

Field Supply Hub FAQs

- **I received an SSO error message when I logged in via SSO?**

- The SSO option is only available to rostered employees, so if you are not on the roster, you will sign in using "All Other Users"

- **How do I reset my password (NON SSO Users)? *Brand Users Only***

- Please go to FieldSupplyHub.com to see the main login page.
- Select the **All Other Users** button to show the direct login page.
- Once the direct login page has loaded, please select **"Forgot your password?"**
- On the following page, please **enter your email address** and select **Go**.
- Please check your email inbox. You will receive a Password Reset email from **noreply@hhglobal.com**.
- Please **select** the **Reset Password link** within the email.
- The link will take you to a page where you can select a new password.
- **Password Criteria:**
 - Passwords must be at least 12 characters, including three of the following complexity cases: Uppercase letters, Lowercase letters, Numbers, Special characters: }[,.<>:;'"?/\|`~!@#\$%^&*()_-=

- **Why does my account get locked?**

- There are two main reasons why user accounts may expire/become locked:
 - Password expiration – Accounts are subject to a 90-day password expiration policy.
 - Account lockout – If a user enters an incorrect password too many times, their account may become locked and expires.
- When an account expires, users will typically see the following error message: Login failed. Please contact Support and reference Error 670. To resolve this:
 - The account must be manually unexpired by Support.
 - A ticket must be submitted whenever a user reports this error.
 - Once the account is unexpired, the user will be able to reset their password and regain access.

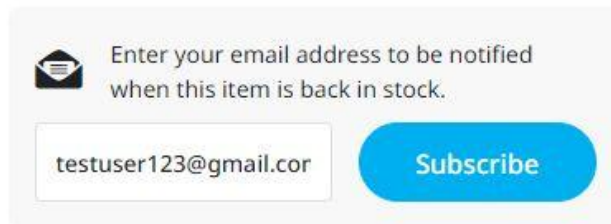
Important: Even if the user attempts to reset their password while the account is expired, they will not be able to log in until Support unlocks the account. If you receive error "Login failed. Please contact Support and reference "Error 670", this will prompt support to issue a ticket to unexpired the account.

- **What do I do if I do not see the Therapeutic Area or Group?**

- **Brand Users:** Reach out to fieldsupplyhub@its.jnj.com
- **Field Users:** Reach out to your **Regional Business Coordinator** to have this permanently updated.

- **How will I know when an item is back in stock?**

- If an item is restocked, you will see the form below on the **Item Details** page to sign up for restock notifications.



The image shows a user interface for signing up for restock notifications. It features a light gray background with a dark gray envelope icon on the left. To the right of the icon, the text reads: "Enter your email address to be notified when this item is back in stock." Below this text is a white rectangular input field containing the email address "testuser123@gmail.com". To the right of the input field is a blue rounded rectangular button with the word "Subscribe" in white text.

- **How do I change my *default* shipping address?**

- If your default address is not correct, please reach out to your Regional Business Coordinator to have this permanently updated.

- **How do I update my personal address book?**

- Full instructions are on page 17 of the User Guide

- **If an item is “Pending Approval” in my cart, what does that mean?**

- Some items have specific quantity allocations for users. This is managed by restricting monthly or yearly total order quantities. If you order more than your allotted allocation, your order will route for approval.
- **Please note:** Your order will not fully process until it is approved, so this may slow down your order slightly.

- **How quickly will I get my order?**

- The default shipping method is FedEx Ground. Dependent on the shipping location, your order will arrive 1-5 business days after it ships.
- If materials **MUST** be delivered on a specific date, use the calendar feature located in 'Event Materials Deliver On' on the shipping address page of checkout.
- For expediated orders, please forward your order confirmation and expedited need by date to fieldsupplyhub@its.jnj.com
- **Please Note:** The shipping label on the box will indicate that your order shipped from J AND J INNOVATIVE MEDICINE.

- **If I have a question about Field Supply Hub or an order, who can I reach out to?**
 - For any questions, please reach out to fieldsupplyhub@its.jnj.com