



Bundesamt für
Ernährungssicherheit
BAES

User Manual for the Administration of Users and User Rights (EBA)



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1 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.
- Assign and withdraw function rights.

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

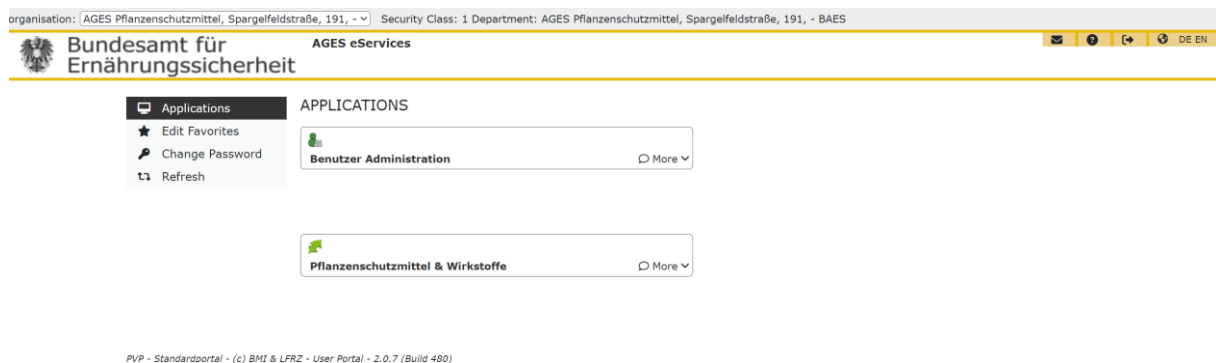
The BAES provides a special application called "Benutzer Administration", in order that the administrator can carry out his tasks.

The functionality of the application is described below.

2 Access

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

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



Select "Benutzer Administration".

3 Overview of the User Administration

3.1 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:



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.

Support: Here you can find the the guideline for the user administration.

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

3.2 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 users of these organisations and their authorizations are listed in this table.

Organisation/Login	Displayname	Administrator	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> AGES Pflanzenschutzmittel, Spargelfeldstraße, 191, -					
> BAES Testfirma 1a Test					
> BAES Testfirma					
> Testfirma Q1 BAES, Spargelfeldstraße, 191, -					
V AGES Testfirma fuer Q1, Spargelfeldstraße, 193, -	Duck Dagobert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
dagobert.duck@pflanzenschutz.at	Kunigundus Kumbert	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
planteos.test@ages.at					

The function "Access locked" will be explained in more detail in another chapter.

4.2 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.

The following rights are currently available:

Administrator Users with this right Administrator Rights.



User Administration

Users with this right receive reading and writing access to the application "Benutzer Administration".



e-Service Plant Protection Products

Users with this right receive reading and writing access 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.

5 Changing data or rights of users

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

The screenshot shows a user management interface. At the top, there is a menu with 'View', 'New', 'Edit', and a refresh icon. Below this is a table listing users. The selected user is 'Duck Dagobert' with email 'dagobert.duck@entonhausen.at' and display name 'Duck Dagobert'. The table has columns for 'Organisation/Login', 'Displayname', and 'Administrator'. Below the table, there is a detailed edit form for the selected user. The form includes fields for 'Email/Login' (dagobert.duck@entonhausen.at), 'Access locked' (checkbox), 'Firstname' (Dagobert), 'Lastname' (Duck), 'Gender' (Unknown), and 'Phonenumber'. Below the form is another table with columns for 'Organisation', 'Administrator', and two icons. The table lists various organisations, with 'ACES Testfirma fuer Q1, Spargelfeldstraße, 193, -' selected. The 'Administrator' column has a checked checkbox for this organisation. At the bottom of the form, there are 'Save' and 'Cancel' buttons.

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

5.1 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.

5.2 Unlock access

"Disabled access" will be set automatically by the system when the user has

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

The administrator has the possibility to unlock access again.

6 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.

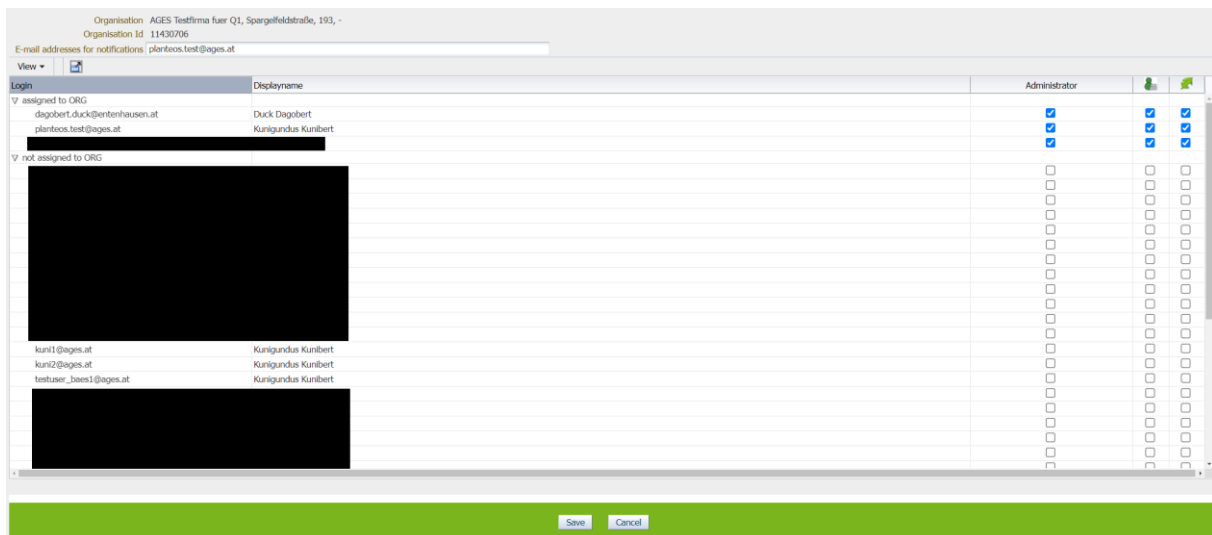
However, it is possible to give organisations (e.g., consultant agencies) **individual access** permission for specific applications. This has to be specified within the application and is then defined by the authority.

7 Organisation view

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

In the organisation view is it 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".



7.1 Changing the user rights

In the category "assigned to ORG" all users are displayed that have at least one eService right for the selected organisation.

In the category "not assigned to ORG" only the users are displayed that have at no eService right for the selected organisation.

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

7.2 Email addresses for notifications about current or completed applications in e-Service "Pflanzenschutzmittel & Wirkstoffe"

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 has been started.
- A new request was uploaded to the e-Service portal "Pflanzenschutzmittel & Wirkstoffe".
- A procedure has been completed.

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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