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 or 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 or 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. You will receive an email to activate your account and create a password. You must take action within 72 hours, or else the link will expire.

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 work with your EQS consultant for help.***

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.

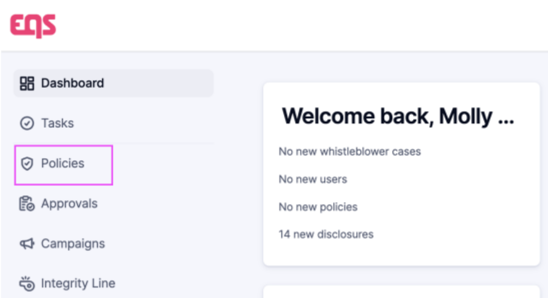
    b. Support Queries are submitted through the Support Center as well.

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

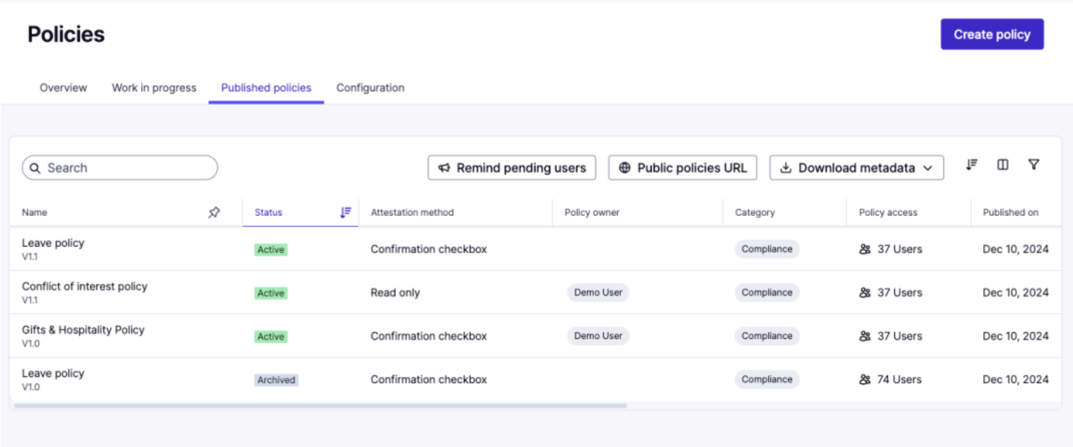
1.3. Review Policies

Policy administrators can see Policies in EQS Compliance Cockpit. Use these steps to find your policies and review the details and approval information associated with each:

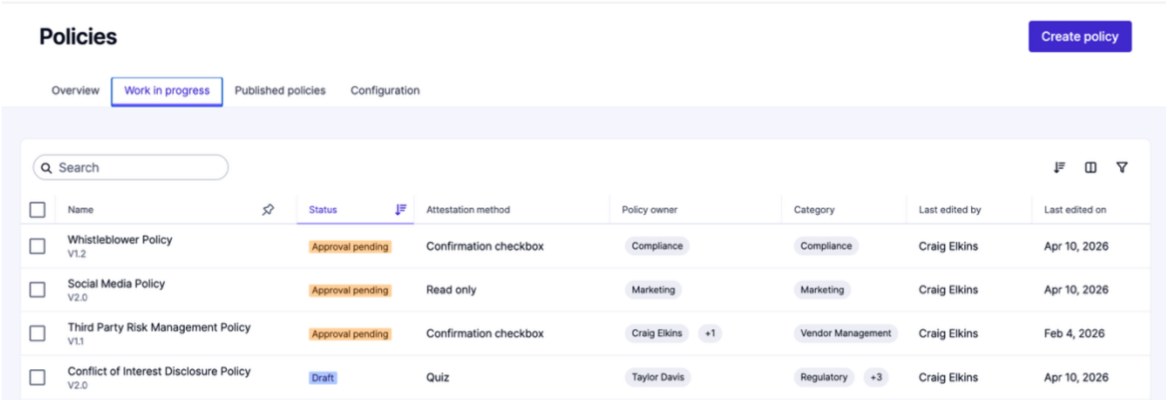
01. After logging into Compliance Cockpit, click on **Policies** in the left navigation menu to open the module.



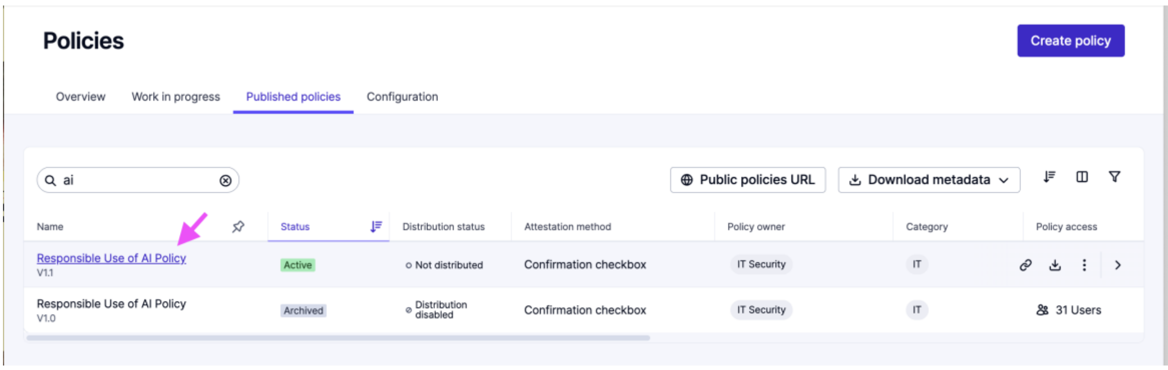
02. Click on the **Published policies** tab to find all previously-published policies. You will see one line item per version, and any archived version will be contained on this tab as well.



03. Any drafts for new policies or new versions can be found in the **Work in progress** tab.

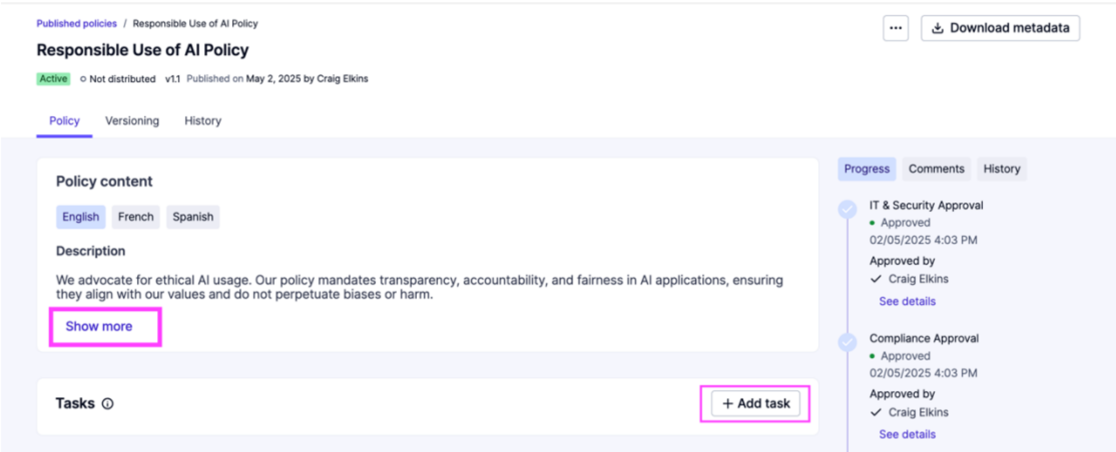


04. Click into each Policy to find the Policy content, Policy data, and more.



1.3.1. *Policy Content*

01. Click into "Show more" (seen below) to view the actual policy text or document. If there are translations loaded, you will see one tile for each language. Click on the languages to view the translated content.



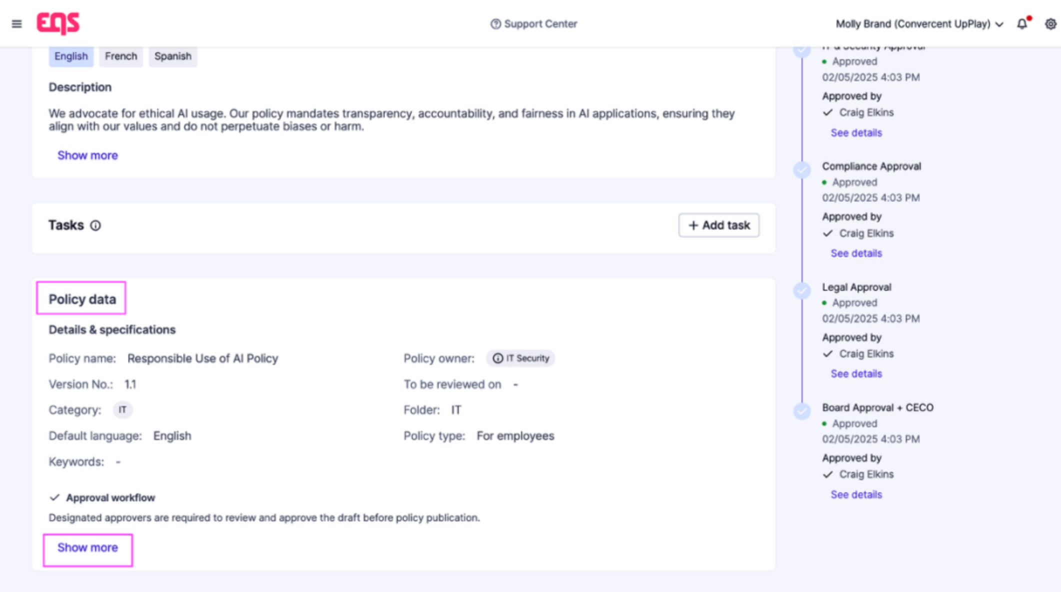
02. Add tasks as needed. Learn more about Tasks here.

1.3.2. Tasks

01. Learn more about Tasks here.

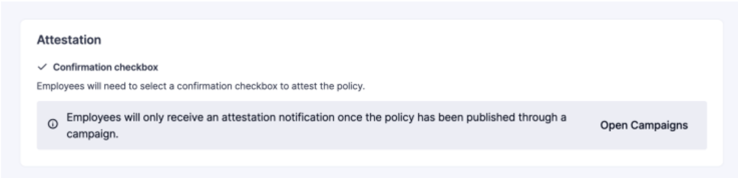
1.3.3. Policy data & Approval workflow

01. The Policy data section contains metadata about your policy, such as the name, owner, version number, etc. This section also indicates whether there is an Approval workflow assigned to this policy. Click "Show more" to see more information. Learn more about workflows in the Learn More guide.



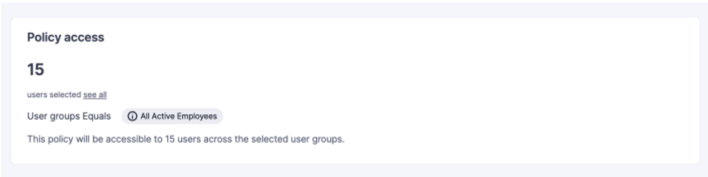
1.3.4. Attestation

01. This section indicates the type of attestation that is configured for this policy. Learn more about choosing an attestation type here.



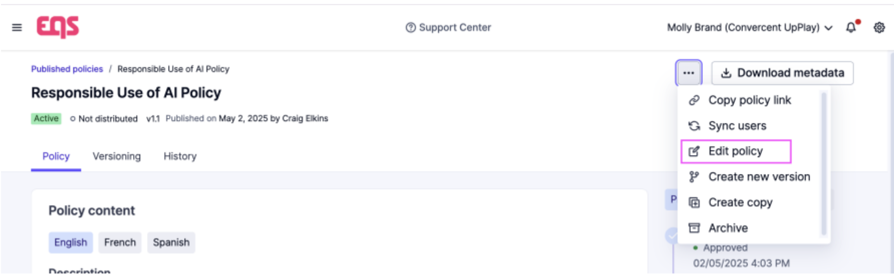
1.3.5. Policy access

01. This section indicates which users are eligible to see this policy. Policies must be distributed via Campaign, but this access will indicate which employees are eligible for Campaign distribution.

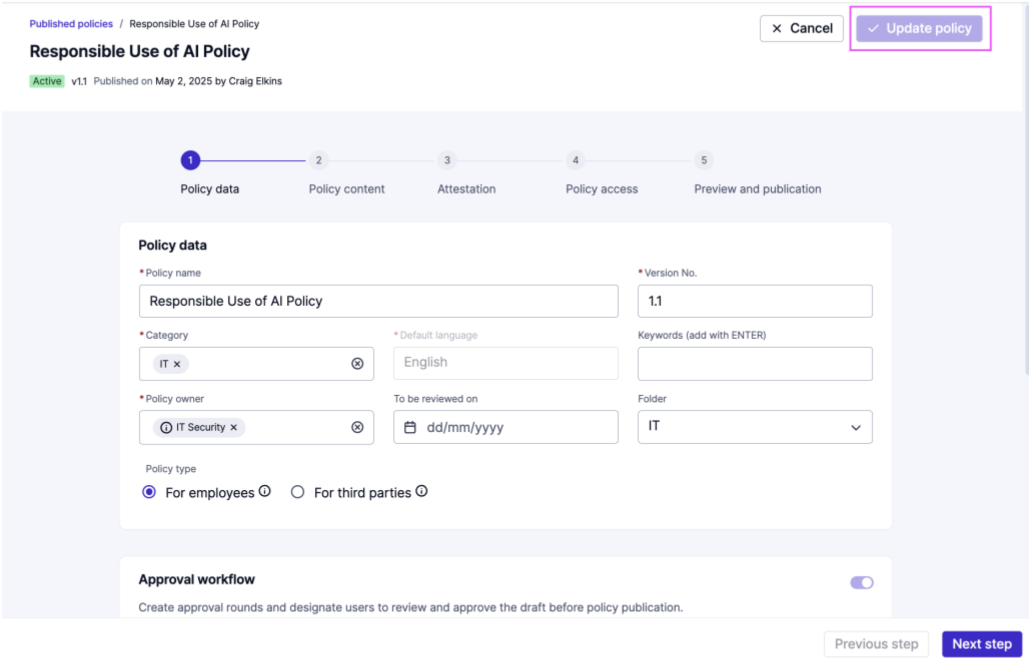


1.3.6. Edit a policy

01. If you notice any details that need to be changed for an existing published policy, such as a correction for a typo or an update to the policy audience via Policy access, you can edit the version. Click on the context menu in the top right, then click Edit policy.



02. This will open the edit flow, and you will be able to update this version of the policy. Click the "Update policy" button after making changes to save them.



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. Before a policy can be published, 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 delete a policy.

1.5. How to distribute a policy for certification

Policies are distributed via Campaign. Compliance Cockpit users with Campaigns access can open that module to create a campaign and add relevant policies. Learn more about creating and distributing Campaigns here.

1.6. Submit internal requests for IT and other internal updates

1.6.1. Single Sign-On (SSO)

01. If your Convercent account uses single sign-on, you can enable it in *EQS Compliance COCKPIT* as well.

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

02. To enable SSO, follow these steps:

03. Create a user account for IT with the active role: **IT Setup**

Note - This user's access will be restricted to EQS Compliance COCKPIT Global settings only and not allow access to confidential data.

04. IT: Log into *EQS Compliance COCKPIT*.

05. IT: Click the gear icon in the top right to open the settings sidebar.

06. IT: Click on SSO Configuration.

07. IT: Download the SSO manual as needed and provide it to your internal IT user to configure SSO.

1.6.2. Data Sync

To interact with EQS Integrity Hub all users must have an active account. System administrators must provision (create) all user accounts to allow interaction with EQS Integrity Hub. It is not practical for system administrators to create and update these accounts manually. EQS has provided three options to achieve bulk user provisioning:

1.6.2.1. Spreadsheet import

01. This method does not require IT Professionals and can be performed by *EQS Compliance Cockpit* administrators with sufficient access. This is a manual task and should be performed on a regular basis.

02. In *EQS Compliance Cockpit* select Data Center from the left-hand menu

03. Select Import Users

04. Follow the Import users Instructions on the pop-up modal screen

05. Visit the Knowledge Base to find a full manual on the importing and updating users.

1.6.2.2. SCIM

01. From the gear icon (top right) select DataSync Configuration

02. Download the EQS DataSync User Manual.pdf

03. Pass on to your IT Professional who has been previously granted access with the IT Setup role.

1.6.2.3. SFTP

01. SFTP is the most common method for provisioning user accounts in Convercent. EQS supports SFTP with a major difference.

Note - SFTP sites are hosted by the customer not by EQS.

02. Please consult EQS SFTP User Manual.pdf for further information.

1.7. You're Live!