



CLIENT FOR CONTRACTORS (C4C) SERVICE REFERENCE GUIDE

C4C Access Reference Guide v5.0

- Inside Shell Offices C4C Users can connect to Internet through Shell Wireless LAN or restricted VLAN, as well as via Shell LAN. If applicable, a Shell WiFi account has to be requested by yourself or your Shell Host or Sponsor (depending on your regional set up). If your location has a dedicated VLAN for C4C Users you will be notified. When connecting via the Shell LAN, follow the instructions to configure a proxy [here](#).
- Outside Shell Offices C4C Users can connect to Internet as usual.
- To access the C4C Service you must have your corporate (non-Shell) PC registered. Only one PC per user can be registered. If you try to access your C4C Account from a different PC than the registered one, you will be unable to login to the C4C service. New PCs can be registered and old de-registered following instruction guides at <http://connect.shell.com> under Help and Guidance > PC and Token Registration. This includes information on how to successfully register/de-register a Windows 7 PC.
- If you have registered a Vasco token you should use the 'Normal sign in with a token'. Please see the instructions below to access the C4C Service. If you have not yet registered a token you will have an emergency access for 7 days from the creation of your account and you should use the 'Emergency sign in without a token' instructions below to access the C4C Service until your Vasco token is registered. New Vasco tokens can be registered following instruction guides at <http://connect.shell.com>.

Shell C4C Helpdesk Contacts:

Asia-Pac : +60 3 8317 7202
Africa (Nigeria only): +234 80702 21010
Russian Speaking HD: 800 700 9919

Europe, Middle East : +44 161 435 8027
US: +1 713 245 5314

Normal Sign in WITH Token

1. Go to the C4C Homepage at: <http://connect.shell.com>
2. Under 'Access C4C', select a regional gateway to connect to.
3. Ensure 'Connecting from Work Computer' and 'Access Type Normal' re selected then click 'I Accept' to the GEC warning.
4. Host Checker will run. Please wait and do not press any key until the login page is shown.
 - a. If the login page does not appear within 5 minutes then close your browser and start again.
 - b. If you continue to have problems please call the Shell C4C Helpdesk on one of the numbers mentioned above.
5. Enter your C4C username, password, personalised 6 digit PIN and Vasco Token response(OTP) - from pressing the token button. Click the sign in button to proceed.
6. If your login is successful WSAM will run. Please wait and do not press any key until the C4C web portals welcome page is shown

Please note: You may be asked to reboot to confirm the WSAM installation. You should reboot and go through the steps above again

Emergency Sign in WITHOUT Token

1. Go to the C4C homepage at: <http://connect.shell.com>
2. Under 'Access C4C', select a regional gateway to connect to.
3. Ensure 'Connecting from your corporate (non-Shell) PC' and 'Access Type Emergency' is selected then click 'I Accept' to the GEC warning.
4. Host Checker will run. Please wait and do not press any key until the login page is shown.
 - a. If the login page does not appear within 5 minutes then close your browser and start again.

- b. If you continue to have problems please call helpdesk
5. Enter your C4C username & your C4C Password and click the sign in button to proceed
6. If your login is successful WSAM will run. Please wait and do not press any key until the C4C web portal welcome page is shown

Features of the C4C Web Portal

1. Browse URL box: You can type in the URL of any Shell resource and click 'GO' to access. However, it is not guaranteed that the Shell resource you are trying to access is accessible or functional, as there may be other requirements that need to be met in order for the Shell resource to function. Please contact your C4C focal point to on-board the Shell resource properly onto C4C.

If you have been registered as a 'Restricted' user, you will not see a browse URL box, and you will only be able to access your pre-defined bookmarks (described below).

2. Your Pre-defined Bookmarks – Web Links and File shares: Lists the web links and file shares that have been assigned by your C4C Focal Point to your C4C account. Click on the links to access. You can also map a network drive by following the [instructions](#) under 'Help and Guidance' in the left Navigation menu on the portal.
3. Network Printers: Click on the 'assigned printers' link to see a list of printer names assigned by your focal point to help you when mapping printers. You should be able to map any printer in Shell whether it is in the list or not. See the [Network Printer User Guide](#) link for Instructions on mapping a network printer.
4. Win32 Applications : Lists the win32 applications that have been assigned to you by your focal point. Click on the links to access the file share where the win32 installer and configuration guides are stored. You can then set-up the win32 app for access across C4C.
5. Functional Mailboxes (via Outlook Web Access): You can access functional mailboxes via OWA, provided that the functional mailbox has been configured for access via OWA, and you have been granted access to the functional mailbox. Please refer to the [guide](#) located at <http://connect.shell.com>, under Help and Guidance.
6. Left Navigation Menu
 - a. Help and guidance: Contains Shell C4C Helpdesk numbers, link to the FAQ and all C4C Guidance documents.
 - b. FAQ: Lists answers to frequently asked questions.
 - c. Change my SPQA: Allows you to change the Shell Personal Question and Answer used for your identification
 - d. Change my password: Facility to change your centrally issued password to a more meaningful password.
 - e. Update my details: Link to the who's who where you can update your C4C account details.
 - f. Service Status: Information on any current service impacting issues or any planned service outages.

7. Top Right Juniper toolbar



Move toolbar to left or right



Home



Expand / Collapse




Help



Logout

Key Notes :

1. Ensure Windows Secure Application Manager (WSAM) is connected (look for  in the system tray) before you:
 - a. Run any Win32 apps e.g. E2E Service Center or SAP
 - b. Map a network drive or share folders or network printer

If WSAM is not running you can launch it by using the 'Click here to re-launch WSAM' link just under the Win32 Applications heading

2. In order to successfully access certain resources – web applications, win32 applications and file shares - you must have all necessary accounts /permissions for the resource.