

Cortellis Supply Chain Network: FAQs

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Company Linking

Why do I need to be linked to a company? How long does it take to be linked to a company once requested?

Cortellis Supply Chain Network (CSCN) is designed to allow buyers and sellers in the generics industry to easily communicate directly with each other, so all users must be linked to their company. Users will be asked to confirm their company when they first login. The Cortellis team will link the account within 1-2 business days. You can still use CSCN in 'Explore Mode' while you're waiting to be linked to your company – some features and functionality will not be available during this time such as chat and 'Update My Company Page'.

Can I update my company or subsidiary information from within the platform?

No, you will not be able to do this yourself. You will need to contact Customer Support for changes to your account - <https://support.clarivate.com/LifeSciences>.

Buyer and Seller Roles

Can I switch my role between Buyer and Seller from within the platform?

No, you will not be able to do this yourself. You will need to contact Customer Support for changes to your account - <https://support.clarivate.com/LifeSciences>.

Can I be both Buyer and Seller?

At this time, you cannot have both roles via a single username. Please reach out to us if this is of interest to you so we can understand your needs better - <https://support.clarivate.com/LifeSciences>.

Data Verification

What information can I request "Verified" status for?

This is a Premium-only feature. Once you are successfully linked to a company, verified status can be requested via the "update my company page" and/or "Edit product" pages for fields including manufacturing status, products, capabilities, latest inspections, regulatory filings and GMP certificates.

How do I request "Verified" Status and how long does it take?

This is a Premium-only feature. Verified requests can be made via the "update my company page" from the company dropdown in the header. Please allow up to 5 working days for a decision, the Cortellis research team will contact you if further supporting information is required.

Chat and Inbox

Is the chat function secure?

Yes, all chat messages are encrypted providing you with security and confidentiality.

Why am I unable to send a message to another company?

Only buyers can start a chat thread from company pages. Sellers are not able to initiate enquiries from company pages but can respond to any buyers that send a message or RFQ.

If a company doesn't currently have users on CSCN, you will not be able to send a message. You will soon be able to follow companies so you can be notified when they do have users available to contact on CSCN. Please note that the company website address is provided on the company page for your convenience.

Onboarding and Training

Where can I get training for the new platform?

Training materials and links to live training sessions are available in the Resource Center – click on the large blue “?” at the bottom right of any page.

How can I get help on technical and content issues?

Please contact our customer support team who will be happy to assist you - <https://support.clarivate.com/LifeSciences>.

I have some suggestions for content, products, or functionality I would like to see on CSCN – how do I share these?

Clarivate welcomes all comments and suggestions on improving CSCN for our users. Please use the “Suggest a Feature” option in the Resource Center – click on the large blue “?” at the bottom left of any page.

Technical

How can I reset my password?

CSCSN will share login credentials with other Clarivate products, for example Cortellis Generics Intelligence, Cortellis Competitive Intelligence and other Cortellis modules. There is a link on the login page to reset your password. You also have the option to contact Customer Support.

How do I access Cortellis Generics Intelligence?

Users can access Cortellis Generics Intelligence (CGI) from within CSCN company and product pages. Users with a CGI subscription will be automatically logged in. If you are interested in subscribing to CGI please contact us [here](#).