



Chemdata User Authentication System Management Portal – User Guide

Contents

Introduction.....	1
How to Log into the Chemdata User Authentication System Management Portal	2
Using the Chemdata User Authentication System Management Portal.....	3
Licence Details Screen	4
Devices Screen.....	5
Audit Log Screen.....	6
FAQs.....	6

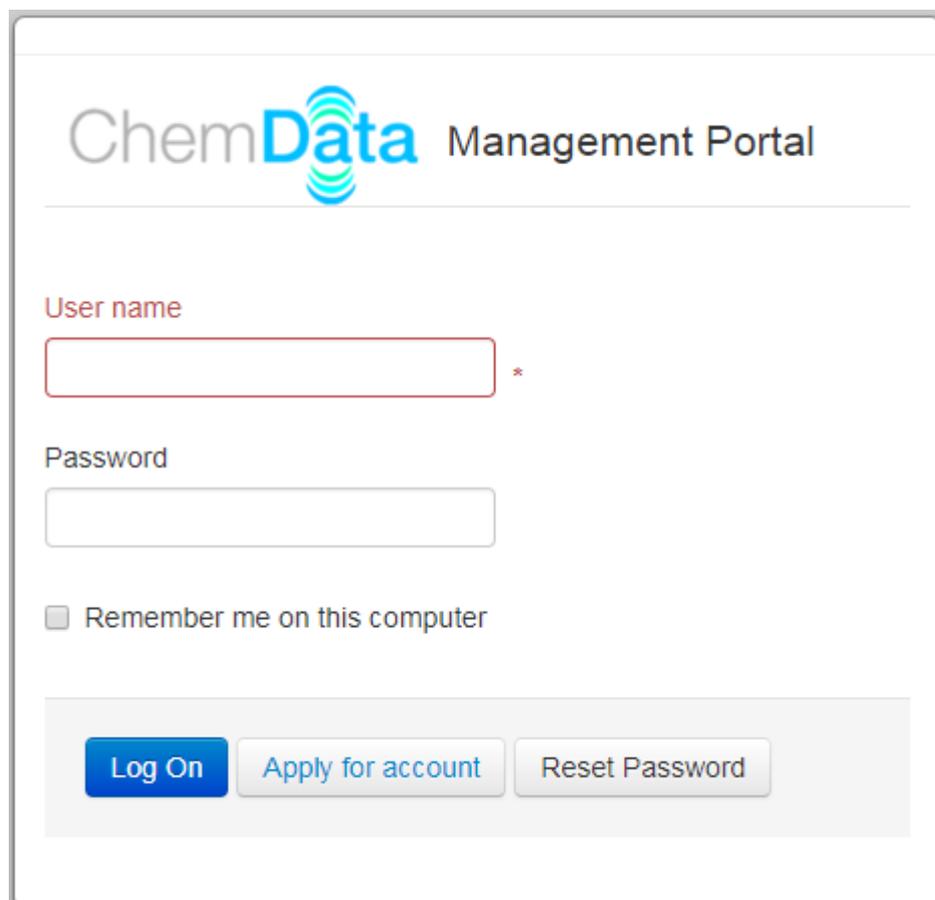
Introduction

The security model in Chemdata is being upgraded and a common User Authentication System (UAS) will be used for all platforms that Chemdata is available on. Versions compatible with the UAS are being rolled out in stages with the iOS app being the first to use the UAS followed by the Android app. The Management Portal has been introduced for Chemdata users to manage their organisation's Chemdata licences and this user guide outlines what users are able to do. The Management Portal will still be subject to further development to improve functionality and reporting and this guide will be updated as improvements are implemented. Feedback from users is welcomed via ncec@ricardo.com

How to Log into the Chemdata User Authentication System Management Portal

The Management Portal for your Organisation can be accessed at: <http://chem11.apps.the-ncec.com/Admin>

Your User name and Password will be provided to you separately. Please note that User names and Passwords are case sensitive, as are Organisation ID's and Device References. From the Login screen you can also apply for a new account and reset your password.



The screenshot shows the login interface for the ChemData Management Portal. At the top left is the ChemData logo, which consists of the word 'ChemData' in a sans-serif font with a stylized blue and green wave icon to its right, followed by the text 'Management Portal'. Below the logo is a horizontal line. The main form area contains three input fields: a 'User name' field with a red border and an asterisk to its right, a 'Password' field with a grey border, and a checkbox labeled 'Remember me on this computer'. At the bottom of the form are three buttons: a blue 'Log On' button, a light blue 'Apply for account' button, and a light grey 'Reset Password' button.

Using the Chemdata User Authentication System Management Portal

Once you have logged in to the Management Portal, you will see a screen listing all of the licences available to your organisation as well as which platforms these can be used on, as shown in the example below. An added bonus of using this system is that we are making available to users a dedicated training allowance that equates to 10% of the number of installations provided under your paid subscriptions. In the example below the training allowance is 9, as the organisation has a total of up to 85 paid installations. This new feature has been provided to help facilitate the use of Chemdata during training sessions.

Columns in the table can be sorted as indicated by the arrows and there is also a search facility.

ChemData Home ITAdmin@TEST-FRS.com Log off

Test Fire & Rescue Service

Licences

Show 50 entries Search:

Name	Platform	Quantity	Organisation ID	In Use	
Test Fire & Rescue Service - Chemdata Corporate 75	Windows Desktop	75 Installations	12345-abcde-67890-WIN	0	 
Test Fire & Rescue Service - Pocket Chemdata	Android or Apple iOS device	10 Installations	12345-abcde-67890-APP	1	   
Test Fire & Rescue Service - Training Allocation	Android or Apple iOS device or Windows Desktop	9 Installations	12345-abcde-67890-TRN	0	 

Showing 1 to 3 of 3 entries Previous 1 Next

© ChSm 2017 V1.0.9.0 | [Support](#) | [Knowledgebase](#) | [System Status](#) | [Software Updates](#)



Details – Click to show the Licence Details screen below



Lock – click this button to lock the Device References for all devices for that licence – use this if you don't want users to be able to edit their Device Reference



Devices – click this button to show all registered devices for this Licence (Organisation ID)



Audit Log - click this button to show all device activity for this licence (e.g. new registrations or re-authentications of existing devices)

The Organisation ID is the unique code for your licence that you will provide to users so they can log in on their devices and use Chemdata. Please consider how you wish to distribute that information within your organisation.

Licence Details Screen

 Home [ITAdmin@TEST-FRS.com](#)
Log off

Test Fire & Rescue Service - Pocket Chemdata Details 

Name	Test Fire & Rescue Service - Pocket Chemdata
Status	Active
Type	PublicSector
Quantity	10 Installations
Platform	Android or Apple iOS device
Organisation ID	12345-abcde-67890-APP
Device Reference Locked	<input type="checkbox"/>

Devices

Show entries Search:

Date Modified	Device Reference	Organisation ID	Platform	Status	Type	
18/07/2017 09:45:22	AN Others iphone	12345-abcde-67890-APP	Apple iOS Device	Active	Apple iOS Device	  

Showing 1 to 1 of 1 entries Previous Next

[© ChSm 2017 V1.0.9.0](#) | [Support](#) | [Knowledgebase](#) | [System Status](#) | [Software Updates](#)

From this screen you can see a summary of the Licence, the maximum number of installations allowed, the Organisation ID and the registered devices. Columns in the table can be sorted and there is also a search facility. If the checkbox for Device Reference Locked is ticked then users will not be able to amend their Device Reference from what has currently been set. You will be able to edit the Device Reference in the Management Portal by clicking on the edit button for that device.



provides details on the device



allows you to edit the Device Reference for a particular device. You cannot have two Device References the same, under the same licence (Organisation ID)



allows you to delete a particular device. NB If you have “spare” installations, the entry will be re-created when Chemdata next logs in. It would be best to uninstall Chemdata from the device and then delete the device entry. Please take care with how you issue the Organisation ID to your staff.

Devices Screen

From the home screen, clicking on the devices button will take you to the following screen where you can see all devices for that Licence (Organisation ID), edit individual Device References and delete devices that no longer need to use Chemdata.

ChemData Home ITAdmin@TEST-FRS.com Log off

Test Fire & Rescue Service - Pocket Chemdata ↑

Devices

Show 50 entries Search:

Authentication Token	Date Created	Date Modified	Device Reference	Organisation ID	Platform	Status	Type	
B-PRQMMTBD	18/07/2017 09:45:22	18/07/2017 09:45:22	AN Others iphone	12345-abcde-67890-APP	Apple iOS Device	Active	Apple iOS Device	↑ ⓘ ✎ ✕

Showing 1 to 1 of 1 entries Previous 1 Next

© ChSm 2017 V1.0.9.0 | [Support](#) | [Knowledgebase](#) | [System Status](#) | [Software Updates](#)



clicking this will return you to the parent record



provides details on the device



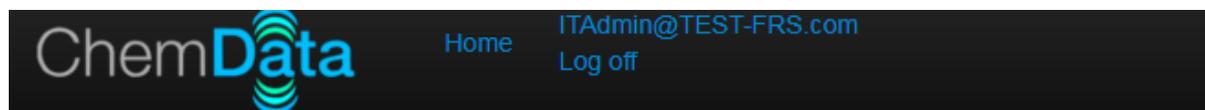
allows you to edit the Device Reference for a particular device. . You cannot have two Device References the same, under the same licence (Organisation ID)



allows you to delete a particular device. NB If you have “spare” installations, the entry will be re-created when Chemdata next logs in. It would be best to uninstall Chemdata from the device and then delete the device entry. Please take care with how you issue the Organisation ID to your staff.

Audit Log Screen

The Audit Log Screen will show you new device authentications, re-authentications of existing devices and login attempts that fail because there are no spare installations available or because the Device Reference is already in use. You will see a record of the date and time along with the type of device and version of Chemdata being used, the type of activity and the IP address. Please note that this is a new system and as we add functionality so the contents of the Audit Log may change.



Test Fire & Rescue Service - Pocket Chemdata [Details](#)

Audit Log

Show entries

Search:

Date	Client	Description	Originating Address
18/07/2017 09:45	Chemdata/iOS/1.1.12/STD.2016.02.0542 Apple iOS Device	Added new device as code or reference not recognised	172.31.130.11

Showing 1 to 1 of 1 entries

Previous Next

© ChSm 2017 V1.0.9.0 | [Support](#) | [Knowledgebase](#) | [System Status](#) | [Software Updates](#)

FAQs

How do I delete a device?

From the home screen, click on the Devices button beside the relevant licence. In the devices screen and click on the cross beside the Device you want to delete to delete it. It is recommended to uninstall the Chemdata software from the device first and then delete the entry.

How do we add a new device?

Provide the user with the Organisation ID for the relevant licence and advise them to log in on the app. You may also wish to advise them of the format of Device Reference that you want them to use. This will be the easiest way for you to identify that device in the Management Portal in future. You cannot have two Device References the same, under the same licence (Organisation ID)

How do I replace a broken device?

Delete the device record for the broken device. Add the new device by logging into Chemdata on the new device using the Organisation ID for the relevant licence.

Can I change Organisation ID?

No, you can however request that we do this for you. In most cases you would not want to do this however there are certain circumstances where you may want to, eg the Organisation ID has become known outside of your organisation or is being misused within your organisation.

Can I log in with a different Organisation ID?

Yes. In most cases you would not want to do this, however there are certain circumstances where you would, eg moving from a trial licence to a full licence, moving from a training licence to a full licence. To change Organisation ID the user will need to do that in the app by logging out, changing the Organisation ID and then logging in. You will also need to delete the device record for that device shown against the old Organisation ID in the Management Portal.

Can I request that an Organisation ID is changed?

Yes. In most cases you would not want to do this however there are certain circumstances where you may want to, eg the Organisation ID has become known outside of your organisation or is being misused within your organisation.

What is the Device Reference used for?

The Device Reference is used to help you identify a specific device so you can manage it in the Management Portal. You will therefore want to consider how you advise your users to complete this field. You may choose to use users email addresses or device asset codes or any other methods that provides clarity. You cannot have two Device References the same, under the same licence (Organisation ID)

What characters can be used for Device References?

<space> abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 0123456789 /#.-:@

Why would I want to Lock the Device Reference?

We have provided Organisation Administrators with the ability to lock the users' Device References so that they have control over any change and so that users cannot accidentally make a change. Use of this feature is optional for each licence.

How often does the app re-authenticate to the server?

The apps are currently set to re-authenticate to the server in the background 24 hours after their last authentication. A re-authentication is required at least once every 26 weeks to continue using Chemdata.

Do I have to have an internet connection for use Chemdata?

An internet connection is required by the app to complete the initial login process and subsequently at least once every 26 weeks

Which devices does the UAS (User Authentication System) apply to?

Currently the UAS applies to iOS devices ONLY. It is planned that from late August 2017 it will also apply to Android devices with the roll out of the 2017.1 Chemdata update. It will apply to Windows devices from approximately February 2018 although the timescale for roll out onto MDTs needs to be agreed with MDT software providers.

Why can't I see all of my Chemdata licences in the Management Portal?

We are initially adding Pocket Chemdata licences and Training Allocations to the Management Portal. Windows licences will be added later.