

**NATIONAL ANIMAL HEALTH LABORATORY NETWORK
Information System
(NAHLN IS)**

User Guide
User Account Management
October 2008

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Change Management Table

Name	Date	Version	Revision Notes	Change Request #
			Initial document created.	
S.Vogt	11/27/07	8.0	Changed the user role "Lab System Administrator" to "NAHLN Lab Coordinator".	NAHLN00000190
S.Vogt	11/28/07	9.0	Removed the user roles "Diagnostic Sample Submitter" and "Method Repository User" from the lists of available user account change requests.	NAHLN00000114
S.Vogt	11/28/07	10.0	In section 2.1.3, E-mail #2, renumbered the steps, removed the User ID entry for security reasons, added path to User Guides.	NAHLN00000119
S.Vogt	1/25/08	5	Moved existing section 2.4 Request VS Program Review of Messages Submitted to Test System to the Lab Reporting User Guide.	NAHLN00000374
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S.Vogt	10/01/08 (really 10/14/08)	8	Updated referenced e-mail address to atac@aphis.usda.gov and updated the website url to http://helpdesk.aphis.usda.gov/arsys . Also removed: all references to CEAH, the CC address in all templates, and all NAHLN Roles in the templates except for File Upload User, Lab Facility Admin, & Lab Registry User.	NAHLN00000122 Note: The help desk e-mail address, website url, and process changed after the change request was written.
S.Vogt	10/14/08	9	Updated instructions for setting a password (maximum of 15 characters).	NAHLN00000072
S.Vogt	10/14/08	10	Added instructions for File Upload User Account requests to sections 2.1.1 <i>Submit Request for New User Account in Production System</i> , and section 2.3.1 <i>Submit Request for Creating New Account in Production System with Existing Test System Account Information</i> .	NAHLN00000202
S.Vogt	10/15/08	11	Added section 3.2 <i>Request Reset of User Account Password</i> .	NAHLN00000149

1 Introduction

This NAHLN IS User Guide was developed to assist users in understanding the User Account Management component.

1.1 Background

The National Animal Health Laboratory Network (NAHLN) program forms part of a nationwide strategy to coordinate the work of all organizations providing surveillance and testing services. The mission of this program covers the ability to:

- Provide accessible, timely, accurate, and consistent animal disease laboratory services nationwide;
- Provide laboratory data to meet epidemiological and disease reporting needs;
- Maintain the capacity and capability to provide laboratory services in support of responses to foreign animal disease outbreaks or other adverse animal health events (including bioterrorism events); and
- Focus on diseases of livestock (including exotic, zoonotic, and emerging diseases), while including diseases of non-livestock species.

The NAHLN IS was designed to support this mission with information system components organized as follows:

- 1) **Laboratory Registry:** Laboratories are registered in the system as part of the National Animal Health Lab Network. Information stored for each registered laboratory includes capacity and capability levels that support testing plans and strategies during both routine animal health surveillance and emergency outbreak response.
- 2) **Laboratory Reporting:** Laboratories registered in the system can submit lab reports with test results as electronic messages sent directly from their lab information systems (LIMS). The NAHLN IT system both 1) routes the lab results to appropriate USDA VS program surveillance systems and 2) stores the lab result in an integrated national data repository. The laboratory results can be viewed online over the internet with appropriate user role-based security access rights.
- 3) **Monitoring Laboratory Findings:** The laboratory findings stored in the central data repository are monitored for aberrant patterns and unexpected trends that may serve as early signals for animal disease outbreaks. This monitoring process can be configured to trigger automated notification alerts distributed to appropriate parties.
- 4) **Methods Repository:** The National Veterinary Services Laboratory NAHLN program team approves standardized, rapid diagnostic techniques used at state, regional, and national levels. Approved diagnostic methods, with full descriptions, will be stored centrally in the Methods Repository and used to validate accepted lab results submitted to the NAHLN system.
- 5) **Proficiency Testing:** The National Veterinary Services Laboratory NAHLN program team manages proficiency testing programs for state, regional and national laboratorians. This effort will be enhanced with NAHLN system features that will aid tracking due dates, sending automated notifications and managing individual test result status.
- 6) **System Management and Administration:** This component will be used to manage system user accounts, manage system configuration parameters, monitor system performance, and monitor data quality.

1.2 Access Production System Website

<https://nahln.aphis.usda.gov/nahln/Login.do>

1.3 Access Test System Website

<http://nahIntest.aphis.usda.gov/nahln/Login.do>

2 User Account Requests

2.1 Obtain a New User Account

When requesting a new NAHLN IS user account, you are required to submit a certificate providing evidence that the USDA APHIS IT Security Training course was completed. Copies of a CD containing the on-line IT Security Training course were distributed to all NAHLN laboratories during the month of July 2007. Submit questions or CD requests via e-mail to NAHLN@aphis.usda.gov

If the individual requesting a new account is not an employee of a NAHLN partner organization (e.g. LIMS software company representative), they must submit contact information for a representative of the appropriate organization (e.g. Laboratory Director, Health Agency Manager) that is able to provide permission for NAHLN IS access.

2.1.1 Submit Request for New User Account in Production System

E-mail new account requests to the NAHLN Account Authorizer, with required fields (*) completed, using the template below. The new user account will be created in the production system.

If you already have an account in the test system, you can submit a request to transfer account information to the production system (see section 2.3.1)

*** **TEMPLATE** *****

To: NAHLN@aphis.usda.gov

Subject: NAHLN: Production System New User Account Request

1. *First Name:
2. *Last Name:
3. *Organization:
4. Organization contact name and e-mail address (if not an employee):
5. Job Title/Role:
6. Office Address:
7. *Office Phone:
8. *E-mail address:
9. *NAHLN Role(s) Requested:

___: File Upload User

Note: The guidelines listed below must be followed when requesting a File Upload User role.

- User must be associated with a lab already registered with a facility profile.
- In order to submit messages, the profile must include a NAIS ID and be activated.
- The user must submit an organization name that matches the Lab Facility name in the lab registry profile.
- The Object Identifier (OID) for the lab system associated with the facility must be provided.

___: Laboratory Facility Administrator

___: Laboratory Registry User

10. Remarks:

2.1.2 Submit Request for New User Account in Test System

E-mail new account requests to the NAHLN Account Authorizer, with required fields (*) completed, using the template below. All new accounts will be created in the test system.

A user account in the test system with the “File Upload User” role is needed for testing submission of lab result messages.

If you already have an account in the production system, you can submit a request to transfer account information to the test system (see section 2.3.2)

***** TEMPLATE *******

To: NAHLN@aphis.usda.gov

Subject: NAHLN: Test System New User Account Request

1. *First Name:
2. *Last Name:
3. *Organization:
4. Organization contact name and e-mail address (if not an employee):
5. Job Title/Role:
6. Office Address:
7. *Office Phone:
8. *E-mail address:
9. *NAHLN Role(s) Requested:
___: File Upload User
___: Laboratory Facility Administrator
___: Laboratory Registry User
10. Remarks:

2.1.3 Receive New Account Login Information

A user ID will be returned with login information that applies (and identifies) the user associated with the accounts in either the production system, or both production and test systems. This user ID can be used for communication with the VS Help Desk support group.

Two separate e-mails will be used to return sensitive, account information in an effort to prevent security breaches.

***** E-mail #1 *******

From: atac@aphis.usda.gov

To: NAHLN Participant

CC: NAHLN@aphis.usda.gov

Subject: NAHLN Production/Test System: New User Account Request Completed

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1. First Name:
2. Last Name:
3. Date New User Account created:
4. User Name:
5. User Password:
6. User ID:
7. NAHLN Role(s) associated with account:

___: File Upload User
___: Laboratory Facility Administrator
___: Laboratory Registry User

8. Remarks:

*** **E-mail #2** *****

From: atac@aphis.usda.gov

To: NAHLN Participant

CC: NAHLN@aphis.usda.gov

Subject: NAHLN Production/Test System: New User Account Information

1. First Name:
2. Last Name:
3. User Password:
4. Production/Test System URL:
5. User Guide: Go to NAHLN Terminology Services Web Site <http://snomed.vetmed.vt.edu/nahln/main.htm>, click on the Resources button, and search the Documents section for the appropriate user guide.

2.2 Update Production System User Account Roles

2.2.1 Submit Request for Updating Roles

When additional roles need to be associated with a Production system user account, e-mail requests to the NAHLN Account Authorizer with required fields (*) using the template below.

*** **TEMPLATE** *****

To: NAHLN@aphis.usda.gov

Subject: NAHLN Production: System User Account Roles Update

1. *First Name:
2. *Last Name:
3. *User ID
4. *Additional NAHLN Role(s) Requested:

___: File Upload User
___: Laboratory Facility Administrator

___: Laboratory Registry User

5. Remarks:

2.2.2 Receive Updated Account Information

All user roles associated with updated Production system user account will be returned.

*** **TEMPLATE** *****

From: atac@aphis.usda.gov

To: NAHLN Participant

CC: NAHLN@aphis.usda.gov

Subject: NAHLN Production: System User Account Roles Update Completed

- 1. First Name:
- 2. Last Name:
- 3. Date User Account updated:
- 4. User Name:
- 5. User ID:
- 6. NAHLN Role(s) currently associated with account:

___: File Upload User

___: Laboratory Facility Administrator

___: Laboratory Registry User

7. Remarks:

2.3 Transfer Accounts between Test and Production Systems

2.3.1 Submit Request for Creating New Account in Production System with Existing Test System Account Information

When a new Production System user account can be created with information copied from a Test System user account, e-mail requests to the NAHLN Account Authorizer with required fields (*) using the template below.

A confirmation set of 2 e-mails will be returned with account information (see section 2.1.3)

*** **TEMPLATE** *****

To: NAHLN@aphis.usda.gov

Subject: NAHLN Production System: Existing User Account Transfer Request

1. *First Name:

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2. *Last Name:
3. *Organization:
4. * User ID:
5. *NAHLN Role(s) Requested:

___: File Upload User

Note: The guidelines listed below must be followed when requesting a File Upload User role.

- User must be associated with a lab already registered with a facility profile.
- In order to submit messages, the profile must include a NAIS ID and be activated.
- The user must submit an organization name that matches the Lab Facility name in the lab registry profile.
- The Object Identifier (OID) for the lab system associated with the facility must be provided.

___: Laboratory Facility Administrator

___: Laboratory Registry User

6. Remarks:

2.3.2 Submit Request for Creating New Account in Test System with Existing Production System Account Information

When a new Test System user account can be created with information copied from a Production System user account, e-mail requests to the National NAHLN Account Authorizer with required fields (*) using the template below.

A confirmation set of 2 e-mails will be returned with account information (see section 2.1.3)

*** TEMPLATE *****

To: NAHLN@aphis.usda.gov

Subject: NAHLN Test System: Existing User Account Transfer Request

1. *First Name:
2. *Last Name:
3. *Organization:
4. * User ID:
5. *NAHLN Role(s) Requested:

___: File Upload User

___: Laboratory Facility Administrator

___: Laboratory Registry User

6. Remarks:

2.4 Notify Intent to Start Messaging to Production System

E-mail a notification to VS CIO personnel that messaging to production system will start.

*** TEMPLATE *****

To: Shane.Linke@aphis.usda.gov, Leah.Estberg@aphis.usda.gov

CC: NAHLN@aphis.usda.gov

Subject: NAHLN Production System: Intent to Start Messaging

1. First Name:

2. Last Name:

3. Organization:

4. User Name:

5. Date messaging will begin:

6. USDA APHIS VS Program:

___: Classical Swine Fever (CSF)

___: Avian Influenza (AI) – Wild Bird Surveillance

7. Remarks:

2.5 Submit a Request for Assistance Using Production or Test Systems

2.5.1 Phone: 1-877-944-8457 (option 3)

- APHIS Technical Assistance telephone number: 1-877-944-8457
- Choose option 3 to reach the Veterinary Services Information Systems Help Desk

2.5.2 Website: <http://helpdesk.aphis.usda.gov/arsys>

- Customers can Open a ticket
- Check My Account to modify profile or change password
- Search FAQs

2.5.3 E-mail: atac@aphis.usda.gov

Tickets (incidents) will be automatically created with this e-mail account.

E-mail message process

- Send e-mail to Help Desk atac@aphis.usda.gov. In the subject line of the e-mail message, include keywords such as *NAHLN & VS IT Systems*.
- You should receive an e-mail message from the VS IT HELP MAIL BOX informing you that your question was received, an Incident number (for tracking/reference purposes) was assigned, and a response will be sent within a certain time frame.
- A response is e-mailed.

3 User Account Management

The Administration Module will be accessible from either the home page or from the menu toolbar displayed across the top of the screen. By clicking one of these links, the system will route you to the Administration module main menu.

USDA United States Department of Agriculture
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3.1 Change User Account Password

For security purposes, the system will expire system passwords and require users to change their system password every 90 days. Users will also have the ability to change their system passwords prior to the mandatory 90 day period. To do this, users will:

1. Select the Administration link from the NAHLN main menu
2. Click 'Change Password'
3. Identify the current system password and identify and confirm the new system password
4. Click 'Save Password'
5. The system will return a message stating that the user successfully changed the system password.

All users are encouraged to create a password that supports the federal "Strong Password" requirement. A strong password has a minimum length of 8 characters, a maximum length of 15 characters, and has at least one of the following:

- Capital Letter
- Special character (for example: !, @, #, \$, %, ^, &, *, -)
- Number (0 through 9)

3.2 Request Reset of User Account Password

If you need assistance to reset your password, open a ticket with the Help Desk by following the steps outlined in section 2.5 *Submit a Request for Assistance Using Production or Test systems*. You will promptly receive an e-mail message containing a new password that you must change immediately. Refer to section 3.1 *Change User Account Password* for password requirements.