

Field Supply Hub FAQs

- **How do I reset my password (NON SSO Users)?**

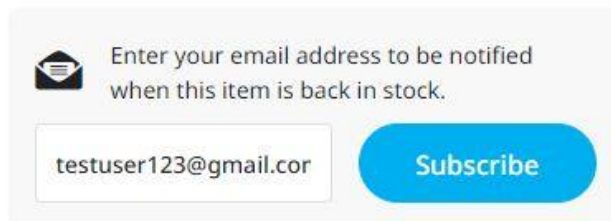
- Please go to FieldSupplyHub.com to see the main login page.
- Select the **All Other Users** button to show the direct login page.
- Once the direct login page has loaded, please select **“Forgot your password?”**
- On the following page, please **enter your email address** and select **Go**.
- Please check your email inbox. You will receive a Password Reset email from **noreply@hhglobal.com**.
- Please **select** the **Reset Password link** within the email.
- The link will take you to a page where you can select a new password.
- **Password Criteria:**
 - Passwords must be at least 12 characters, including three of the following complexity cases: Uppercase letters, Lowercase letters, Numbers, Special characters: }[,.<>:;'"?/\|`~!@#\$%^&*()_-=

- **What do I do if I am not seeing the Therapeutic Area or Group?**

- **Brand Users:** Reach out to **fieldsupplyhub@its.jnj.com**
- **Field Users:** Reach out to your **Regional Business Coordinator** to have this permanently updated.

- **How will I know when an item is back in stock?**

- If an item will be restocked, you will see the form below on the **Item Details** page to sign up for restock notifications.



The image shows a user interface for signing up for restock notifications. It features a light gray rounded rectangle containing an envelope icon on the left. To the right of the icon, the text reads: "Enter your email address to be notified when this item is back in stock." Below this text is a white input field with a thin gray border, containing the text "testuser123@gmail.com". To the right of the input field is a blue rounded rectangular button with the word "Subscribe" written in white.

- **How do I change my default shipping address?**

- If your default address is not correct, please reach out to your Regional Business Coordinator to have this permanently updated.

- **If an item is “Pending Approval” in my cart, what does that mean?**
 - Some items have specific quantity allocations for users. This is managed by restricting monthly or yearly total order quantities. If you order more than your allotted allocation, your order will route for approval.
 - **Please note:** Your order will not fully process until it is approved, so this may slow down your order slightly.

- **How quickly will I get my order?**
 - The default shipping method is FedEx Ground. Dependent on the shipping location, your order will arrive 1-5 business days after it ships.
 - If materials **MUST** be delivered on a specific date, use the calendar feature located in 'Event Materials Deliver On' on the shipping address page of checkout.
 - For expediated orders, please forward your order confirmation and expedited need by date to fieldsupplyhub@its.jnj.com
 - **Please Note:** The shipping label on the box will indicate that your order shipped from J AND J INNOVATIVE MEDICINE.

- **If I have a question about Field Supply Hub or an order, who can I reach out to?**
 - For any questions, please reach out to fieldsupplyhub@its.jnj.com