



AccessTogether User Guide
(For Public Users)

Content

1 Introduction	1
2 About this User Guide	1
3 Getting Started	2
4 Key Features	2
4.1 View Profile Information	2
4.2 View Dashboard	3
4.3 User Control	3
4.4 Building Access Management	3
5 Usage of Features	4
5.1 Login	4
5.1.1 Username and Password	4
5.1.2 Dongle Authentication	6
5.1.3 Facial Recognition Verification	7
5.2 View Profile Information	8
5.3 Change Consent Settings	9
5.4 Edit Password	11
5.5 View Dashboard	13
5.6 Logout	14
6 FAQs	16

1 Introduction

AccessTogether is a web-based application developed to aid Singapore in the current COVID-19 pandemic, as she prepares for an endemic and transitions into a COVID-19 resilient state. AccessTogether will help organizations to regulate access control at public locations, preventing unauthorized individuals from entering the buildings. This helps to ensure that individuals that are allowed into public locations are interacting in a safe setting, with reduced risks of being infected by the virus.

AccessTogether is available for use on all major browsers such as Google Chrome, Mozilla Firefox, Microsoft Edge and Apple Safari.

2 About this User Guide

This document will provide explanations and details on the usage of the various features in AccessTogether.

The following symbols and formatting are used in this document:

NOTE: This indicates useful information to improve your user experience.

WARNING: This indicates serious information which should be adhered to.

① This number in the circle is used together with the figures to illustrate the steps needed for each feature. The example here is used to represent Step 1.

3 Getting Started

Before you come onboard AccessTogether, here are some of the things you need to do:

1. Check that you have a browser on your system and browse to this web link:
<https://4205-grp2-1.comp.nus.edu.sg/login>
2. You should see the following login page as shown below:

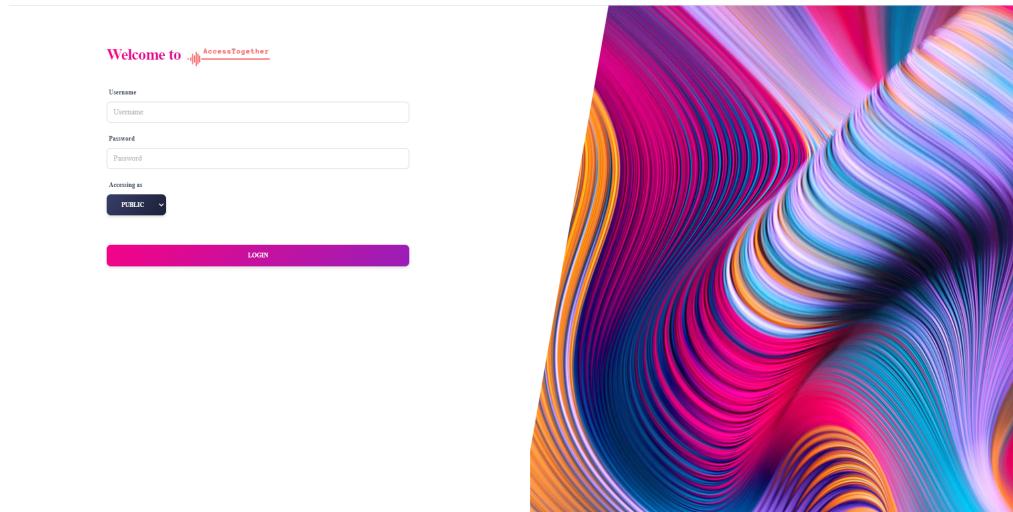


Figure 1: Login page of AccessTogether

4 Key Features

Not sure what AccessTogether can do? Read this section to learn more!

4.1 View Profile Information

The accuracy of your personal data is critical for you to receive timely updates from the relevant authorities, as well as to be contactable if you are found to have close contact with infected individuals and/or have been possibly exposed to the virus.

Always ensure that your personal information is accurate so that the time required for contact tracing is minimized. Remember, time is critical in our fight against the virus!

4.2 View Dashboard

AccessTogether provides a dashboard that displays your visitation log, with the 50 most recently visited locations. If you heard the news about an emerging cluster but are unable to recall where you went, this dashboard is just the thing you need!

Never worry that you forgot if you visited a cluster, because AccessTogether will remember it for you! This includes both the location and timestamp of the visit.

4.3 User Control

Data consent and security is of utmost importance to the team behind AccessTogether. The control of your account and data will always remain in your hands!

If you have changed your mind on how AccessTogether should work for you, you can update your consent settings with a simple click. These settings include the consent for the use of Test and Quarantine logs, Vaccination logs, and allowing the exportation and use of your data for contact tracing.

You can also modify your account settings such as changing your password within minutes through our system.

4.4 Building Access Management

AccessTogether will be deployed at all public locations for the purpose of managing building access, whereby only fully vaccinated individuals will be allowed entry.

As a registered user of AccessTogether, you would have received a dongle which will be needed for gaining access to public places in future. In order to verify that you are the owner of the dongle, facial recognition will also be conducted at the entrances before access into the building is granted.

So remember, always bring your dongle along with you and never to share it with anyone!

5 Usage of Features

This section will illustrate and walkthrough the usage of AccessTogether.

5.1 Login

Login is required before you can start using AccessTogether. This will be done by using your account credentials, the dongle issued during registration, and facial recognition.

5.1.1 Username and Password

To login into AccessTogether:

1. Enter your username.
2. Enter your password.
3. Ensure that you are accessing as a PUBLIC user.
4. Click on the LOGIN button.

Outcome: If successful, you will be redirected to the dongle check page.

NOTE:

- Both Username and Password fields are required.
- If you are trying to access as an ADMIN, STAFF, CONTACT TRACER, or RESEARCHER, please refer to the respective AccessTogether User Guides available.

Example of usage:

If you are logging in as the user Betty, enter Betty's credentials in the respective fields.

The screenshot shows a login form for 'AccessTogether'. Step 1: A red circle labeled '1' points to a 'Username' field containing 'betty'. Step 2: A red circle labeled '2' points to a 'Password' field containing '*****'. Step 3: A red circle labeled '3' points to a 'Accessing as' dropdown menu set to 'PUBLIC'. Step 4: A red circle labeled '4' points to a large blue 'LOGIN' button.

Figure 2: Example for login with user credentials

Expected outcome:

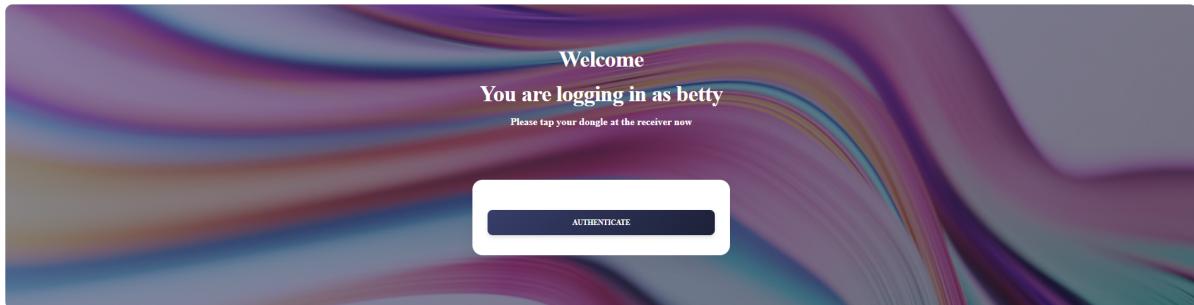


Figure 3: Expected outcome for users with valid credentials

5.1.2 Dongle Authentication

To authenticate your identity:

1. Click on the AUTHENTICATE button.

Outcome: If successful, you will be redirected to the facial recognition page.

NOTE:

- You will only see this page if you have passed the user credentials check.
- Ensure that Bluetooth is enabled on your system.
- Ensure that your dongle is with or near you during login.
- Ensure that **mini_client_home.exe** has been executed before proceeding.

WARNING:

- Never share your dongle with anyone, including people you know.
- Impersonation is a criminal offence and will be liable under existing laws.

Example of usage:

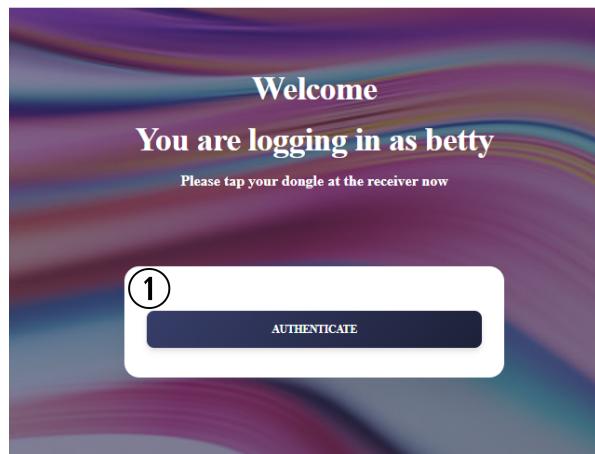


Figure 4: Example of dongle authentication page

Expected outcome:

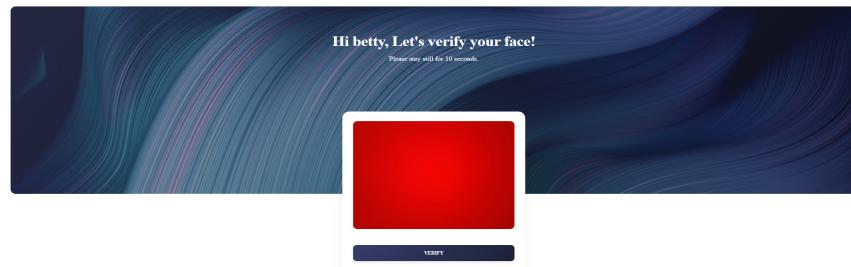


Figure 5: Expected outcome for users with valid dongle

5.1.3 Facial Recognition Verification

To verify your identity:

1. Look into the webcam and keep still for 10 seconds.
2. Click on the VERIFY button.

Outcome: If successful, you will be redirected to the homepage.

NOTE:

- You will only see this page if you have passed both the user credentials and dongle authentication checks.

Example of usage:

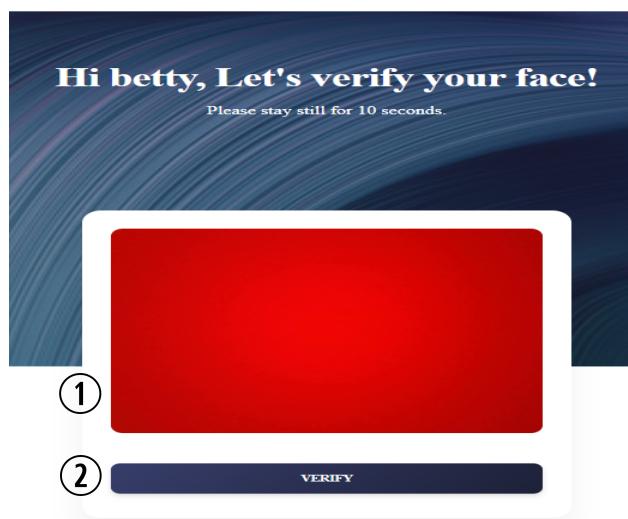


Figure 6: Example usage for facial recognition verification

Expected outcome:

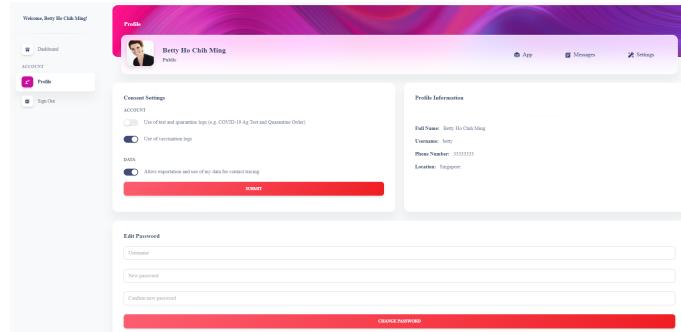


Figure 7: Expected outcome for a valid facial recognition check

5.2 View Profile Information

You can view your profile information from the homepage.

NOTE:

- If you would like to update any information, please contact the admin of AccessTogether.

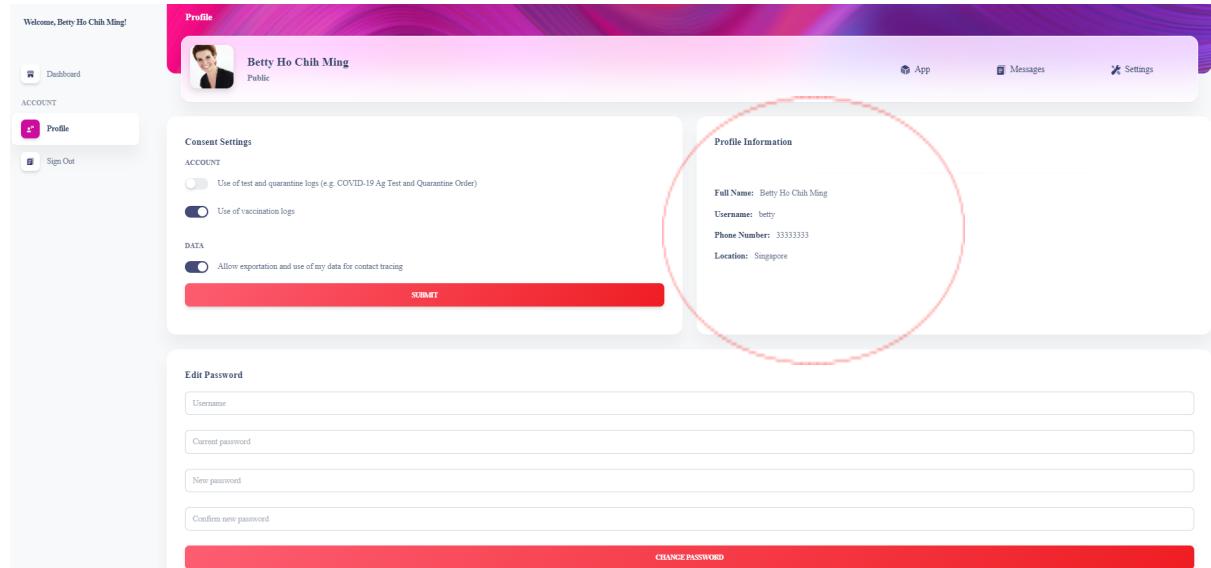


Figure 8: Homepage of AccessTogether

5.3 Change Consent Settings

You can change your consent settings for AccessTogether from the homepage. This includes the use of Test and Quarantine logs, Vaccination logs, and allowing the exportation and use of your data for contact tracing.

To modify any of the consent settings:

1. Ensure that you are on the homepage.
2. Click on the toggle button for the consent setting that you would like to update.
3. Click on the SUBMIT button.

Outcome: If successful, the changes for your consent settings will take effect immediately.

Example of usage:

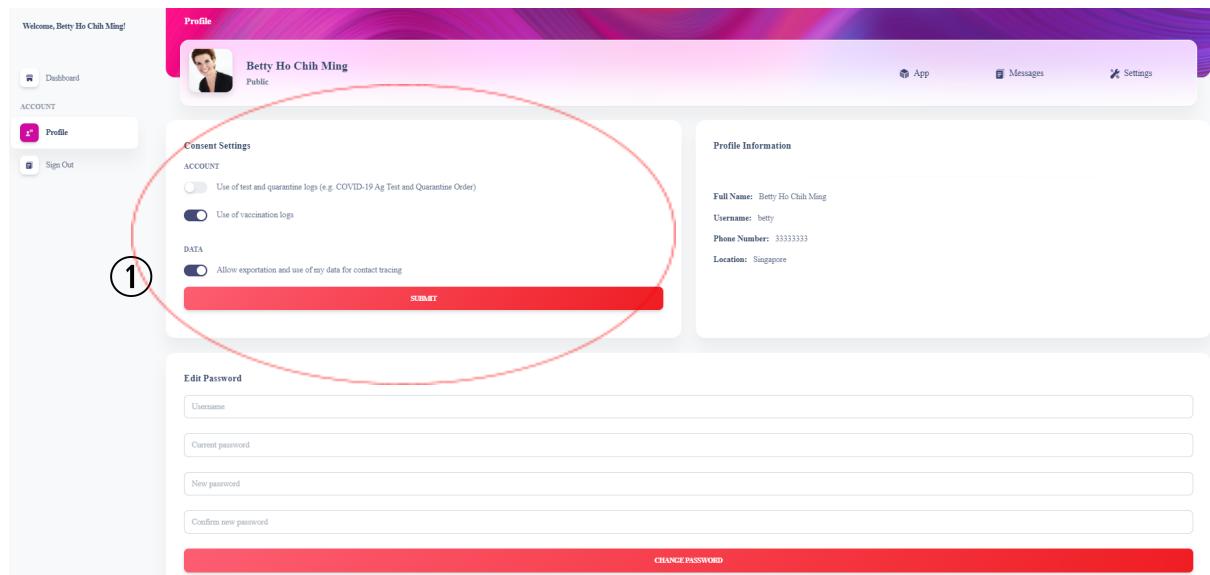


Figure 9: Homepage of AccessTogether

If you would like to remove your consent for the use of your Vaccination logs, click on the toggle button for that setting and click SUBMIT.

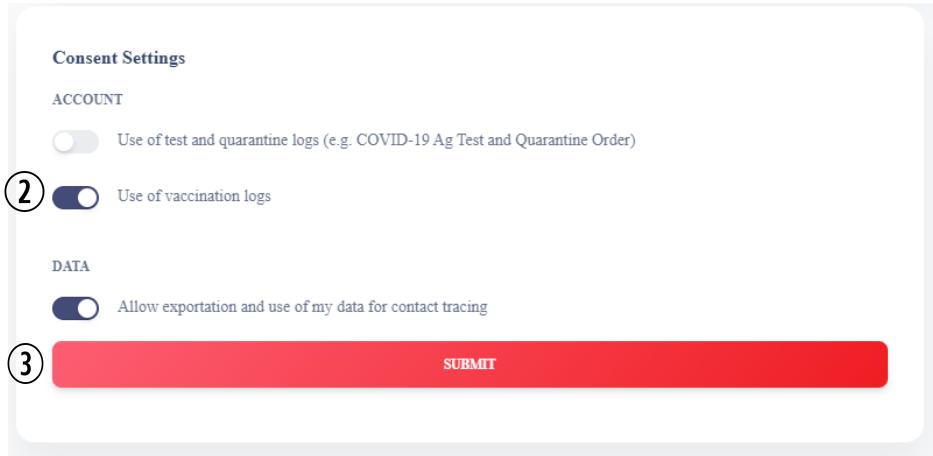


Figure 10: Example usage to remove consent for use of Vaccination logs

Expected outcome:

After you have submitted, you will see a message that informs you that the status has been changed.

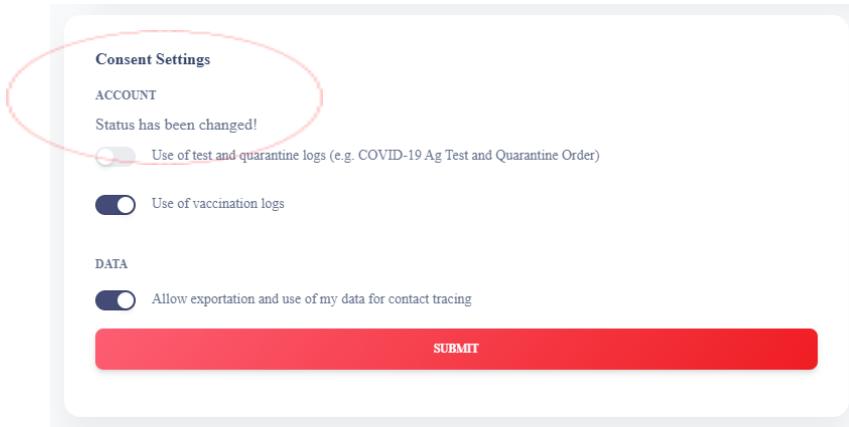


Figure 11: Message to inform user that consent has been modified

Reload the homepage and you will see the changes in consent being reflected in the consent settings.

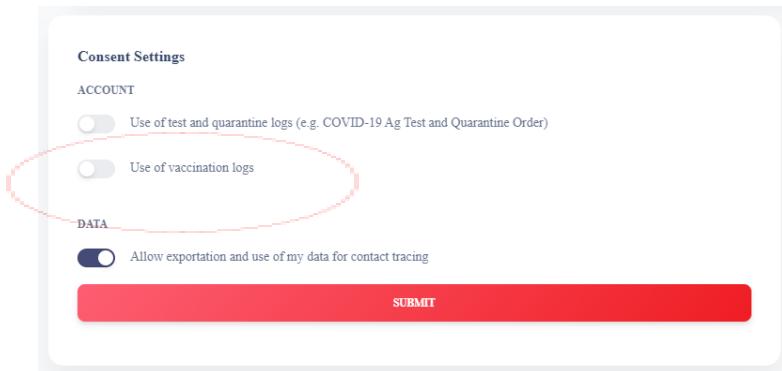


Figure 12: Expected outcome of consent being modified successfully

5.4 Edit Password

It is a good practice to update your password regularly to keep your account secure.

To edit your password:

1. Ensure that you are on the homepage.
2. Enter your username.
3. Enter your current password.
4. Enter your new password.
5. Enter your new password again.
6. Click on the CHANGE PASSWORD button.

Outcome: If successful, your password will be changed and will take effect immediately.

NOTE:

- Password needs to have the following requirements:
 - At least 1 uppercase, 1 lowercase, 1 numeric, 1 special character.
 - At least 8 characters long.

WARNING:

- Never share your password with anyone else, including people you know.

Example usage:

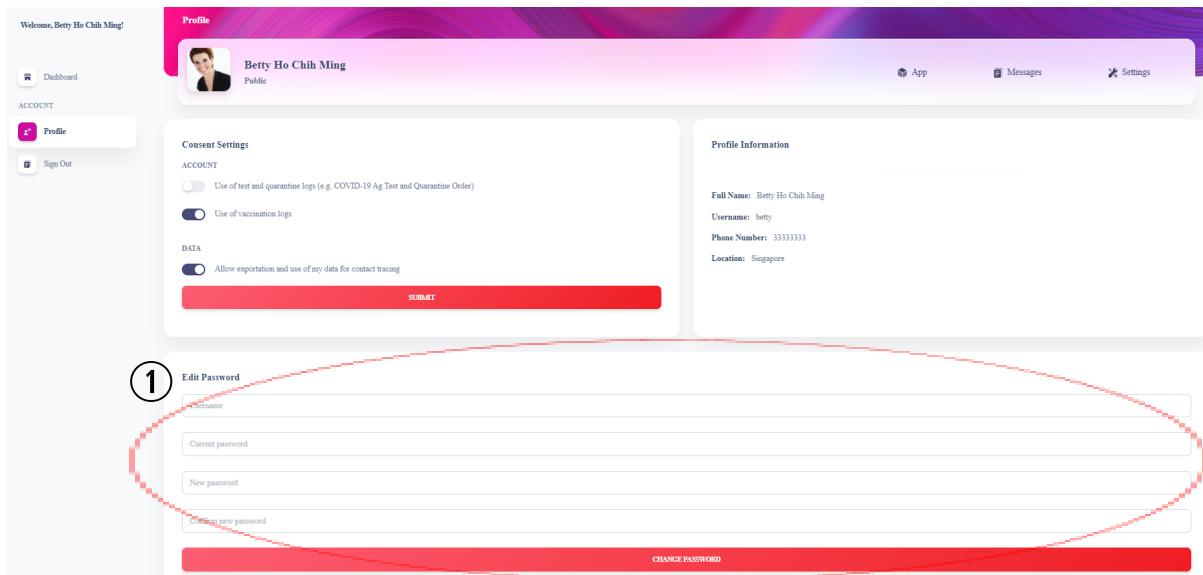


Figure 13: Homepage of AccessTogether

If you are logged in as Betty and would like to change your password, enter Betty's username, current password and the new password twice before clicking on the CHANGE PASSWORD button.



Figure 14: Example usage for changing user password

Expected outcome:

After you have submitted, you will see a message that informs you that your password has been updated successfully. You will need to login with this new password for future logins.

The screenshot shows a user interface for changing a password. At the top, there is a red oval highlighting the text "Edit Password" and "Message: Password updated successfully". Below this, there are four input fields: "Username", "Current password", "New password", and "Confirm new password". A large red button at the bottom right is labeled "CHANGE PASSWORD".

Figure 15: Expected outcome for successful password change

5.5 View Dashboard

You can view your visitation log under the Dashboard page. This log helps you to remember your 50 most recently visited places with the timestamp.

To view your Visitation Log:

1. From the Homepage, click on the Dashboard button.

NOTE:

- This Visitation Log is for your own reference only.

Outcome: If successful, you will be able to view your visitation log.

Example usage:

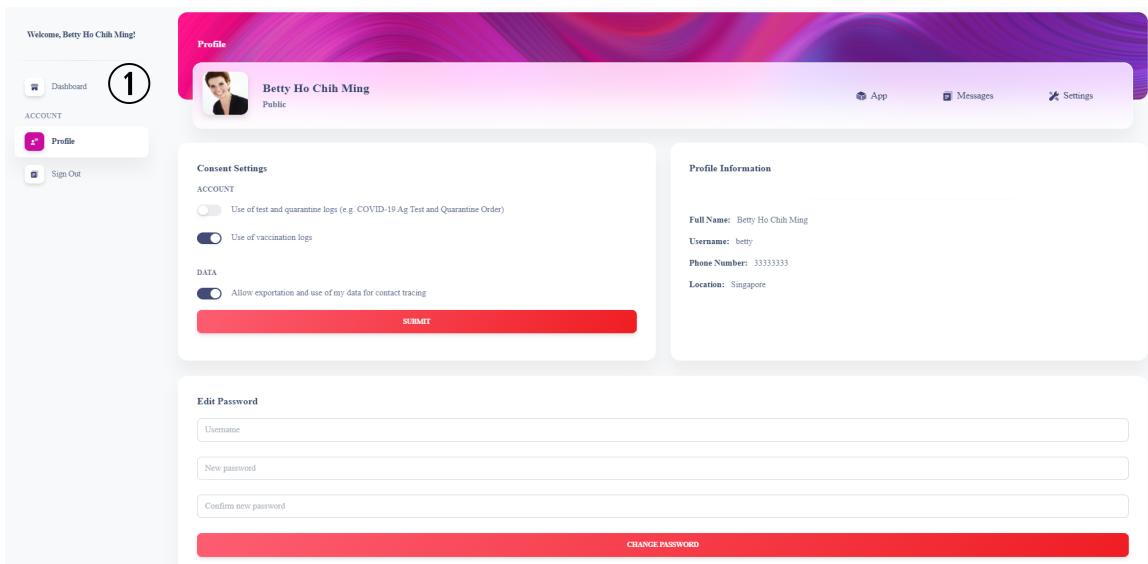


Figure 16: Homepage of AccessTogether

Expected outcome:



Figure 17: Expected outcome for viewing Visitation log

5.6 Logout

Finish with what you need to do with AccessTogether? Always remember to logout from your account to prevent any unauthorized access.

To logout of AccessTogether:

1. Click on the Sign Out button.

Outcome: If successful, you will be redirected to the Logout page and your current session in AccessTogether will be terminated.

Example usage:

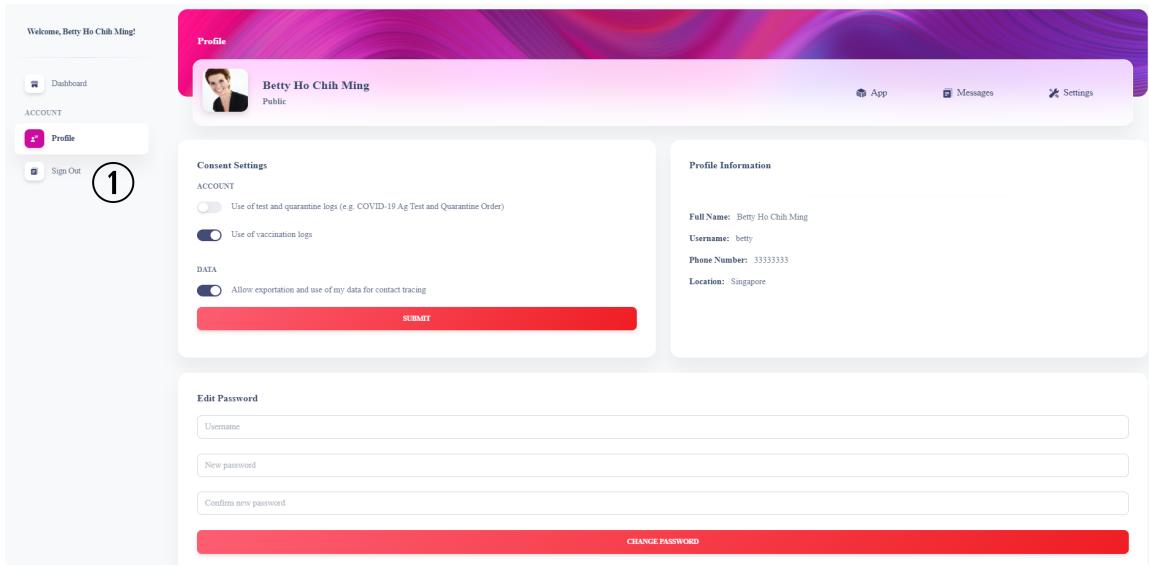


Figure 18: Homepage of AccessTogether

Expected outcome:



Figure 19: Expected outcome for logging out of AccessTogether

6 FAQs

Q: I tried to login but I got “Error: Invalid username or password. Please try again.” Is there a mistake?

A: You have entered an invalid username and/or password. If you have forgotten your credentials, please contact the admin of AccessTogether.

Q: For my consent settings, there is a message that says “The status remains the same!”. What should I do?

A: This is just to inform you that you have clicked the SUBMIT button without any changes in consent based on our record. This may happen if you accidentally clicked the button. Otherwise, please select the toggle button of the consent that you would like to change and click SUBMIT.

Q: I would like to change my child’s password but I got the error “Error: You can only change your own password”.

A: Please note that you can only change your own password. If you would like to change your child’s password for his/her AccessTogether account, please login to their account first.

Q: “Error: Passwords do not match” What is this?

A: The password you would like to change is not the same in the New Password and Confirm New Password fields. Please try again.

Q: What are the password requirements for an AccessTogether account?

A: All user passwords must have at least 1 uppercase, 1 lowercase, 1 numeric, 1 special character, and be at least 8 characters long. Otherwise, you will see this error “Error: New password does not meet password requirements: at least 1 uppercase, 1 lowercase, 1 numeric, 1 special character, and 8 characters long”.

Q: I clicked on the Dashboard button but I got the Login page. Why is this so?

A: You might have been inactive for more than 5 minutes although you have logged in. To protect our users, there will be a timeout after 5 minutes for inactive users and they will automatically be logged out.

Q: I need some help in using AccessTogether. Who can I look for?

A: Please contact the admin for AccessTogether if you have any issues. We are always here to help.