



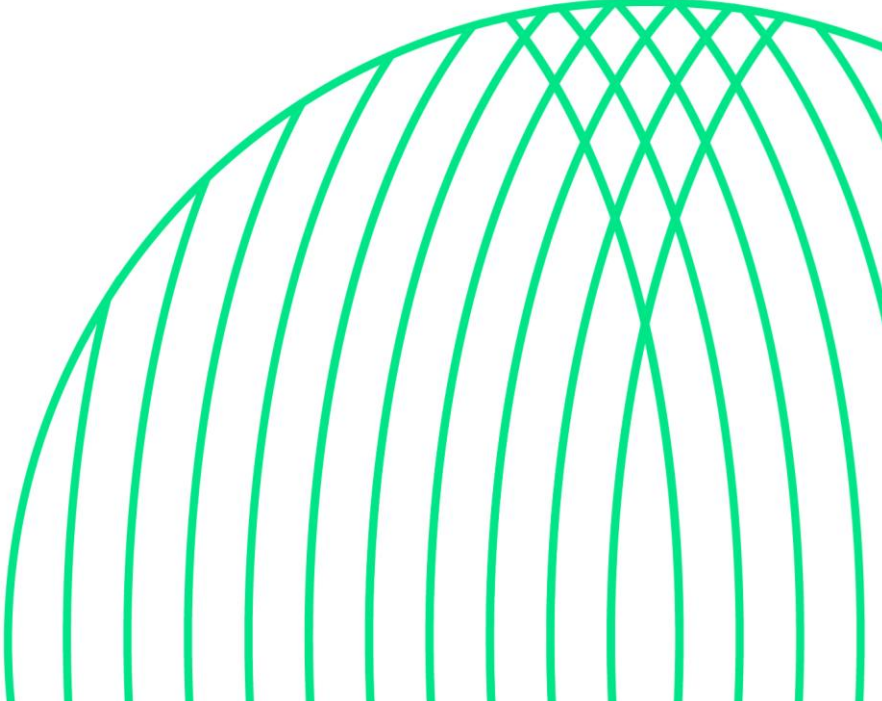
# Field Supply Hub User Guide

**Client**

JnJ Innovative Medicine Canada

**Date**

November 2024



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## Versions

Version No.	Release Date	Author	Notes
1.0	July 2024	HHG PMO	
2.0	November 2024	HHG PMO	

# Accessing the Field Supply Hub

## Selecting your Language

1. Please go to [jni-hub.hhglobal.com](http://jni-hub.hhglobal.com) and click on the **language selector** in the top right corner of the page to select **English (US)** or **Français**. After you make this selection once, the system will remember your choice. You can change your language preference by visiting the login page at any time.



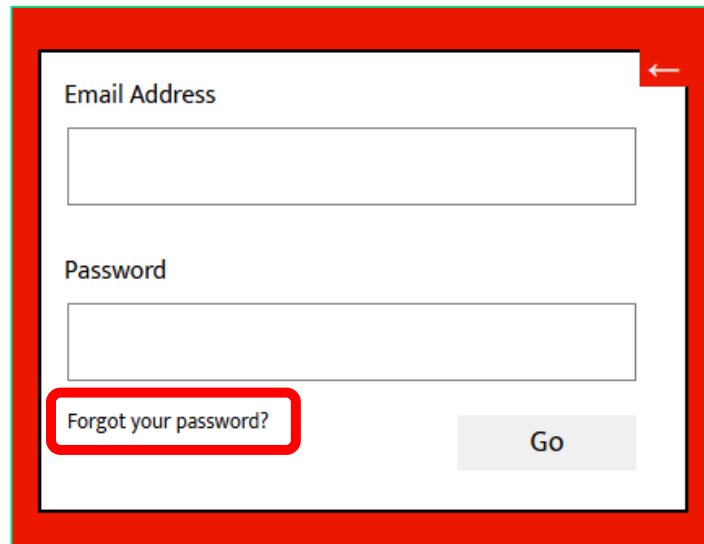
## Resetting your password

If this is your first time logging in, you will need to follow the steps below to reset your password.

1. Please go to [jni-hub.hhglobal.com](http://jni-hub.hhglobal.com) to see the main login page. Once the page has loaded, please select **All Other Users**.

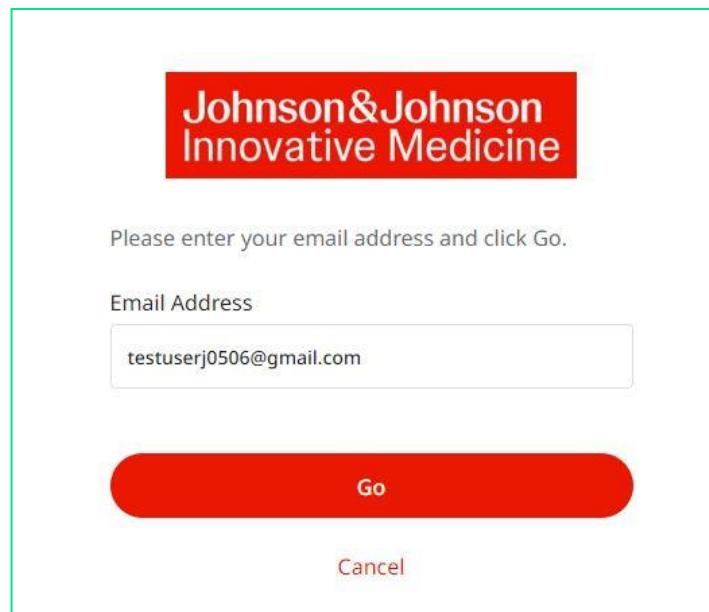


2. After the next login page has loaded, please select **Forgot your password?**



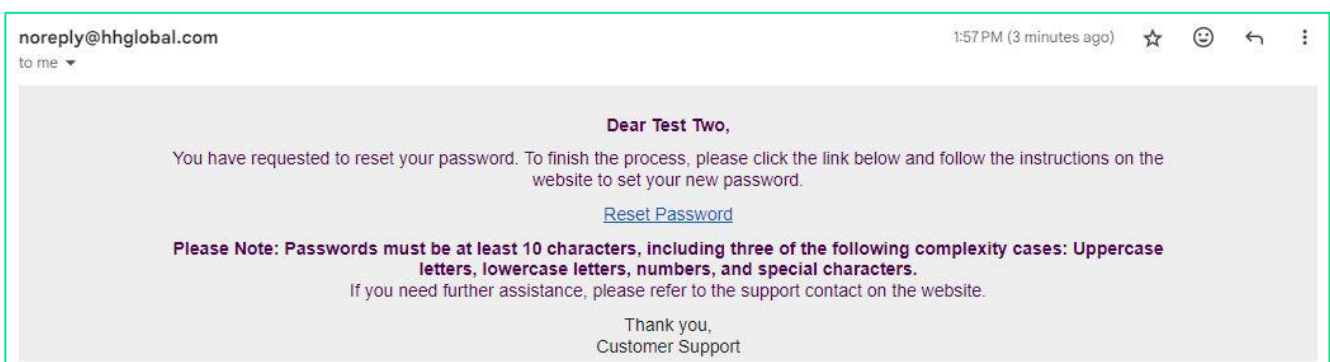
The screenshot shows a login form with two input fields: "Email Address" and "Password". Below the "Password" field is a link labeled "Forgot your password?" which is highlighted with a red rounded rectangle. To the right of the link is a grey button labeled "Go". The entire form area is enclosed in a red border.

3. On the following page, please enter your email address and select **Go**.



The screenshot shows a password reset form for Johnson & Johnson Innovative Medicine. At the top is the company logo. Below it is the instruction "Please enter your email address and click Go." followed by an "Email Address" label and an input field containing "testuserj0506@gmail.com". At the bottom are two buttons: a large red "Go" button and a smaller "Cancel" link.

4. Please check your email inbox. You will receive a Password Reset email from [noreply@hhglobal.com](mailto:noreply@hhglobal.com) (example below). Please select the **Reset Password** link within the email.



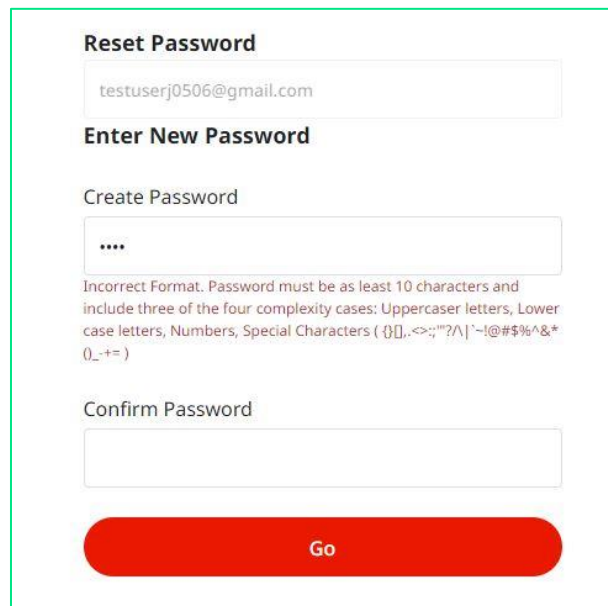
The screenshot shows an email from "noreply@hhglobal.com" received 3 minutes ago. The email body contains the following text: "Dear Test Two, You have requested to reset your password. To finish the process, please click the link below and follow the instructions on the website to set your new password." followed by a blue "Reset Password" link. Below that is a "Please Note" section stating: "Please Note: Passwords must be at least 10 characters, including three of the following complexity cases: Uppercase letters, lowercase letters, numbers, and special characters." and "If you need further assistance, please refer to the support contact on the website." The email ends with "Thank you. Customer Support".

5. The link should 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:

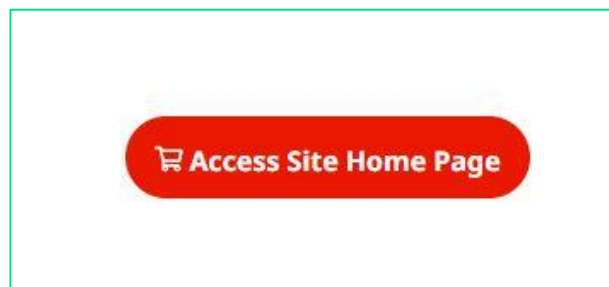
- Uppercase letters
- Lowercase letters
- Numbers
- Special characters: }[],.<>:;'"?^|`~!@#\$\$%^&\*()\_+ =

If your password **does not** meet JNJ's password criteria, you will receive the error below:



The screenshot shows a 'Reset Password' form. At the top, there is a text input field containing the email address 'testuserj0506@gmail.com'. Below this is the section 'Enter New Password'. Underneath, there is a 'Create Password' label and a password input field with four dots indicating a masked password. Below the password field, an error message is displayed: 'Incorrect Format. Password must be as least 10 characters and include three of the four complexity cases: Uppercaser letters, Lower case letters, Numbers, Special Characters ( }[],.<>:;'"?^|`~!@#\$\$%^&\*()\_+ = )'. Below the error message is a 'Confirm Password' label and an empty password input field. At the bottom of the form is a red rounded button labeled 'Go'.

If your password **does** meet JNJ's password criteria, you can select **Go**. You will then be shown a page with an **Access Site Home Page** button. Please **select that button** to move to the main catalog page.



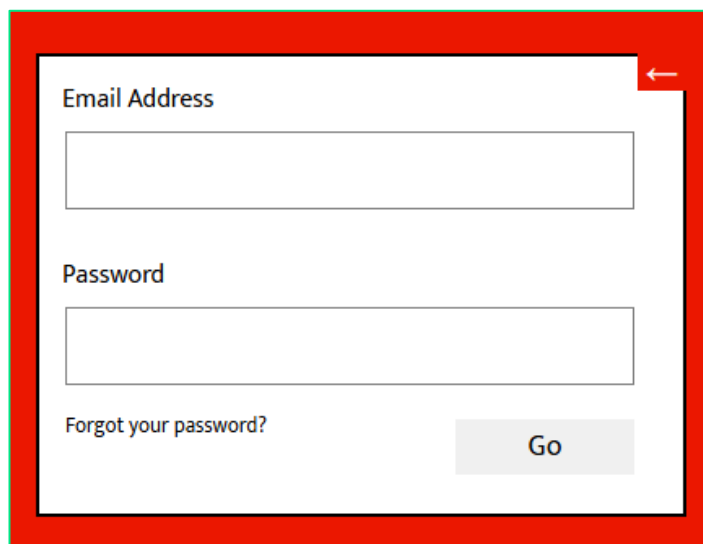
## Logging In

If you have already [reset your password](#) and know your login credentials, you can follow the steps below to login.

1. Please go to [jnj-hub.hhglobal.com](http://jnj-hub.hhglobal.com) to see the main login page. Once the page has loaded, please select **All Other Users**.



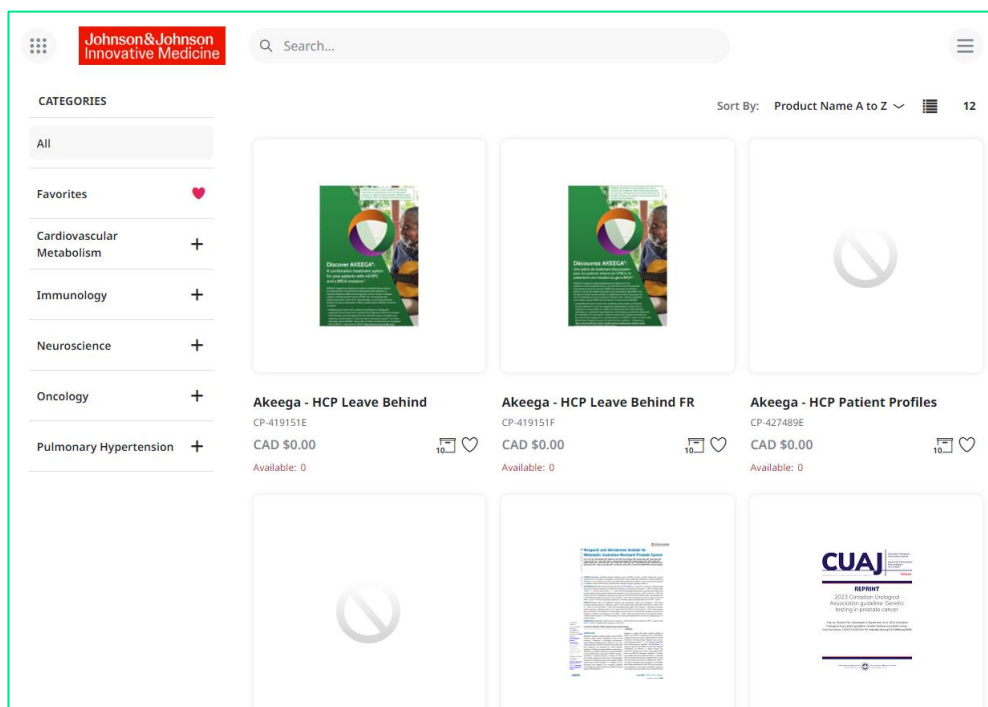
2. After the next login page has loaded, please type in your credentials and select **Go**.

A screenshot of the login form. The form has a white background with a red border. It contains two input fields: "Email Address" and "Password". Below the "Password" field, there is a link that says "Forgot your password?". At the bottom right of the form, there is a grey button labeled "Go".

## Field Supply Hub Catalog

### Main Catalog Page

After you log in, you'll be directed to the main catalog page. The items you see on this page are based on your site access credentials.



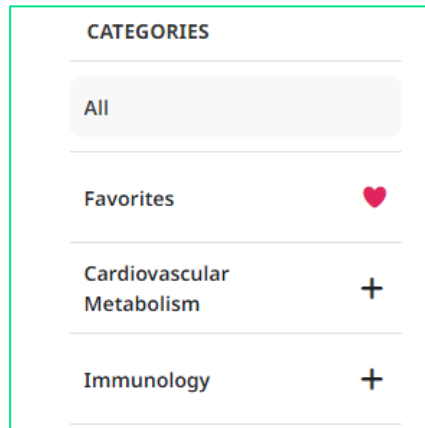
To browse through the list of items, scroll down.

When you are at the bottom of the page, you can use the page turner to go to the next page.



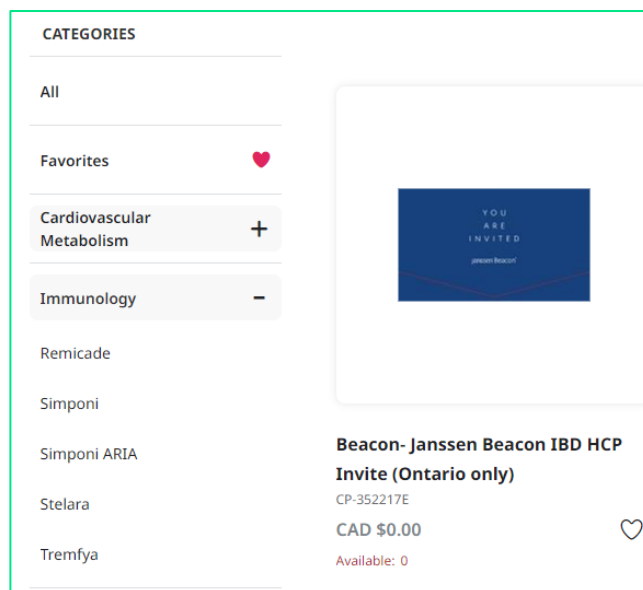
If you would like to browse a shorter/filtered list, select a category on the left-hand side of the screen. The categories you see will depend on your site access credentials.





Once you select a category, only the products in that category will be listed in the catalog view. Click the + next to a category name to see its sub-categories. Sub-categories can be used to filter items further.

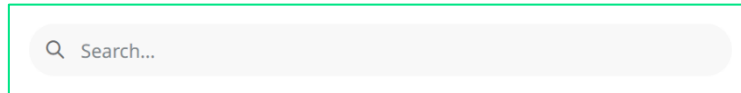
All categories belong to Therapeutic Areas and follow this hierarchy pattern:



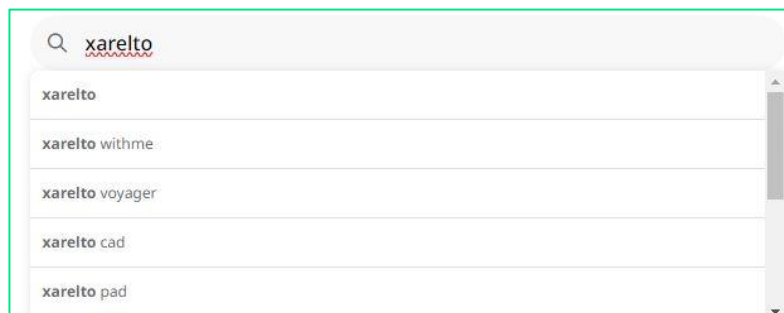
- **Main Category:** Therapeutic Area
  - **Sub-Category:** Brand

## Search for Items

If you would like to search for a specific item, enter a keyword into the search bar at the top of the window:



The search field will display items based on an item's name or description containing the searched keyword:



## Catalog View of Items

As you scroll through the site, the catalog view will display each item's image, CP code, price, and pack size.

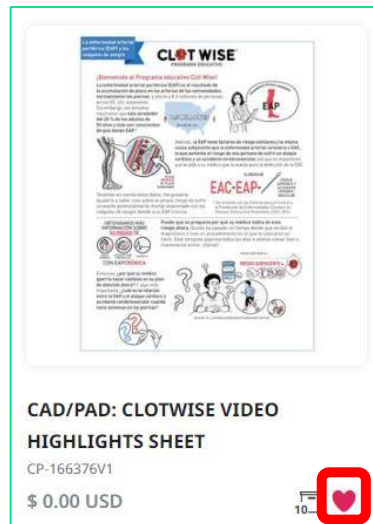


Pack size is represented by the icon below:



- This icon shows that this item is shipped in packs of 10.
- **Example:** If you order a quantity of 2 of the item above, you would receive 2 packs of 10.
- **If an item does not have this icon, the item is sold as one individual item.**

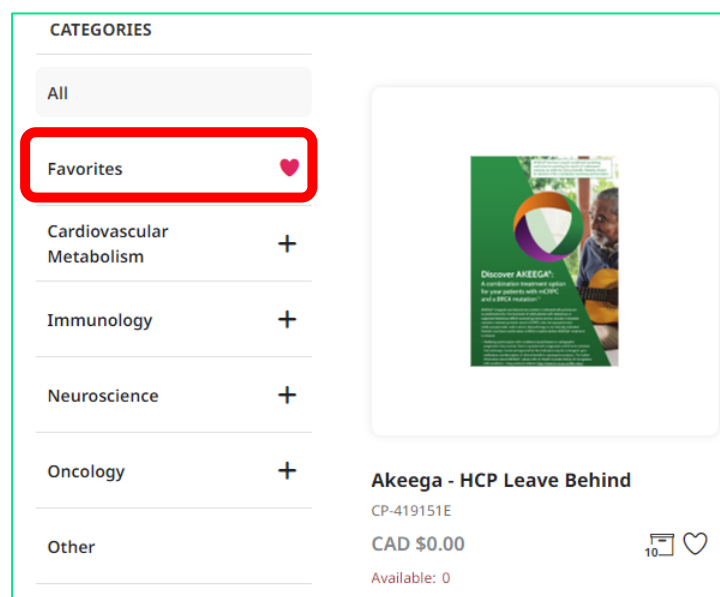
## Favorite Items



If you will be ordering a certain item frequently, click the item's **heart** icon. The heart icon will fill in, letting you know that you successfully favorited it.



You can see the list of all your favorite items by clicking **Favorites** in the Category menu.



If you want to remove an item from your favorites, click the **heart** icon again.



## New Items

If there are new items available in your catalog, a **New** category will appear below the Favorites category. This will be updated periodically to reflect the newest items available to you. **If there are no new items, this category will not show on the site.**

CATEGORIES

All

Favorites

**New**

Updated

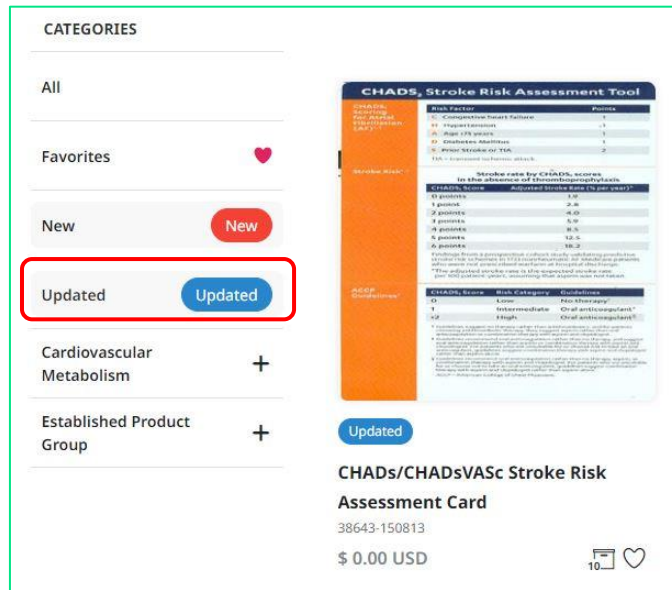
Cardiovascular Metabolism +

Established Product Group +

**AMGA VTE Care Transitions Infographic**  
CP-333972V1  
\$ 0.00 USD

## Updated Items

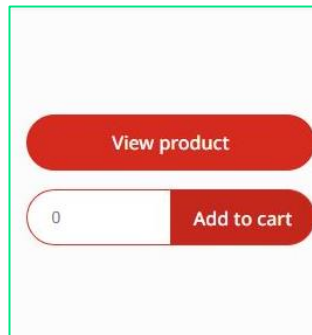
If there are updated items available in your catalog, an **Updated** category will appear below Favorites category. This will be updated periodically to reflect items that have been updated. **If there are no updated items, this category will not show on the site.**



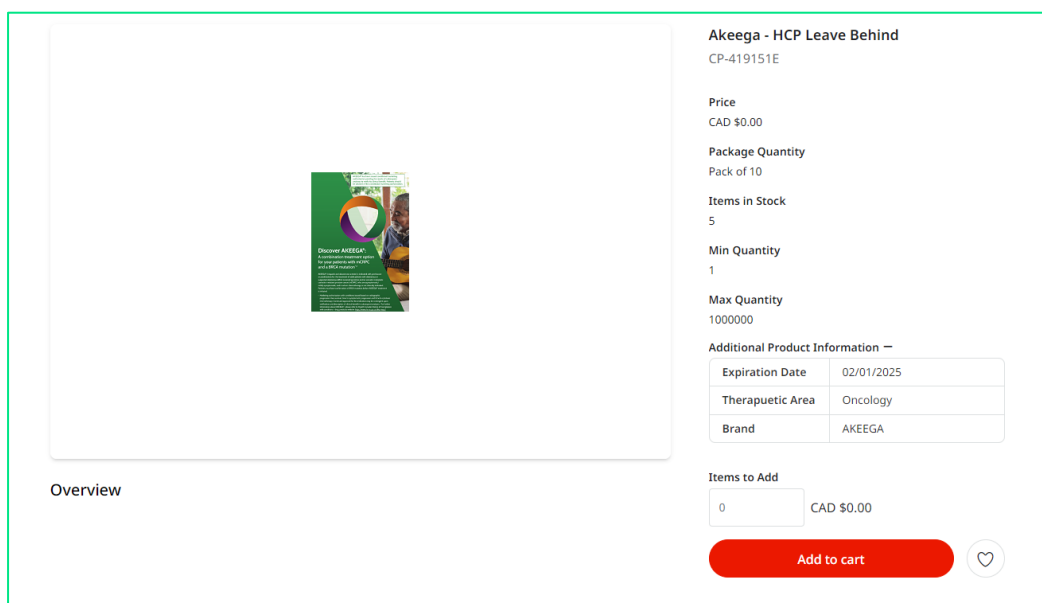
## Quick Add Items to Cart

To quickly add an item to your shopping cart, hover over the item's image. Enter your desired quantity and click **Add to Cart**.

If you need to look at an item more closely, click **View Product**.



## Item Detail Page



**Akeega - HCP Leave Behind**  
CP-419151E

Price  
CAD \$0.00

Package Quantity  
Pack of 10

Items in Stock  
5


Min Quantity  
1

Max Quantity  
1000000

Additional Product Information –

Expiration Date	02/01/2025
Therapeutic Area	Oncology
Brand	AKEEGA

Items to Add  
0 CAD \$0.00

**Add to cart** 

When you click into an item, you will see the following information:

- **Item Name**
- **Item Number/SKU**
- **Package Quantity:** The pack size of this item.
  - **Example:** If you order a quantity of 2 of the item above, you would receive 2 packs of 10.
  - **If package quantity is not listed, the item is sold as one individual item, not in a pack of multiple items.**
- **Items in Stock:** Quantity of items available.
  - **Print on Demand items will not have “Items in Stock” listed.**
- **Minimum Quantity:** Smallest orderable quantity of this order.
- **Maximum Quantity:** Largest orderable quantity of this item.
  - **If there is no maximum quantity limit, this field will not display.**
- **Overview:** Item description (if available).

**Additional Product Information (if available):**

- **Expiration Date:** Date an item will expire in future.
- **Therapeutic Area**
- **Brand**

To add an item to your shopping cart, enter a quantity in the text box under **Items to Add** and click **Add to Cart**.

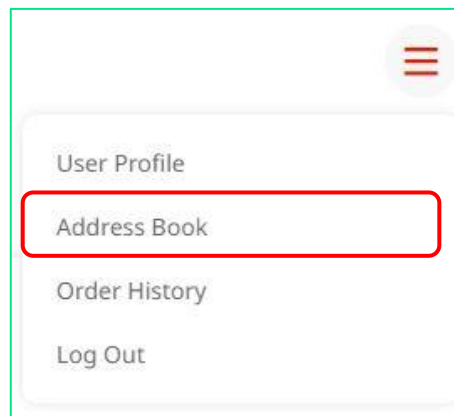
Once you add one item to your shopping cart, the cart icon will appear at the top right of the page, which can be used to begin the checkout process.



## Personal Address Book

You can save frequently used addresses in your personal address book.

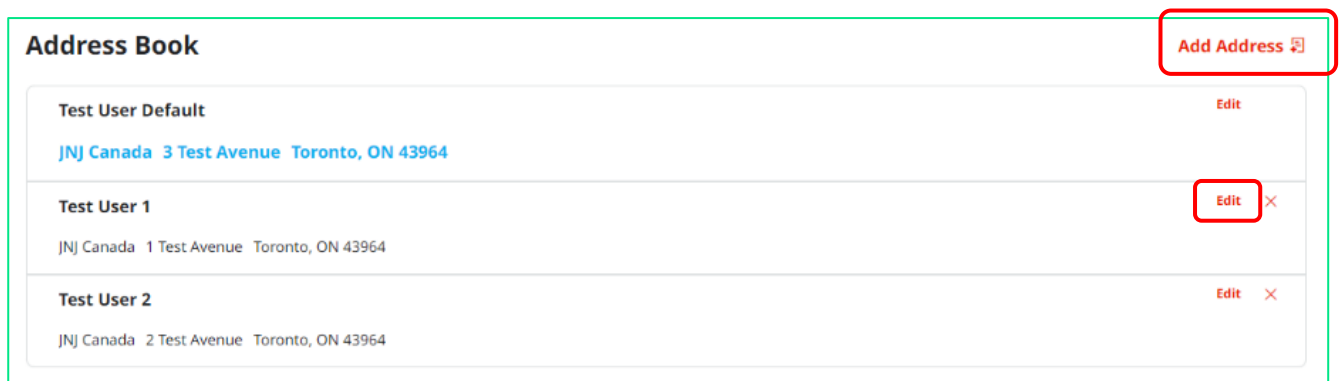
To access your personal address book, navigate to the menu in the upper right corner of the screen and select **Address Book**.



On the Address Book page, you will see every address that is saved to your account.

To add a new address, select **Add Address**.

To edit an existing address, select the **Edit** button on the right side of that address.



Clicking either of these buttons initiates an address pop-up box. Please edit or fill out a new address in this box and select **Save** when complete.

**Edit** X

Default Shipping Address

Country	Canada
First Name	Test
Last Name	User 1
Company	JNJ Canada
Phone	000-000-0000
Address 1	1 Test Avenue

**Save** Cancel

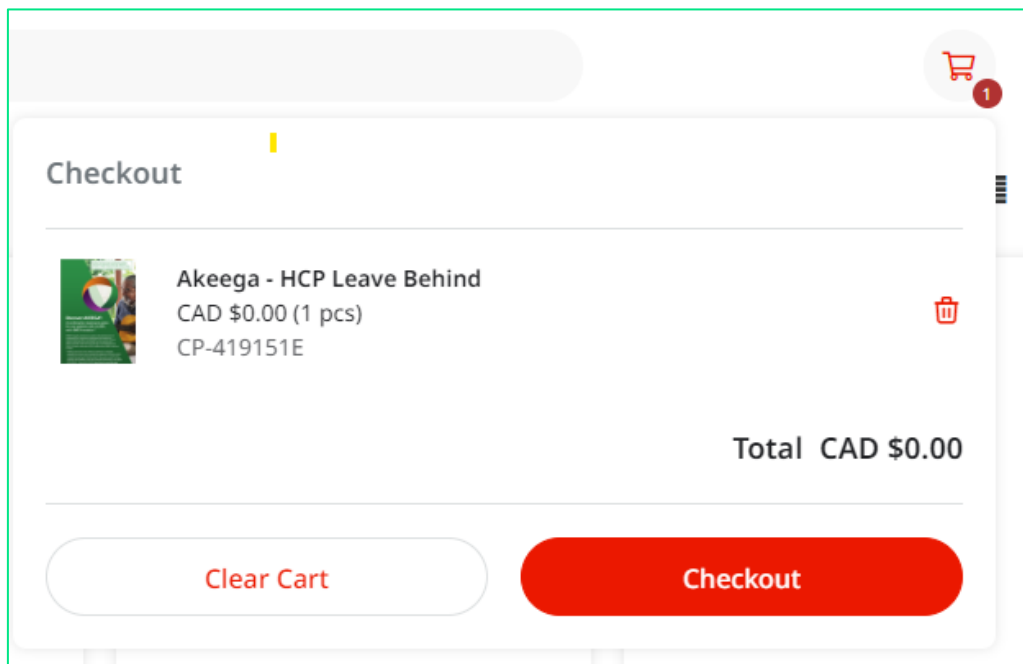
After you save the address, you will see it reflected on the main Address Book page.



## Placing your Order

### Single Address Shipping

When you have added all necessary items to your shopping cart, hover over the cart icon in the upper right corner of the screen. The icon will turn red, and the cart will expand to show you a preview. Select **Checkout** to start the checkout process.



When the **Shopping Cart** page opens, you will be prompted through four steps:

- Review Items
- Shipping
- Payment
- Checkout


Each of these pages is described below.

## Review Your Cart

On the **Items** page, you can take the following actions:

1. Remove all items from your shopping cart by clicking **Clear**.
2. Modify item quantities in the **Quantity** field.
3. Remove individual items by clicking the **X** button on the right side of each item's line.
4. Continue adding items to your cart before checking out by clicking the **Continue Shopping** button.
5. Continue with the checkout process by clicking the **Next** button.

The screenshot displays the 'Shopping Cart' page. At the top, a progress bar shows four steps: 1. Items (highlighted with a red circle), 2. Shipping, 3. Payment, and 4. Checkout. Below the progress bar, the page title 'Shopping Cart' is followed by a 'Clear' button. The main content area is a table with columns for 'Item Description', 'Quantity', 'Price', and 'Subtotal'. A single item is listed: 'Akeega - HCP Leave Behind' (SKU CP-419151E, Pack of 10) with a quantity of 1 and a price of CAD \$0.00. A small 'X' icon is next to the item's subtotal. At the bottom right, a summary box shows 'Subtotal' and 'TOTAL' both as CAD \$0.00. At the bottom left, there is a 'Continue Shopping' button, and at the bottom right, a red 'Next' button.

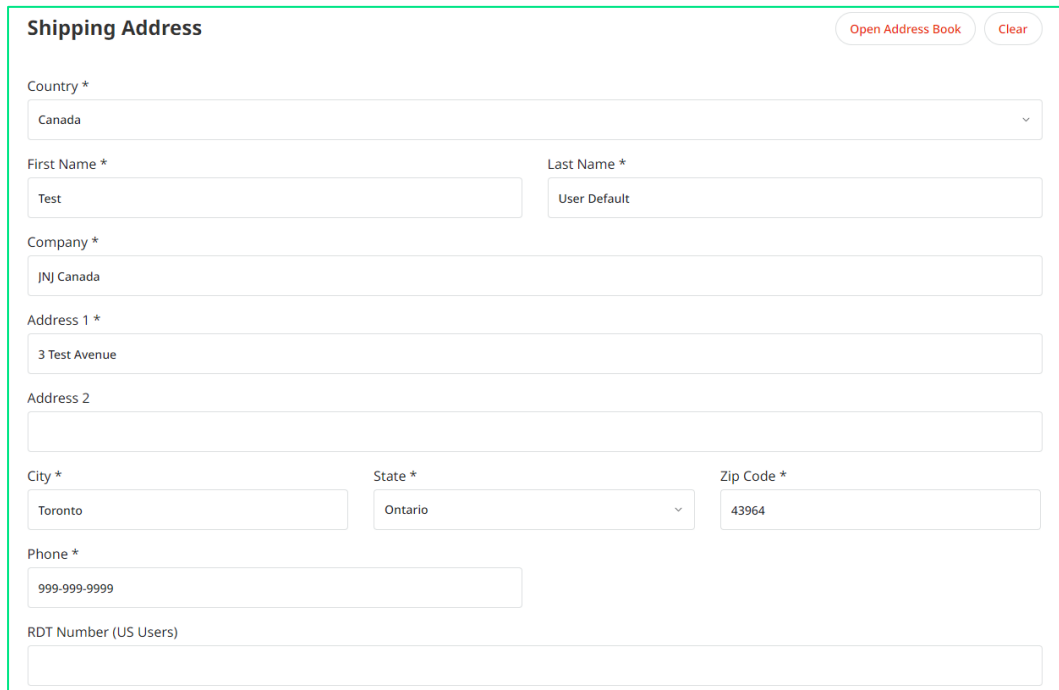
Item Description	Quantity	Price	Subtotal
 Akeega - HCP Leave Behind SKU CP-419151E Pack of 10	1	CAD \$0.00	CAD \$0.00
Subtotal			CAD \$0.00
<b>TOTAL</b>			<b>CAD \$0.00</b>

## Shipping

### Please Note:

- **ALL** orders ship via Ground by default.

On the **Shipping** page, your default address will automatically populate in the address fields. You can also edit the address fields and enter in an address of your choice.



The screenshot shows a 'Shipping Address' form with the following fields and values:

- Country \***: Canada
- First Name \***: Test
- Last Name \***: User Default
- Company \***: JNJ Canada
- Address 1 \***: 3 Test Avenue
- Address 2**: (empty)
- City \***: Toronto
- State \***: Ontario
- Zip Code \***: 43964
- Phone \***: 999-999-9999
- RDT Number (US Users)**: (empty)

Buttons: 'Open Address Book' and 'Clear' are located in the top right corner of the form.

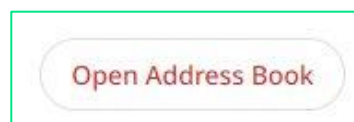
If you would like to use a pre-loaded address, you can use your **Personal Address Book** to select your shipping address.

Your **Personal Address Book** is self-managed via the instructions in [this](#) section of the guide.

You can search and select an address from the corporate address book as well as add it to their personal address book.

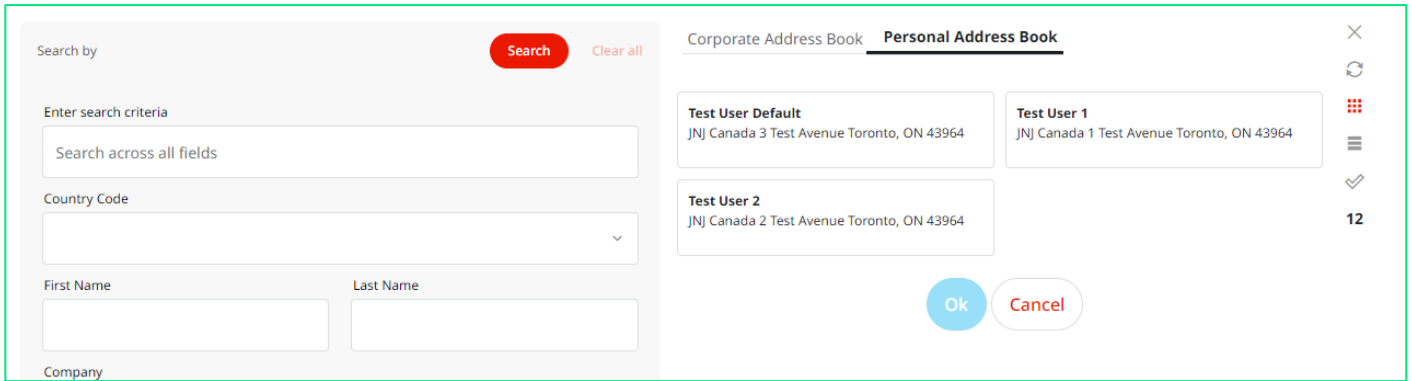
To select an address from the Personal Address Book, please follow the directions below:

1. On the Shipping page click the Open Address Book button.











This will open your address book. You can toggle to your Personal Address Book by clicking on the button on the right-hand side of the screen.

## Example of Personal Address Book:



On the right-hand side of the Address Book, you'll see the following icons:

	<b>Cancel:</b> Closes the Address Book.
	<b>Refresh:</b> Refreshes the addresses displayed in the Address Book.
	<b>Grid:</b> Displays the addresses in a grid format.
	<b>List:</b> Displays the addresses in a list format.
	<b>Ok:</b> Selects the highlighted address.
	<b>Copy:</b> Copy to Personal Address Book.
	<b>Filter:</b> Filter results based on key words.
	<b>Results Displayed:</b> Selects the number of results displayed on the page (6, 12, or 24).

- To find an address, you can search with any of the fields on the left-hand side of the screen. Once you have filled out your search field, press the red **Search** button:

If you want to clear your search, please delete the information from the search field and select the **Search** button again. This will re-populate the full address book.

Search by

Country Code

First Name  Last Name

Company

Address 1

Address 2

Address 3

Address 4

City  State  Zip Code

**OR** you can scroll through the address book using the next button beneath the list of addresses:

<b>Test User 7</b> Johnson and Johnson 1 Johnson And Johnson Plaza New Brunswick, New Jersey 08933	<b>Test User 1</b> Johnson and Johnson 1 Johnson And Johnson Plaza New Brunswick, New Jersey 08933
<b>Test User 5</b> Johnson and Johnson 8 Clarke Dr #1 East Windsor, New Jersey 08512	<b>Test User 4</b> Johnson and Johnson 1125 Bear Tavern Rd Titusville, New Jersey 08560

Previous 1 2 Next

Go to Page

<b>Test User 5</b> Johnson and Johnson 8 Clarke Dr #1 East Windsor, New Jersey 08512	<b>Test User 4</b> Johnson and Johnson 1125 Bear Tavern Rd Titusville, New Jersey 08560
---	--

Previous 1 2 Next

Go to Page

3. One you have found the correct address, click on it to select it, and press the blue **Ok** button to move to the next screen.

The address will populate into the Shipping Address field. Click **Next** to proceed to the Payment page.

## Payment

Johnson and Johnson does not charge for the use of these items. This is a pass-through page.

The screenshot shows a checkout progress bar at the top with four steps: Items (checked), Shipping (checked), Payment (active, highlighted in red), and Checkout (4). Below the progress bar, a large white box contains the text "No Cost" on the left and "Payment Method is not required. Press next to continue." in the center. At the bottom right, a summary table shows:

Subtotal	USD \$0.00
<b>TOTAL</b>	<b>USD \$0.00</b>

At the bottom of the screen, there are three buttons: "Continue Shopping" (light blue), "Back" (light blue), and "Next" (red).

Please click **Next** to proceed to the **Checkout Confirmation** screen.

## Review and Complete Your Order

On the next page, please review your order.

Once reviewed, please click the **Checkout** button which will route your order for processing.


### Shipping Address

Test User Default  
JNJ Canada  
3 Test Avenue  
Toronto, ON, 43964  
▼

[Change](#)

### Payment Information

No Cost  
[Change](#)

Item Description	Quantity	Price	Subtotal
 <p>Akeega - HCP Leave Behind SKU CP-419151E Pack of 10</p>	1	CAD \$0.00	<b>CAD \$0.00</b>

[Change](#)

Subtotal	CAD \$0.00
<b>TOTAL</b>	<b>CAD \$0.00</b>

[Continue Shopping](#)

[Back](#)
[Checkout](#)

After you click **Checkout**, an Order Confirmation page will appear with the option to print on the bottom right corner.

You will also receive an email copy of your order confirmation.

### Order confirmation

4/22/2024

**Order #** PO4745470232

**Details**

IN PROGRESS

**Ordered by**  
Test User  
testuserj0506@gmail.com

#### Shipping Address

**Test User**  
Johnson and Johnson  
One Johnson & Johnson Plaza  
New Brunswick, NJ 08933  
United States  
3053516090  
0000001


Item	Line Item Status	Quantity	Price	Sub
Darzalex RN Roundtable Moderator Guide CP-168729V3	In Progress	2	USD \$0.00	<b>USD \$0.00</b>

#### Payment Information

: No Cost

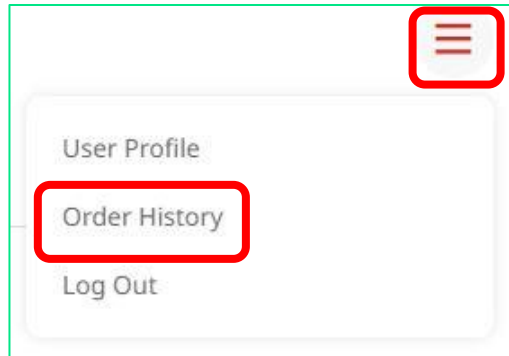
<b>TOTAL</b>	<b>USD \$0.00</b>
--------------	-------------------

[Continue Shopping](#)




## View and Copy Previous Orders


To access a list of all orders you have placed, hover over the top right menu icon and select **Order History**.



This screen will show all of your personal order history. You can filter and search through your orders by **Date**, **Order Status**, **Order Number**, **Product Name**, and what **Email Address** placed the order.

**Date Range**

4/22/2024 

4/22/2024 

**Order Status**

- In Progress
- Partially Shipped
- Completed
- Invoiced
- Canceled

**Order Number**

**Product name**

**Description**

**Ordered by**

### Order History

6

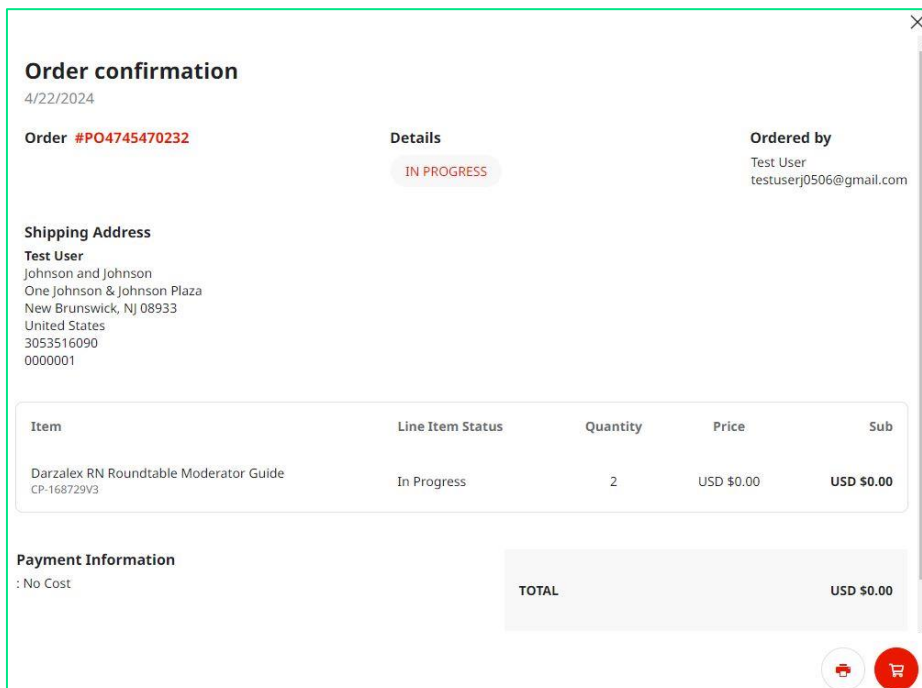
Order Number	Order Date	Order Total	Order Status	
#PO4745757474	4/22/2024	USD \$0.00	IN PROGRESS	1
#PO4745731849	4/22/2024	USD \$0.00	IN PROGRESS	1
#PO4745470232	4/22/2024	USD \$0.00	IN PROGRESS	1

Search



Click on a PO Order Number or scroll to the right and click the View Details button to bring up that order's details.

Within an order's details, you can do a few things:



The screenshot shows an 'Order confirmation' window for order #PO4745470232, dated 4/22/2024. The order status is 'IN PROGRESS'. The shipping address is for 'Test User' at Johnson and Johnson. The item list shows 'Darzalex RN Roundtable Moderator Guide' with a quantity of 2 and a price of USD \$0.00. The payment information is 'No Cost'. At the bottom right, there are buttons for 'Print' and 'Shopping Cart'.

**Order confirmation**  
4/22/2024

Order #PO4745470232

**Details**  
IN PROGRESS

**Ordered by**  
Test User  
testuserj0506@gmail.com

**Shipping Address**  
Test User  
Johnson and Johnson  
One Johnson & Johnson Plaza  
New Brunswick, NJ 08933  
United States  
3053516090  
0000001

Item	Line Item Status	Quantity	Price	Sub
Darzalex RN Roundtable Moderator Guide CP-168729V3	In Progress	2	USD \$0.00	USD \$0.00

**Payment Information**  
: No Cost

**TOTAL** USD \$0.00

- 1. Copy the Order:** Click the **Shopping Cart** button on the lower right-hand side to add these items to your cart and copy this previous order.
- 2. Print:** Click the Printer button, you can print your order details.
- 3. View Tracking:** For orders that have shipped, a tracking link will appear in your order history.

## Contact Support

Please email [JJIMHubCanada@hhglobal.com](mailto:JJIMHubCanada@hhglobal.com) for order inquiries or site assistance.