



THETIS FAQ

User Management

v1.0

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Document History

Version	Date	Changes	Prepared	Approved
1.0	10/07/2023	1 st Version prepared	THETIS Team	THETIS Team

Document Summary

The present document lists Frequently Asked Questions (FAQ) that have been addressed to the THETIS Helpdesk.

It is a guidance document on the usage of the THETIS inspection database by its end-users.

The document is a “live document” that will be frequently updated pending on the most common queries that are addressed to the THETIS Helpdesk (thetis@emsa.europa.eu).

Nothing in this document should be construed as legal advice.

Confidentiality notice: the document is to be shared only between authorised end-users of THETIS.

European Maritime Safety Agency

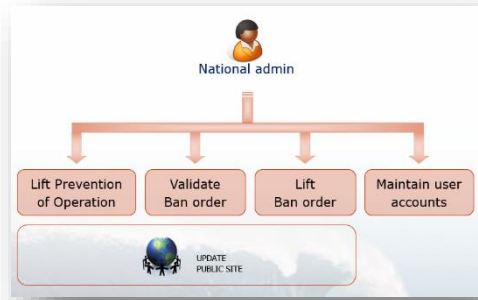
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1. User management.



Each application within THETIS has a designated **National Administrator**.

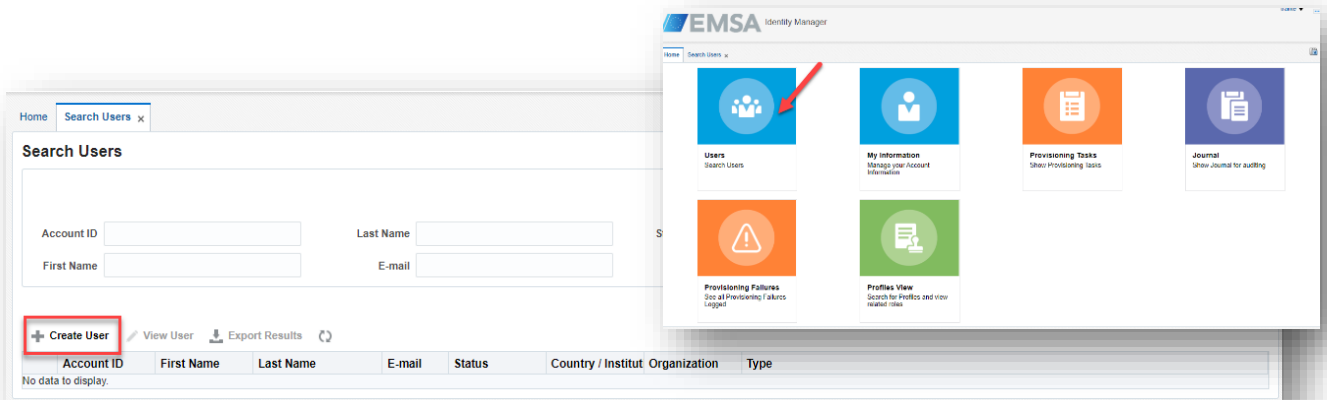
The availability of this account is determined based on the request of the State to which the National Administrator belongs.

The **National Administrator Account** holds the authority to create, edit, and manage all other national users within THETIS. They have the ability to terminate user accounts as needed, ensuring proper user management and control at the national level.

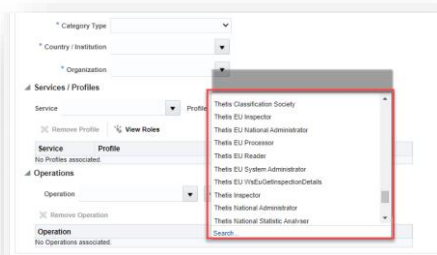
2. How can I create a new user?

A new user can only be created by a **National Administrator**.

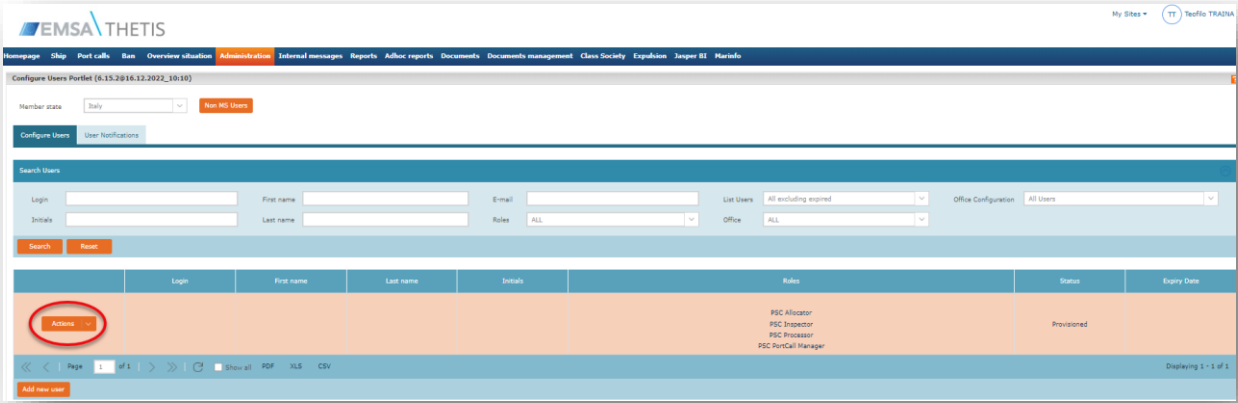
- a) The user has to be created in the user management part of the portal, CMC - “EMSA Identity Manager”.



- b) In the user management part roles for the relevant application have to be given (e.g. “Inspector” in THETIS).



- c) The next step is to access the application (e.g., THETIS) and navigate to "**Administration**" and then "**Config Users**".
- d) Locate the user in the list. If the user has not been created yet as mentioned in step a), they will not be listed.
- e) Click "**Action**" and then select "**Configure**". (Selecting "**Edit**" will redirect you back to User Management).



- f) Make sure that the user is associated with at least one office in the application.
- g) Fill out the data(s) the user started as New Entrant or as Fully Qualified Inspector. This is relevant for Inspectors and Supervisors only. DO NOT enter an expiry date for the account.
- h) Assign the same role(s) as specified in User Management to activate the account.

3. User account management. It is possible to delete an user account?

Deleting a user upon retirement or similar circumstances should not be done. It can impact statistics and the user's access to other EMSA applications that they may still require.

The recommended solution is for the National Administrator(s) of the relevant application(s) to remove the roles from the user's account.

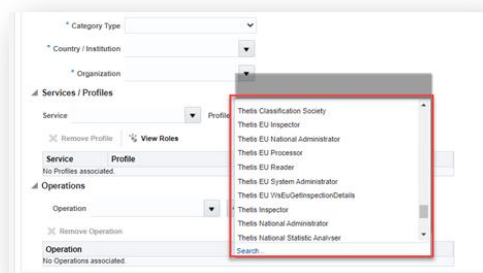
By doing so, the user can retain access to other necessary applications while their involvement in the retired application is restricted.

Removing the roles ensures a smoother transition for retired users, preserving data integrity and maintaining access to other relevant systems.

4. Efficient management of existing users: role assignment without creating new accounts.

In cases where a user already exists in the User Management part of the portal and has roles assigned for applications such as SafeSeaNet, Rulecheck, MaCKs, etc., there is no need to create a new account from scratch.

Instead, the **National Administrator** of the relevant application should select the existing user and add the new roles to their account. This approach allows for the efficient management of user roles without the need for creating duplicate accounts.



5. Account re-activation: restoring an inactive user profile.

An user account could be placed in hibernation. Account reactivation can be initiated by the **National Administrator** through role reassignment. The assigned roles may differ from the previous ones.

Please note that due to system changes, very old accounts might not be visible or changeable by the National Administrator. In such cases, it is recommended to contact the THETIS Helpdesk for assistance.

6. Unable to re-activate an extremely old profile.

An earlier version of THETIS had an option to set an expiry date of a user. **This cannot be managed at National Administrator level.**

The THETIS Helpdesk has to be contacted to resolve at system level.

7. The National Administrator cannot “see” an existing user in User management page.

This could happen if in the user management system outside THETIS the existing user belongs to a different Organisation (e.g. Ministry, Port Authority...).

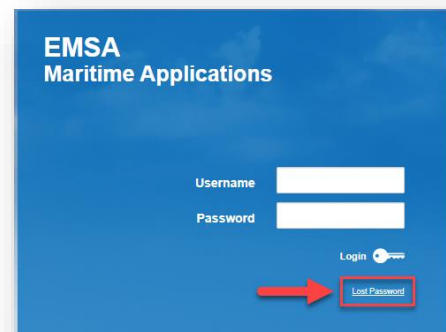
The THETIS Helpdesk has to be contacted to resolve at system level.

8. Troubleshooting: user cannot log in.

The user needs to verify that the username and password entered are correct.

If the details are lost (e.g., the user has been absent for an extended period of time):

- The **National Administrator** may provide the correct username from the User Management system.
- The **National Administrator** should also verify the recorded email address.
- Using the correct username, the user can request a new password by clicking on the "**lost password**" link on the log-in page.
- It is important to ensure that there are no leading or trailing spaces around the username. For example, " username !", "_username _". This may happen when copy/paste is used.



9. Thetis User cannot access or loss rights in the application - Steps to resolve application access issues.

The **National Administrator** shall verify the following:

- Ensure that relevant roles are assigned in the user management section of the portal.
- Verify that relevant roles are assigned in the application.
- Confirm that the user is linked to at least one office in the application.

If the above conditions are confirmed, proceed with the following steps:

- Instruct the user to log out of the application.
- Advise the user to clear the browser cache.
- Instruct the user to log-in back into the application.

If the issue persists after completing the steps above, contact THETIS Helpdesk for further assistance.

10. User account is blocked

If the user may have tried to log-in too many times with incorrect username/password, the account could be blocked.

The **National Administrator** should take the following steps:

- a) Provide the user with the correct username from the user management system.
- b) Verify the recorded email address associated with the user's account.

Once **the user** has the correct username, he should follow these instructions to request a new password:

- a) Access the login page and locate the "**lost password**" link.
- b) Click on the "**lost password**" link to initiate the password recovery process.

By following these steps, the user should be able to recover their account and set a new password for login.

Note: ensure that there are no leading or trailing blank spaces around the username. Please be cautious when using copy/paste as it may inadvertently include extra spaces.

11. No email received when hitting "lost password"

If the user reports not receiving an email after requesting a password reset using the "**lost password**" function, the **National Administrator** should perform the following actions:

- a) Access the User management section of the portal.
- b) Carefully verify whether the user's email address is correctly recorded in the system.

The **user** should take the following steps to troubleshoot the issue:

- a) Clear the browser cache to ensure a fresh session.
- b) Avoid relying on the username stored in the browser and manually enter the correct username.
- c) Double-check that the correct username is being used.

If the issue persists even after following the above steps, the user should contact the THETIS Helpdesk for further assistance.

12. User "does not have enough privileges"

Typically happens when a user his password has expired or (new) access rights (roles) have not been properly attributed.

Follow steps as in "*Thetis User cannot access or loss rights in the application - Steps to resolve application access issues*" at point. N. 9.

If the issue persists even after following the above steps, the user should contact the THETIS Helpdesk for further assistance.