

## APPLICATION USER GUIDE

### BMW IT HUB

COS 301 | University of Pretoria

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# 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

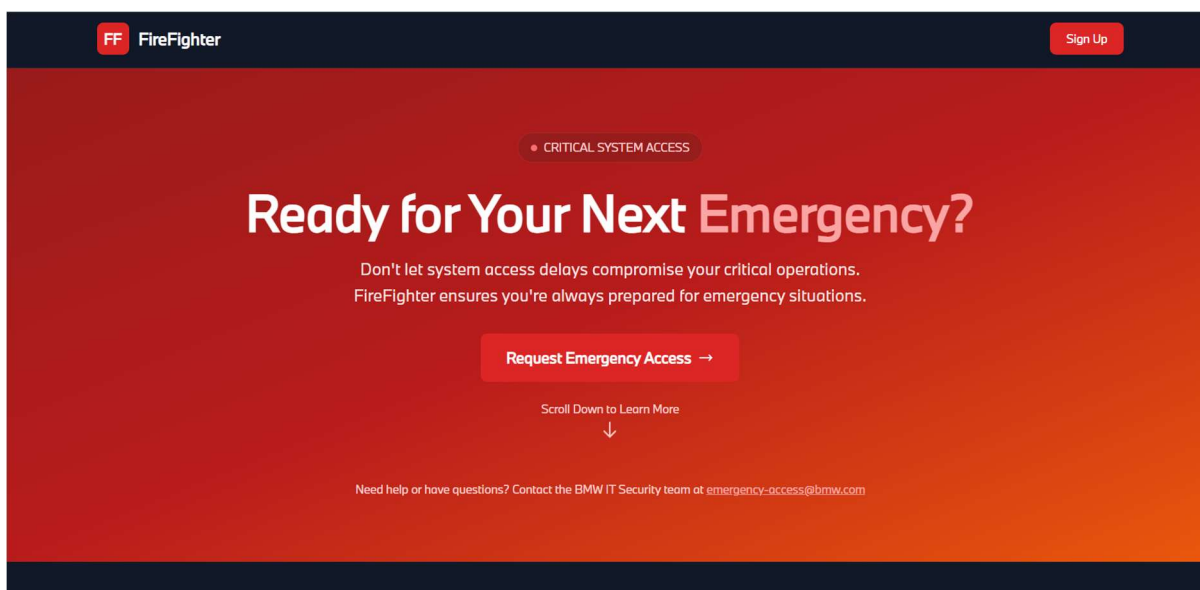
# Getting Started

## System Requirements

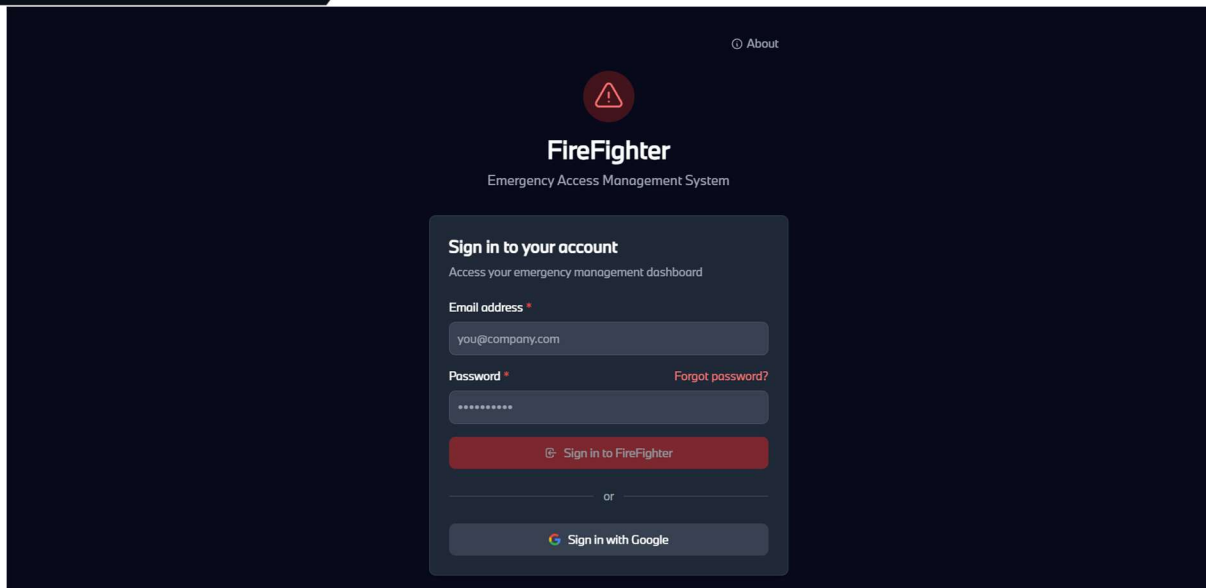
- Modern web browser (Chrome, Firefox, Safari, Edge), or
- An up-to-date Android or iOS device
- Internet connection
- Valid BMW email address
- Authorization from IT Security team

## 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](#)

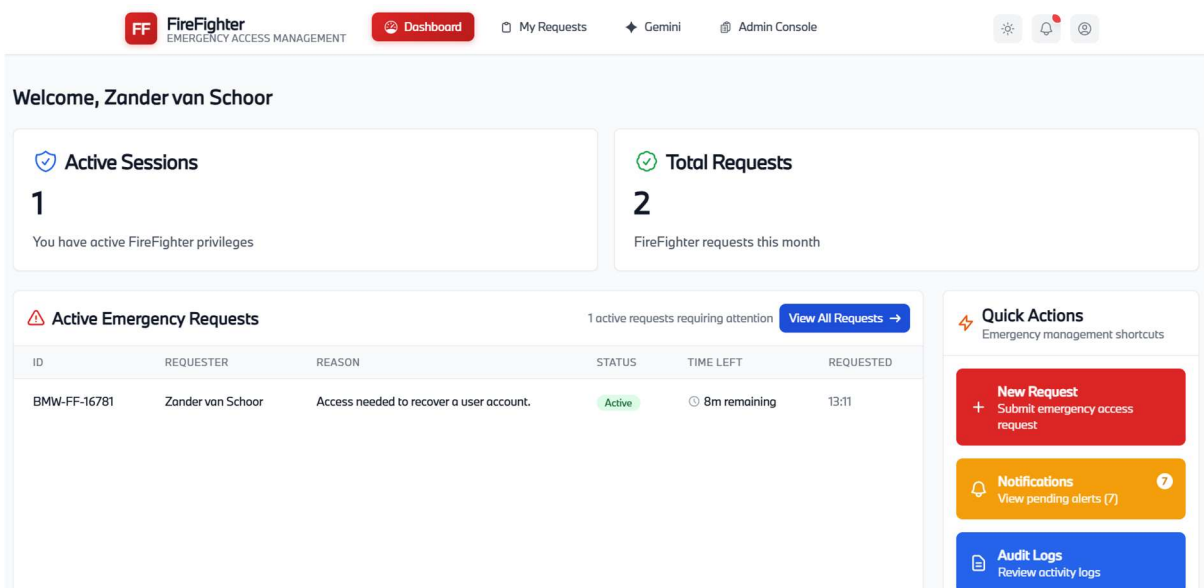
### 3. Account Verification

- 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



Welcome, Zander van Schoor

**Active Sessions**

1

You have active FireFighter privileges

**Total Requests**

2

FireFighter requests this month

**Active Emergency Requests**

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

ID	REQUESTER	REASON	STATUS	TIME LEFT	REQUESTED
BMW-FF-16781	Zander van Schoor	Access needed to recover a user account.	Active	8m remaining	13:11

**Quick Actions**  
Emergency management shortcuts

- New Request**  
+ Submit emergency access request
- Notifications**  
View pending alerts (7)
- 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
- **Gemini:** 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

# 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 app interface for creating an emergency request. At the top, the status bar shows the time 20:12, signal strength, Wi-Fi, and 85% battery. The app header includes a menu icon, a red 'FF' logo, and icons for settings, notifications, and profile. The modal title is 'Create Emergency Request' with a subtitle 'Submit a new FireFighter emergency access request'. The form fields are: 'Request Date' with a date picker set to 24/06/2025; 'Emergency Type' with a dropdown menu set to 'Critical System Failure'; 'Reason for Emergency Access' with a text area containing 'Production database offline.' and a note to be specific; 'Emergency Contact' with a text field containing '0782856767'; and 'Access Duration (minutes)' with a time picker set to 15 minutes and +/- buttons. A note at the bottom of the form states: 'Use the +/- buttons to adjust duration. Range: 15-120 minutes in 15-minute increments.' Below the form is an 'Emergency Access Notice' box with three bullet points: 'Emergency access duration can be selected from 15 minutes to 2 hours', 'All activities are logged and audited', and 'Misuse may result in disciplinary action'. At the bottom are 'Cancel' and 'Submit Emergency Request' buttons.

20:12 85%

FF

**Create Emergency Request**  
Submit a new FireFighter emergency access request

Request Date \*

24/06/2025

Emergency Type

Critical System Failure

Reason for Emergency Access \*

Production database offline.

Be specific about the nature of the emergency and systems requiring access.

Emergency Contact

0782856767

Access Duration (minutes) \*

15 minutes 15 min

– +

Use the +/- buttons to adjust duration. Range: 15-120 minutes in 15-minute increments.

**Emergency Access Notice:**

- Emergency access duration can be selected from 15 minutes to 2 hours
- All activities are logged and audited
- Misuse may result in disciplinary action

Cancel Submit Emergency Request

## Request Date

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

## Emergency Type (Select one)

- **critical-system-failure:** Production systems down
- **security-incident:** Security breach or investigation
- **network-outage:** Network connectivity issues
- **user-lockout:** Urgent user access issues
- **data-corruption:** Database or data integrity issues

## 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

# 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...

**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

### Rejected

- Request was denied by administrators
- Includes rejection reason when available
- Shows in red status badge

## 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

## 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

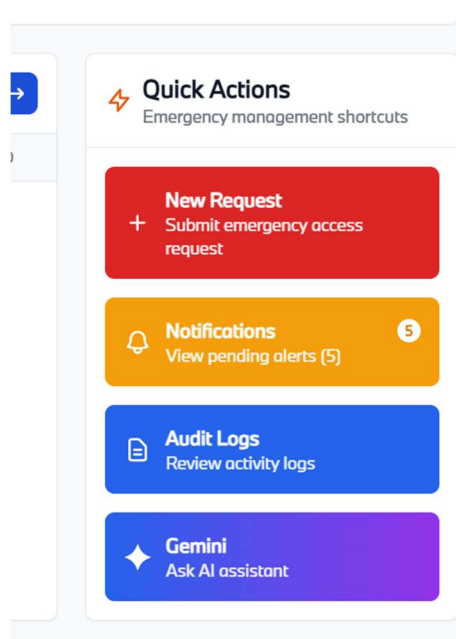
**New Request**

+ Submit emergency access request

## Quick Actions Panel

Provides shortcuts to common tasks:

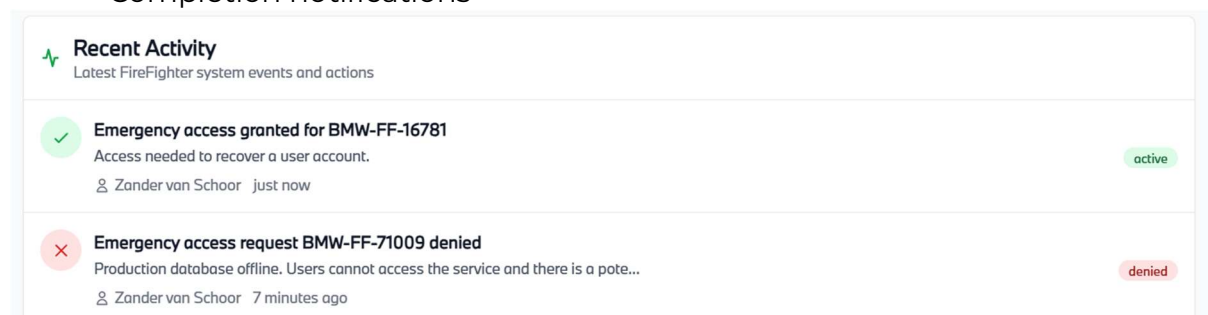
- Create new emergency request
- View all requests
- Access notifications
- Contact support



## Recent Activity Feed

Shows system-wide activity including:

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



# Notifications

## Notification Types

### Request Status Updates

- Request approved
- Request rejected
- Access granted
- Access expiring soon
- Access revoked

### System Alerts

- Security incidents
- System maintenance
- Policy updates

The screenshot displays the FireFighter Emergency Access Management interface. At the top, the navigation bar includes the FireFighter logo, the text 'EMERGENCY ACCESS MANAGEMENT', and links to Dashboard, My Requests, Gemini, and Admin Console. On the right, there are icons for settings, notifications (with a red indicator), and a user profile.

The main section is titled 'Notifications' with a subtitle 'Stay updated on FireFighter emergency system activity' and a 'Mark Read' button. Below this, there are three summary boxes: 'Total 7', 'Unread 7', and 'Emergency 1'.

The 'Recent Activity' section shows a list of notifications:

- New Ticket Created:** A new ticket BMW-FF-16781 has been created. 1 minute ago. Includes links for 'View Details' and 'Mark as Read'.
- Ticket Revoked:** Your ticket BMW-FF-71009 has been revoked by an administrator. Reason: This is not the current situation. 1 minute ago. Includes links for 'View Details' and 'Mark as Read'.
- New Ticket Created:** A new ticket BMW-FF-71009 has been created. 8 minutes ago. Includes links for 'View Details' and 'Mark as Read'.

## 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

# 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
- Approve/reject pending requests
- Revoke active access
- Bulk operations on multiple requests

The screenshot shows the FireFighter Admin Console interface. At the top, there's a navigation bar with the FireFighter logo, 'EMERGENCY ACCESS MANAGEMENT', and links to Dashboard, My Requests, Gemini, and Admin Console. The Admin Console section is active, showing 'Manage emergency access requests and system oversight'. Below this, there's a section for 'Active Emergency Requests' with buttons for 'Bulk Revoke' and 'Bulk Export'. A search bar is present with the placeholder 'Search by name, ID, reason, or status...'. To the right of the search bar are filters for 'Status' (set to 'All Statuses') and 'Sort By' (set to 'Request Date'). Below these is a table with columns: ID, REQUESTER, REASON, STATUS, and ACTIONS. One request is listed: ID 'BMW-FF-16781', REQUESTER 'Zander van Schoor', REASON 'Access needed to recover a user account.', STATUS 'OPEN', and ACTIONS 'Revoke Access' and 'Details'.

## Request History

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

The screenshot shows the FireFighter Requests History interface. At the top, there's a navigation bar with the FireFighter logo, 'EMERGENCY ACCESS MANAGEMENT', and links to Dashboard, My Requests, Gemini, and Admin Console. The Admin Console section is active, showing 'Manage emergency access requests and system oversight'. Below this, there's a section for 'Requests History' with buttons for 'Export to CSV File' and 'View All'. A search bar is present with the placeholder 'Search by name, ID, reason, or status...'. To the right of the search bar are filters for 'Status' (set to 'All Statuses') and 'Sort By' (set to 'Completed Date'). Below these is a table with columns: ID, REQUESTER, REASON, STATUS, DATE & ACTION, and DETAILS. Two requests are listed: ID 'BMW-FF-71009', REQUESTER 'Zander van Schoor', REASON 'Production database offline. Users cannot access the servic...', STATUS 'REVOKED', DATE & ACTION '2025-08-19T13:10:38.491252 Revoked by Admin', and DETAILS 'Details'; ID 'BMW-FF-16781', REQUESTER 'Zander van Schoor', REASON 'Access needed to recover a user account.', STATUS 'OPEN', DATE & ACTION '2025-08-19T13:11:20.508476 Created by Zander van Schoor', and DETAILS '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 BMW user details
- Department and role information
- Manage your contact details
- Last login timestamp

The screenshot shows the 'Account Settings' page in the FireFighter Emergency Access Management system. The page header includes the FireFighter logo and navigation links: Dashboard, My Requests, Gemini, and Admin Console. The main content area is titled 'Account Settings' with the subtitle 'Manage your FireFighter emergency access profile and preferences'. The user profile for 'Zander van Schoor' is displayed, showing a profile picture, email (zander.vschoor@gmail.com), phone number (0782893234), and role (Administrator). The profile is marked as 'Verified' and 'Member since May 20, 2025'. Below the profile, there are two sections: 'Security Information' and 'Quick Actions'. The 'Security Information' section includes 'Email Verification' (Verified), 'Account Security' (Secure), and 'Emergency Access' (Active). The 'Quick Actions' section includes 'Go to Dashboard', 'Emergency Requests', and 'Notifications'.

**FireFighter**  
EMERGENCY ACCESS MANAGEMENT

Dashboard My Requests Gemini Admin Console

### Account Settings

Manage your FireFighter emergency access profile and preferences

**Zander van Schoor** Administrator

zander.vschoor@gmail.com Verified

0782893234 Edit

Member since May 20, 2025 Last active Just now

#### Security Information

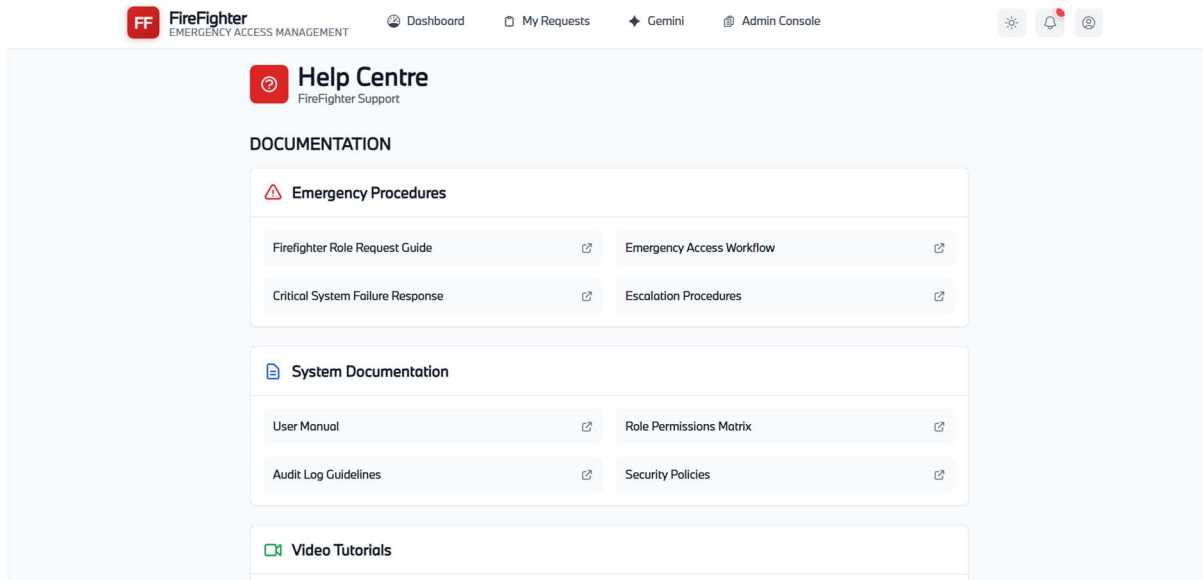
- Email Verification**  
Your email address is verified **Verified**
- Account Security**  
Strong password protection **Secure**
- Emergency Access**  
FireFighter privileges enabled **Active**

#### Quick Actions

- Go to Dashboard**  
View emergency requests and system status
- Emergency Requests**  
Submit or manage access requests
- Notifications**  
View alerts and system messages

## Help and Support

Access through Profile Menu > Help & Support:



### Documentation

- User guide access
- FAQ section
- System status page

### Contact Options

- IT Security team contact
- Emergency escalation procedures
- Feedback submission

# 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](mailto: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

### Emergency Types Reference

Type	Description	Use Cases
critical-system-failure	Production systems completely down	Manufacturing line stoppage, ERP system failure
security-incident	Security breach or investigation needed	Unauthorized access, malware detection
network-outage	Network connectivity issues	Routing problems, DNS failures
user-lockout	Urgent user access issues	Executive lockout, system admin unavailable
data-corruption	Database or data integrity issues	Corrupted databases, data recovery needs

### 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:** 2.3.0
- **Last Updated:** 2025/08/19
- **Document Version:** 2.0

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*This user guide is maintained by Apex for the BMW IT Hub. For suggestions or corrections, please contact [emergency-access@bmw.com](mailto:emergency-access@bmw.com)*