

# **GPO Access Management System**

# **User Guide**

**30 March 2009**

## **Purpose and scope**

This guide describes the tasks which can be performed by users in the system.

The scope of this document includes the following procedures for:

- (a) 1<sup>st</sup> time login;
- (b) Update User and Company Profiles;
- (c) Update password;
- (d) User reset password;
- (e) Expired password;
- (f) Locked user;
- (g) Disabled user; and
- (h) Logout.

## 1.0. 1<sup>st</sup> time login

All registered users are mandated to setup the Questions and Answers (“Q&A”) required for resetting their own password. Users are not allowed to access the protected information at the site even after a successful login if this setup is not completed.

### 1.1. Process

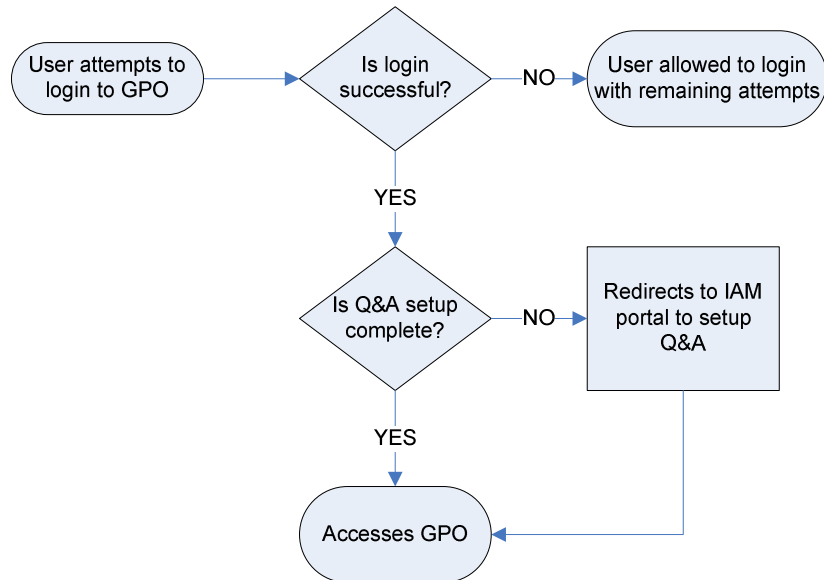


Figure 1-1 First time login flowchart

### 1.2. Steps

- (a) User enters login credentials.

The screenshot shows a login interface with a title bar 'Please Login'. Below the title bar, there are two input fields: 'Username:' and 'Password:'. Below the 'Password:' field, there is a 'Login' button, which is circled in red. At the bottom of the form, there is a link that says 'Forgotten your password?'.

Figure 1-2 Login screen

- (b) After a successful login, user is redirected to the “Update Profile” page. For first time registration, user needs to update First Name and Last Name (Surname) accordingly.

- (c) User will also need to set up the Questions and Answers required when resetting the user password.

Question 1 \*

Answer 1 \*

Question 2 \*

Answer 2 \*

Question 3 \*

Answer 3 \*

Question 4 \*

Answer 4 \*

For Question 5, choose either a question from the dropdown box or type in your own question by clicking on the radio button below.

Question 5 \*

Answer 5 \*

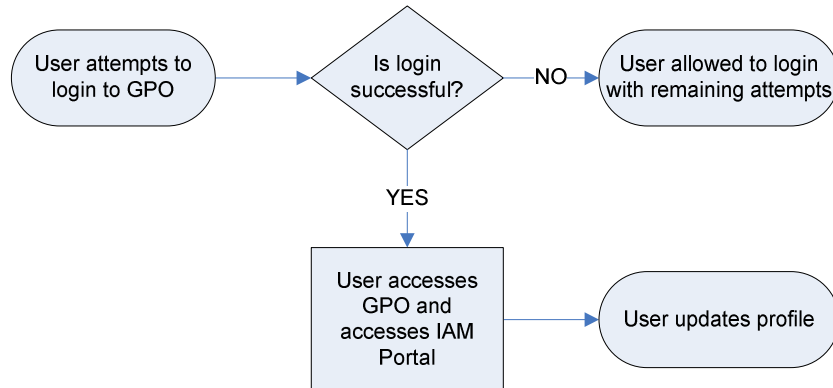
**Figure 1-3 Update Profile screen**

- (d) User selects 4 preset questions and enters the appropriate answers.
- (e) User either selects a 5<sup>th</sup> question or enters a customised question and then enter the appropriate answer.
- (f) User clicks “Submit” to submit the update.
- (g) User clicks on “here” to continue accessing the GPO website.

## 2.0. Update User and Company Profiles

Users can update their User and Company Profiles after login.

### 2.1. Process



**Figure 2-1 Update User and Company Profiles flowchart**

### 2.2. Steps

- (a) User enters login credentials.

**Please Login**

Username:

Password:

[Forgotten your password?](#)

**Figure 2-2 Login screen**

- (b) After a successful login, user is redirected to the GPO application.

- (c) To edit First Name, Last Name, Full Name, Email and password reset questions, User selects "Edit User Profile".

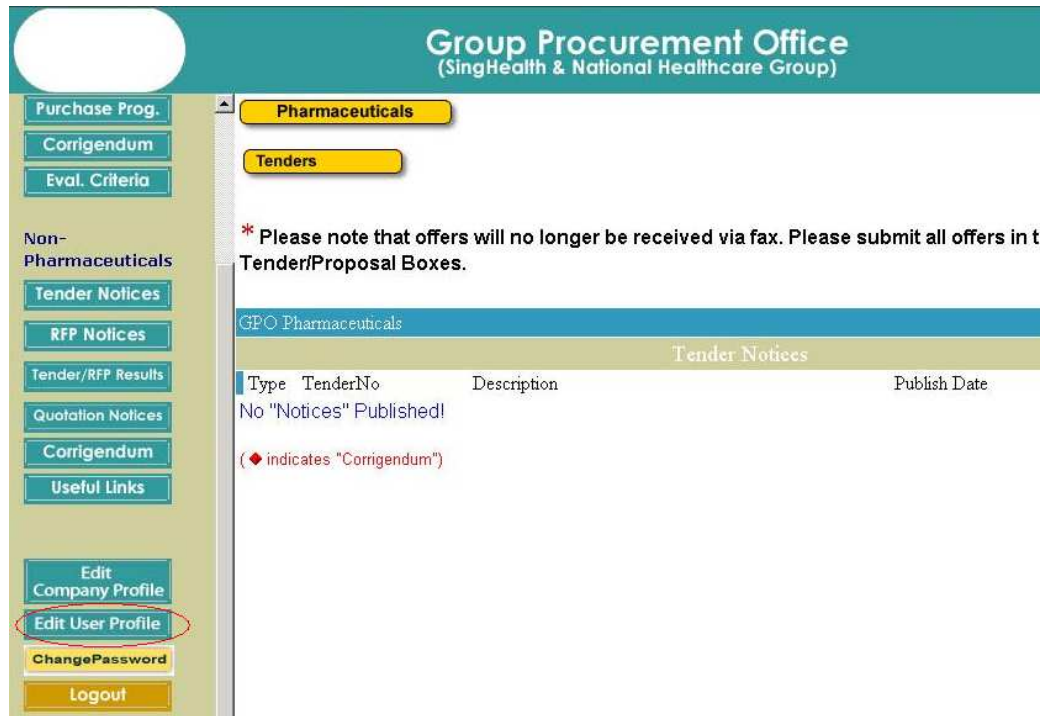


Figure 2-3 GPO Edit User Profile button

- (d) User updates the available fields appropriately and clicks "Submit".

Update Profile

User ID pvzul08

Email mohamad.zulkifli@singhealth.com.sg

**For first time registration, please update your First Name and Last Name (Surname) accordingly.**

First Name\* Zulkifli

Last Name (Surname)\* Zulkifli

Full Name\* Zulkifli

Question 1\* In what city did you meet your spouse/significant other?

Answer 1\* aaa

Question 2\* What was your childhood nickname?

Answer 2\* bbb

Figure 2-4 Update User Profile screen

- (e) To update Company Name, EPPU, Contact Number and Address, User selects "Edit Company Profile".

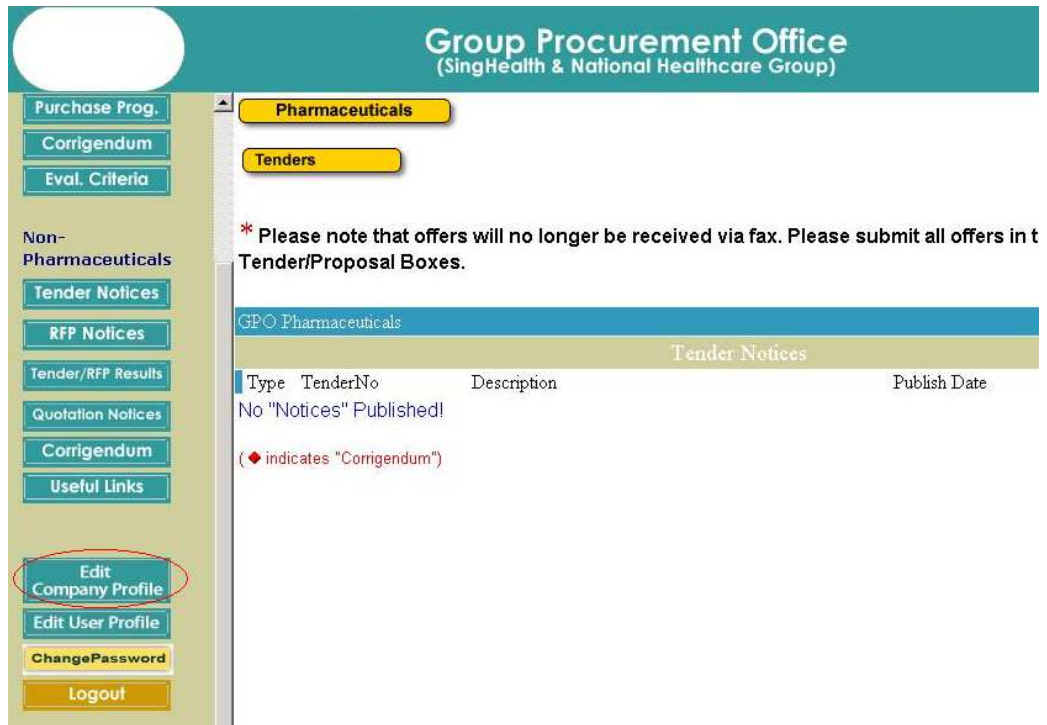


Figure 2-5 GPO Edit Company Profile button

- (f) User updates the available fields appropriately and clicks "Update".



Figure 2-6 Update Company Profile screen

### 3.0. Update password

Users can update their passwords after login.

#### 3.1. Process

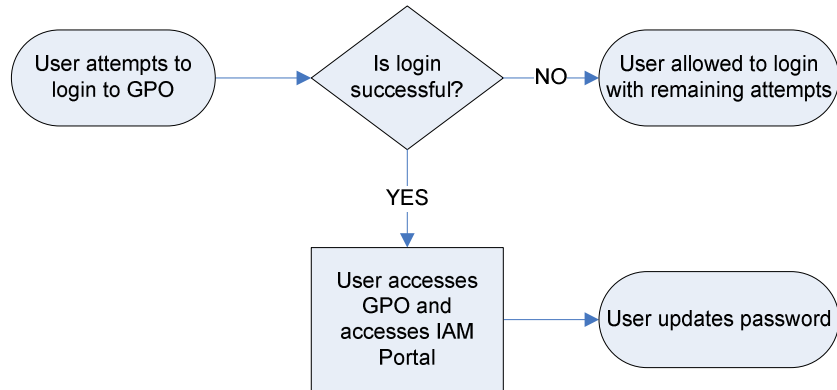


Figure 3-1 Update password flowchart

#### 3.2. Steps

- User enters login credentials.
- After a successful login, user is redirected to the GPO application.
- User selects "Change Password".

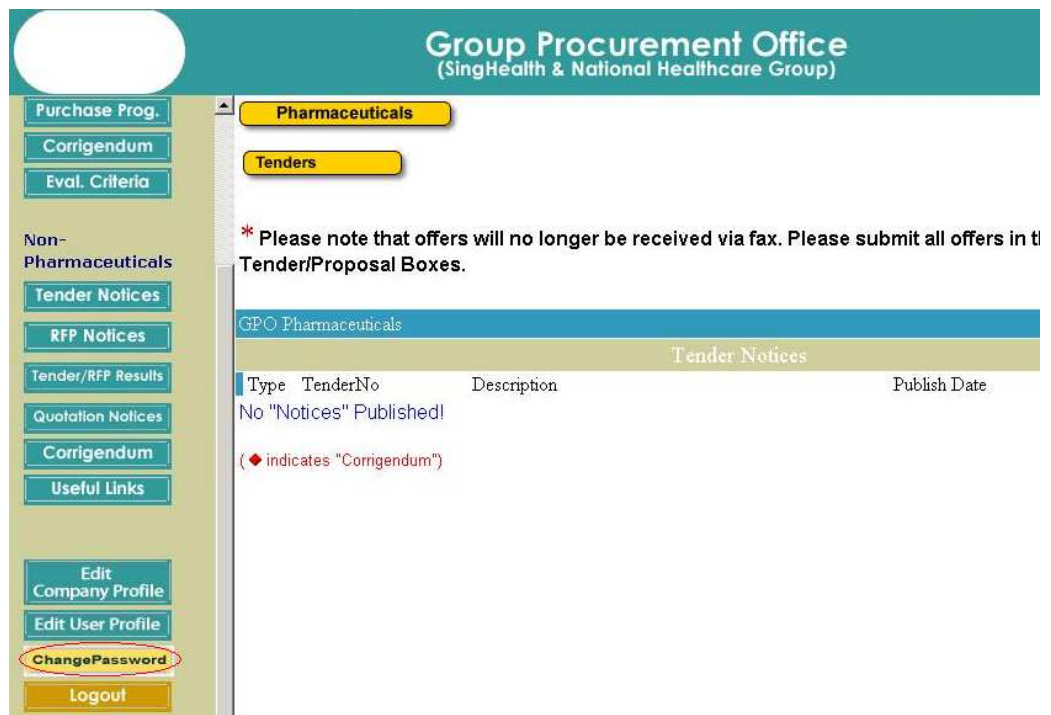


Figure 3-2 GPO Change Password button

- (d) User updates the “Password” and “Confirm Password” fields appropriately and clicks “Submit”.

Update Password	
Organization	users
User ID	testuser01
First Name	user01
Last Name	test
Password	••••••••
Confirm Password	
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>	

Figure 3-3 Update password screen

#### 4.0. User reset password

Users are mandated to setup their Q&A which can be used to reset their passwords. This task is available without requiring login at the GPO website. When selected, users are prompted with questions which they had setup. If answered correctly, they are prompted to update their password.

##### 4.1. Process

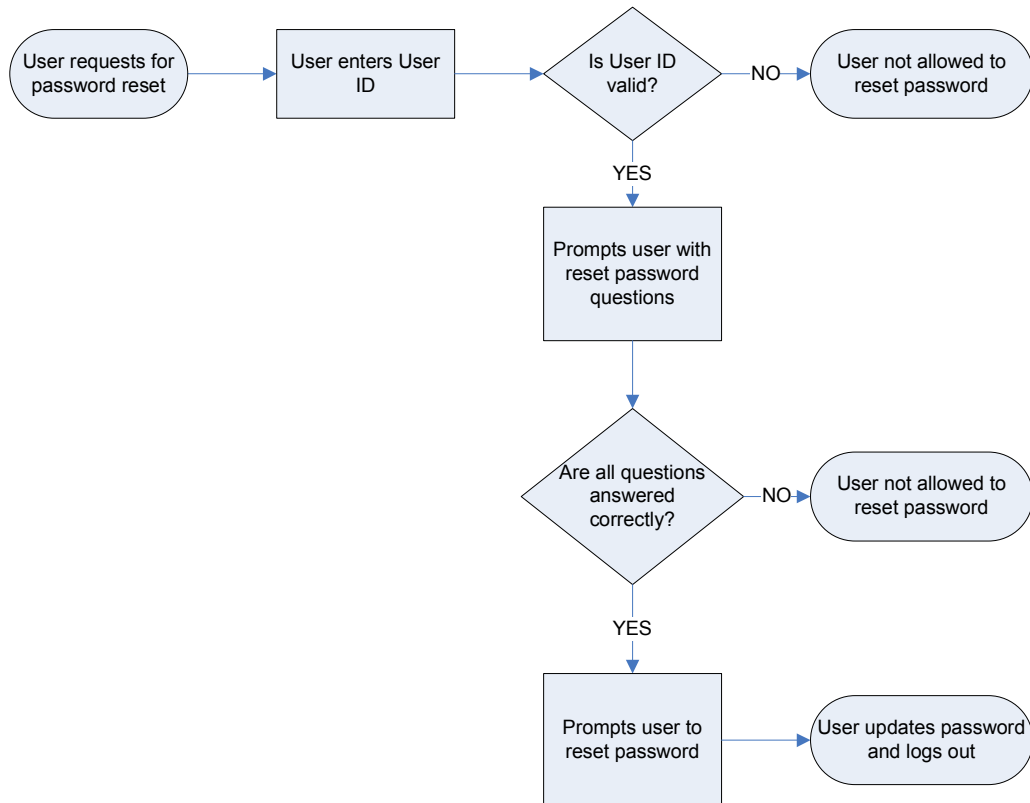


Figure 4-1 User reset password flowchart

## 4.2. Steps

- (a) User clicks on “Forgotten your password?” link on the login page.



**Figure 4-2 Login screen**

- (b) User enters the User ID and clicks “OK”.

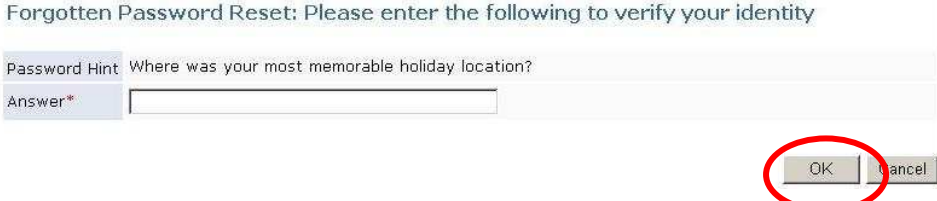


**Figure 4-3 Reset password screen**

- (c) User is prompted with questions chosen randomly from the set of questions setup previously by the user. User enters the answers and clicks “OK”.



**Figure 4-4 Reset password screen**



**Figure 4-5 Reset password screen**

- (d) User enters the new password in the “Password” field as well as the “Confirm Password” field and clicks “Submit”.

Forgotten Password Reset

Organization	users
User ID	testuser01
First Name	user01
Last Name	test
Password	••••••••
Confirm Password	

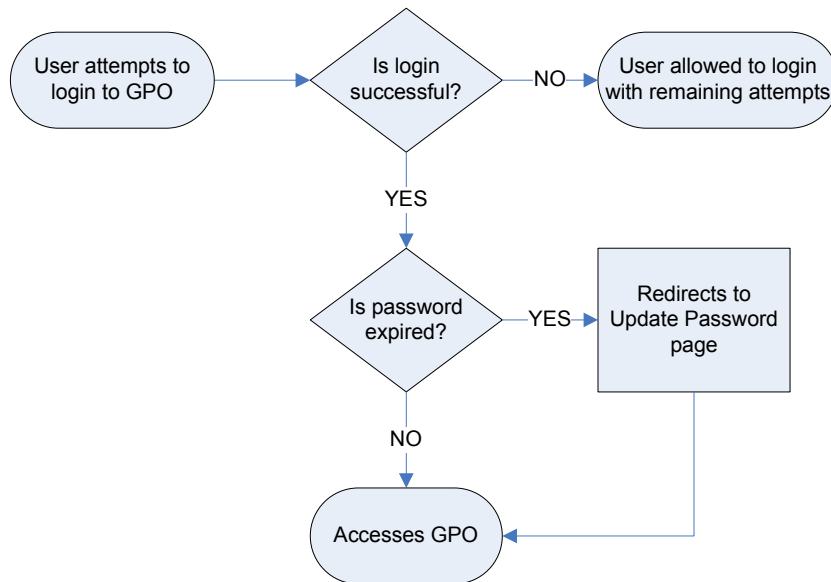
**Figure 4-6 Reset password screen**

- (e) User is logged out after the password change is successful.

**5.0. Expired password**

All users are mandated to update their passwords after a pre-determined amount of time. A user with an expired password will be forced to update the password after login. The user is not allowed to access the protected information if the password is not updated.

**5.1. Process**



**Figure 5-1 Expired password flowchart**

## 5.2. Steps

- (a) User enters login credentials.



The screenshot shows a login form with a light orange header containing the text "Please Login". Below the header are two input fields: "Username:" and "Password:". A "Login" button is positioned below the password field and is circled in red. At the bottom of the form, there is a link that reads "Forgotten your password?".

**Figure 5-2 Login screen**

- (b) After a successful login, user is redirected to the "Update Password" page. User enters "Old Password" and supplies the new password into the "New Password" as well as "Confirm New Password" fields.
- (c) User then clicks "Change Password".



The screenshot displays a "Password Change Request" form. At the top, it says "janedoe please change your current password before continuing." Below this are three input fields labeled "Old Password\*", "New Password\*", and "Confirm New Password\*". At the bottom, there are two buttons: "Change Password" (circled in red) and "Clear this form".

**Figure 5-3 Change expired password**

## 6.0. Locked user

There is a preset value to the number of failed login attempts allowed. After this value is reached, the user is locked and not allowed to perform any login for a pre-determined amount of time. The user is then unlocked and allowed one grace login attempt after this amount of time has elapsed. If the user fails the login again, the user is locked for the same amount of time.

### 6.1. Process

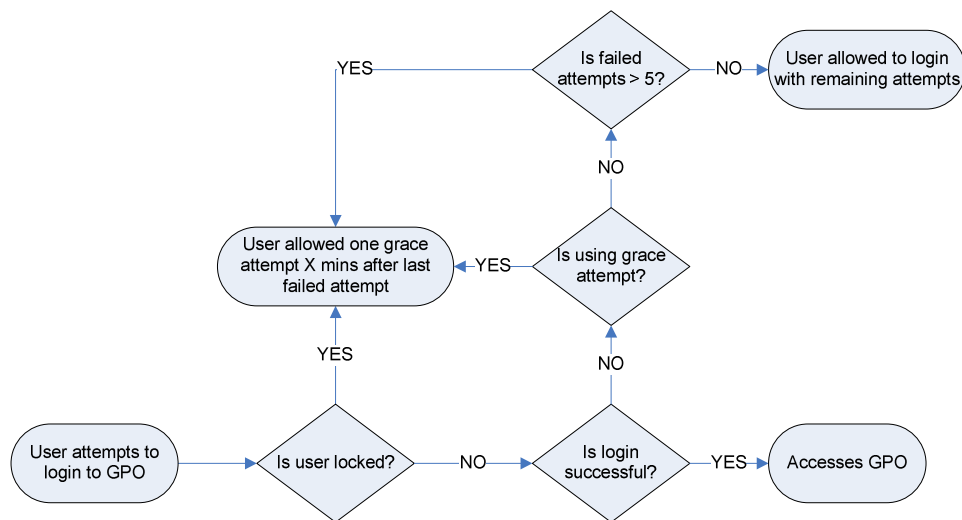


Figure 6-1 Locked user flowchart

### 6.2. Steps

- (a) User enters login credentials.

Figure 6-2 Login screen

- (b) User exceeds the number of failed login attempts allowed and is locked.

Figure 6-3 Locked user screen

- (c) User waits for a period of time before attempting to login again with the correct credentials. User is not allowed to reset password during this period of time.

## 7.0. Disabled user

A user can be disabled in two scenarios:

- (a) User has not login for a long period of time and is considered to be inactive by the system; and
- (b) User is manually disabled by an administrator.

## 7.1. Process

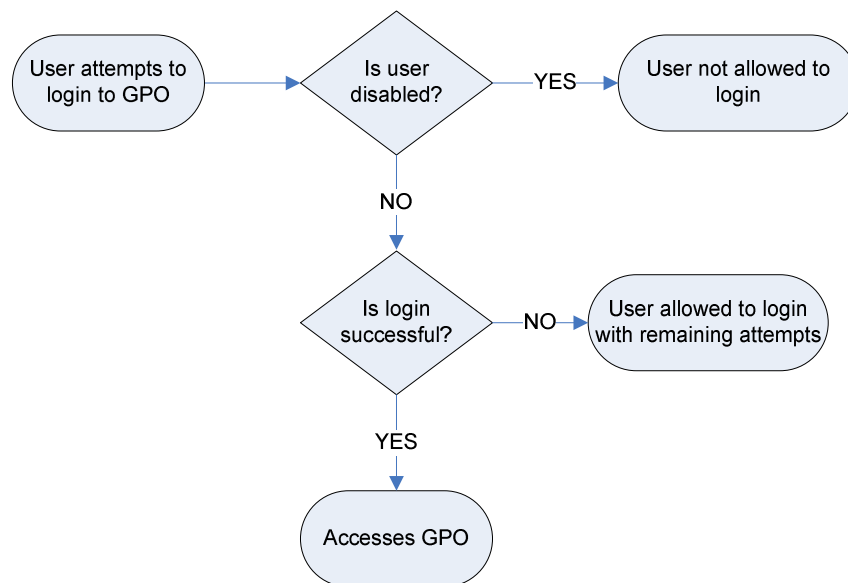


Figure 7-1 Disabled user flowchart

## 7.2. Steps

- (a) User enters login credentials.

Please Login

Username:

Password:

[Forgotten your password?](#)

Figure 7-2 Login screen

- (b) User is not allowed access as the user is disabled.

Account Information

janedoe you cannot access your account at this time.

Figure 7-3 Disable user screen

- (c) User calls the appropriate administrator to enable the account.

## 8.0. Logout

After accessing the protected information, the user is advised to logout to end the session. The user clicks the logout link in the GPO website and will be directed to a logout page to end the session.

### 8.1. Process

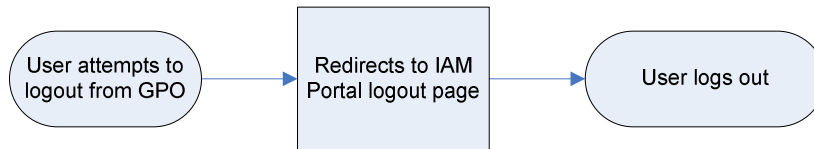


Figure 8-1 Logout flowchart

### 8.2. Steps

The user is able to logout from:

- (a) GPO application by clicking "Logout".

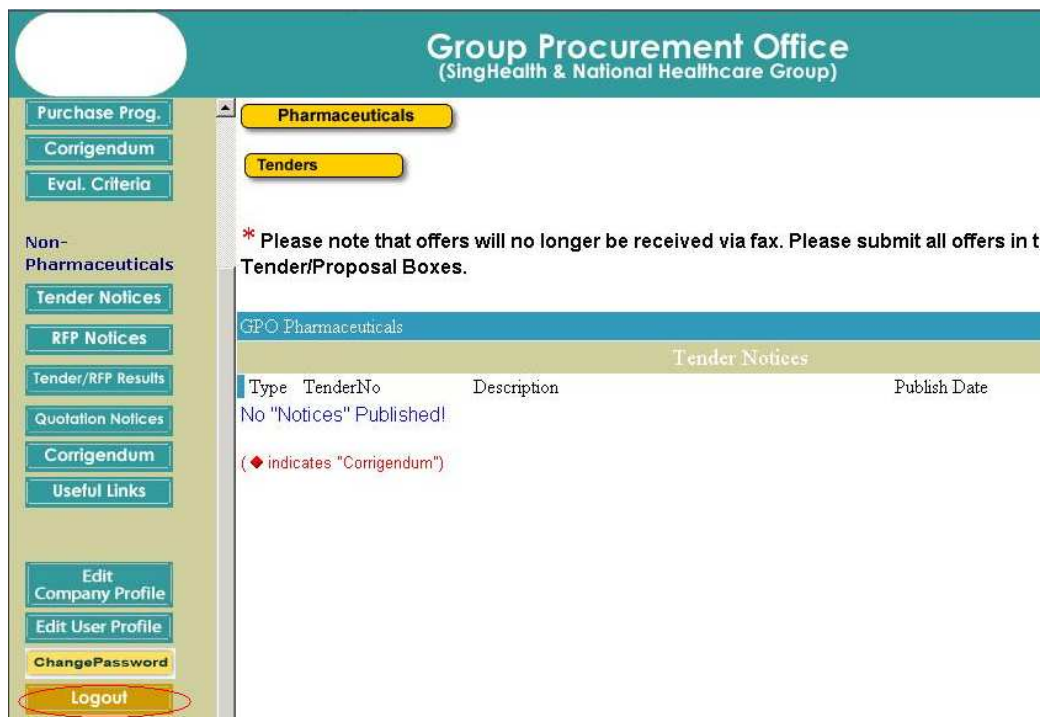


Figure 8-2 GPO Logout button