# Welcome to the Shell Client for Contractors (C4C) Web Portal

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| **C4C FAQ** |

**C4C Focal Point FAQ**

**This section gives you a quick answers to most frequently asked questions with regards to the C4C service.**

## Client for Contractors (C4C)

### Benefits
- ***What are the benefits of C4C for contractors?***
    - Flexible working – Access to Shell applications inside and outside Shell, using their own company laptop
    - One computer – No need to work between multiple computers/email addresses
    - Reduced costs- Reduced operational costs as suppliers may be charged by Shell for using their Hardware/ Software

### Who can use C4C
- ***Who are eligible users?***
Contractors from a company who have signed up to C4C (including the requisite contractual security clauses) where required applications for the contractor have been tested to work on C4C

- ***Who are non-eligible users?***
*Users who..*
- are in or nationals of US Generally Embargoed Countries (GEC) or Highly Restricted Countries (HRC)
- need to access data classified as most confidential
- in countries where the use of encryption is not allowed
- require Active Directory and server access or software programmers /developer
- who require access to various Shell databases and servers
- require  applications that will not be available on C4C

### Restricted/Confidential/Most Confidential data
- ***What is the difference between restricted, confidential and most confidential data?***
Please go to: http://sww.shell.com/it/irm/end_user/awareness_information_classification.html to understand what Shell considers as restricted, confidential and most confidential information.

**Applications**

- ***What applications (tools, websites) are available on C4C?***

Go to
http://www.shell.com/home/content/c4c_v2/newscommunication/help/ for the latest overview on what
tools, websites and other Shell applications you can use through C4C

- ***How to register an application resource?*** (e.g. you have a new software/printer driver which is
  not used or registered in C4C)

Please refer to Resource registration guide at:
http://www.shell.com/home/content/c4c_v2/howtogetstarted/stepbystep/

- ***If contractors use an application that is not provided in the overview on the C4C website,
  what to do?***

Contact your business application tester who will assist you in arranging the testing and registering of
the application resource and made it available in C4C. Refer
http://www.shell.com/home/content/c4c_v2/newscommunication/help/

- ***Can a C4C user still access their Shell email /sww /shell people services?***

Shell People and sww is available for C4C users, please refer to the link on the list of applications
available for C4C.  E-mail will be Contractor Company's corporate mail, no Shell e-mail.

**Preparation for a contractor to use C4C**

- ***What to do before a contractor can start using C4C?***

 Step1: Sign contract between Contracting Company and Shell
To register for C4C, a contract needs to be signed. A copy of the minimum contract terms for agreement
with 3rd party companies can be obtained here.

Step 2: Company registration
Once the agreement is agreed and signed by Shell and the contracting company, please request for the
company registration via Request Management:

- Go to Request Management (http://sww-requestsite.shell.com (for EP users))or
  http://sww.itsmrequestcenter.shell.com/RequestCenter/application.do (non EP users)
- In Request Catalogue select Client for Contractors (C4C) and go to C4C Company Registration
- Fill in the details and submit the request (attach a scanned copy of the signed agreement)

 It takes between 3-5 days to register the company.

 Step 3: Set up of C4C user account
Once you completed the company registration, then you may proceed to create a C4C user account. You
can do this in Request Management.

- Go to Request Management (http://sww-requestsite.shell.com for EP users))or
  http://sww.itsmrequestcenter.shell.com/RequestCenter/application.do (non EP users)
- In *Request Catalogue* select Client for Contractors (C4C)
- Select C4C *Account registration*
- Fill in the details and submit the request

- ***What will be the name format in GAL?***
  - surname (c), firstname initials shellco-shellloc
  - e.g. Alan (C), Chan SITI-ITIPEA

This is to make it easier to identify the user as a contractor with an external email address, but to allow
them to fit in to their normal role (with normal company/reference indicator)

- ***Company registration for companies with global present?***

There are "child" companies that are registered and tied to the master company. If the vendor has a
global presence, then a full list of "child" companies must be registered and tied to the master company.
The company might be global but only certain countries have the business relationship with Shell, then
only those countries need to be registered as Child Company.

## Access C4C

- ***How to access C4C?***

Contractors will be asked to login from a sign-in page before being granted access to their Shell resources (applications and tools). See for a detailed description on the C4C service.
http://connect.shell.com


## Software

- ***What are the software requirements?***

The software that is required for the C4C service on the contractor's PC are:
–Internet browsers;
–Up-to-date copies of AntiVirus and AntiSpyware;
–Personal Firewall;
–Any standard or customized Win32 applications;
–Java

The following Internet browsers are supported:
–Internet Explorer 8.0, 7.0, 6.0
–Firefox 2.0

C4C users require local admin account on their PC.

Commercial Of the Shelf Software (eg Microsoft Office):
It is the responsibility of the contractor /contractor's company to procure, install and support any commercial off the shelf (COTS) software required. Click here for some sample of commercial of the shelf software.

- ***Can I access Service Center?***

Win32 applications that are required, such as Peregrine E2E ServiceCenter, must be installed on the PC before the customer accesses the SSL/VPN appliance.

- ***For a self employed contractor that doesn't have the standard software. How do they get the software?***
  We will ask them to purchase the software that they need, such as Microsoft Office.


## Hardware

***What are the hardware requirements?***
The C4C service will allow hardware (desktop or laptop) with the following supported operating systems, to access the Shell resources:

| Windows Vista | Windows XP Pro | Windows 2000 Pro | Windows 7 |
|---|---|---|---|
| ·     Enterprise | Service Pack 3 (SP3) | Service Pack 4 (SP4) | |
| ·     Ultimate | | | |
| ·     Business | | | |
| ·     Home-premium | | | |
| ·     Home | | | |

- ***What if the contractor only has a Shell pc?***

We agreed with the contractor company that they will need to provide the contractors with a desktop or laptop to be able to work for Shell

- ***A self-employed who doesn't have his own laptop. How can they still use C4C?***

To ensure they can continue to work for Shell, we will ask them to purchase their own laptop.

## Email

- **What email address is allowed?**

We allow a Corporate email address (of the contractor company)

- **What if the contractor is self employed and does not have a corporate email address?**

For such category user we do not recommend for c4c service as setting up the company registration is almost impossible.

- **Will the contractor still be able to access GI functional email account?**

Yes, the contractor will be able to access GI functional email account via C4C as long as the C4C account has been granted by the mailbox owner. Also the GI functional mailbox has be listed in the C4C OWA server. If the functional mailbox is not in the list, a request need to be raised – same process as raising an new resource registration via 1RM/My Request.

For EP users:http://sww.shell.com/ep/it/consumer/C4C/ &

Other users:http://www.shell.com/home/content/c4c_v2/newscommunication/help/

## Calendar

- **Is there any way contractors can access calendars of GI-D users in order to check availability and plan meetings? Or is there any "federation" capability to allow mutual access between Shell/contractor calendars? This seems to be a common requirement.**

Contractors on C4C are not able to view the GI-D users availability, as they have their own company mailboxes.  This will require a different way of working eg calling someone to make an appointment

## Printing

- **Can C4C users use Shell printers?**

Yes, they are able to use Shell network printers as long as the network print queue has been registered as C4C resource and assigned to the C4C user account.

## Office Communicator

- **Can contractor continue to do Instance Messaging with people in Shell for business purpose?**

*Yes. http://sww.shell.com/myworkspace/instant_messaging/external_im/External_IM.html*

**Any cost involves having contracting company IM federated with Shell?**

No, there are no costs involved.

## Support

- **Where can I go for support?**

Visit the UI C4C website: http://sww.shell.com/ep/it/consumer/C4C/ . Here you will find more information about C4C. Also, contact your local C4C Focal Point for questions.

The IT support of your own company will support you with all your generic IT issues or questions. Shell supports you with issues and questions related to C4C.  Please contract the C4C support desk:

- AP: +60 3 8317 7202
- EU: +44 161 435 8027
- AF: +234 80702 21010
- US: +1 713 245 5314
- Russian: +7 4242 662999

Alternatively, you can contact the C4C Shell Helpdesk via email: SITI-GLOBAL-C4C-SUPPORT@HP.COM.

For Call or Incident ticket escalations, please contacts:
shell-ccms@hp.com
For Request related matter, please contact:
EP (UI, UA and P&T) users: EP-IT-Request-Owner@shell.com
Other businesses users: SITI-C4C-Request-Management@shell.com