. This means that you will be able to receive deliveries but won't be able to send deliveries to Clients and invite them to register with FISLink-EMEA-PFT so that they can exchange files with you.

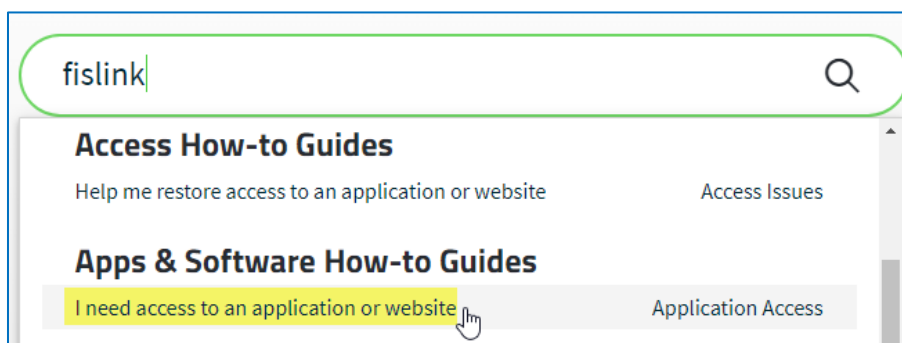
Compose Delivery option for FIS Employees

The process below details how an FIS Employee should request additional access to FISLink-EMEA-PFT. Specifically, this will give the employee the "Compose Delivery" option:

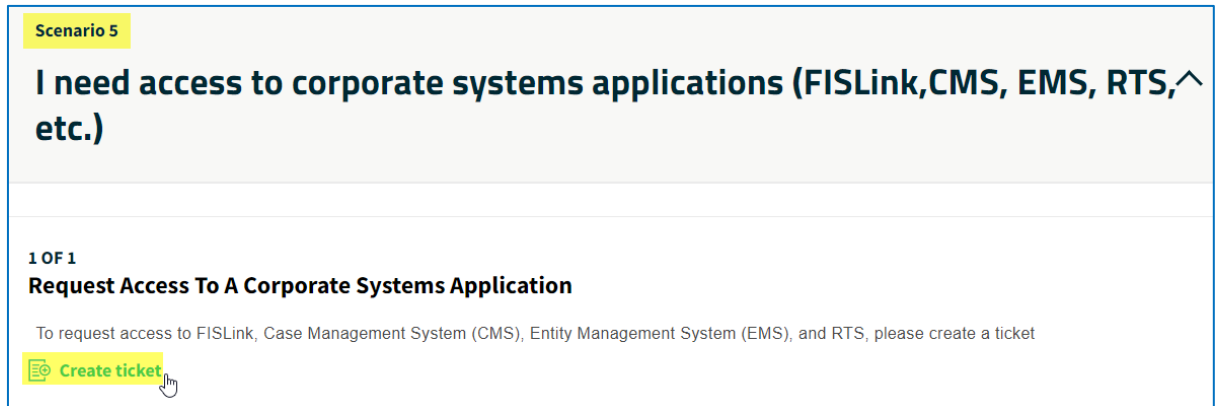
1. Login to the Global Support Center (GSC): <https://support.fis.app/>



2. In the search box type **FISLink**. As you type, it will show you additional options.
3. In the search results select **I need access to an application or website**

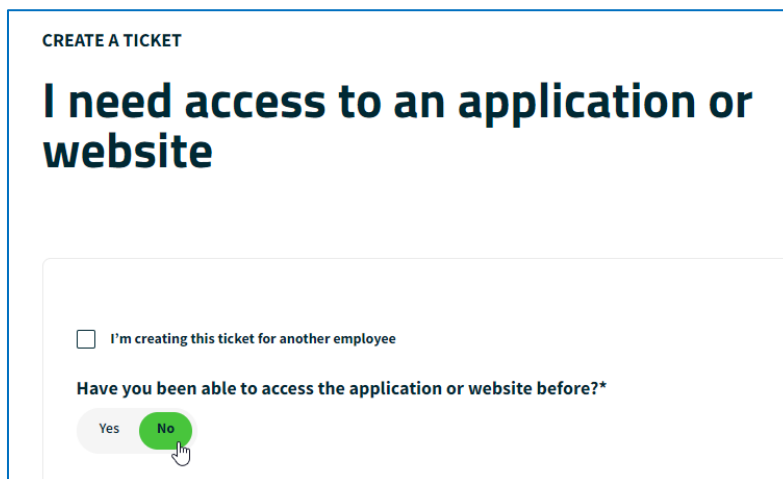


4. Scroll down and click **Scenario 5** to expand it. Once expanded, click **Create ticket**



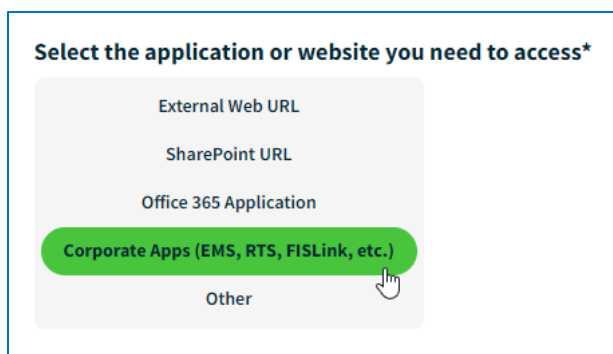
This screenshot shows the 'Scenario 5' section of a ticket creation interface. The title is 'I need access to corporate systems applications (FISLink, CMS, EMS, RTS, etc.)'. Below the title, it indicates '1 OF 1' steps and the step name 'Request Access To A Corporate Systems Application'. A descriptive text states: 'To request access to FISLink, Case Management System (CMS), Entity Management System (EMS), and RTS, please create a ticket'. At the bottom, there is a yellow button with a ticket icon and the text 'Create ticket', which is being clicked by a mouse cursor.

5. Under “Have you been able to access the application or website before?” click **No**



This screenshot shows the 'CREATE A TICKET' form. The title is 'I need access to an application or website'. There is a checkbox labeled 'I'm creating this ticket for another employee'. Below this, the question 'Have you been able to access the application or website before?*' is displayed. Two radio buttons are shown: 'Yes' and 'No'. The 'No' button is selected and highlighted in green, with a mouse cursor clicking on it.

6. Under “Select the application or website you need to access*” select Corporate Apps



This screenshot shows the 'Select the application or website you need to access*' section of the form. It lists five options: 'External Web URL', 'SharePoint URL', 'Office 365 Application', 'Corporate Apps (EMS, RTS, FISLink, etc.)', and 'Other'. The 'Corporate Apps (EMS, RTS, FISLink, etc.)' option is highlighted with a green background and a mouse cursor is clicking on it.

7. In the “Select the specific application*” dropdown, select **FISLink**.
In “What environment do you need access to?*”, select **FISLink-EMEA-pft.fisglobal.com**.
Make sure to use this instance of the application when working with customers based in EU countries regulated by GDPR. More details can be found [here](#)

The screenshot shows a form with two main sections. The first section, "Select the specific application*", has a dropdown menu with "FISLink" selected. The second section, "What environment do you need access to?* ⓘ", has a list of four options. The last option, "FISLink-EMEA-pft.fisglobal.com (for sending/receiving PCI/PAN Data meeting EU GDPR requirements)", is highlighted in yellow and has a mouse cursor pointing at it. To the right of the form is a callout box titled "EU Countries:" listing 21 countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and United Kingdom.

Select the specific application*

FISLink

What environment do you need access to?* ⓘ

- FISLink.fisglobal.com (Located in United States, for sending corporate data not bound by EU GDPR)
- FISLink-EMEA.fisglobal.com (Meets EU GDPR Requirements)
- FISLink-pft.fisglobal.com (For sending/receiving PCI/PAN Data - see KB000049985 for network limitations)
- FISLink-EMEA-pft.fisglobal.com (for sending/receiving PCI/PAN Data meeting EU GDPR requirements)**

EU Countries: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom

[KB000049985](#) provides more information about the existing FISLink instances and regulations bound to each of them.

You must acknowledge the chargeable fee warning regarding the usage of a Compose Delivery license on the platform. See [KB000473527](#) for more information.

The screenshot shows a checkbox with a green checkmark, followed by the text: "I acknowledge that FISLink-EMEA-pft.fisglobal.com will result in me being charged up to \$40 per user per year. * See KB000473527 for chargeback information."

☒ I acknowledge that FISLink-EMEA-pft.fisglobal.com will result in me being charged up to \$40 per user per year. *
See KB000473527 for chargeback information.

8. In the following section, select the “Access Type*” and the reason why you need compose delivery permissions on the platform.

The screenshot shows a form with two sections. The first section, "Access Type*", has a dropdown menu with "Add" selected. The second section, "Business Justification", has a text area with the text "Need to share files with Customers within EU".

Access Type*

Add

Business Justification

Need to share files with Customers within EU

9. Submit your request.

[Submit Ticket →](#)

The ticket will be routed to your manager for approval.

Once the request is approved you will automatically be granted compose delivery access.

Note: The request can take up to 24 hours to be processed.