



APPLICATION USER GUIDE

BMW IT HUB

COS 301 | University of Pretoria

FIRE-FIGHTER ACCESS MANAGEMENT PLATFORM

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Introduction

About FireFighter

The FireFighter Access Management Platform is BMW's solution for managing emergency system access in critical situations. This system enables authorized personnel to request temporary elevated privileges ("FireFighter" role) when immediate access is needed to resolve critical system issues.

Key Features

- **Controlled Emergency Access:** Request temporary elevated privileges for critical situations
- **Time-Bound Sessions:** All access is automatically time-limited and revoked when expired
- **Comprehensive Auditing:** Complete tracking of all activities and access requests
- **Real-Time Notifications:** Instant alerts for request status changes
- **Administrative Oversight:** Admin panel for monitoring and managing all emergency access

When to Use FireFighter

Use the FireFighter system when:

- Critical production systems are down
- Standard privilege escalation channels are unavailable
- Immediate access is required to prevent operational disruption
- Security incidents require emergency investigation access

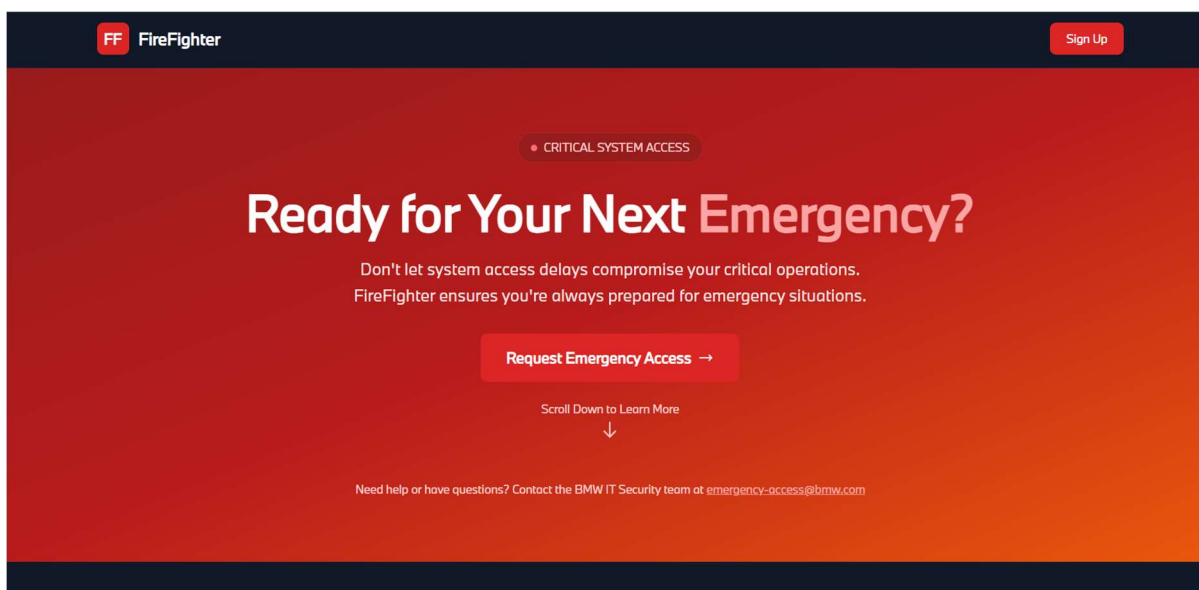
Getting Started

System Requirements

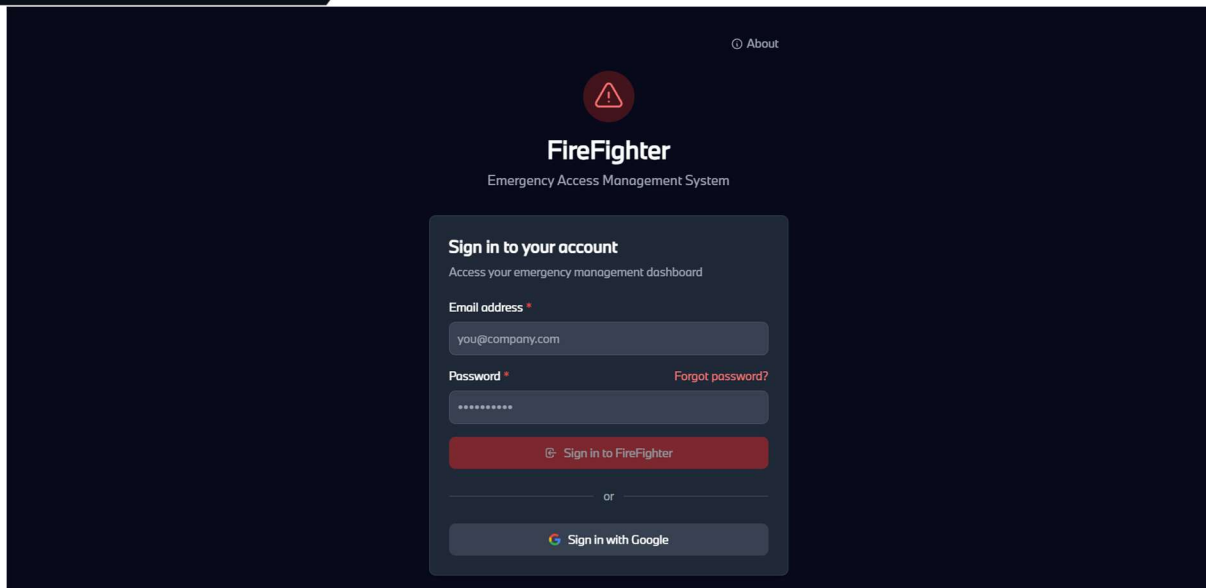
- Modern web browser (Chrome, Firefox, Safari, Edge), or
- An up-to-date Android or iOS device
- Internet connection
- Valid BMW email address
- Authorization from IT Security team

Accessing the System

1. **Navigate to the FireFighter Portal (<https://firefighter-eam.co.za>)**
 - Open the FireFighter app
 - You'll see the landing page



2. **Sign In**
 - Click "Sign Up" or "Request Emergency Access" button
 - You'll be redirected to the login page
 - Choose your authentication method:
 - **Google Sign-In:** Use your BMW Google account
 - **Email/Password:** Enter your credentials if you have a direct account



FireFighter
Emergency Access Management System

Sign in to your account
Access your emergency management dashboard

Email address *

you@company.com

Password * [Forgot password?](#)

Sign in to FireFighter

or

Sign in with Google

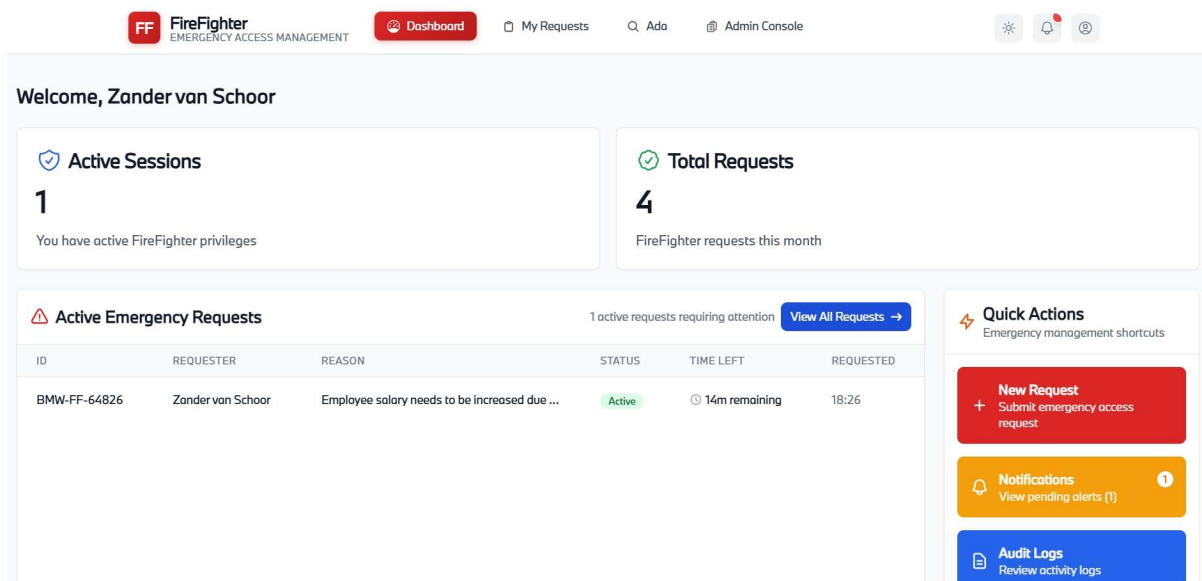
3. Account Verification

- Your account will be automatically verified against BMW's user directory
- Admin privileges are assigned based on your role
- If verification fails, contact IT Security

First Time Setup

After successful login, you'll be directed to the dashboard where you can:

- View your current access status
- Review active emergency requests
- Access the quick actions panel
- Interact with Ada, the chatbot



Welcome, Zander van Schoor

Active Sessions

1

You have active FireFighter privileges

Total Requests

4

FireFighter requests this month

Active Emergency Requests

1 active requests requiring attention [View All Requests →](#)

ID	REQUESTER	REASON	STATUS	TIME LEFT	REQUESTED
BMW-FF-64826	Zander van Schoor	Employee salary needs to be increased due ...	Active	⌚ 14m remaining	18:26

Quick Actions

Emergency management shortcuts

- New Request**
+ Submit emergency access request
- Notifications**
View pending alerts (1)
- Audit Logs**
Review activity logs

User Interface Overview

Navigation Bar



The navigation bar appears at the top of every page and includes:

- **Dashboard:** Overview of your access and system status
- **My Requests:** Manage your emergency access requests
- **Ada:** Manage your requests using natural language
- **Admin Console:** (Admins only) Manage all system requests
- **Notifications:** View system alerts and updates
- **Theme Toggle:** Switch between light and dark mode
- **Profile Menu:** Access account settings, help, and logout

Dashboard Features

- Pull-to-refresh functionality for latest updates
- Real-time status indicators
- Quick action buttons
- Statistics cards with visual indicators
- Recent activity feed

Requesting Emergency Access

Creating a New Request

1. Access the Request Form

- Navigate to "My Requests" page
- Click "Create New Request" button
- The request modal will appear

2. Fill Out Request Details

The screenshot shows a mobile application interface with a top navigation bar containing a menu icon, a red 'FF' logo, and icons for settings, notifications, and a profile. The main content area displays a modal titled 'Create Emergency Request' with a close button (X) in the top right corner. The modal contains the following fields and sections:

- Request Date ***: A date picker showing '2025/09/27'.
- Emergency Type**: A dropdown menu with the text 'Select emergency type' and a downward arrow.
- Reason for Emergency Access ***: A text area with placeholder text: 'Please provide a detailed explanation of the emergency situation and why immediate access is required. Include specific systems, users, or data affected...'. Below the text area is a note: 'Be specific about the nature of the emergency and systems requiring access.'
- Emergency Contact (Auto-filled from profile)**: A text field showing '0782893234'. Below the field is a note: 'Contact number auto-filled from your profile. You can edit it if needed.'
- Access Duration (minutes) ***: A time picker showing '1 hour' and '60 min'. Below the picker are minus and plus buttons. A note below the buttons reads: 'Use the +/- buttons to adjust duration. Range: 15-120 minutes in 15-minute increments.'
- Emergency Access Notice**: A yellow box containing an information icon and the following text:
 - Emergency access duration can be selected from 15 minutes to 2 hours
 - All activities are logged and audited
 - Misuse may result in disciplinary action
- Buttons**: 'Cancel' and 'Submit Emergency Request' (with a right arrow icon).

At the bottom of the modal, there is a red bar with the text '+ New Emergency Request'.

Request Date

- Defaults to current date
- Can be modified if needed for future requests

Emergency Type (Select one)

- **hr-emergency:** Employee-related incidents requiring HR group access
- **financial-emergency:** Financial system issues requiring Financial group access
- **management-emergency:** Management decisions requiring Manager group access
- **logistics-emergency:** Supply chain issues requiring Logistics group access

Reason for Access

- Provide detailed justification (required)
- Include specific systems affected
- Reference any related incident tickets
- Example: "Critical production line system failure - Munich plant offline. Manufacturing systems BMW-MES-PROD down affecting Line 3 and Line 7."

Emergency Contact

- Your direct phone number
- Must be reachable during the access period

Access Duration

- Minimum: 15 minutes
- Maximum: 2 hours (120 minutes)
- Default: 1 hour (60 minutes)
- Use +/- buttons to adjust in 15-minute increments

3. Submit Request

- Review all information for accuracy
- Click "Submit Emergency Request"
- You'll receive confirmation of submission
- Request status will appear in your requests list

Request Validation

The system automatically validates:

- User authorization level
- Request reason completeness
- Duration within limits
- Emergency contact format

Automatic Access Provisioning

Upon successful ticket creation:

- Appropriate group access granted in Dolibarr ERP based on emergency type
- Expiration timer set based on specified duration
- Audit trail entry created with tamper-evident logging
- Notification sent to user and administrators
- Anomaly detection systems activated for monitoring

Managing Your Requests

Request Status Types

Emergency Requests
Manage your FireFighter emergency access requests and sessions

Total 2 Active 1 Completed 0 Rejected 1

Search by ticket ID or reason...

All Active Completed Rejected

BMW-FF-16781 Active
Requested 9 minutes ago
Reason: Access needed to recover a user account.
Request Date: Aug 19, 2025
[Revoke Access](#) [View Details](#)

BMW-FF-71009 Rejected
Requested 17 minutes ago
Reason: Production database offline. Users cannot access the service and there is a potential loss of data.
Request Date: Aug 19, 2025
[View Details](#)

+ New Emergency Request

Active

- Request has been approved, and access is currently granted
- Shows remaining time until automatic revocation
- Appears in green status badge

Completed

- Access has been successfully used and closed
- Automatically completed when time expires
- Shows as completed in blue status badge
- Email notification sent if preferences are enabled

Rejected

- Request was denied by administrators
- Includes rejection reason when available
- Shows in red status badge
- User notified via email and in-app notification

Viewing Your Requests

1. **Navigate to My Requests**

- Click "My Requests" in the navigation bar
- View statistics cards showing:
 - Total requests
 - Active sessions
 - Completed requests
 - Rejected requests

2. **Filter and Search**

- Use search bar to find specific requests by ID or reason
- Filter by status: All, Active, Completed, Rejected
- Requests are sorted by priority: Active first, then by date

3. **Request Details** Each request card shows:

- Request ID (format: BMW-FF-XXXXX)
- Status badge
- Reason and emergency type
- Time remaining (for active requests)
- Creation timestamp
- Duration requested
- Emergency contact information

Time Management

- **Active Requests:** Show countdown timer
- **Expiring Soon:** Highlighted when less than 15 minutes remain
- **Expired:** Marked in red when time has elapsed
- **Automatic Closure:** System automatically revokes access when time expires

Dashboard Overview

Key Metrics

The dashboard provides an overview of your FireFighter activity:

Active Sessions

- Number of currently active emergency access sessions
- Real-time status updates

Total Requests

- Historical count of all your requests
- Monthly statistics

Active Emergency Requests Table

Shows all currently active emergency requests across the system:

Desktop View

- Tabular format with columns:
 - Request ID
 - Requester name
 - Reason (truncated)
 - Status
 - Time remaining
 - Request timestamp

FireFighter
EMERGENCY ACCESS MANAGEMENT

Dashboard | My Requests | Gemini | Admin Console

Welcome, Zander van Schoor

✓ Active Sessions

1

You have active FireFighter privileges

✓ Total Requests

1

FireFighter requests this month

⚠ Active Emergency Requests

1 active requests requiring attention [View All Requests →](#)

ID	REQUESTER	REASON	STATUS	TIME LEFT	REQUESTED
BMW-FF-71009	Zandervan Schoor	Production database offline. Users cannot a...	Active	⌚ 58m remaining	13:03

⚡ Quick Actions

Emergency management shortcuts

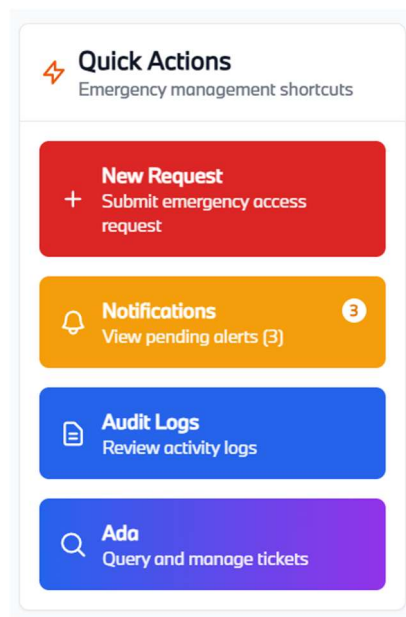
New Request

+ Submit emergency access request

Quick Actions Panel

Provides shortcuts to common tasks:

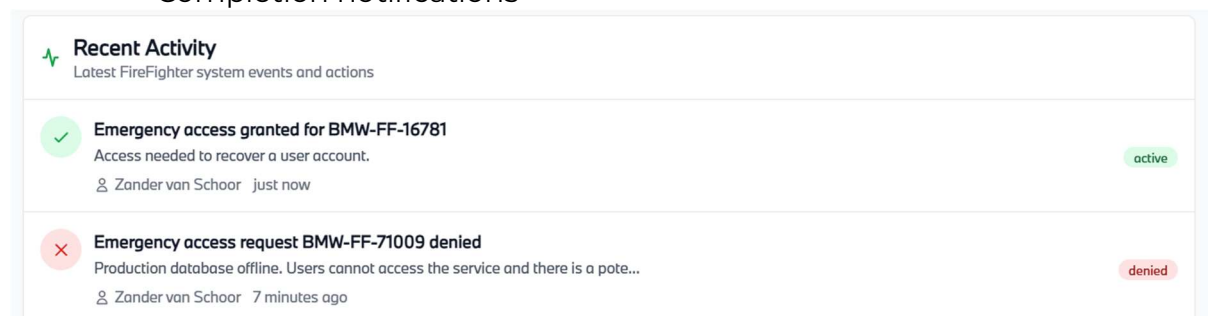
- Create new emergency request
- Access notifications
- View audit logs (admin only)
- Access chatbot (Ada)



Recent Activity Feed

Shows system-wide activity including:

- New requests submitted
- Access granted/revoked
- System alerts
- Completion notifications



Chatbot (Ada)

Overview

Ada is an assistant that understands natural language queries about your tickets, emergency procedures, and system information.

Accessing Ada

- Click "Ada" in the navigation bar
- Use the chat interface to type questions
- Ada responds in real-time with relevant information



Dashboard



My Requests



Ada



Admin Console

Available Commands

Ticket Queries

- "Show my tickets" - Displays all your tickets
- "Show my active tickets" - Shows only currently active tickets
- "Show my rejected tickets" - Shows only tickets revoked by admin
- "Show my completed tickets" - Shows only tickets that were closed by the system
- "What tickets do I have?" - General ticket overview
- "What elevated access do I currently have?" - Shows current permissions

Ticket Creation

- "Create hr-emergency ticket for employee incident, duration 60 minutes, contact 0123456789"
- "Create financial-emergency ticket for system access, duration 120 minutes, contact 0987654321"
- "Create management-emergency ticket for urgent decision, duration 90 minutes, contact 0555123456"
- "Create logistics-emergency ticket for supply chain issue, duration 45 minutes, contact 0444987654"

Help & Information

- "Help" - Shows available commands and usage examples
- "What emergency types are available?" - Lists all emergency types
- "How do I request emergency access?" - Step-by-step guidance
- "What should I do in an emergency?" - Emergency procedures

Using Ada Effectively

1. Use natural language - Ada understands conversational queries
2. Be specific - Include details like duration and contact for ticket creation
3. Ask for help - Type "help" to see available commands
4. Follow up - Ada can handle follow-up questions in context

Notifications

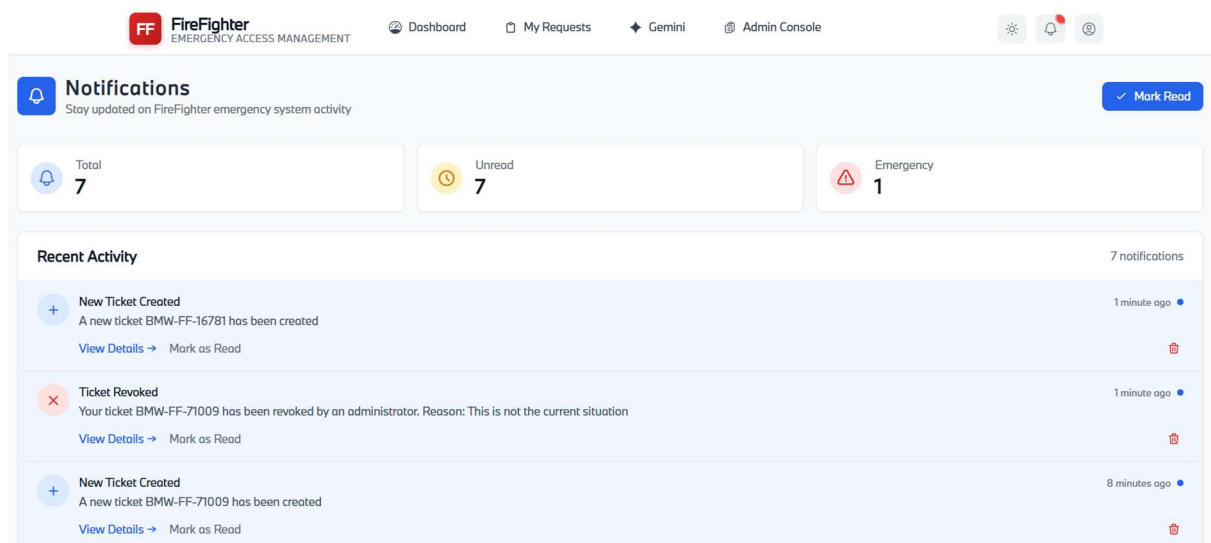
Notification Types

Request Status Updates

- Request approved - When your emergency access is granted
- Request rejected - When your request is denied with reason
- Access granted - Confirmation of active emergency access
- Access expiring soon - Warning when 5 minutes remain
- Access revoked - When admin manually revokes access
- Request completed - When access period expires naturally

System Alerts

- Security incidents - Anomaly detection alerts
- Access requests – When an ERP access request has been made



Managing Notifications

1. Viewing Notifications

- Click the bell icon in the navigation bar
- Unread notifications show a red indicator
- Notifications are sorted by timestamp

2. Notification Actions

- Mark individual notifications as read
- Mark all notifications as read
- Click notification to view related request/details

3. Notification Settings

- Access through Profile Menu > Settings
- Configure notification preferences
- Email notification options

Email Notification Preferences

Delivery Methods

☒ **Push Notifications**
Browser and mobile notifications

☒ **Email Notifications**
Email alerts for critical events

Email Notification Types

- ✓ Ticket creation notifications
- ✓ Ticket completion notifications
- ✓ Ticket revocation notifications
- ✓ Five-minute expiration warnings

✓ Save Notification Settings

1. Navigate to Settings

- Click your profile menu
- Select "Settings"
- Locate "Delivery Methods" section

2. Master Toggle

- Enable/disable all email notifications
- When disabled, all email types are automatically disabled

Admin Functions (Administrators Only)

Note: These features are only available to users with administrator privileges.

Admin Dashboard

Administrators have additional access to:

Active Requests Management

- View all active emergency requests system-wide
- Manage user ERP integration
- Revoke active access
- Bulk operations on multiple requests

The screenshot displays the FireFighter Admin Console interface. At the top, there's a navigation bar with the FireFighter logo, a search bar, and links to Dashboard, My Requests, and Admin Console. The Admin Console section is active, showing a sub-header 'Admin Console' with the description 'Manage emergency access requests and system oversight'. Below this, there are buttons for 'View Metrics', 'Download Full Audit Logs', and 'Manage Users'. The main content area is divided into two sections: 'Active Emergency Requests' and 'Requests History'. The 'Active Emergency Requests' section includes a search bar, filters for 'Status' (All Statuses) and 'Sort By' (Request Date), and a table of active requests. The table has columns for ID, Requester, Reason, Status, and Actions. One request is visible: ID BMW-FF-82062, Requester Zander van Schoor, Reason Performance tire supplier needs to be updated, Status OPEN, and Actions Revoke Access and Details. The 'Requests History' section also includes a search bar, filters for 'Status' (All Statuses) and 'Sort By' (Completed Date), and a table of request history.

Request History

- Complete audit trail of all requests
- Advanced filtering and search capabilities
- Export functionality for compliance reporting

Requests History					
<div> <div>Search</div> <div>Search by name, ID, reason, or status...</div> </div>			<div>Status</div> <div>All Statuses</div>	<div>Sort By</div> <div>Completed Date</div>	<div>Export to CSV File</div> <div>View All</div>
ID	REQUESTER	REASON	STATUS	DATE & ACTION	DETAILS
BMW-FF-31244	Zander van Schoor	Employee salary needs an update due to raise.	REVOKED	2025-09-26T21:18:29.157552 Revoked by Admin	Details
BMW-FF-73932	Zander van Schoor	Onboarding for a new employee	REVOKED	2025-09-26T21:18:31.472654 Revoked by Admin	Details
BMW-FF-15401	Zander van Schoor	test	REVOKED	2025-09-26T21:18:33.893497 Revoked by Admin	Details
BMW-FF-64826	Zander van Schoor	Employee salary needs to be increased due to raise	CLOSED	2025-09-27T18:42:00.012675 Completed by System	Details

Managing Requests

1. Reviewing Active Requests

- Navigate to Admin Console
- View real-time list of all active requests
- See requester details, reason, and time remaining

2. Request Actions

- **Revoke Access:** Immediately terminate active session
- **Extend Access:** Add additional time to active session
- **View Logs:** See detailed access activity
- **Contact Requester:** Direct communication options

3. Bulk Operations

- Select multiple requests using checkboxes
- Perform bulk revocation with reason
- Export selected requests to CSV

Audit and Reporting

Export Options

- Active requests CSV export (download or send to email)
- Historical requests with full audit trail
- Compliance reports
- Access logs

Search and Filter

- Filter by status, date range, requester
- Search by request ID, reason, or requester name
- Sort by multiple criteria

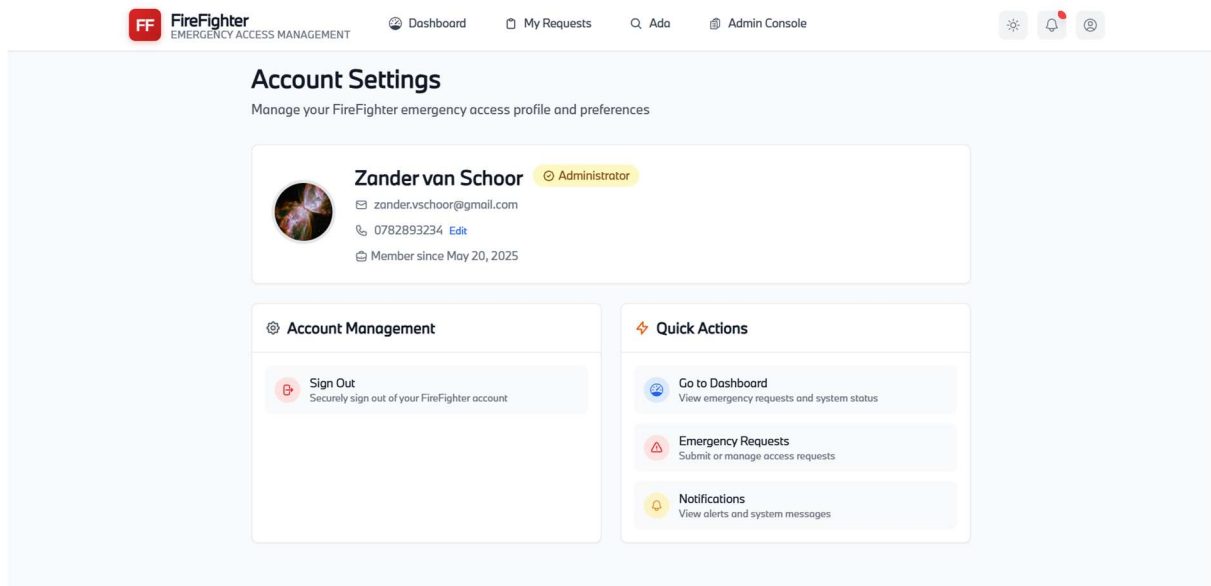
Account Management

Profile Settings

Access through Profile Menu > Your Profile:

Account Information

- View your user details
- Manage your contact details



Help and Support

Access through Profile Menu > Help & Support:

Documentation

- User guide access
- FAQ section

Troubleshooting

Common Issues

Cannot Log In

- Verify your BMW email credentials
- Check if your account has been authorized
- Try alternative authentication method
- Contact IT Security if persistent

Request Not Appearing

- Refresh the page
- Check network connectivity
- Verify you're on the correct account
- Check if request was submitted successfully

Access Denied to Admin Panel

- Verify you have administrator privileges
- Check with IT Security for role assignment
- Clear browser cache and retry

Time Display Issues

- Check browser time zone settings
- Refresh the page for latest data
- Verify system clock accuracy

Performance Optimization

Browser Recommendations

- Use latest browser versions
- Enable JavaScript
- Clear cache if experiencing issues
- Disable browser extensions if problems persist

Network Requirements

- Stable internet connection required
- Minimum bandwidth: 1 Mbps
- Firewall must allow HTTPS traffic

Security Guidelines

Best Practices

Request Security

- Only request access when genuinely needed
- Provide detailed, accurate justification
- Use minimum necessary duration
- Close access immediately when task completed

Access Usage

- Document all actions taken during emergency access
- Follow least privilege principle
- Avoid accessing unnecessary systems
- Maintain audit trail awareness

Information Security

- Do not share access credentials
- Log out completely when finished
- Report any suspicious activity immediately
- Keep emergency contact information current

Compliance Requirements

Audit Compliance

- All actions are logged and monitored
- Access sessions are recorded for review
- Regular compliance audits are conducted
- Maintain professional usage standards

Data Protection

- Emergency access is for business purposes only
- Respect data privacy regulations
- Handle sensitive information appropriately
- Report data incidents immediately

Contact Information

IT Security Team

- **Email:** emergency-access@bmw.com
- **Phone:** +27 89 382 3234 (24/7 Emergency Line)
- **Service Desk:** Available during business hours

Escalation Procedures

1. **Level 1:** IT Service Desk
2. **Level 2:** IT Security Team
3. **Level 3:** IT Management
4. **Emergency:** Security Operations Centre (SOC)

System Status

- **Status Page:** Check application status and maintenance schedules
- **Maintenance Windows:** Scheduled during low-usage periods
- **Emergency Contacts:** Available 24/7 for critical issues

Appendix

System Limits

- **Maximum concurrent active requests per user:** 3
- **Maximum request duration:** 2 hours (120 minutes)
- **Minimum request duration:** 15 minutes
- **Request retention period:** 1 year
- **Maximum reason length:** 1000 characters

Version Information

- **Application Version:** 3.0
- **Last Updated:** 2025/09/27
- **Document Version:** 3.0

This user guide is maintained by Apex for the BMW IT Hub. For suggestions or corrections, please contact emergency-access@bmw.com