POLICIES GETTING STARTED GUIDE

Go Live

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Welcome to EQS Compliance Cockpit! This guide will walk you through each step to review the Policies Module and start managing Policies.

This guide is written specifically for Convercent and OneTrust upgrade customers, with notes that explain how to achieve the functionality from Convercent and OneTrust in your new Compliance Cockpit. Throughout this document you will find links to the EQS knowledge base. There you will find many more detailed resources to learn about the Policies module once you are live.

Click *here for the EQS knowledge base*. See section 1.2. below for more information about the knowledge base and how to register.

How do I ensure continuity and make sure Policies is live and ready for use?

We have replicated your configuration from *Convercent and OneTrust* to the EQS Compliance Cockpit! Your top priority actions are listed in the "Going Live" section below – your job is to activate your account, review the configurations, make one or two updates as indicated below, and start to get comfortable with the new interface.

To help you learn your new system in relation to *Convercent and OneTrust* , we have provided a **migration configuration guide** that includes glossary of terms, and a summary of the configurations that we have migrated.

What if I want to take this opportunity to update or change Policy configuration?

The Learn More Guide will walk you through migrated Policies features with guidance on how to make updates. If you're still interested in enhancing your new tool, visit our New Features Guide for even more information on new features not previously available to *Convercent or OneTrust* customers.

1. Going Live

These are the required steps for activating your account and making sure everything is live.

1.1. Sign in to your user account in Compliance Cockpit

01. Sign in here using your **email** associated with your *Convercent or OneTrust* account and the associated **password**.

Please note - For most customers, the username associated with your* Convercent or OneTrust *account matches the email associated with that same account. If your username in* Convercent or OneTrust *did not match your company email; note you will still sign into Compliance Cockpit with your email not your previous username. If you are having trouble signing in, please contact support or your EQS consultant for help.

Password Reset

01. Go to the EQS Compliance COCKPIT login page and click on **Forgot your password**?
02. Enter your email address and click **Submit.**
03. You will receive an email asking you to click a link to change your password.
04. Click the link to be redirected to the EQS Compliance COCKPIT website. Enter your new password and repeat it. Click **Save password**.
05. You will receive an email confirming the successful password reset. You can now use your new password to login.

1.2. Register for the Knowledge Base and Support Resources

01. You will find our full knowledge base at https://support-center.eqs.com/s/c-e-overview.
02. Register for an account by submitting your email and creating a password.
    a. Register here: https://support-center.eqs.com/s/login/SelfRegister.

Note - This is a separate log-in from your Compliance Cockpit username and password.

    b. Support Queries are submitted through HelpDesk as well.

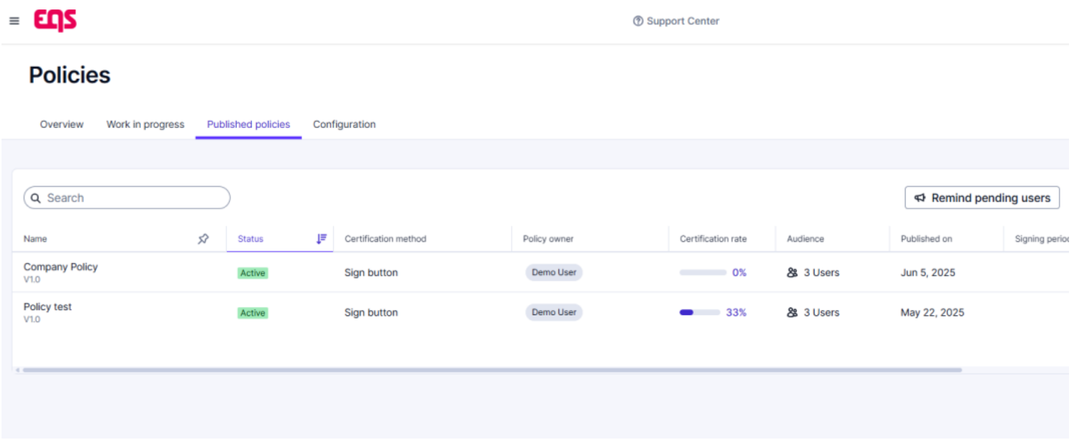
03. **Bookmark the URL** so that you can easily access the knowledge base and reach out to Support when needed!

1.3. Review Policies

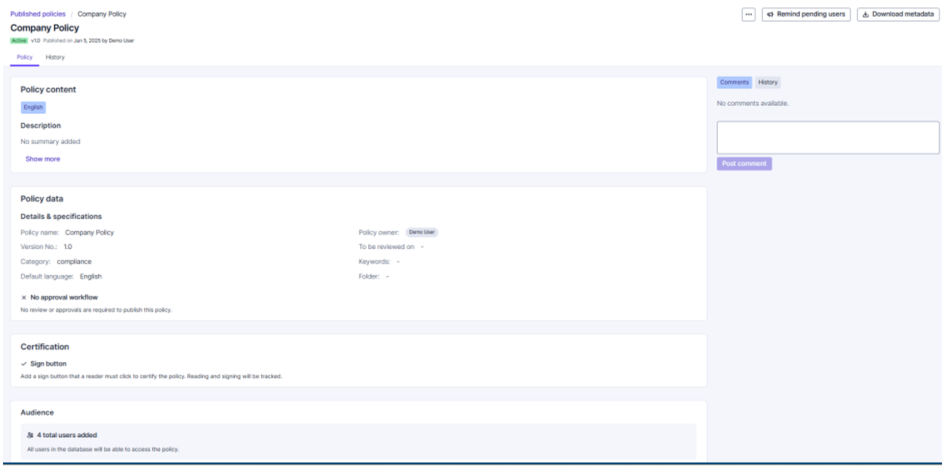
Policy administrators can review Policies in EQS Compliance Cockpit. Ensure each Policy mirrors the CVT Policy.

01. Click on **Policies** in the hamburger menu in the top left corner of your screen. You will be able to review all existing published and archived policies in the **Published policies** tab, while draft

policies can be found in the **Work in Progress** tab.



02. Click into each Policy to review the Policy content, Policy data, certification and audience. To view the policy text in the policy content section, click on **Show More** to view the actual text of the policy.



1.4. *How to create and publish Policies*

For an overview of the Policy Module and its features please visit the Knowledge Base.

01. Using the Policy module, you can upload an existing policy or create a new policy.

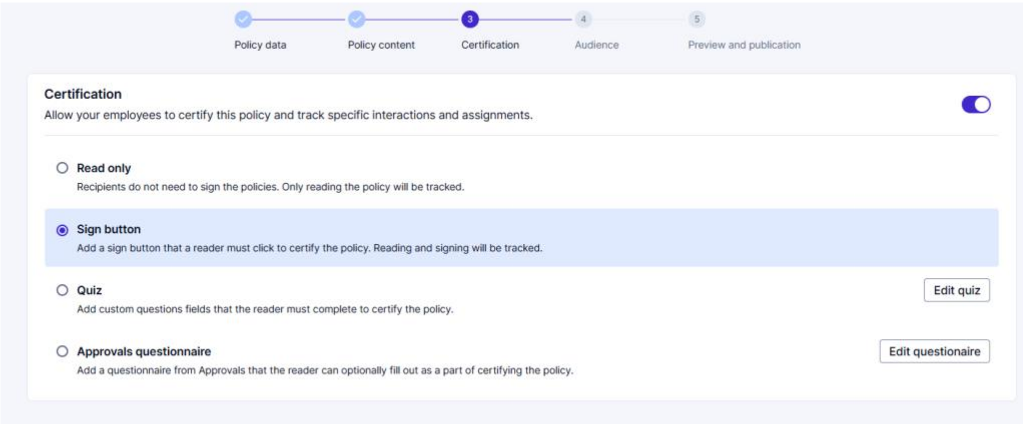
02. When your policy has been created after reviewing the final set up, it will need to be moved to ready, which is the Work in progress stage. The Work in Progress tab gives you the ability to publish a policy, move it back to drafts, preview a policy, create a copy or to delete a policy.

1.5. How to distribute a policy for certification

Certification allows your employees to certify the policies, and you will be able to track specific interactions and assignments.

Note: In OneTrust and Convercent, policies are distributed via Campaigns. Campaigns will be released in EQS in 2025, but when it is available, each policy will still need to have the certification method set at the policy level.

The available certification methods are:



01. **Read Only**: Employees will only have to open the policy within Integrity Hub to mark it as read.
02. **Sign Button;** Employees will actively have to attest that they have read, understood and accepted the policy.
03. **Quiz:** Admins can add custom questions to check for understanding and require recipients to answer a set number of those questions correctly. To certify the policy, employees have to read the policy first. Then, they will be able to start the quiz. If they didn't reach the required number of correct answers, they will be able to retake the quiz. Only after successfully completing the quiz, the policy will be marked as certified.
04. The **Approval Manager Questionnaire** allows Admins to automatically link to an Approvals questionnaire (Gifts, COI, Invitation, Custom). The **Approval Manager Questionnaire** will only work if you have an active Approvals license and have at least one active, published approval questionnaire.

1.6. Submit internal requests for IT and other internal updates

01. Single Sign-On (SSO)

Note - If multifactor authentication was requested for your EQS Compliance COCKPIT configuration, SSO cannot be enabled. You can skip this step in the guide.

a. If your Convercent or OneTrust account uses single sign-on, you can enable it in Compliance Cockpit as well. To do so, follow these steps:
   I. Create a user account for IT with the active role.
   II. IT: Log into EQS Compliance COCKPIT.
   III. IT: Click the gear icon in the top right to open the settings sidebar.
   IV. IT: Click on SSO Configuration.
   V. IT: Download the SSO manual as needed and provide it to your internal IT user to configure SSO.

1.7. You're Live!