

Local Authority Enforcement Monitoring System

Managing User Passwords

Version History.

Version No.	Date	Synopsis
1.0	29/04/2008	First Distribution
1.1	12/09/2008	Text on default password amended and additional information on responsibilities added (all on page 7)
1.2	28/07/2009	Section on general points added (page 3) Text on email domain updated (page 4) Clarification on the setting the access level for each responsibility (page 9-13)
2.0	26/03/2012	General update to text removing details related to initial set-up of LAEMS.

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GENERAL

When resetting a password or creating a new user, the password will always default to **secret** (the word secret in lower case type). The user should login using this as their password and will be prompted to change the password after first log-in.

When creating a new user, it is necessary to set the levels of access for each responsibility – Food Hygiene, Food Standards and Imported Foods.

The **original** level 4 user has the access at level 4 for each responsibility. When this user sets up additional accounts, they will need to specify the level of access to each of the different responsibilities.

ACCESSING LAEMS

The Local Authority Enforcement Monitoring System (LAEMS) should be accessed via the following link: <https://laems.foodapps.co.uk/>

Each LA was initially issued a login and password for a single Level 4 (IT User). Details of the permissions associated with each user level can be found on page 6.

Although this user is referred to as the IT user, it does not necessarily need to be a user within your IT team - it is for the Authority to decide, who the most appropriate person is to take on this role.

This user will be responsible for the management of users within the LA and has the facility to create new users and re-set passwords.

UPDATING AUTHORITY DETAILS – LEVEL 4 USERS ONLY

This allows you to amend the key authority details:

From the System/Security drop-down menu, select **Authority details**:

- ◆ Authority details (name of the LA and LA's email domain, as entered by the original level 4 user at first login)
- ◆ Key email contacts (email addresses of key officers with responsibility for food hygiene, food standards and imported foods). These contacts will be used for future communications on monitoring matters.

You will need to ensure that your email domain has been entered correctly as this will be required to set up accounts for new users accurately. To accept changes click "Save".

The screenshot shows a web browser window titled "FSA - LAEMS - Authority details/key email contacts - Microsoft Internet Explorer provided by The Food Standards Agency". The address bar shows the URL "https://laemstest.foodapps.co.uk/authoritydetails.aspx". The page content includes the Food Standards Agency logo, the text "LAEMS", and the version "1.0.2942.23244". A navigation menu at the top contains "Home", "Data Import", "Check/Sign-off", "Data Summary", "Mapping", "System/Security", and "Log Out". The main heading is "Authority details/key email contacts". Below this is a paragraph explaining the page's purpose: "This page allows you to change details of your authority and its key email contacts. Please enter your domain name as this can be used to ensure that users are set up accurately. Key email contacts are required for each responsibility to enable the FSA to communicate system responses." The form is divided into two sections: "Authority details" with fields for "Name:" and "Email domain:", and "Key email contacts" with fields for "Food Hygiene:", "Food Standards:", and "Imported Foods:". At the bottom of the form are "Save" and "Cancel" buttons.

RENAMING IT LEVEL 4 AND OTHER USERS - LEVEL 4 USERS ONLY

Should IT Level 4 responsibility change in your Authority, it is recommended that the previous user name be amended by overwriting the previous details rather than creating a new user. This will ensure authorisation is maintained for all Level 4 functions. This method can be used whenever officer responsibilities change, rather than having a long list of inactive users.

To amend user details:

From the System/Security drop-down menu , select 'Users'. You will be presented with the following screen:

The screenshot shows a Microsoft Internet Explorer browser window displaying the 'FSA - LAEMS - Maintain Users' page. The browser's address bar shows the URL: <https://laemstest.foodapps.co.uk/maintainusers.aspx>. The page header includes the Food Standards Agency logo, the LAEMS logo, and the version number 1.0.2942.23244. The page title is 'Maintain users'. The current status is 'Adjustments can be made'. The authority is 'Cherwell', the responsibility is 'Food Hygiene', and the financial year is 'Current'. The navigation menu includes 'Home', 'Data Import', 'Check/Sign-off', 'Data Summary', 'Mapping', 'System/Security', and 'Log Out'. The main content area is titled 'Maintain users' and contains instructions: 'From the list below, select the user whose details you need to change. To create a new user, click the NEW button.' Below the instructions is a list of users with '268FH' and '268IT' visible. To the right of the list is a 'User details - New' form with fields for 'User name', 'Full name', 'Email', 'Active' (checked), and 'Security level' (set to '(None)'). At the bottom of the form are buttons for 'New', 'Reset Pwd', 'Unlock', 'Save', and 'Cancel'. The browser's status bar at the bottom shows 'Done' and 'Internet'.

Click on the user name that you wish to amend and overwrite 'User name', 'Full name' and 'email' and click the 'Save' button to save changes.

CREATING NEW USER ACCOUNTS – LEVEL 4 USERS ONLY

From the System/Security drop-down menu, select 'Users' (see screenshot on page 5)
To add new user you need to click "New" at the bottom of the page.

Under the 'User details – New', you will need to enter:

User name – this will be the name used as the LOGIN

Full name – this will be used to keep track of who has been assigned

Email – this will be the email address to which notification of the success or failure of uploads will be sent when uploads are made using the account

Select the appropriate user level for the user you are creating:

Level 1 users - able to view data summary. LA is allowed to have 25 users at this level per responsibility.

Level 2 users – are the officers responsible for FH, FS or Imported Foods and monitoring returns. This user will be able to upload xml files, enter any adjustments required, validate data and confirm readiness (check data) for HoS user sign off. There are two users permitted at this level per responsibility.

Level 3 users – will be the Head of Service or person delegated by HoS to act at this level. This user will be allowed to perform all activities as the user at level 2. However, the main task for user at this level will be signing-off LA data, and if necessary un-checking data for further review by the level 2 user(s).

Level 4 users – Up to five people within LA will be allowed access at this level. They will be able to upload and view data, enter adjustments, check and uncheck data, and manage user accounts and passwords. They will not have an access to sign-off LA data on HoS level.

*The password initially assigned to a new user account will be the default password. The default password is **secret** i.e. the word secret in lower case type.*

You will need to inform the user that their account has been created and that they will need to login using the relevant LA Code, Login (the user name) and the default password (secret), which they will be prompted to change.

The above example has created access for Food Hygiene only, details on how to set access levels for the different responsibilities (FH, FS and Imported Foods) can be found on the next page.

ASSIGNING LEVELS OF ACCESS FOR EACH RESPONSIBILITY (FH/FS/IF)

You will need to set up the access level for each user for each responsibility. You can set different access levels per responsibility i.e. a user may have level 4 access for Food Hygiene, but level 1 access for Food Standards. This is done by changing the responsibility drop-down menu to the required responsibility and selecting the required security level for that responsibility.

In the example below, the user (509HOS) has been set up as level 3 access to Food Hygiene, as shown above (the responsibility drop-down in the top right-hand corner indicates that you are viewing the level of access for Food Hygiene)

The screenshot displays the 'Maintain Users' interface in Microsoft Internet Explorer. The browser title is 'FSA - LAEMS - Maintain Users - Microsoft Internet Explorer provided by The Food Standards Agency'. The address bar shows the URL 'https://laemstest.foodapps.co.uk/maintainusers.aspx'. The page header includes the Food Standards Agency logo, 'LAEMS' text, 'Version: 1.0.4069.19913', 'Page: Maintain users', and a 'TEST SERVER' label. A 'Current status' box shows 'Adjustments can be made', 'Authority: Ealing', 'Responsibility: Food Hygiene', and 'Financial Year: Current'. A navigation menu includes 'Home', 'Data Import', 'Check/Sign-off', 'Data Summary', 'Mapping', 'System/Security', and 'Log Out'. The main content area is titled 'Maintain users' and contains instructions: 'From the list below, select the user whose details you need to change. To create a new user, click the NEW button.' Below this is a list of users: '509', '509HOS', '509lev1', '509level1', and '509level2'. The '509HOS' user is selected, and their details are shown in a form: 'User name: 509HOS', 'Full name: 509HOS', 'Email: laems@foodstandards.gsi.gov.uk', 'Active: [checked]', and 'Security level: LA - Head of Service (Level 3)'. At the bottom of the form are buttons for 'New', 'Reset Pwd', 'Unlock', 'Save', and 'Cancel'. The Windows taskbar at the bottom shows the start button, MOTD, Internet Explorer, and other open applications.

You may also select a different responsibility, by using the responsibility drop-down menu in the right-hand corner of the screen, as shown below.

FSA - LAEMS - Maintain Users - Microsoft Internet Explorer provided by The Food Standards Agency

https://laemstest.foodapps.co.uk/maintainusers.aspx

File Edit View Favorites Tools Help

FSA - LAEMS - Maintain Users

FOOD STANDARDS AGENCY LAEMS

Version: 1.0.4069.19913
Page: Maintain users

Tuesday 5 April 2011

TEST SERVER

Current status Adjustments can be made
Authority Ealing
Responsibility Food Hygiene
Financial Year Food Standards

Home Data Import Check/Sign-off Data Summary Mapping System/Security Log Out

Maintain users

From the list below, select the user whose details you need to change.
To create a new user, click the NEW button.

Users

- 509
- 509HOS
- 509lev1
- 509level1
- 509level2

User details - 509HOS

User name: 509HOS
Full name: 509HOS
Email: laems@foodstandards.gsi.gov.uk
Active:
Security level: LA - Head of Service (Level 3)

New Reset Pwd Unlock Save Cancel

On the screen below, you will see that the same user (509HOS) has no access to the Food Standards responsibility.

If this user were to login, they would only be able to access data for Food Hygiene (the responsibility 'Food Standards' would not appear as an option from the drop-down menu as the user has no access to this responsibility).

PLEASE NOTE: The default level of access is always 'No access', so until a user is given access to a particular responsibility, they will not be able to access it.

The screenshot shows the 'Maintain Users' interface in Internet Explorer. The browser title is 'FSA - LAEMS - Maintain Users - Microsoft Internet Explorer provided by The Food Standards Agency'. The address bar shows 'https://laemstest.foodapps.co.uk/maintainusers.aspx'. The page header includes the Food Standards Agency logo, 'LAEMS' text, and a 'TEST SERVER' badge. A status box indicates 'Current status: Waiting for LA to upload XML', 'Authority: Ealing', 'Responsibility: Food Standards', and 'Financial Year: Current'. Navigation tabs include 'Home', 'Data Import', 'Check/Sign-off', 'Data Summary', 'Mapping', 'System/Security', and 'Log Out'. The main content area is titled 'Maintain users' and contains instructions: 'From the list below, select the user whose details you need to change. To create a new user, click the NEW button.' A list of users is shown on the left, with '509HOS' selected. The 'User details - 509HOS' form on the right includes fields for 'User name', 'Full name', 'Email', 'Active' (checked), and 'Security level' (set to '(No access)'). Buttons for 'New', 'Reset Pwd', 'Unlock', 'Save', and 'Cancel' are at the bottom.

To amend the level of access, select the appropriate access level from the 'security level' drop – down (see below). Then press the 'Save' button

Having pressed the 'Save' button, the user (509HOS) will now have level 3 access for Food Standards. See screenshots below.

The screenshot shows the 'Maintain users' interface in Microsoft Internet Explorer. The browser title is 'FSA - LAEMS - Maintain Users - Microsoft Internet Explorer provided by The Food Standards Agency'. The address bar shows 'https://laemstest.foodapps.co.uk/maintainusers.aspx'. The page header includes the Food Standards Agency logo, 'LAEMS' text, and a 'TEST SERVER' label. The current status is 'Waiting for LA to upload XML', Authority is 'Ealing', Responsibility is 'Food Standards', and Financial Year is 'Current'. The navigation menu includes 'Home', 'Data Import', 'Check/Sign-off', 'Data Summary', 'Mapping', 'System/Security', and 'Log Out'. The main content area is titled 'Maintain users' and contains instructions: 'From the list below, select the user whose details you need to change. To create a new user, click the NEW button.' A list of users is shown on the left, with '509HOS' selected. The 'User details - 509HOS' form on the right includes fields for 'User name', 'Full name', 'Email', 'Active' (checked), and 'Security level'. The 'Security level' dropdown menu is open, showing options: '(No access)', '(No access)', 'LA - Enquiry (Level 1)', 'LA - Officer responsible/monitoring (Level 2)', 'LA - Head of Service (Level 3)', and 'LA - IT (Level 4)'. Buttons for 'New', 'Reset Pwd', 'Unlock', 'Save', and 'Cancel' are at the bottom.

This screenshot is identical to the one above, but the 'Security level' dropdown menu is now closed. The selected option in the dropdown is 'LA - Head of Service (Level 3)'. The rest of the page content, including the user list, form fields, and navigation elements, remains the same.

This process does not create a second user account (the user 865HOS will login using the appropriate LA Code, Login and password), rather it gives the user access to an additional 'responsibility' using the same account.

So, in summary, for each user you will need to set the appropriate level of access for each responsibility.

You may decide that the person responsible for monitoring for Food Hygiene has level 2 access for Food Hygiene, but level 1 access for Food Standards.

CHANGING ACCOUNT STATUS – LEVEL 4 USERS ONLY

For each account, there is a tick-box indicating whether or not the account is active. When closing an account, for example if a user leaves the LA, you should simply 'un-tick' the 'active' box. All actions carried out against this account will still be associated with the account for the means of an audit trail, but the account will be closed to further use.

CHANGING PASSWORD – ALL USERS

When logging-in for the first time with a newly created account, users will be required to change the password.

Additionally, users will be able to amend their password at any time by using the "Change password" function from the "System/Security" menu. You will be prompted to enter your present password, and in the cells below your new and a confirmation of your new password. Then click "Save" and the message that you have successfully managed to change your password should appear on your screen.

FSA - LAEMS - Password Change - Microsoft Internet Explorer provided by The Food Standards Agency

File Edit View Favorites Tools Help

Address <https://laemstest.foodapps.co.uk/passwordchange.aspx> Go Links >>

FOOD STANDARDS AGENCY **LAEMS**
Version: 1.0.2942.23244
Page: Change password

Wednesday 19 March 2008

Current status: Adjustments can be made
Authority: Bexley
Responsibility: Food Hygiene
Financial Year: Current

Home Data Import Check/Sign-off Data Summary Mapping System/Security Log Out

Password change

Please enter your old password, your new password and confirmation of your new password. Click **Save** to save the change.

Change password

Old password:	<input type="text"/>
New password:	<input type="text"/>
Confirm password:	<input type="text"/>

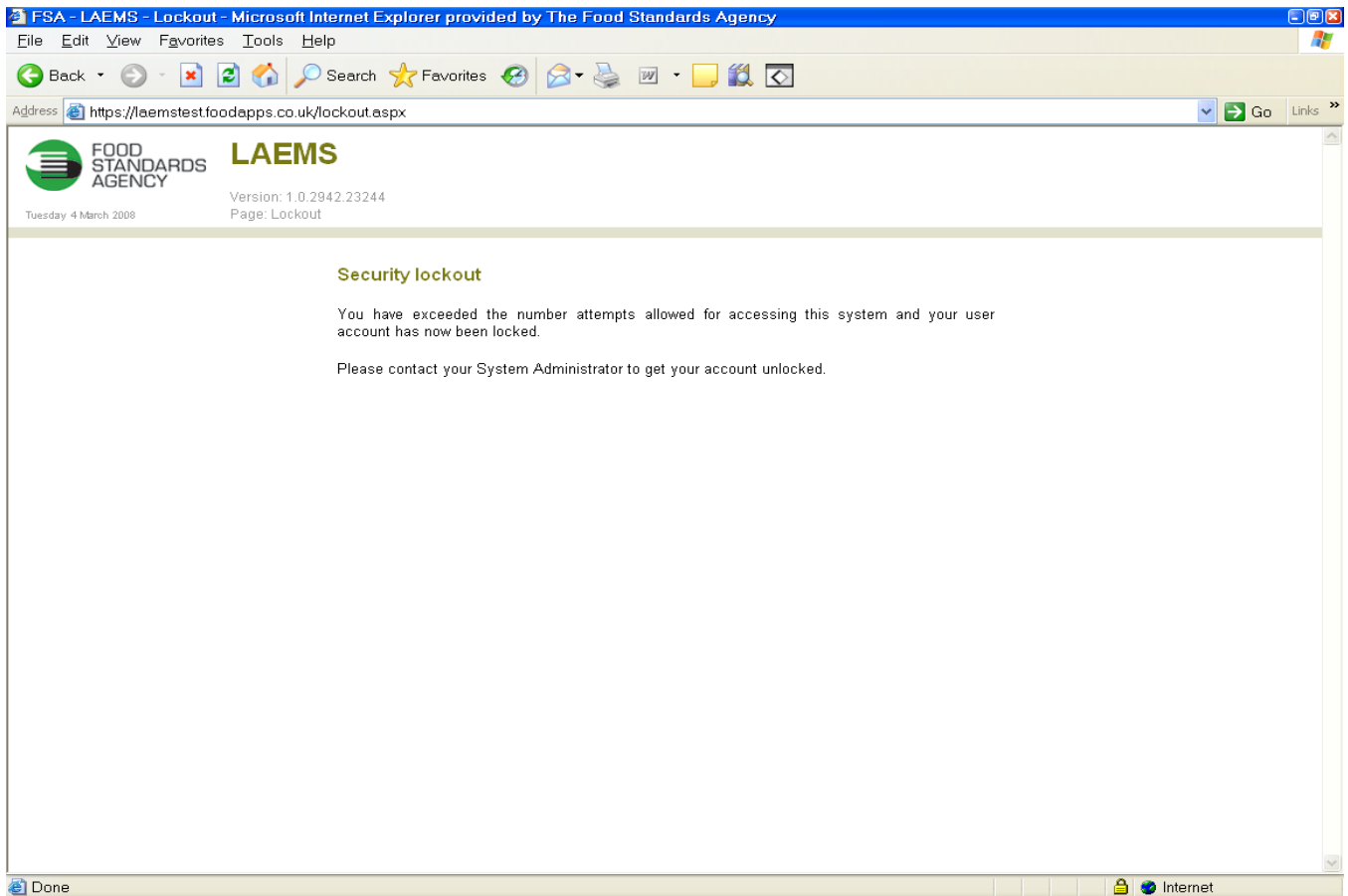
Save Cancel

Internet

It is essential to remember chosen password to prevent being locked out by the system. If you enter an invalid security password three times a security message as below will appear on the screen.

SECURITY LOCKOUT

If you do lock your account, you will need to contact the Level 4 user (IT user) within your local authority to have your account unlocked. If you are a level 4 user, another level 4 user at your LA will be able to unlock your account. However, if you are the only person registered as a level 4 user and you have forgotten your password or you have locked your account you will need to contact the FSA in order to have your account unlocked and password reset.



UNLOCKING USER ACCOUNTS/RESETTING PASSWORDS – LEVEL 4 USERS ONLY

Unlocking an account

When a user has managed to 'lock-out' their account - usually when they have entered an incorrect password – the level 4 user may unlock the account and reset the password:

- From the system/security drop-down menu, select 'Users'.
- Select the relevant user from the list of users
- Unlock the account by pressing the 'Unlock' button at the foot of the page

Resetting a user password

To reset a user password:

- From the system/security drop-down menu, select 'Users'.
- Select the relevant user from the list of users
- Reset the password by pressing the 'Reset Pwd' button at the foot of the screen. This will reset the password to the default setting (secret).

NB – When a user has locked their account, you will usually wish to both unlock the account and reset the password.

The screenshot shows the 'Maintain Users' page in the LAEMS system. The browser title is 'FSA - LAEMS - Maintain Users - Microsoft Internet Explorer provided by The Food Standards Agency'. The address bar shows 'https://laemstest.foodapps.co.uk/maintainusers.aspx'. The page header includes the Food Standards Agency logo, 'LAEMS' branding, version '1.0.2942.23244', and the date 'Thursday 6 March 2008'. A navigation menu contains 'Home', 'Data Import', 'Check/Sign-off', 'Data Summary', 'Mapping', 'System/Security', and 'Log Out'. On the right, there are status fields: 'Current status' (Adjustments can be made), 'Authority' (Sutton), 'Responsibility' (Food Hygiene), and 'Financial Year' (Current). The main content area is titled 'Maintain users' and contains instructions: 'From the list below, select the user whose details you need to change. To create a new user, click the NEW button.' Below this is a table with one user listed: '529it'. To the right is a 'User details - New' form with fields for 'User name', 'Full name', 'Email', 'Active' (checked), and 'Security level' (set to '(None)'). At the bottom of the form are buttons for 'New', 'Reset Pwd', 'Unlock', 'Save', and 'Cancel'.

END OF DOCUMENT