



Bundesamt für
Ernährungssicherheit
BAES

User Manual for the Administration of Users and User Rights



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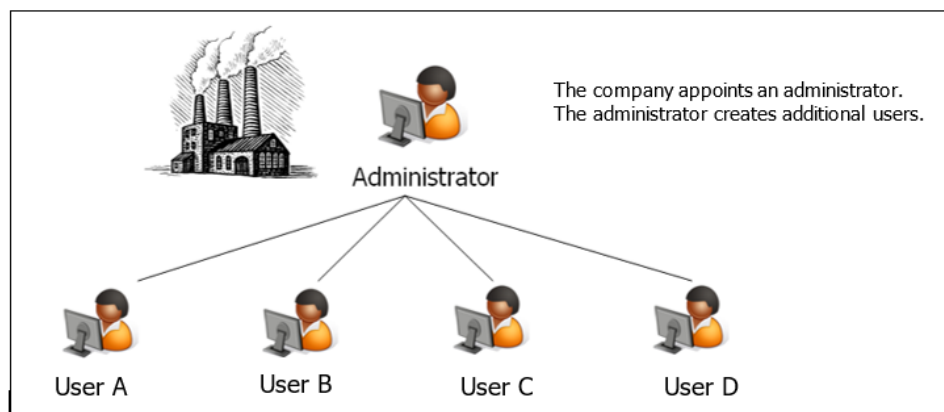
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Introduction

The Austrian Authority for Food Safety (Bundesamt für Ernährungssicherheit, BAES) allows you to appoint one administrator per organisation. The appointed administrator can create and maintain additional employees of the organisation. In particular, the administrator can:

- Create and change access rights
- Inactivate access rights
- Assign and withdraw function rights

Please note that administrators can only transfer rights which the administrator has been assigned by BAES.



The BAES provides a special application called "Benutzeradministration", in order that the administrator can carry out his tasks.

The functionality of the application is described below.

Access to the "Benutzeradministration" application

The user and rights administration application is accessible via the BAES e-Services Web portal.

<https://eservices.baes.gv.at/>

The screenshot shows the AGES eServices portal interface. At the top, there is a navigation bar with the logo of the Bundesamt für Ernährungssicherheit (BAES) and the text 'Bundesamt für Ernährungssicherheit' and 'AGES eServices'. Below this, there is a search bar and several utility buttons: 'Contact', 'Help', 'Logout', and a language selector showing 'DE' (German) and 'EN' (English). The main content area is titled 'APPLICATIONS' and contains a table with the following data:

| Application | Description | Status |
|-----------------------------------|--|--------|
| Benutzer Administration | Bearbeiten von Benutzern durch den Organisations-Administrator | BAES |
| Pflanzenschutzmittel & Wirkstoffe | Zulassung | BAES |

On the left side of the 'APPLICATIONS' section, there is a sidebar with the following options: 'Applications', 'Edit Favorites', 'Change Password', and 'Refresh'.

Note: The password needs to be changed every 3 months. The login system will automatically ask you to do so.

Overview of the External User Administration

Header

The entry page of the external user administration is divided into two sections.

In the upper part of the page, the header, the following functions are available:

The screenshot shows the footer area of the AGES eServices portal. It features a green background with white text. On the left, there is a language selector: 'GERMAN | ENGLISH'. On the right, there are links: 'Back to Portal | Contact | Imprint | Support | Logout'. Below this, there is the logo of the Austrian Federal Office for Food Safety (BAES) and the text: 'Austrian Federal Office for Food Safety', 'Department for Plant Protection Products', 'Spargelfeldstraße 191', '1220 Wien'. At the bottom left, there is a timestamp: '04/11/2019 | 3:44 PM'. At the bottom right, there is a login status: 'logged in as planteos.test@ages.at'.

German/English: You can switch between German and English by clicking on one of the two words.

Back to Portal: Use this function to return to the e-Service portal.

Contact: If you have any questions you can contact us by clicking on "Contact".

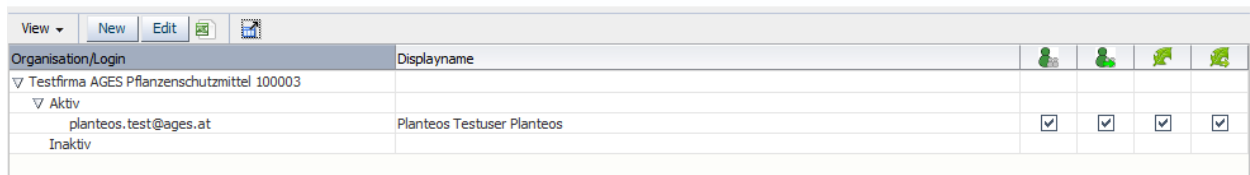
Imprint: You will be forwarded to the imprint of BAES.

FAQ/Support: Here you can find the „Frequently Asked Questions“ (FAQs) and the guideline for the user administration.

Logout: Via "Logout" you can logout of the user administration and e-Service portal at the same time.

Workspace

In the lower part, the working area, as administrator you will find an overview of the organisations for which you have authorization. Moreover all active and inactive users of these organisations and their authorizations are listed in this table.



The screenshot shows a table with a toolbar at the top containing 'View', 'New', 'Edit', and an Excel icon. The table has two main columns: 'Organisation/Login' and 'Displayname'. There are four columns of checkboxes on the right side, each with a corresponding icon above it (person, person with gear, person with gear and plus, and person with gear and plus). The table content is as follows:

| Organisation/Login | Displayname | | | | |
|--|----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| ▽ Testfirma AGES Pflanzenschutzmittel 100003 | | | | | |
| ▽ Aktiv | | | | | |
| planteos.test@ages.at | Planteos Testuser Planteos | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Inaktiv | | | | | |

This table is only available in the reading mode. The values in the table can be exported via the Excel icon. With the "Full Screen" button on the right of the Excel icon, the table can be enlarged and displayed in full screen mode.

The individual columns can be sorted by clicking on the column header.

Creating new users for your employees (incl. assignment of rights)

With the "new" button in the overview table, new users can be created.

User data

The necessary data for the creation of users should be completed as follows.

* Email/Login

User active

Access locked

* Firstname

* Lastname

Gender

Phonenumber

View

| Organisation | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|
| Testfirma AGES Pflanzenschutzmittel 100003 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

The following data must be entered:

- *Email/Login:* The email address is the unique identifier of the user. As a user identifier the corresponding personal email address (e.g., Max.Mustermann@xxx.at) has to be entered (please use no functional email address such as office@xxx.at). Please note, that the email address cannot be changed because of the unique identifier of the registered user.
- *First name:* Please enter the first name of the user.
- *Last name:* Please enter the last name of the user.

Additionally, you can also specify the gender and the telephone number of the user.

The two functions "User active" and "Access locked" will be explained in more detail in another chapter.

Assignment of rights and organisations

The assignment of these rights can be carried out by ticking the check boxes for the organisation. The different and multiple rights for the new employee can be added in one step for the different organisations.

It should be noted that only those rights can be assigned to users, for which the administrator himself has authorization and is also allowed to pass on those rights.

The following rights are currently available:



Right group "User administration": Users with this right receive reading and writing access to the application "Benutzeradministration".



Right group "User administration delegate right": This right group allows users to give other users the right to the application "Benutzeradministration".



Right group "e-Service Plant Protection Products": Users with this right receive reading and writing access to the application "Pflanzenschutzmittel & Wirkstoffe"



Right group "e-Service Plant Protection Products delegate right": This right group allows users to give other users the right to the application "Pflanzenschutzmittel & Wirkstoffe".

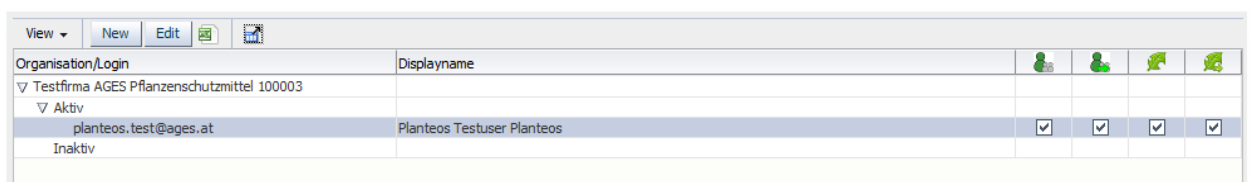
Note: Rights apply to **all** procedures of an organisation. It is not possible to provide procedure-specific rights for individual employees.

Note: If you are only registered for **one** organisation, it is not possible to set rights to different companies.

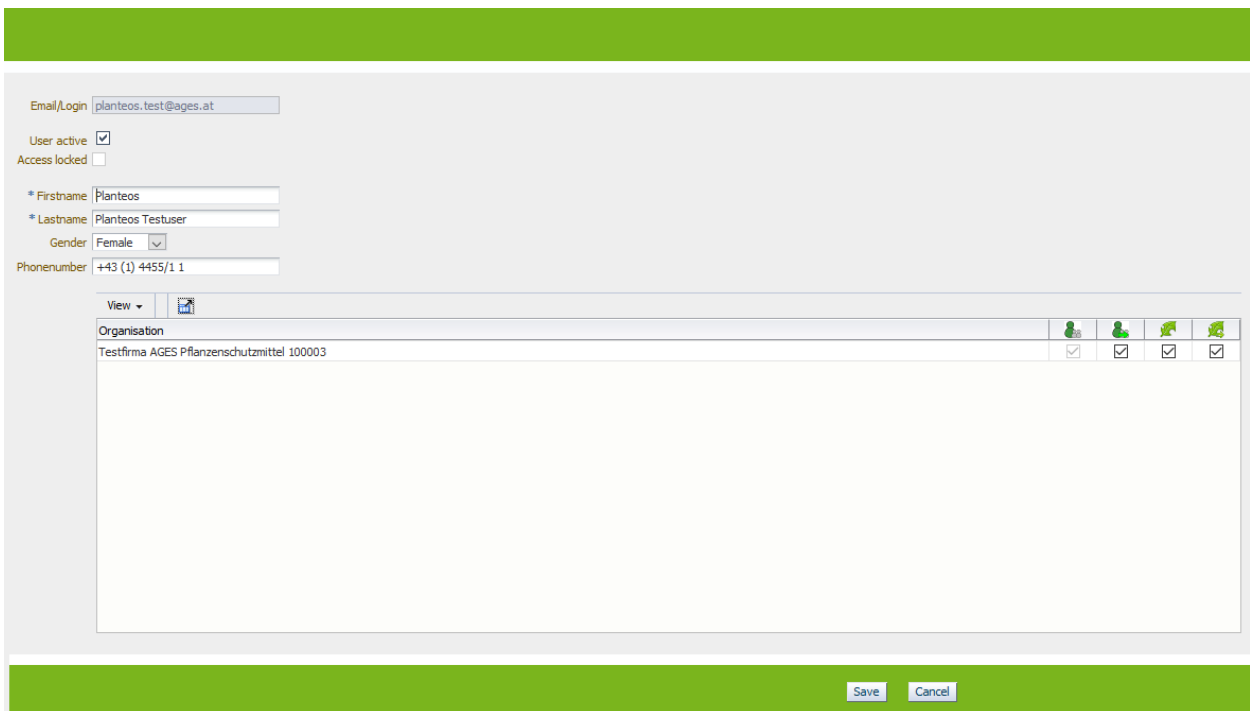
By clicking "Save" the entries are accepted and you will be forwarded to the overview page with the updated data.

Changing data or rights of employees

If you want to change the data or rights of users, select a user in the overview list and click on the button "Edit".



| Organisation/Login | Displayname | | | | |
|--|----------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Testfirma AGES Pflanzenschutzmittel 100003 | | | | | |
| Aktiv | | | | | |
| planteos.test@ages.at | Planteos Testuser Planteos | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Inaktiv | | | | | |



Email/Login: planteos.test@ages.at

User active:

Access locked:

* Firstname: Planteos

* Lastname: Planteos Testuser

Gender: Female

Phonenumber: +43 (1) 4455/1 1

| Organisation | | | | |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Testfirma AGES Pflanzenschutzmittel 100003 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

Save Cancel

You can change the user data as well as the assigned rights by ticking on or ticking off of the checkboxes.

Solely the email address field cannot be changed later on because the email address is the unique identifier of a user.

If you have used a false email address or an email address has changed, please delete the user and create a new one.

Deleting users

Users can be deleted by removing **all** the assigned rights. After clicking "Save" a security check pops up. With the confirmation of the safety question the user is deleted and is no longer available in the user management.

Unlock access

"Disabled access" will be set automatically by the system when the employee

- has not logged in the e-Service portal for more than 360 days
- has entered the wrong password 10 times

The administrator has the possibility to unlock access again.

Additional user settings

Notice to Consultants:

Consultants can be defined as user of the representing organization. Please note that rights apply to **all** procedures of an organisation unit. A limitation to procedure-specific or product-specific rights is not possible via the user administration.

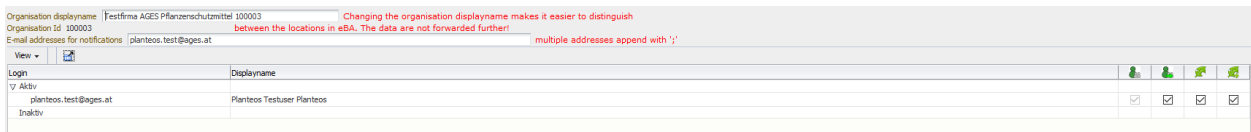
However, it is possible to give organisations (e.g., consultant agencies) individual access permission for **specific** applications. This has to be specified within the application and is then defined by the authority.

Organisation view

In addition to the user view, an organisation view is also available in the user management tool.

In the organisation view it is possible to edit all users and their assigned rights at the same time.

To do this, select an organisation in the overview table and click "Edit".



| Login | Displayname | | | | |
|----------------------|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| planeos.test@ages.at | Planeos Testuser Planeos | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |

The rights can now be edited or removed for several or all members of the organisation at the same time.

Changing the Organisation display name

If the administrator is responsible for more than one organisation with the same name, one can enter a new display name to make it easier to distinguish between the different organisations. This display name will not be stored in the organisation database of BAES.

Email addresses for notifications about current or completed applications in e-Service
"Authorisation & Lifecycle"

In the field "Email addresses for notifications" one or more email addresses (separated by „;“) can be listed. In the following events notifications will be sent automatically to the listed email address(es):

- A new procedure is displayed in „current applications“ on the e-Service portal "Authorisation & Lifecycle"
- A new additional claim was uploaded to the e-Service portal "Authorisation & Lifecycle"

Note: Those emails are automatically generated and sent by the system, please do not answer!

There is also the possibility to specify an email address for the different procedures. This procedure is detailed in the manual e-Portal.



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