



External
User Management System

Self - Help Guide

EUMS Tech Team

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Cognizant User (SA+)

Help Guide

Associate (**SA+**) should login to EUMS application using Cognizant email id (**Associate_Id@cognizant.com**) and password

Important Notes !



- EUMS Portal is compatible with the following browsers
 1. IE 7.0 and above
 2. Firefox
 3. Google Chrome
- For user creations, always use external user's email address(**Non-cognizant mail id**)
- For user creation, Manager approval window is 72 hours(including weekends) through One Communicator email or EUMS portal

Cognizant Privacy Notice

Cognizant is firmly committed to protecting the privacy of the external individuals ["External Individual(s)"] it communicate with. As you will be providing the Personal Information of External Individual(s), please ensure that you have provided the External Individual(s) with Cognizant Privacy Notice/ Candidate Privacy Notice as applicable and he/she agreed to you sharing his/her Personal Information in Cognizant systems for the purpose of creating the external user account.

View/Download [Cognizant Privacy Notice](#) / [Candidate Privacy Notice](#)



Create an external user in EUMS System

Account Types Information

EUMS is a platform to create the external users like, guests, customer, intern trainee, vendor contractor etc. There are 3 types of users we create at EUMS; they are guest, customer with g-<user> and vendor contractor, intern trainee, with t-<user> and vendor contractor with email ID check box checked B2B email id users.

G- Users :

G- accounts are external accounts primarily used for granting access to services such as SFTP, SharePoint path, VDI, Cognizant On-prem/Cloud application URLs, AWS connect and SAAS application with Cognizant SSO for external users. These accounts are utilized by external auditors ,customers or clients as needed for specific Projects. By default, **these accounts do not have access to cognizant mailbox & Teams**, or any other Cognizant components.

T- Users :

T- accounts are external accounts primarily used for granting access to services such as Teams, Mailbox, Cognizant On-prem/Cloud application URLs for external users, these accounts are utilized by Trainers, Security Guards, healthcare, Auditors(with Mail/teams access) as needed for specific Projects, by default, **these accounts have access to Cognizant mailbox, Teams** and No default access to any other Cognizant components.

Email Id vendor:

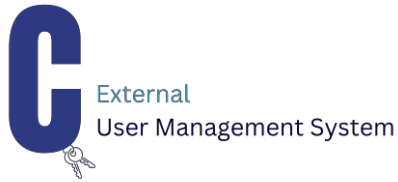
This type of user account is an Azure Active Directory (AAD) guest user, typically used for Azure B2B external collaborators. With B2B collaboration, an external user is invited to sign in to our Microsoft Entra organization using their own credentials. These accounts are utilized for accessing cognizant cloud-based applications as needed for specific projects and no access to on-prem resources.

Create an external user in EUMS System

Create Account

The process of user creation at EUMS end is as follows :

- Step 1:** Navigate to [MyService Portal](#) to initiate your external user account creation request.
- Step 2:** Search with the keyword “**External user account creation**” and select the appropriate template that appears in the search results to proceed.
- Step 3:** Complete the form with all the required fields accurately and submit the form to move the request forward.
- Step 4:** The request will be sent for **ESA Project Manager** approval (Request will be auto approved if requestor is the PM).
- Step 5:** Upon PM approval the request will be sent to **CS IAM POC** group review and followed by approval (If applicable).
- Step 6:** After the Verification, EUMS tech team will create the account (**SLA : 3 business days**).
- Step 7:** Once user account created, system will generate 2 emails.
- First email will be sent to Project Manager and Requestor with username.
 - Second email will be sent exclusively to Project manager with first time credentials.
- Step 8:** Project Manager and Requestor should follow the steps mentioned in the document : [UserGuide](#).



Create an external user in EUMS System

Account Management

EUMS accounts are having **validity of 90 days**. PM & Requestor will be receiving email reminders 10 days prior to the account termination to recertify the account.

NOTE : As per system policy external accounts with **180 consecutive days inactivity** based on the **last login** will be **automatically terminated**.

EUMS Support POC will assist the requestor to Perform various account management options.

Please follow the below steps to extend the account validation to 90 more days.

Process :

Step 1 : Access [OneC](#) , choose Live-Support GSD and provide the keyword "External User access or creation Issue" and create an Incident.

Step 2 : In Incident, attach the list of usernames whose account needs to be Recertified/Terminated/Suspended/Restore along with ESA Project manager approval under which respective external account is tagged.

Step 3 : Post the Verification, EUMS tech team will perform change to the account.

(SLA : 3 business days).

Create an external user in EUMS System Account Modify

Process :

Step 1 : [Download Template](#) and fill the details.

Step 2 : Access [OneC](#) , choose Live-Support GSD and provide the keyword "External User access or creation Issue" and create a ticket.

Step 3 : In ticket, attach the ESA Project manager approval under which respective account currently tagged and get the approval from new project manager(Applicable for Project ID change) / Get the approval from new project manager and current project manager(Applicable for Requestor ID change).

Step 4 : Post the Verification, EUMS tech team will modify the account.

(SLA : 3 business days)

1. Which mail ID need to use for creating external user account ?

Non-Cognizant mail id needs to be used for creating external user accounts. If a vendor contractor is being created in the system, their official email address from partnering firm can be used.

2. Who should be the requestor? (Criteria)

Requestor and project manager is required to have at least 1% project allocation to create or manage an external user account and should be SA above.

3. How can an external user reset password?

Please refer the [SSPR Guide document](#) for detailed Password document steps.

4. What to do if External user is receiving account disabled or inactive error while logging in ?

As per the new Inactive user management process, any user account inactive for **more than 90 days** in the system will be disabled and placed inactive. For re-enabling the account, we would require respective PM approval attached with Incident.

5. Will EUMS team provide application/SFTP/ SharePoint access ?

EUMS is not the recommended platform for data exchange with client. Box should be used for the purpose. EUMS doesn't provide any application access by default. It needs to be processed by the respective Application POC's

6. Will I be able to recover an external account after account terminated ?

Account will be disabled upon reaching expiry date and an external account can be recovered till 7th day from account termination date, after this the data and account will be non-recoverable

7. What to do if the PM didn't receive welcome mailer with instructions?

Please ask the user to recheck the spam folders and if it's not delivered, please raise a Incident to EUMS Support team.

8. What is the new account creation Process?

All accounts creation using EUMS needs to be approved by Project Manager & CS IAM POC group before provisioning (Refer page 7). Project Manager will be provided with Initial Password and Instructions for user to register and the same can be communicated with External User

9. Will the external user account get automatically terminated if not logged in or Inactive for a specific period?




Yes! As per system policy external accounts with **180 consecutive days inactivity** based on the **last login** will be **automatically terminated**.

Please raise GSD using Live support GSD. Respective Support POC will assist in clarifying your queries.

Please access [OneC](#), choose Live-Support GSD and provide the keyword **“External User access or creation Issue”** and create a ticket.

The ticket update or status provided by the technical team will be in the ‘Ticket Status’ and follow the ticket worklog and update your queries in the worklog.

Other queries, please reach out below IT Help Desk Support group

Vnet 56666 |  India 1800-572-0473 Admin or CWS 56999/0008004407023 |  UK 0800-678-1616 |  US 1-866-822-2024




External User

Help Guide

Important Notes for External Users



- EUMS Portal is compatible with the following browsers
 1. IE 7.0 and above
 2. Firefox
 3. Google Chrome
- If account is locked/forgot password, try Forgot Password option.
- To reset password before your password expiry date, use Reset Password option using MFA configured to your account. Please refer the SSPR Guide document for detailed Password document steps.
- For any other support request, please contact below IT helpdesk numbers

Vnet 56666 |  India 1800-572-0473 Admin or CWS 56999/0008004407023 |  UK 0800-678-1616 |  US 1-866-822-2024

- **How should an external user register to Cognizant and Modify the First-time password?**

Note : Always cross check the URLs before accessing and double check the password before copy and pasting to the login page in case of any errors.

- a. Once the request is processed, after the approvals, Project Manager and Requestor will be notified via email with (t-/g-)[username@cognizant.com](mailto:(t-/g-)username@cognizant.com)
- b. PM will receive a separate email with the Password which can be securely shared with the external users.
- c. External Users can login to <https://login.microsoftonline.com> with the username and password shared by Project Manager and follow the instructions.
- d. Please refer the [SSPR Guide document](#) for detailed Password document steps.

- **How to reset password?**

Please use Forgot Password option available at the time of login.

- **I'm facing technical challenges while registering to portal!**

Please clear browser cache or use [recommended browsers](#) to perform registration. If the issue still exists, please reach out to your Cognizant POC or Project manager to raise an Incident to EUMS Support team using Live GSD.




- **I'm yet to get Cognizant mailbox access!**

t- accounts with mailbox might take anywhere from 30 minutes to 8 hours. If it is taking more than this, please reach out to your Cognizant POC or Project manager to raise an Incident to EUMS Support team using Live GSD.

Contact Us

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Thank you