

Chulabhorn Research Institute (CRI) and World Health Organization Regional Office for South East Asia (WHO/SEARO)

#### The First Workshop of Users of the Chem HelpDesk

29 April 2010

Chem HelpDesk's Website

**User Guide** 

FOR

#### **REGISTERED USERS**

(www.chemhelpdesk.org)

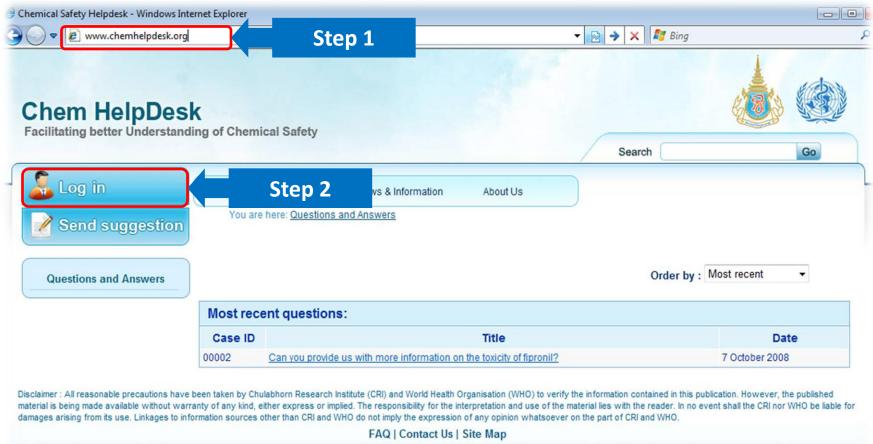
## Chem HelpDesk's Website User Guide

# FOR REGISTERED USERS

(www.chemhelpdesk.org)

### Step 1: Go to the www.chemhelpdesk.org website

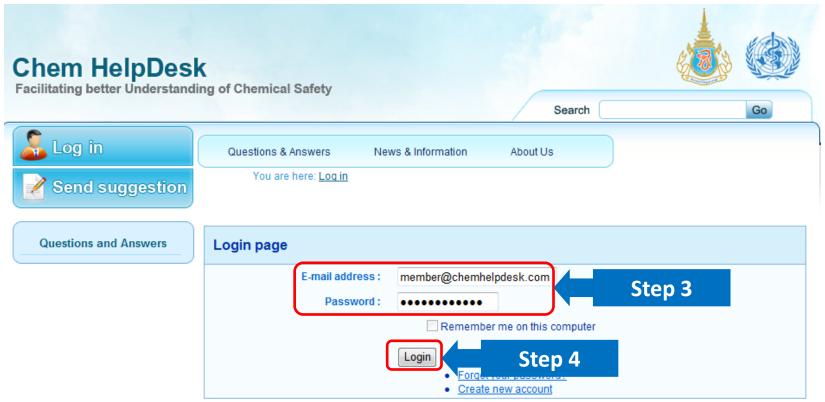
### Step 2: Click "Log in" button



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Step 3: Fill in your E-mail address and Password (must be requested and set-up by Chem HelpDesk)

Step 4: Click the "Login" button



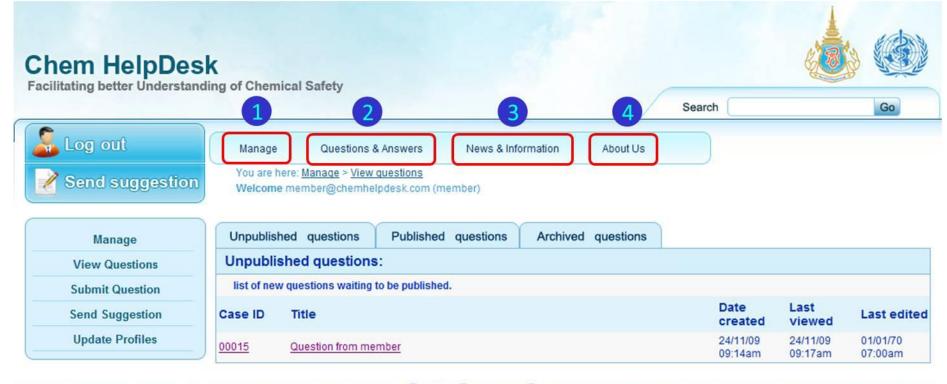
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#### The Chem HelpDesk website provides the following options:

- 1. Manage
- 2. Questions & Answers
- 3. News and Information
- 4. About us

- 5. FAQ
- 6. Contact Us
- 7. Site map



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#### 1. Manage

The "Manage" page has 4 options:

- 1: View Questions
- 2: Submit Question
- 3: Send Suggestion
- 4: Update Profiles

Chem HelpDesk Facilitating better Understanding		al Safety					Search		Go
Log out           Send suggestion		Questions & re: <u>Manage</u> > <u>View</u> member@chemhe	questions	News & Inf	ormation	About Us			
Manage	Unpublishe	d questions	Published	questions	Archived	questions			
View Questions	Unpublis	ned questions				de la companya de la			
Submit Question	list of new	questions waiting	to be published.						
Send Suggestion	Case ID	Title					Date created	Last viewed	Last edited
Update Profiles	00015	Question from me	mber				24/11/09 09:14am	24/11/09 09:17am	01/01/70 07:00am

- 1: View questions (Users can click on a title to view the question) There are 3 tabs:
- 1.1. Unpublished questions : List of your questions submitted to the Chem HelpDesk.
- 1.2. Published questions : List of your questions that the Chem HelpDesk has answered and published.
- 1.3. Archived questions : List of original questions (final versions may be reformatted/reworded).

Chem HelpDes Facilitating better Understand		ical Safety				Search		Go
Log out Send suggestion		nere: <u>Manage</u> > <u>View</u>		k Information	About Us			
1 View Questions Submit Question	Unpubli	hed questions shed questions v questions waiting		s Archived	d questions			
Send Suggestion	Case ID	Title				Date created	Last viewed	Last edited
Update Profiles	<u>00015</u>	Question from me	mber			24/11/09 09:14am	24/11/09 09:17am	01/01/70 07:00am

2: Submit Question

Registered users can submit questions to the Chem HelpDesk coordinator and executive secretary here.

Step 1- Fill in "title" and "your question"

Step 2- Click "Preview question" to view your question before submission the question, or "Back to

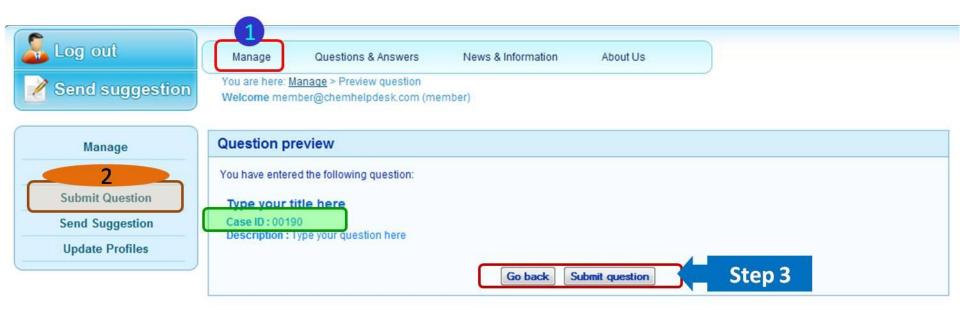
Log out          Send suggestion	Manage     Questions & Answers     News & Information     About Us       You are here:     Manage > Submit question       Welcome member@chemhelpdesk.com (member)
Manage 2 Submit Question Send Suggestion Update Profiles	Please type in your question below.           *Title :         Type your title here           Description :         Type your question here           Back to question list         Step 1

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#### 2: Submit Question (cont.)

Step 3- Click "Submit question" to send your question to the Chem HelpDesk coordinator and executive secretary or click "Go back" to revise your question.
 Registered users will receive a <u>Case ID</u> for each question.

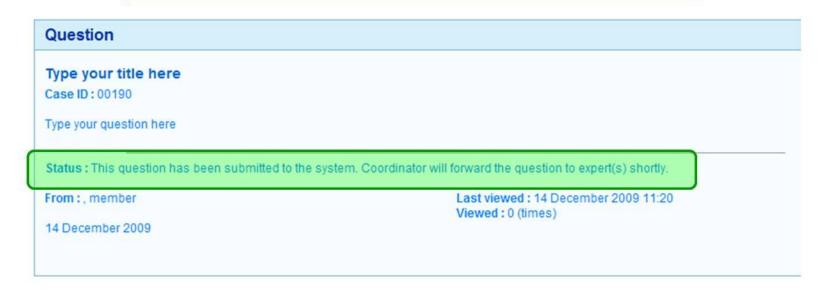


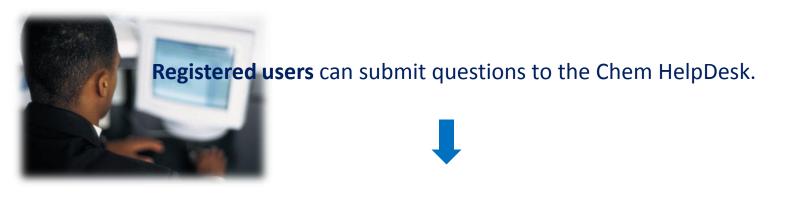
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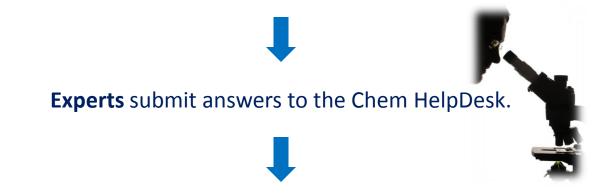


#### Click title of question to view the status





The **Coordinator** collects questions from registered users, then sorts, edits and submits questions to **experts** in the field related to each question.



## The **Coordinator** verifies and publishes questions and answers to the Chem HelpDesk website.

(In the pilot phase, the Chem HelpDesk question and answer service is available to registered users only, though published questions and answers are available to the general public).

3: Send suggestion

Registered users can send suggestions/comments/feedback about the website/system to the Chem HelpDesk coordinator and executive secretary here.

Step 1- Fill in "your suggestion", "name" and "E-mail address" (for us to keep on record). Step 2- Click the "Preview Suggestion" button.



- 3: Send suggestion (cont.)
- Step 3- Click the "Go back" button to return to the suggestion page or click the "Submit suggestion" button to send your suggestion to the Chem HelpDesk coordinator and executive secretary.

Log out           Send suggestion	Manage Questions & You are here: <u>Manage</u> > Preview Welcome member@chemhelpd	suggestion
Manage	Suggestion preview	
View Questions	You have entered the following st	uggestion:
Send Suggestion Update Profiles	Suggestion :	Type your suggestion here
	Name :	member
	E-mail address :	member@chemhelpdesk.com
	If you would like to make change: To submit your suggestion, click	s to your suggestion, click Go back button. Submit suggestion button. Go back Submit suggestion Step 3

4: Update profiles

Registered users can *change password* and *edit* First name, Last name, E-mail, Affiliation, Phone and Fax here.

Log out Send suggestion	Manage         Questions & Answers         News & Information         About Us           You are here:         Manage > Update profiles         Welcome member@chemhelpdesk.com (member)	
Manage	Edit Profiles	
Manage View Questions Submit Question 4 Update Profiles	Firstname :       member         *Lastname :	
	Phone : Fax : Update Profiles	

4: Update profiles (cont.)

#### How to change your "password" Step 1- Click "Change password"

Log out Send suggestion	Anage         Questions & Answers         News & Information         About Us           ou are here: <u>Manage &gt; Update profiles</u> Jelcome         member@chemhelpdesk.com (member)	
Manage	it Profiles	
View Questions		
Submit Question 4 Update Profiles	Firstname : *Lastname : *Email : member@chemhelpdesk.com Note: This is your login e-mail. You will be able to login and receive e- Password : Change password Step 1 Affiliation :	
	Phone : Fax : Update Profiles	

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4: Update profiles (cont.)

How to change your "password" Step 2- Click "Change password" to finish changing password

Log out	Manage     Questions & Answers     News & Information     About Us       You are here:     Manage > Update profiles > Change password       Welcome member@chemhelpdesk.com (member)
Manage	Change password
View Questions	
Submit Question 4 Update Profiles	*Old Password :       •••••         *New Password :       ••••         *Retype Password :       ••••
	Change Password Step 2

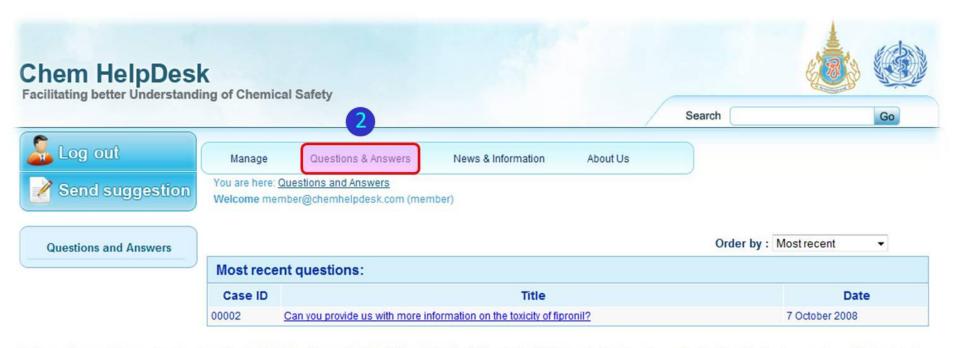
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#### 2. Questions and Answers

The "Questions & Answers" page will show a list of questions from registered users and answered by experts. Users can view questions and answers by clicking on the question.



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#### 3. News and Information

The "News and Information" page contains 3 headers

- 1: News and Information
- 2: Activities
- 3: Related websites

Log out	Manage Ques	tions & Answers	News & Information	About Us				
Send suggestion	ou are here: <u>News and ir</u> /elcome member@cher		nber)					
lews and Information	lews							
Activities	Latest News							
Related Websites	Date	e Headline						
	9 December 2009 Gas leak at Map Ta Phut, Thailand - Part 2 [Bangkok Post]							
	9 December 2009 Gas leak at Map Ta Phut, Thailand - Part 1 [Bangkok Post]							
	9 December 2009 Chemical leak at Laem Chabang port, Thailand - Part 2 [Bangkok Post]							
	9 December 2009	Chemical leak a	t Laem Chabang port, Thaila	and - Part 1 [Bangkok Post]				
1	Older News							
	Date	Headline						
	18 September 2009	news headline						
					More Head			

#### 3. News and Information (cont.)

#### 1: News and Information

This page will show news related to chemicals from around the world. Users can view the news by clicking on the headline of interest.

Log out	Manage Que	estions & Answers News & Information About Us					
Send suggestion	You are here: <u>News and</u> Welcome member@che	information emhelpdesk.com (member)					
1 News and Information	News						
Activities	Latest News						
Related Websites	Date	Headline					
	9 December 2009	Gas leak at Map Ta Phut, Thailand - Part 2 [Bangkok Post]					
	9 December 2009	Gas leak at Map Ta Phut, Thailand - Part 1 [Bangkok Post]					
	9 December 2009	Chemical leak at Laem Chabang port, Thailand - Part 2 [Bangkok Post]					
	9 December 2009	Chemical leak at Laem Chabang port, Thailand - Part 1 [Bangkok Post]					
	Older News						
	Date	Headline					
	18 September 2009	news headline					
			More Head				

#### 3. News and Information (cont.)

#### 2: Activities

This page will show a schedule of various meetings and activities of organizations related to use of chemicals. Click on the date to see details of the meetings.

					3				
Log out	Manage	Question	ns & Answers	s N	ews & Inf	ormation	]	About Us	
Send suggestion	You are here: <u>N</u> Welcome mem								
2	Activities								
Activities	C	Chem Help	Desk's a	ctivities					
Related Websites	(	Today	Decen	nber 2009	*	Print	Week	Month	Agenda 💌
		Sun 29	Mon 30	Tue Dec 1	Wed	The 2	u 3	Fri	Sat 5
		28	30	Dec 1		2	3	4	5
		6	7	8		9	10	11	12
		13	14	15	_	16	17	18	19
							8:	30am (TES	
		20	21	22		23	24	25	26
		27	28	29		30	31	Jan 1	2
		Events shown i	n time zone: Ba	ingkok				Goo	gle Calendar

#### 3. News and Information (cont.)

3: Related websites

There are 2 categories of related websites:

- Global links: international organization websites, including various international conventions.
- SEAR's country links: websites of related Ministries and Divisions in each SEAR country.

		3	
Log out	Manage Questions & Answers	News & Information About Us	
Send suggestion	You are here: <u>News and information</u> > <u>Rel</u> Welcome member@chemhelpdesk.com (		
News and Information	Related Web links		
Related Websites	Global links:		
	Description	Detail	Website
	World Health Organization (WHO)	WHO is the directing and coordinating authority for health within the United Nations system. It is responsible for providing leadership on global health matters, shaping the health research agenda, setting norms and standards, articulating evidence-based policy options, providing technical support to countries and monitoring and assessing health trends. http://www.who.int/en/	http://www.who.int/en/
	Intergovernmental Forum on Chemical Safety (IFCS)	IFCS provides an open, transparent and inclusive forum for discussing issues of common interest and also new and emerging issues in the area of sound management of chemicals.	http://www.who.int/ifcs/en/
	Inter-Organization Programme For The Sound Management of Chemicals (IOMC)	IOMC is the pre-eminent mechanism for initiating, facilitating and coordinating international action to achieve the WSSD 2020 goal for sound management of chemicals.	http://www.who.int/iomc/en/
	The International Programme on Chemical Safety (IPCS)	IPCS is implementing activities related to chemical safety including chemicals in food.	http://www.who.int/ipcs/en/
	WHO - chemical safety	Directly link to "Chemical safety" page of WHO's website.	http://www.who.int/topics /chemical_safety/en/

#### 4. About us

#### The "About us" page has 7 headers:

- 1: About us
- 2: Background
- 3: Missions
- 4: Workflow
- 5: About CRI
- 6: About ICEHT
- 7: About WHO/SEARO

	4
🚨 Log out	Manage Questions & Answers News & Information About Us
<b>Send suggestion</b>	You are here: <u>About us</u> Welcome member@chemhelpdesk.com (member)
About Us	About us (Chem HelpDesk)
Background	The Chem HelpDesk was established as a joint initiative between the World Health Organization Regional Office for South East Asia (WHO/SEARO) and the
Missions	Chulabhorn Research Institute (CRI) through the International Centre for Environmental Health and Toxicology (ICEHT) in Bangkok, Thailand. The aims of the Chem HelpDesk are to address the issue of the widening gap in the field of chemical safety between
Workflow	developed and developing countries, and to empower countries in the South East Asian Region to manage the import, manufacture and processing, storage, distribution, transport, use, recycling and disposal of chemicals. This project was
About CRI	initiated in August, 2008 with the pilot phase running until July, 2010.
About ICEHT	The Chem HelpDesk is not-for-profit, and through a website will provide cost-free answers to questions submitted by registered users. These answers will be provided by experts in the field who supply technical and scientific advice as part of our Community of Practice (CoP).
About WHO/SEARO	It is the aim of the Chem HelpDesk to benefit users and to help countries in areas of most need to protect human

health through the safe use and management of chemicals.

#### The Chem HelpDesk Website provides a platform for:

 Submitting questions about the safe use and management of chemicals, with answers being provided by experts (this service will initially be available only for registered members, although questions and answers posted onto the site will be viewable by all visitors)

2. Finding information related to the safe use and management of chemicals, including

- News
- · Related Web Links
- Activities

3. Sending suggestions, comments, or queries related to the use of the website by clicking the "Send suggestion" button, or emailing us at "coordinator@chemhelpdesk.org"

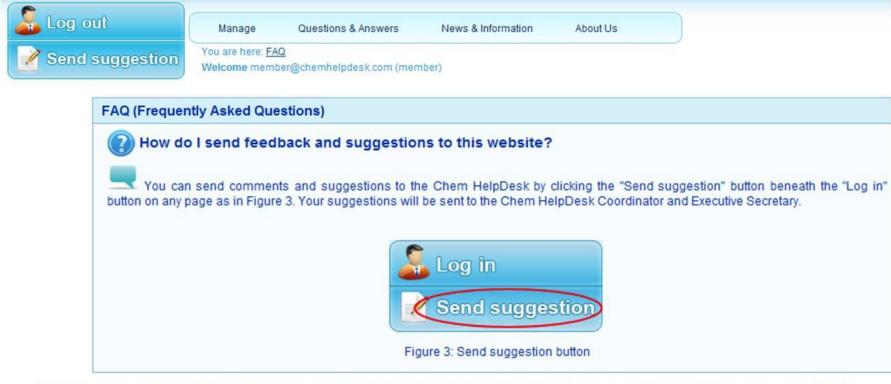
4. A keyword search of the whole website by clicking the "Search" button



#### 5. FAQ

The "FAQ (Frequently Asked Questions)" page will show:

- How to submit questions to the Chem HelpDesk?
- How to change passwords and edit profiles?
- How to send feedback and suggestions to the website?

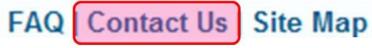




#### 6. Contact us

The "Contact us" page shows the Chem HelpDesk address (Thai and English version), e-mail address, as well as provides a map.

Sent	out d suggestion	Manage You are here: <u>C</u> Welcome mem	Questions & Answers ontact us iber@chemhelpdesk.com (m	News & Information	About Us	
	Contact us					
	Chulabhorn Rese 54 Moo 4 Vibhava Laksi, Bangkok 10 ชั้น M ดีกวิทยาศาส 54 หมู่4 ถนนวิภาวด์ Phone: Fax: E-mail:	ical Science Building, arch Institute. dee-Rangsit Highway				



whatsoever on the part of CRI and WHO.

The "Site map" page shows the structure/organization of the Chem HelpDesk's website.

end suggestic	You are here: <u>Site map</u> Welcome member@chemhelpdesk.com (member)
Chem Hel	pDesk site map
• Quest	ions and Answers (HOME)
News	and information
0	Activities
0	Related websites
• About	us
0	Background
0	Mission
0	Workflow
0	About CRI
0	About ICEHT
	About WHO/SEARO
• Login	
	Forgot password
	Create new account
• <u>FAQ</u>	
• <u>Conta</u>	
<u>Site m</u>	

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#### **Chem HelpDesk**

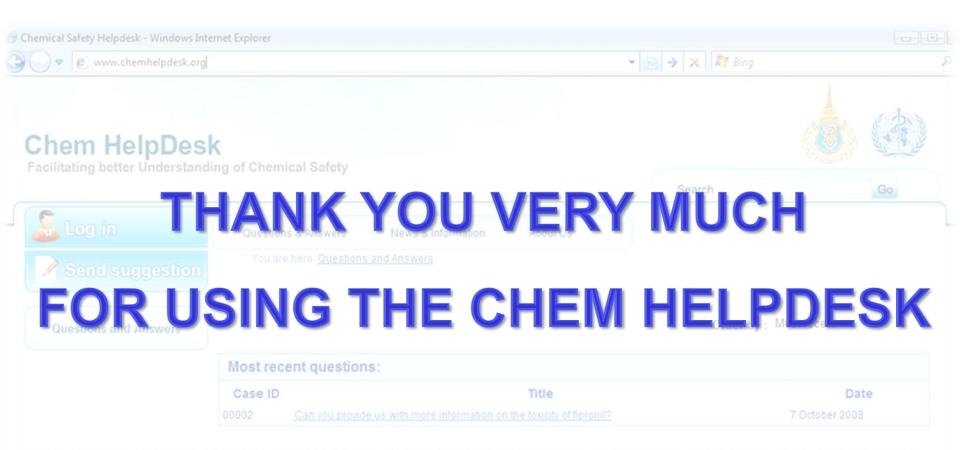
Facilitating better Understanding of Chemical Safety

Log out	Click "Log out" button when you want to logout from Chem HelpDesk.								
📝 Send suggestion	Welcome	e member@chemhelpdesk.com (member)							
	Unpublic	ned questions Published questions Archived questions							
Manage	Unpublished questions Published questions Archived questions								
View Questions Unpublished questions:									
Submit Question	list of new questions waiting to be published.								
Send Suggestion	Case ID	Title	Date created	Last viewed	Last edited				
Update Profiles	<u>00015</u>	Question from member	24/11/09 09:14am	24/11/09 09:17am	01/01/70 07:00am				

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