Navigating the Pangea Website
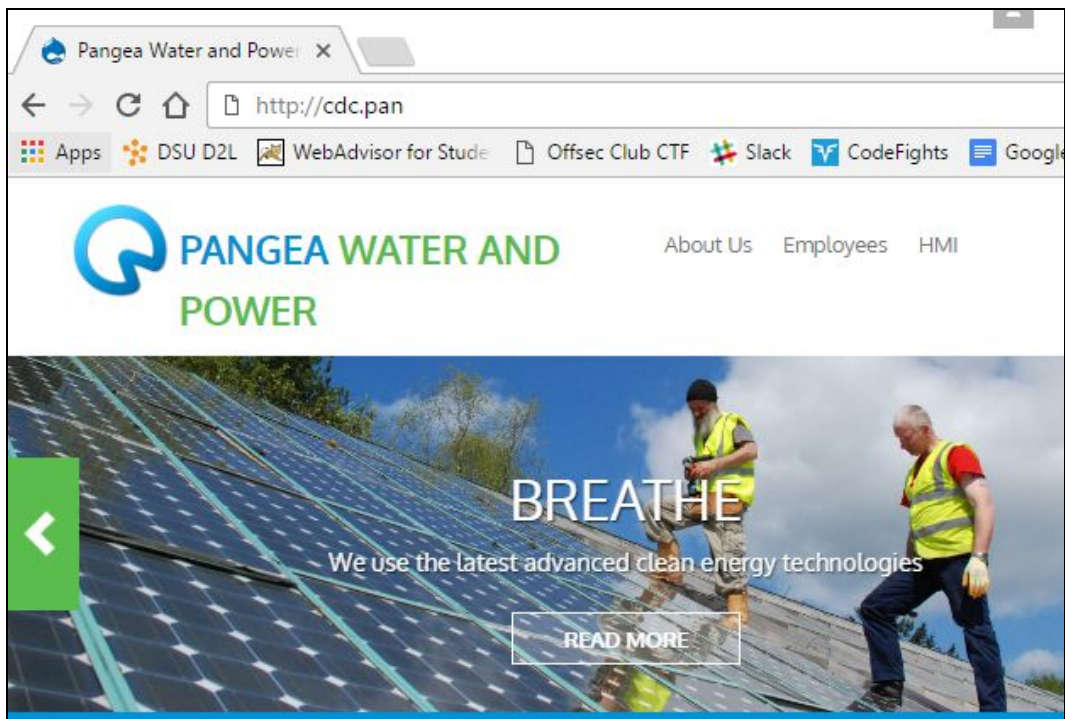
Please note that all passwords have been changed, look at the end of this document to see your new password.

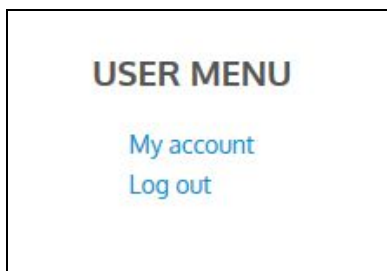**Login**
1. Open web browser and navigate to http://cdc.pan

2. On the right side of the Pangea homepage, scroll down until you find the login text boxes

3. Enter your username and password credentials and then press enter
4. After the page reloads, you should be logged in and you will have access to the User Menu to view your account info or Log out:
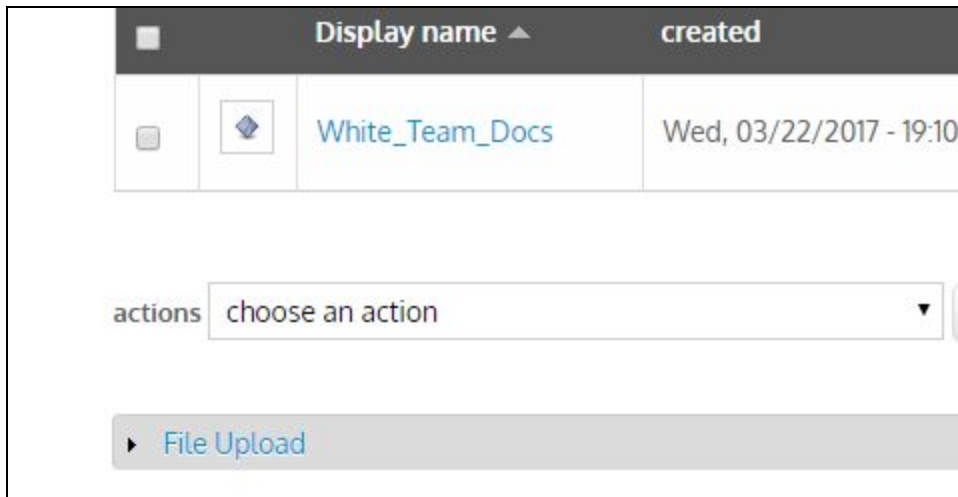
Upload Files

1. Once you are successfully logged in (see Login), you can navigate to the IT Documentation page at the top of the home page

2. Click the drop down menu labeled "File Upload"

3. Click the choose file button to navigate your computer to find a file to upload.
4. Fill out the Description and New Name box so that other users can clearly see what your file is

5. Select Upload to finish and upload the file to the website
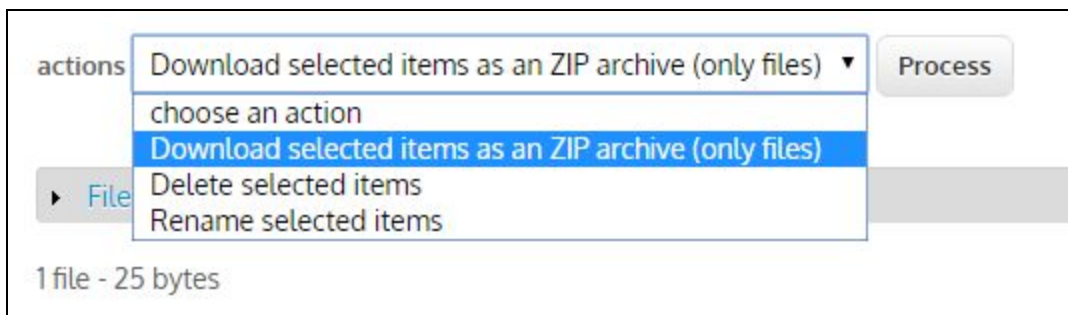
Download Files

1. Once you are successfully logged in (see Login), you can navigate to the IT Documentation page at the top of the home page


2. Click the checkmark box next to the file(s) that you wish to download

3. Select the actions drop down menu and select: "Download selected items as an ZIP archive (only files)"


4. The download will begin and the file you were hoping for will be on your local machine in no time!
5. The download will be in the ZIP archive format, to open the file you must do the following:
   a. Navigate to your download folder to find the downloaded zip file
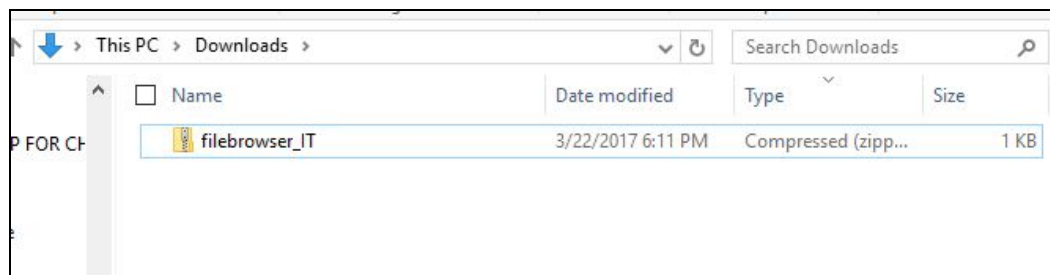
b. Right click on the file and select "Extract All"
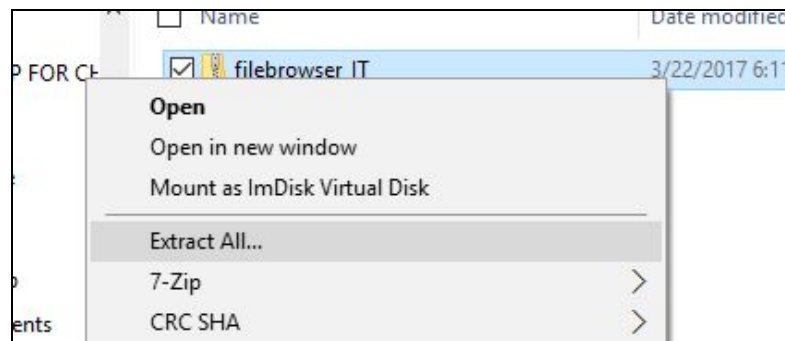
c. When the dialog box comes up, ensure you insert a computer location you will remember because this is where the unzipped file will go (this case will be the Downloads folder)
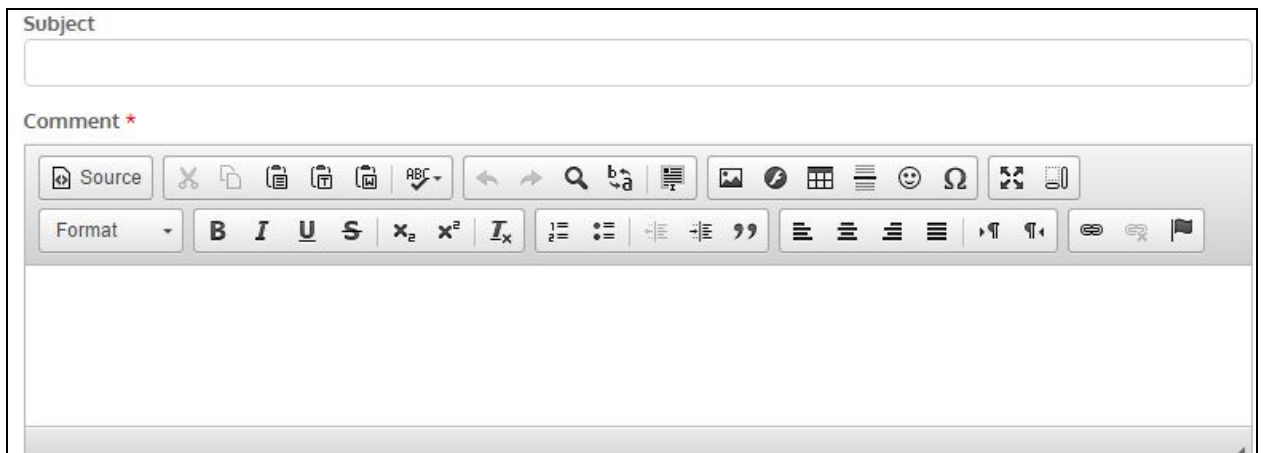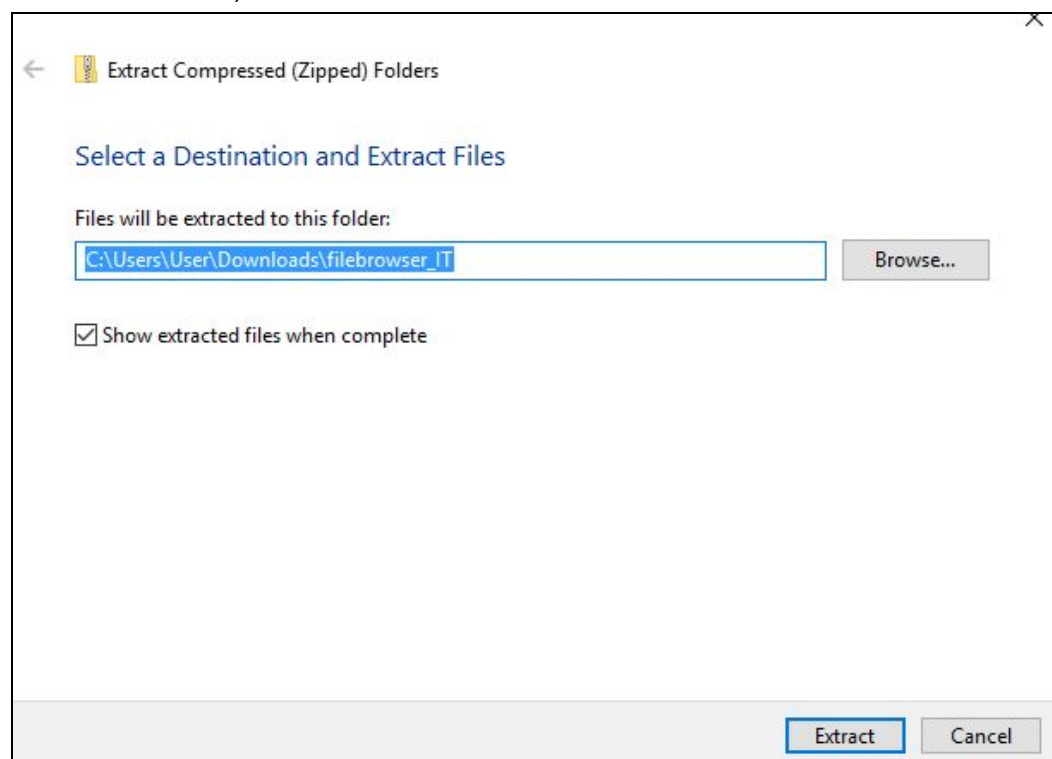

d. The unzipped file will now be in the location you expected, and it may now be viewed as expected!

Add Comments to Posts

1. If you find a post that you would like to comment on, you have to first be sure you are logged in to the website (see Login).
2. On the homepage, where posts are found, comments can be made by clicking the Add New Comment button.
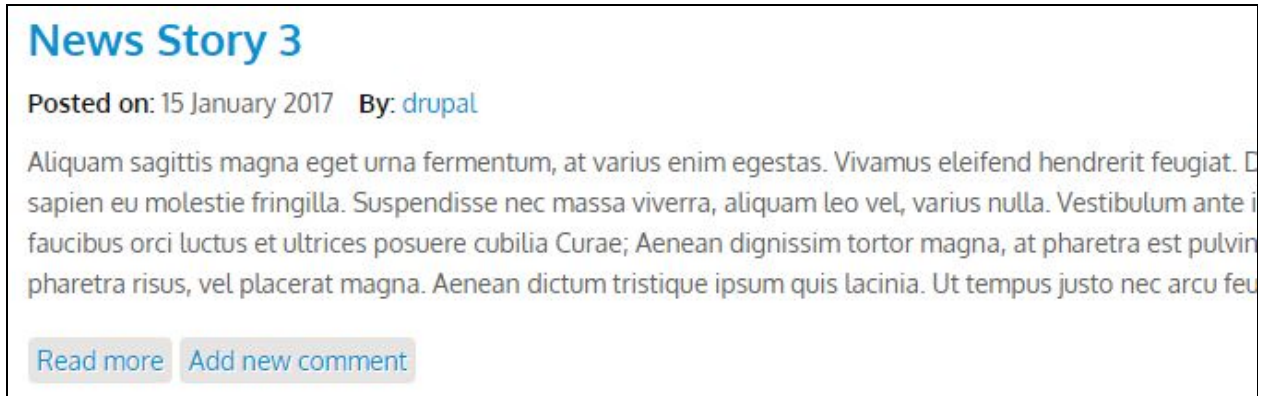
3. Add a Subject and your Comment into their respective boxes, and when you are ready, press Save to post the comment to the site

Access ICS and HMI
1. To access the Human Machine Interface, you must navigate to http://cdc.pan website. To successfully access the HMI interface, you must be a Pump Technician or Electrical Engineer
2. Navigate to the HMI page by clicking on the link labeled HMI found at the top of the homepage

3. When the HMI window loads, you will be prompted to insert your username and password again. (We are very sorry for this inconvenience, but this protocol has been put into place to continue to protect the water and electric sources from hackers)
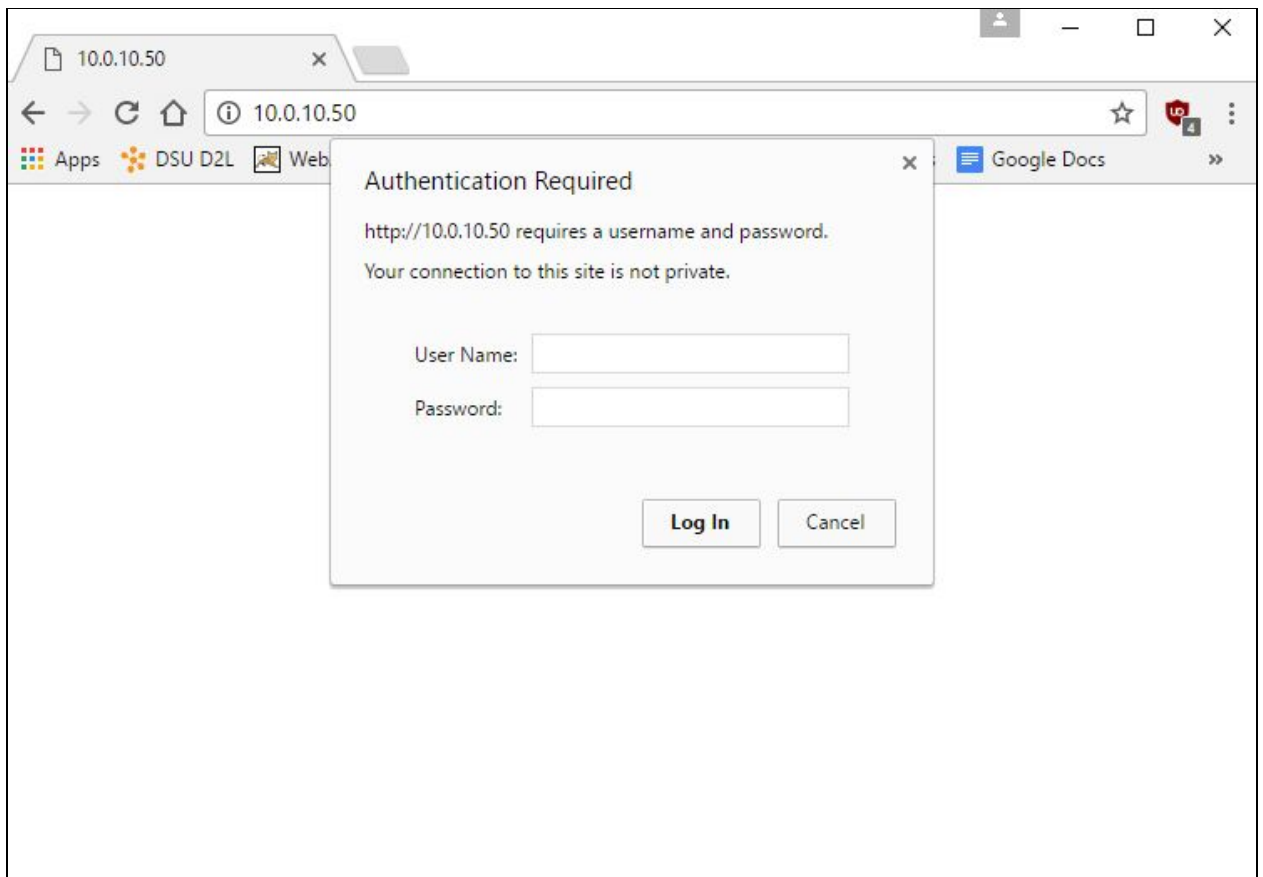
4. Re-use your account credentials to log into the HMI site. Please note: only the pump technician and electrical engineer are allowed!
5. Once successfully logged in, the water and electricity interface will be accessible.
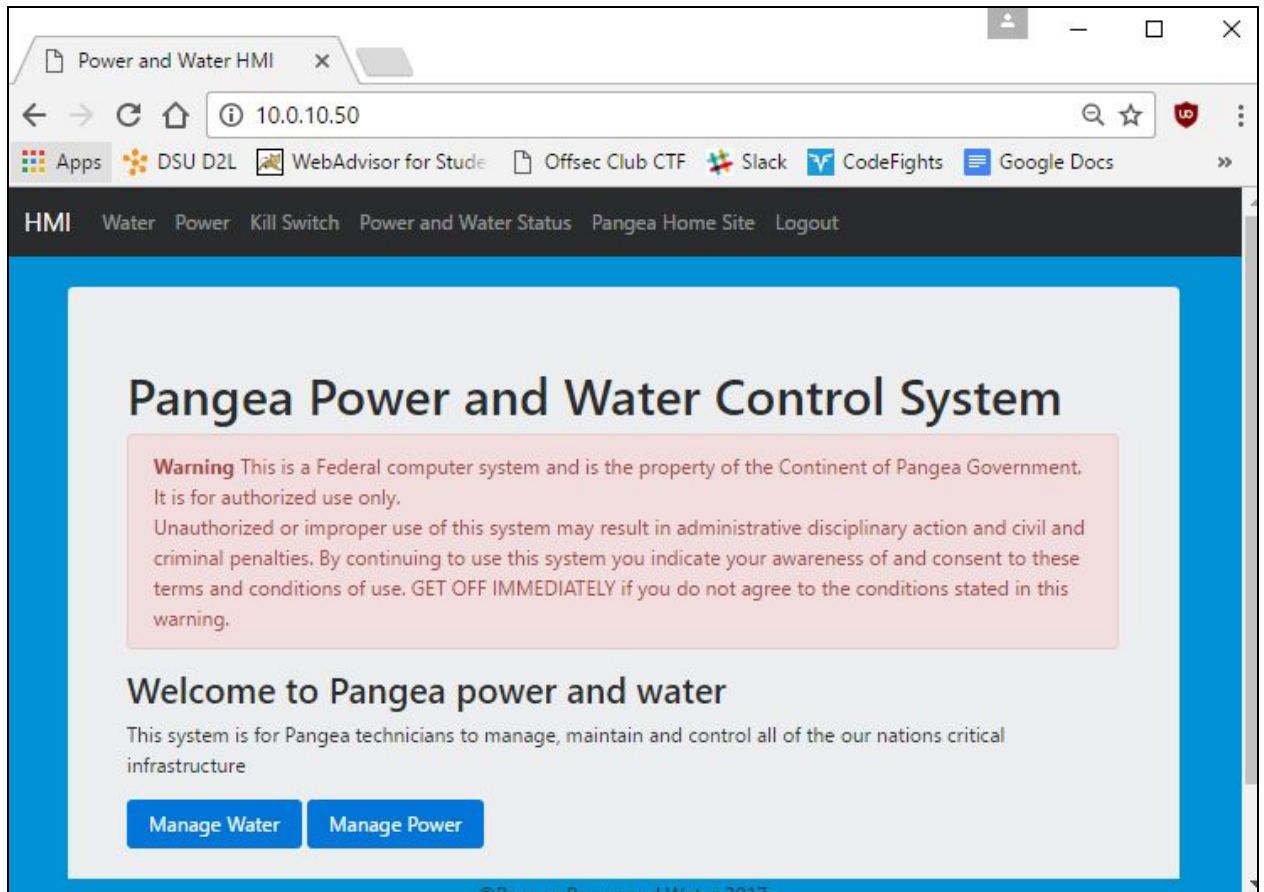
6. When you have completed your necessary tasks within the HMI site, Logout using the Logout button found on the top banner of the site. For security reasons, it would also be good if you closed your entire browser after logging out, this will make it more difficult for the bad-guy hackers to steal your password.
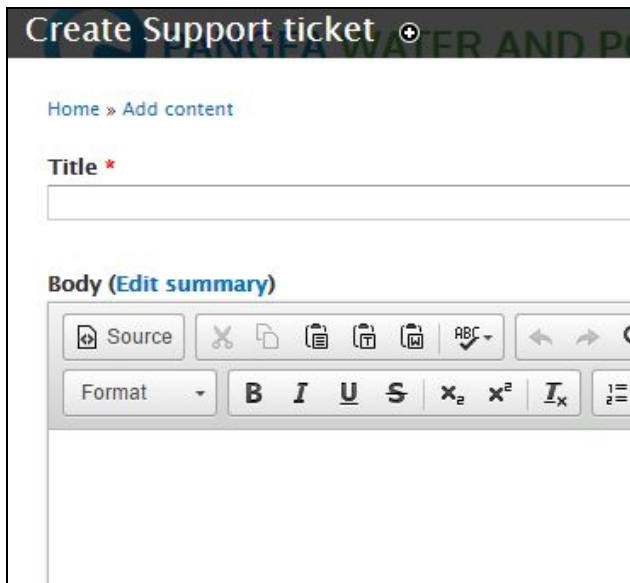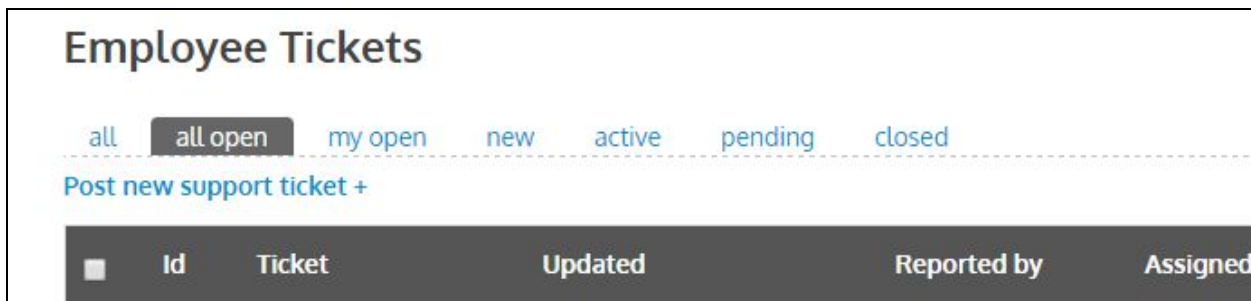
Requesting Help through the Help Desk

1. To use the the Help Desk you must be logged in to the Pangea Website (see Login)
2. Along the right side of the home page, scroll down to find the quicklinks
3. The bottom link, labeled Support Tickets, will take you to the Support Ticketing service

4. To post a new support ticket, select Post a New Support Ticket

5. Navigate through the support ticket settings, selecting details based on your issue

6. Press save to post the ticket for IT to look at and hopefully help you out

Answering Requests from Help Desk

1. When Help Desk sends a request to you, it will be in the form of an email
2. Email service can be found at http://mail.cdc.pan

3. Login to the email service using your username and password credentials
4. After receiving the email, you may email back to answer the request
5. Hopefully after that, your errors should be gone and you are good to go!