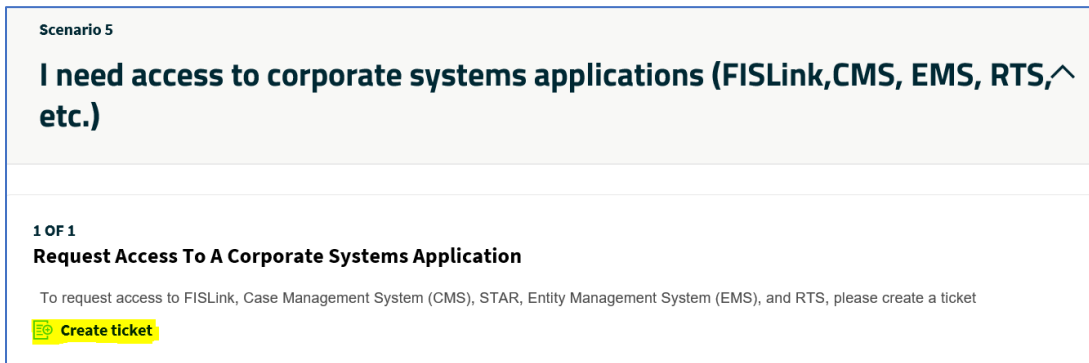


FISLink-PFT Compose Delivery option for FIS Employees

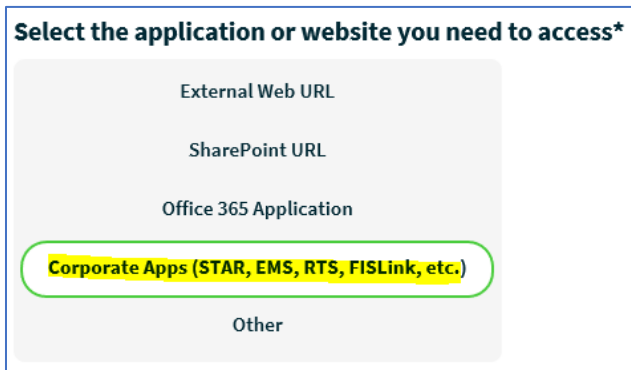
The process below is how an FIS Employee should request additional access to FISLink-pft. Specifically, this will give the employee the “Compose Delivery” option so that files can be sent.

1. Login to the Global Support Center: <https://support.fis.app/>
2. After you have logged into Global Support Center, use this link to go to the specific request page: <https://support.fis.app/guide/access-application-website>
3. Scroll down and click Scenario 5 to expand it. Once expanded, click Create ticket



The screenshot shows a support page for Scenario 5. The title is "I need access to corporate systems applications (FISLink, CMS, EMS, RTS, etc.)". Below the title, it says "1 OF 1 Request Access To A Corporate Systems Application". A sub-header reads: "To request access to FISLink, Case Management System (CMS), STAR, Entity Management System (EMS), and RTS, please create a ticket". At the bottom of the section, there is a yellow button with a ticket icon and the text "Create ticket".

4. Under “Have you been able to access the application or website before?” click **No**
5. Under “Select the application or website you need to access” select Corporate Apps



The screenshot shows a dropdown menu titled "Select the application or website you need to access*". The options are: External Web URL, SharePoint URL, Office 365 Application, Corporate Apps (STAR, EMS, RTS, FISLink, etc.), and Other. The "Corporate Apps (STAR, EMS, RTS, FISLink, etc.)" option is highlighted with a green border.

6. In the “Select the specific application” dropdown, select **FISLink**
7. In the “What environment do you need access to?” dropdown, select **FISLink-pft**
8. Check the box acknowledging the chargeback cost for FISLink-pft
9. In the “Access Type” dropdown, select Add

Items 5-9 are shown below:

FISLink-PFT – Compose Delivery option for FIS Employees

Have you been able to access the application or website before?*

Yes No

Select the application or website you need to access*

External Web URL
SharePoint URL
Office 365 Application
 Corporate Apps (EMS, RTS, FISLink, etc.)
Other

Select the specific application*

FISLink

What environment do you need access to?* ⓘ

FISLink-pft.fisglobal.com (For sending/receiving PCI/PAN Data - see KB000049985 for network limitations)

See [KB000049985](#) for additional information about each environment

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

Access Type*

Add

10. Enter the reason that you need FISLink-pft in the “Business Justification” section
11. Click Submit Ticket. The ticket will be routed to your manager for approval. After the request is approved you will automatically be granted access.