1. **Getting Started**

Log in to your Nielsen Portal (portal.apps.Nielsen.com) and click the Nielsen Audio Access manager button.

2. **Adding New Accounts**

To create a new staff account, click the red Add an Account button.
2 Adding New Accounts

The Sign-In ID must be the user's email address and can not be changed after being assigned to the account. Fill out the fields with red asterisks and choose one or all stations for the Company Name. Click Display Address to see the address(es) associated with the master account and choose one. Then click the Next button.

2a Authorize Service for the New Account

Select the software and data that the new user will need in the account. Use Select All to quickly choose.
Review and Finalize

Once the account has been created, the new user will go to the Nielsen Portal (portal.apps.nielsen.com) and click on the Forgot Password link. They will then enter their email address, click Reset via Email, and within a short time they will receive an email from Nielsen with a link to set up their password.

New User Account Access

Once the account has been created, the new user will go to the Nielsen Portal (portal.apps.nielsen.com) and click on the Forgot Password link. They will then enter their email address, click Reset via Email, and within a short time they will receive an email from Nielsen with a link to set up their password.

TIP: If you do not receive your activation email:

- Check your Spam/Junk folder
- Talk to your IT staff to make sure that notices from Nielsen are white-listed.
- Contact Customer Service 800-543-7300 (say Tapscan when prompted)
3 Change Staff Accounts

To change/edit info or services for an existing staff account, check the box next to the user name and then click the Change button. You can then change details for the account and give/remove access to data and software.

4 Remove Staff Accounts

To delete a staff account, check the box next to the user name and then click the Remove button. Note that this will eliminate the account and all research/schedules associated with that user.

**TIP:** You can also create a spreadsheet of all staff accounts by clicking the EXL button.
ACCESS MANAGER Q&A

What are the responsibilities of Nielsen Audio Access Manager?

Nielsen Audio Access Managers are responsible for creating login and passwords for employees who need access to your groups organizations Nielsen Portal online services for Nielsen Audio data.

How many Nielsen Audio Access Managers can an organization have?

Organizations have the choice of setting up multiple Nielsen Audio Access Managers as needed. Access Managers can be designated by work or location. It is recommended each organization designates at least two Access Managers - a primary Access Manager and a backup Access Manager. For times when the primary Access Manager is not available, the backup will be needed.

Does Nielsen Audio Access Managers need to be an IT person or have special computer skills?

No. Access Managers do not need to be a computer expert. Nielsen Audio has developed a step-by-step process that makes assigning usernames, passwords, and permissions simple and straightforward. The key to choosing an Access Manager is to appoint a trustworthy and dependable person.

Is it important to review account regularly?

Yes. Access Managers control who has access to Nielsen Audio data and services your company subscribes to. It is important to be sure all employees that have access are active employees with your company. Any employees that leave your organization need to be removed immediately. It is up to you to prevent your company's resources from getting into the wrong hands and used by competition.

What are the features of Administer Staff Accounts?

Administer Staff Accounts enables users to create and manage login !D's and password for access to portal.apps.nielsen.com.

What do you need to start using the Administration Staff Account?

To get started, your organization needs to appoint an employee to serve as your organizations Nielsen Audio Access Manager. This person manages data and online services available to your organization and serves as a contact person for updates.

FOR MORE INFORMATION CONTACT YOUR NIELSEN REPRESENTATIVE OR CUSTOMER SUPPORT AT 1-800-543-7300 OR CLIENTSUPPORT@NIELSEN.COM.