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Circular letter No.2892  
24 June 2008

To:         All IMO Members
            United Nations and Specialized Agencies
            Intergovernmental Organizations
            Non-governmental Organizations in Consultative Status
            Liberation Movements
            Cook Islands

Subject:    Access to IMO web services, including GISIS and IMODOCS

1    The Organization currently offers a number of web-based services. These services include the
     Global Integrated Shipping Information System (GISIS) and the electronic system for the
     distribution and management of meeting documents (IMODOCS). With the recent launch of a new
     IMODOCS system in March 2008, the way IMO web services are securely accessed and managed
     has been simplified. Previously, users of these systems have had to use different access codes to
     access individual services. This circular provides information on a new integrated security
     mechanism, “IMO Web Accounts” which has recently been developed for the management of
     authorized users and their access rights to IMO web-based services.

2    The IMO Web Accounts supersedes the user administrative interface for access to
     the GISIS system, as detailed in Circular letter No.2639. From now on, in addition to selectively
     granting authorizations to specific GISIS modules, Member States and other authorized users may
     also maintain a list of users authorized to access the IMODOCS service through a single interface.

3    All existing GISIS user accounts, including the ‘administrator’ account and user accounts
     created by the national GISIS administrator have been upgraded to IMO Web Accounts, without
     changes to usernames, passwords or permissions. Users with GISIS accounts should, therefore,
     continue to log in using the same authority, username and password details to access GISIS.

4    The new IMODOCS system has already been implemented using IMO Web Accounts. Existing users have completed the migration process to IMO Web Accounts according to instructions
     promulgated by Circular letter No.2855. No further action is required for accessing the new
     IMODOCS system.

5    For global management purposes, IMO Web Accounts administrators are required to provide
     their contact details to the Secretariat and to update them whenever they change. This can be done
     online at any time via the IMO Web Accounts web interface.

6    The IMO Web Accounts Administration Manual, providing guidance to Member States and
     other authorized users on the creation, maintenance and removal of users with access to the
     Organization’s web services, is attached at annex.
7 Queries regarding IMO Web Accounts and existing GISIS and IMODOCS accounts should be directed by e-mail to webaccounts@imo.org.

8 Applicable disclaimers and terms of use can be found on the web pages of the respective web service being accessed by users.

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ANNEX

ADMINISTRATION MANUAL: IMO Web Accounts

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1 INTRODUCTION

1.1 IMO Web Accounts is the platform for managing access permissions for users from Member States and other authorized organizations (referred to collectively as “Authorities”).

1.2 Each Authority is provided with an administrative account – the Administrator account, described in section 3 – through which all tasks relating to the creation and maintenance of their authorized users are performed.

1.3 Each user will have a single IMO Web Account in order to access and use various IMO web services (such as GISIS and IMODOCS) based on their assigned roles, while Administrators will have a single point for the management of users and their roles in relation to IMO web services.

1.4 This manual provides guidance to Administrators on tasks relating to the management of user accounts for their Authority. The latest version of this manual is available for download from the Administrator Start Page, described in section 4.

1.5 Queries relating to the IMO Web Accounts system may be directed to the Secretariat by e-mail to webaccounts@imo.org.

2 THE ADMINISTRATIVE WEB INTERFACE

2.1 The IMO Web Accounts administrative web interface provides a secure means for Authorities to:

.1 create and maintain user accounts for the Authority; and

.2 assign specific access rights, known as roles, for each user in relation to different IMO web services.

WEB LOCATION OF THE ADMINISTRATIVE INTERFACE

2.4 The IMO Web Accounts is accessible at: https://www.imo.org/WebAccounts

2.5 Alternatively, it may be reached by accessing the IMO homepage at http://www.imo.org and selecting the “IMO Web Accounts” from the Quick Links menu on the left:
3 THE ADMINISTRATOR ACCOUNT

3.1 The IMO Secretariat has assigned each Authority a single account for the administration of their users, known as the Administrator account. The Administrator is responsible for creating and maintaining IMO Web Accounts for all authorized users of the Authority.

3.2 The Administrator account has a username of “administrator”. This account may not itself be used to access any other IMO web service. It can only be used for the creation and maintenance of user accounts for an Authority.

PASSWORD FOR THE ADMINISTRATOR ACCOUNT

3.3 All existing GISIS Administrator accounts of each Authority have been upgraded to an IMO Web Account, preserving the password.

3.4 Authorities who have not received the initial password for their Administrator account should request it from the Secretariat by email to webaccounts@imo.org.
3.5 In the event that an Authority is unaware of or unable to retrieve the password to their Administrator account, the Secretariat may be requested by the official contact point of IMO Member States; the Permanent Representative to IMO; the nominated IMO contact points of organizations in consultative status with IMO; and the nominated contact point of other authorized organizations to issue a new password for the account. This will not affect existing user accounts already created.

LOGGING IN TO THE ADMINISTRATOR ACCOUNT

3.6 The Administrator account is accessed via the Administrative Web Interface described in section 2. The screenshot below shows the login screen which will be presented, requiring the following information which is case-sensitive:

.1 your Authority;
.2 the username for the Administrator account, which is “administrator”; and
.3 the password for the Administrator account.

THE ADMINISTRATOR START PAGE

3.7 The Administrator Start Page is displayed upon logging into the Administrator account. (Note: If contact details of the Administrator account are not up to date, the Administrator account Details page is displayed first; see below.)

3.8 The Administrator Start Page presents the following options:

.1 a link to download the latest version of this document, the IMO Web Accounts Administration Manual;
.2 manage users, where all tasks relating to the creation, maintenance and removal of accounts for the Authority may be performed. These are described in detail in section 4; and

.3 update contact details of the Administrator, and set a new password on the Administrator account.

**ADMINISTRATOR ACCOUNT DETAILS**

3.9 Contact details for the Administrator nominated by an Authority should be kept updated at all times. The Administrator may also be contacted by the Secretariat to provide information on any updates relating to the system. The Secretariat may also direct users requesting an IMO Web Account to the Administrator in the appropriate authority using the details provided here.

3.10 To maintain this information, click on “Update Details” on the Administrator Start Page.

**CHANGING THE ADMINISTRATOR PASSWORD**

3.11 To maintain security, the password to the Administrator account should be regularly changed by all Authorities.

3.12 The password to the Administrator account can be changed by the Administrator at any time by clicking on “Change Password” on the Administrator Account Details page.
4 MANAGING USER ACCOUNTS

4.1 The maintenance of user accounts for an Authority is the main responsibility of the Administrator. In relation to this, the following tasks may be performed:

.1 create, suspend, and delete accounts;
.2 set or change user details (name, contact number, e-mail, etc.) for an account;
.3 set or change account passwords; and
.4 assign or change roles of users.

4.2 All tasks relating to the user accounts for an Authority are performed through the User Accounts page.

THE USER ACCOUNTS PAGE

4.3 Clicking on “Manage Users” on the Administrator Start Page presents the User Accounts page, this provides an overview of all accounts created under the Authority, with the following options:

.1 sorting of the list by column – by clicking on the table heading; and
.2 filtering the list of displayed accounts to display accounts based on the roles they have been assigned, or their status.

Accounts displayed in grey indicate that the user is no longer permitted to log in to access any IMO web service. This may be because the account has expired, or has been suspended by the Administrator. (These accounts may be reactivated by the Administrator at any time; see “Updating User Accounts” below.)
CREATING NEW USER ACCOUNTS

4.4 An IMO Web Account should be created for each individual authorized by the Authority to access IMO web services. An IMO Web Account should not be shared amongst multiple individuals.

4.5 To create a new user account, click on “Create Account” on the User Accounts page.

4.6 The New User Account page is displayed, requiring the following information:

.1 User details:

.1 Title
.2 First Name: First or given name.
.3 Last Name: Surname or family name.
.4 Post: The official organizational position or job title.
.5 Department/Section: The agency, governmental department, or organizational section to which the user belongs.
.6 Telephone: Official telephone contact number.
.7 Email: Official e-mail contact address.

.2 Account details:

.1 Username: A unique name for this account, used when logging in. It is recommended that Authorities adopt a consistent naming convention for their user accounts (for example, the notation of initial and last name).
.2 New password: A password for this new account. Passwords are case-sensitive. They must be at least 6 characters in length, and cannot be the same as the username. It is recommended that a combination of letters, numbers and/or punctuation be used.
.3 Confirm password: The password re-entered for verification.
.4 Expires: The date after which this account will not permit the user to log in. If left empty, this account will not be subject to any expiry date.
.5 Account description: Free text entered by the Administrator in order to recall information specific to the account created.

.3 User roles:

.1 Select the roles to assign to the new user. This determines the IMO web services the user will be able to access using this account.
4.7 Click on “Create” to create the account. The system will automatically send an e-mail message from the Administrator to the new user, notifying them of their login details (username and password), and the roles they have been assigned.

**UPDATING ACCOUNT DETAILS**

4.8 The Administrator may update the details of an account at any time, in order to:

1. set a new password on the account;
2. delete the account;
3. change information relating to the user’s details (e.g., e-mail address);
4. suspend or re-activate the account;
4.5 set the date of expiry of the account; or

4.6 change roles assigned to the user.

4.9 To update an account, click on it from the list displayed on the User Accounts page. The User Account Details page is then displayed:

4.10 When all changes have been made, click “Save” to set the new details for the user.
ASSIGNING ROLES TO USERS

4.11 The roles assigned by the Administrator to users determine the IMO web services they are able to access. The roles currently assigned are indicated on the Web Account Details page by a check mark next to the role, on the right side of the screen (see paragraph 4.9).

4.12 To change the roles assigned to a user, the Administrator can place or remove check marks next to the appropriate roles.

4.13 When all changes have been made, click “Save” to set the new roles for the user.

4.14 Changes to a user’s roles take effect the next time the user logs in, and will not be applied to an ongoing session.

CHANGING THE PASSWORD ON AN ACCOUNT

4.15 The Administrator may change the password on an account at any time.

4.16 To set a new password on an account, click on “Change Password” on the User Account Details page (see paragraph 4.9). The new password is effective immediately, and the system will automatically send a notification e-mail message to the user informing them of the new password to be used.

4.17 Users are able to change their own passwords online at any time. The system will automatically send an e-mail message to the Administrator notifying them that this action has been performed.

DELETING AN ACCOUNT

4.18 To permanently delete an account, click on “Delete Account” on the User Account Details page (see paragraph 4.9). A message is displayed requesting confirmation of the deletion:

4.19 The username associated with a deleted account may not be used again in future when creating new accounts.

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4.20 To temporarily suspend an account, change its status to “Suspended” instead of deleting it. Alternatively, an expiry date may be set on an account, beyond which it will not permit access to the system. A suspended account may be re-activated at any time by changing its status to “Active” or, if expired, by extending or removing its expiry date.

SUSPENDING AN ACCOUNT

4.21 An IMO Web Account can be temporarily suspended by the Administrator, upon which the user will no longer be permitted to log in to access any IMO web service.

4.22 Suspended accounts can be re-activated at any time by the Administrator. Users will then be able to log into them again, using the same password as before.

4.23 The status of an account (“Active” or “Suspended”) can be set at any time by the Administrator on the User Account Details page (see paragraph 4.9).

SETTING AN ACCOUNT EXPIRY DATE

4.24 IMO Web Accounts may have an expiry date set on them, after which the user will no longer be permitted to log in to access any IMO web service.

4.25 The expiry date of an account may be set by the Administrator on the Web Account Details page by entering a date in the “Expires” field (see paragraph 4.9).

4.26 To remove the expiry date on an account, leave the “Expires” field blank.