

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



### C4C FAQ

#### C4C FAQ

This section gives you a quick answers to most frequently asked questions with regards to the C4C service. The C4C FAQ page is supported by hyperlinks for quick navigation.

This FAQ is divided into two sections:

Day to day *OPERATIONAL ISSUES* such as 'Login error'

*PROCEDURAL ISSUES* such as 'How to request a new account for an end user'

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#### [Contact Information](#)

#### [Operational FAQ](#)

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#### Contact Information

#### Shell C4C Helpdesk

Contact the Shell helpdesk on the regional phone numbers listed below:

- Asia-Pac : +60 3 8317 7202
- Europe, Middle East : +44 161 435 8027
- Africa (Nigeria only): +234 80702 21010
- US: +1 713 245 5314
- Russian Speaking HD: 800 700 9918

Alternatively you can contact the C4C Shell Helpdesk via C4C Functional Mailbox [SITI-GLOBAL-C4C-SUPPORT@HP.COM](mailto:SITI-GLOBAL-C4C-SUPPORT@HP.COM)

## **Section 1 C4C Operational FAQ**

**I am trying to connect to the [C4C Home page](#) via the Shell LAN, but i can't access the page. Why?**

If you are connecting to C4C via the Shell LAN, you need to configure a proxy server on your internet browser. Follow the guide 'Setting a Proxy when accessing C4C via the Shell LAN' that is located in the Help & Guidance section in the [C4C Home page](#).

**I have forgotten my password. How can I get it reset?**

Please contact the Shell C4C Helpdesk and request a password reset. A new password will be generated and forwarded to your corporate (non-Shell) email address.

- Shell Personal Question and Answer (SPQA) is required for verification during the request for a password reset. The SPQA has to be filled in during the first time registration for security and validation purposes.
- Please bear in mind that you can only change your password once every two days. So once you have changed/re-set your password, you have to wait for two days before you can change it again.

**Why do I need to complete Shell Personal Question and Answer (SPQA)?**

Filling the Shell Personal Question and Answer (SPQA) is a mandatory security requirement. The information provided will be used as one of the verification when you request a C4C account password or the C4C Vasco token pin reset from the Shell C4C Helpdesk.

The SPQA window pops up during the first time registration to the C4C Service. If you do not fill in the required data in during your first registration, you can complete the SPQA by logging into the C4C Service via the [C4C Shell Remote Access Gateway](#). Once you fill in your user name and password, you will be taken through to the next page where you can select an option to Change my SPQA. Follow the link and instructions to get your new SPQA. If you need an assistance, please contact the Shell C4C Helpdesk.

**I have obtained a new password from the Shell C4C Helpdesk. Do I need to synchronise my new C4C Service password with the C4C Vasco token again?**

You are **not** required to do synchronise your new C4C Service password with your Vasco token. All password resets done by the Shell C4C Helpdesk automatically synchronise with the Vasco token. Once you obtain your new password you can access the C4C Portal using the emergency login (valid only up to 7 days from the request date) or normal login. Your C4C Vasco token pin remains the same.

## How do I report a security problem, lost token or a compromised password?

If your C4C password was compromised or if your Vasco token was lost please contact the Shell C4C Helpdesk immediately. Also report your issue to the local IT Security Department.

## The Antivirus, Antispyware and Personal Firewall installed on my non Shell PC are fully compliant with the C4C requirements for C4C Service Configuration. Why am I still not able to login to the C4C Service?

You may be experiencing a PC registration problem. Please go to the [C4C Shell Remote Access Gateway](#), select one of the Registration links, and login using your username and password. In the next page please select option 'Change my Shell registered PC' and select tab 'Click here to un-register your PC'. If experiencing difficulties, you can get your PC un-registered by contacting the Shell C4C Helpdesk. Once this is done, you need to register your PC again by going to [C4C Home page](#) and follow the instruction for a new PC registration. Once the registration of your PC is successful you can access the C4C Service. If you still encounter issues, AND are using a Windows Vista or Windows 7 PC, please close all Internet Explorer windows, then re-launch Internet Explorer with administrative privileges. You can do this by right-clicking on the Internet Explorer shortcut in the Start Menu, then selecting 'Run as Administrator'. Then, browse to the [C4C Home page](#) again, and repeat the PC registration steps.

## My C4C Vasco token has stopped working. How do I replace it?

Contact your local C4C Focal Point and request a new C4C Vasco token. Once you receive your new C4C Vasco token, please contact the Shell C4C Helpdesk. Request your old C4C Vasco token to be removed from your account settings. Once the Shell C4C Helpdesk confirms that your old C4C Vasco token has been removed please go to the [C4C Portal](#) and follow the user guide for the First Time C4C Vasco Token Registration. When you are certain that the new C4C Vasco token is working please return the old token to your C4C Focal Point so that the token can be claimed back if it is still under warranty.

## How do I get my new/replacement or re-imaged PC registered again with the C4C Service?

This guide only applies to existing C4C users, who have a registered account and have used the C4C Service successfully in the past.

- Please verify that you have local Administration rights to your new computer before you use the C4C Service for the first time. After this verify your browser will permit or prompt to install unsigned or non trusted active X applications. When both items have been checked go to the [C4C Portal](#) and select the closest server to your location (e.g. Amsterdam=Europe, Cyberjaya=Asia Pac) under the registration section.
- When connected to the server you will be prompted to install or several active X applications will install. When you see the Logon prompt page login with you existing C4C user id and password.
- When you see the registration page main menu select the option to 'Register your PC'. The first time you select this you will be asked to un-register your old PC (if not done already- if so skip this). Once the old PC has been un-registered and you are back on the main menu select the option to 'Register a new PC'. This time the system will take you through steps required to

register your new PC. After you have registered your new PC and are back on the main C4C Portal page logout of the registration site. Please also logout from the session by clicking on the navigation menu on top right hand corner of your browser.

- Open your Internet Browser and go to the [C4C Portal](#) and select the C4C server you normally use. During the login one final ActiveX application will be installed. This last installation will also trigger a computer reboot. Please reboot if your PC. Once you complete these steps you have your new PC registered and can start using your C4C Account as usual. If you experience any difficulties please contact Shell C4C Helpdesk.

#### **I get the Error Message: Primary username or password is invalid.**

You will get this error message if you typed either your username or your password incorrectly. Please check you have typed them correctly and try to log in again. Please be aware that your C4C account will be locked after 6 unsuccessful attempts to log in. If this happens please contact the Shell C4C Helpdesk to unlock your account.

#### **I get the Error Message: Secondary username or password is invalid.**

You will get this error message if you have if you experienced one of the following issues:

- Entered the wrong Vasco token pin – please contact the Shell C4C Helpdesk to set a new Vasco token pin if you cannot remember your current Vasco token pin. Be aware that your C4C account will be locked after 6 unsuccessful attempts to log in.
- Entered the wrong Vasco token response – please try to re-type the response again, make sure you are using the correct token.
- Experienced issues while changing your Vasco token password, which could have resulted into issuing a new Vasco token password without synchronising automatically with your C4C account password – please contact the Shell C4C Helpdesk to change your C4C account password which will get your new C4C password synchronised with your Vasco token. The new C4C account password will be sent to your corporate (non-Shell) email address.

#### **I get the Error Message: You are not authorized to login. Please contact your administrator.**

If this error message appears before you see the C4C login page you can try the following:

- In Internet Explorer, go to Tools -> Internet Options
- Delete Cookies
- Delete Files -> Check 'Delete all Offline Content'

This will delete all your Temporary Internet Files and Cookies. After both have been deleted stop and start your browser and try to login again. If you fail to log in to your C4C account again please contact the Shell C4C Helpdesk.

#### **I get the Error Message: We have identified a problem with the set up of your computer.**

If this error message appears before you see the C4C login page you can try the following:

- In Internet Explorer, go to Tools -> Internet Options
- Delete Cookies
- Delete Files -> Check 'Delete all Offline Content'

Then, go to Control Panel -> Programs and Features, and uninstall the following:

- Juniper Networks Host Checker
- Juniper Networks Cache Cleaner
- Juniper Networks Secure Application Manager
- Juniper Networks Setup Client

Try to login again. If you still have issues logging in, please contact the Shell C4C Helpdesk.

### **I get the Error Message: Your account has been locked out**

When you receive this error message it means either that the Shell administrator has locked your account or 6 unsuccessful login attempts have been made. Please contact the Shell C4C Helpdesk to have your account unlocked.

### **I get this Error Message: 1012 error code (The One Time password is incorrect).**

The reason you are presented with this error code is because you are trying to re-register the same Vasco token which you have already registered with your C4C Account before. The Vasco token registration can only be done once. If you do not remember your Vasco token PIN number, please call the Shell C4C Helpdesk who will assign a new 6 digit Vasco token pin and synchronise it with your C4C Account password.

### **Why do I get a timeout while connected to the C4C server**

The timeout has been set up as a mandatory security requirement. If you are inactive on the C4C Portal or the Shell Applications accessed via the C4C Service for more than 3 hours, the C4C Server will time your session out. This can disconnect your active connections to the Shell Applications in use. To renew your access please log in to your C4C Account again.

### **If a C4C server is down, What is the most tactical solution based on the network capacity?**

Using the most tactical solution based on the network capacity and majority of user's location, the following are the proposed site failover recommendations.

#### ***C4C server down***

*Houston*  
*Amsterdam*  
*Cyberjaya*

#### ***Fail over to other C4C server***

*Amsterdam*  
*Houston*  
*Amsterdam*

## **Procedural FAQ**

### **C4C account**

#### **▪ *How can I set up a C4C account?***

Once your company has completed the company registration for C4C, you can proceed setting up a C4C account. You can do this via Request Management. Go to <http://sww.shell.com/ep/it/consumer/C4C/> where you find detailed information about what you need to do to start using C4C.

### **Software**

#### **• *I am self employed and I do not have the standard software. How do I get this software?***

We will ask you to purchase the software that you need, such as Microsoft Office.

### **Email**

#### **• *Will I keep my Shell email address?***

If you previously used a GID account, your Shell email address will cease to exist. You will now use your

own (corporate) email address instead.

- ***Will I be able to access my functional email account?***

*Yes, you will be able to access a functional email account by raising request to move the functional mailbox to OWA server via 1RM/My Request.*

#### **Calendar**

- ***Will I keep my Shell calendar?***

You will no longer have a Shell calendar but you can use your own calendar instead.

- ***Will I be able to access Shell calendars?***

To schedule an appointment, contact your Shell colleague by phone or send him/her an email

#### **Instant Messaging**

- ***Can I use Instant Messaging with people working in Shell?***

Yes, if the contractor company is federated these C4C users can use IM

#### **Phone**

- ***How will I find the phone numbers of Shell colleagues?***

You can look for a phone number on Shell Who's Who site.

- ***Can I call my Shell colleagues via Office Communicator?***

Call your colleagues via your own mobile phone (or provided by your company)

#### **Live Meeting**

- ***Will I still be able to use Live Meeting?***

Yes, you can use Live Meeting.

#### **Network**

- ***Via which network can I login to C4C when I am working in Shell premises?***

You can log in via the wired as well as the wireless network in Shell

- ***What do I do if the Shell wireless guest or a dedicated C4C lan is not available on my Shell location or is not working properly?***

If the wireless guest or a dedicated C4C LAN is not available or working at your Shell location please contact your Local Shell Host or Sponsor to resolve this matter. Please contact your local C4C Focal Point if the issue cannot be resolved by the Shell Host or Sponsor. If you do not know who is your C4C Focal Point please contact [SITI-GLOBAL-C4C-SUPPORT@HP.COM](mailto:SITI-GLOBAL-C4C-SUPPORT@HP.COM)

#### **Applications**

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

Go to

[http://www.shell.com/home/content/c4c\\_v2/newscommunication/help/](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

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

Contact your local C4C Focal Point who will help you in requesting this application to become available

by contacting the central C4C team

- **Whom do I contact to get access to a Shell network share when connecting to Shell via the C4C Service?**

In order to obtain a network share you need to request it via MyRequest. The File share will be added to your C4C Profile once approved. Once the File share is in your C4C profile you need to contact the File share Application Owner to set the correct access permission for your C4C Account. If you have any questions please contact your local Focal Point. If you are not sure who is your C4C Focal Point please contact your Shell Host or Sponsor who will provide you with your local C4C Focal Point contact details. If there is still no clarification from your Shell Host or Sponsor you can contact [SITI-GLOBAL-C4C-SUPPORT@HP.COM](mailto:SITI-GLOBAL-C4C-SUPPORT@HP.COM)

- **Where do I request access to additional Shell Applications through C4C service?**

To obtain an access to any additional Shell Applications used via the C4C Service you can raise a request via MyRequest. If you need further assistance, please contact your Shell Host or Sponsor.

- **Whom do I contact should I not get access to the correct applications through the C4C service?**

If you do not receive an access to the Shell Applications matching your GI User Profile through the C4C Service please contact your Local C4C Focal Point to resolve this matter. If you are not sure who is your C4C Focal Point please contact your Shell Host or Sponsor who will provide you with your local C4C Focal Point contact details. If there is still no clarification from your Shell Host or Sponsor you can contact [SITI-GLOBAL-C4C-SUPPORT@HP.COM](mailto:SITI-GLOBAL-C4C-SUPPORT@HP.COM)

- **How do I obtain support for an application accessed through C4C?**

If you require support of an existing application accessed via the C4C Service please contact your Shell Host or Sponsor. The Shell Host or Sponsor will be able to provide you with information about available application support and their contact details.

If you require a NEW application to be used via the C4C Service please contact your Shell Host or Sponsor. Your Shell Host or Sponsor has to engage with the Shell Application Owner, who determines/approves for the requested application to be used via the C4C Service and ensures that the application support will be available for the C4C access.

## Hardware

- ***What if I only have a Shell computer?***

We have agreed with your company that they will need to provide you with a laptop to be able to work for Shell

- ***I am self-employed and I don't have my own computer. How can I still use C4C?***

To ensure you can continue to work for Shell, we will ask you to purchase your own computer.

- **Whom should I contact if I have any problems with my local computer or any applications on it?**

For any issues related to your personal computer and applications not supported by Shell please contact your corporate (non-Shell) IT support helpdesk.

For any issues with the Shell applications please contact your local C4C Focal Point. If you are not sure who is your C4C Focal Point please contact your Shell Host or Sponsor, alternatively contact



[SITI-GLOBAL-C4C-SUPPORT@HP.COM](mailto:SITI-GLOBAL-C4C-SUPPORT@HP.COM)

The Shell C4C Helpdesk is only able to assist you with issues related to the C4C Access.

### **Contract**

- **My contract has been extended and I need access to the C4C account for longer. Whom do I contact to extend my C4C account validity?**

To extend validity of your C4C Account, your local C4C Focal Point or Sponsor has to be contacted to initiate an extension to your C4C Account.