## **USER MANUAL**

# e-SUBMISSION SYSTEM

**OF** 

# CENTRAL REGISTRY OF DRUG ABUSE



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## I. INTRODUCTION

## **About the Central Registry of Drug Abuse (CRDA)**

- The CRDA is set up to provide relevant drug abuse statistics for monitoring changes in the drug abuse trends and characteristics of drug abusers. It is a voluntary reporting system recording the details of drug abusers who have come into contact with and have been reported by the reporting agencies including law enforcement agencies, treatment and welfare agencies, tertiary institutions, hospitals and clinics. By its nature, while the CRDA does not measure the exact size of the drug abusing population in Hong Kong at any particular time, statistics derived therefrom are indicators of the trends of drug abuse over time, providing useful information on the latest drug situation in Hong Kong, and supporting an evidence-based approach to the formulation of anti-drug policy and allocation of resources for suitable anti-drug initiatives.
- All information collated is used only for statistical analyses and research purposes.
- The CRDA compiles and releases latest drug abuse statistics on a quarterly basis. All the reports published by the CRDA are statistical in nature and contain no information that could lead to any individual reported drug abuser being identified.
- All information supplied in the CRDA record sheets is handled in strict confidence and is accessible only to those who are directly involved in the operation of the CRDA and relevant workers of reporting agencies, and all these personnel are required to observe the rule of confidentiality. The confidentiality of all records held by CRDA and its reporting agencies is safeguarded by the Dangerous Drugs Ordinance (DDO) (Chapter 134) and the Personal Data (Privacy) Ordinance (Chapter 486).
- The DDO stipulates that any person who discloses any record of confidential information which is kept by the CRDA or a reporting agency, or supplies to any person information obtained from any such record, or permits access to any such record, commits an offence.

## Redevelopment of the CRDA computer system

- The redevelopment project of the CRDA computer system, commenced in November 2003, was undertaken as one of the recommendations of a major review of the CRDA completed in 2001.
- Its overall objective is to enhance system functionality to cope with changing drug abuse trends.
- The new computer system is a web-based information system with features on electronic submission of drug abuser records over the Internet and enhanced data dissemination on Narcotic Division's website, amongst others. It supports use of Chinese characters and complies with Interoperability Framework of the Government, by reaping advantages of latest information technology.

As from April 2005, a revised CRDA record sheet was put in use mainly to include new items on usual frequency and place and locality of abusing drugs so as to gauge more indepth information on the changing drug abuse patterns for reference in formulating antidrug strategies.

## e-Submission System of CRDA

- The e-submission system of CRDA, being a confidential information system, adopts strict security measures which comply with the security regulations of the government for confidential information systems. Each reporting agency needs to register with and to be authorized by the CRDA to use the system. Each agency should appoint an agency coordinator to liaise with the CRDA office on user registration and then to open and manage user accounts for reporters concerned. Only authorized users with a valid security device (viz. token which is a number display machine) are allowed to access the system.
- Major functions of the system include :
- 1. **e-Record submission** allows users to submit drug abuser records and to validate the submitted data instantly on-line over the Internet to CRDA, thereby greatly streamlining the data reporting process as well as improving data integrity and timeliness. Users are also allowed to print the submitted e-record after completion of submission.
- 2. Submitted e-record index allows users to enquire real time on-line index of e-records of drug abusers submitted by the respective unit coordinators / reporters over the past three months, thereby facilitating trailing and indexing of e-records. The index contains for each e-record the date of input, date of contact, name of drug abuser, case reference number and name of reporter.
- 3. **Submitted e-record management statistics** allows users to enquire on-line a report on aggregated management statistics on selected demographic characteristics and drug abusing patterns of reported drug abusers based on e-records submitted by the respective unit coordinators / reporters over the past three complete years. This facilitates users to perform data analysis and record management. Statistics contained in the report are updated regularly.
- 4. **Submitted e-record revision** allows users to revise e-record of reported information submitted by the respective unit coordinators / reporters over the past year, thereby streamlining the procedure of revising reported information through telephone, facsimile or e-mail.
- Other features of the system :
  - (i) Input and output of Chinese characters is supported.
  - (ii) The function of "User Profile" facilitates the unit coordinator to manage user accounts under his/her purview, allowing one to create and delete accounts, update account profile and reset personal login password.

- (iii) The function of "My Profile" allows one to update his/her account profile and to reset personal login password.
- (iv) The function of "User Guides" allows one to download the bilingual version of (1) CRDA record sheet, (2) Guidelines for the completion of CRDA record sheet, (3) User manual on e-Submission System, and (4) Common substances of abuse.

## **System security**

- The e-submission system adopts a "Two Factor Authentication" for login security. The CRDA ID and a token are distributed by CRDA to its reporting agencies for login purpose. Each user has to complete two levels of login when logging in the system. At the first level, each user has to enter a CRDA ID, user-defined 4 to 8-digit alphanumeric password and a 6-digit number displayed on the device. At the second level, the user has to enter the personal login ID and personal login password for user authentication.
- For greater system security, if a user leaves the system in an inactive state over the specified time-out period (presently at 1 hour) after logging in, the system will be timed-out. All input data will then be lost and the user has to input data again for reporting purpose. The user needs to log in the system again before using the system.
- On data submission, the e-submission system has adopted 128 bit encryption pack to refrain data from being hacked during the transmission process. Finally, upon receiving the data, the website will instantly transmit it to the server in Narcotics Division through a series of firewalls to protect data from disclosure at the website.

## **System operation hours**

 $Monday\ to\ Saturday: 6:00\ a.m.-10:00\ p.m.$ 

Sunday and Public Holidays: Closed

## Client workstation requirements

■ Users are recommended to have their PC with Windows Operating System, Google Chrome (GC) web browser and Internet access. For the details of hardware and software requirement and the configuration setup, please refer to Section V.

## **Help Desk**

■ In case of any queries in using the system, please contact staff of the CRDA office by telephone (phone no. : 2867 1071), fax (fax no. : 2537 2575) or e-mail (e-mail address : sb\_stat@sb.gov.hk).

## II. MANAGEMENT OF USER ACCOUNTS

■ Management of user accounts of the system involves the following parties each with different role to take up:

• System administrator: Statistics Unit of Security Bureau oversees the daily

maintenance of the system and performs administrative work including processing the registration of a reporting agency for using the system and providing help desk service to system

users.

• System Users: For both system security and data confidentiality, different

levels of responsibilities in relation to the management of user accounts of a reporting agency are defined. Each reporting agency when registering for using the system has to appoint

appropriate staff to take up these responsibilities.

## 1. Agency coordinator:

- This person registers with CRDA for using the system on behalf of the respective reporting agency, collects and keeps the security tokens in safe custody and returns the tokens back to CRDA when they are no longer required (please also see the following section on user registration for more details).
- The security token is the property of CRDA. If the token is accidentally damaged and even lost, he/she should report the case to the CRDA ASAP and make arrangement for replacement.
- If this personnel is going to be replaced (has been replaced), the coordinator concerned should report the case to the CRDA ASAP and make arrangement for updating user account's information.
- He/she can choose to open a user account for himself / herself or not.

Access to system functions: All except creating/deleting accounts for reporters.

Level of access to submitted e-record index and management statistics: Highest.

Index and management statistics in respect of all e-records submitted by all reporters / reporting units of the same agency can be enquired.

#### 2. Unit coordinator:

• This person keeps the security token(s) in safe custody when allocated by the agency coordinator, creates / deletes accounts and updates account profile for reporters under his/her purview as and when required (please also see Part IV, section 7 on user profile).

(*Unit coordinator cont'd*)

- The security token is the property of CRDA. If the token is accidentally damaged and even lost, he/she should report the case to the CRDA ASAP and make arrangement for replacement.
- If any authorized user under his/her account is going to be replaced (has been replaced), the coordinator concerned should update user profile on his/her own (please also see Part IV, section 7 on user profile).

Access to system functions: All

Level of access to submitted e-record index and management statistics: High Only index and management statistics in respect of e-records submitted by reporters of his/her unit can be enquired.

## 3. Reporter:

- This person keeps the security token in safe custody when allocated by the agency/unit coordinator and returns it to the latter after use, performs e-record submission and updates his/her own account profile.
- He/she should update his/her own password regularly for security reason, and updates his/own profile on a need basis (please also see Part IV, section 6 on my profile).

Access to system functions: All except creating/deleting accounts for reporters (same as agency coordinator).

Level of access to submitted e-record index and management statistics: Low Only index and management statistics in respect of e-records submitted by himself/herself can be enquired.

- In consideration of different operations and administrative arrangements for different reporting agencies, flexibility is allowed for a reporting agency to appoint the same personnel to take up multi-roles, say being agency coordinator cum unit coordinator, or coordinator cum reporter.
- Level of user accounts: User accounts for both agency coordinators and unit coordinators are created by system administrator only. If there is any change to the personnel taking these roles, the staff concerned should notify system administrator as soon as possible for the latter to make necessary follow up arrangement. User accounts for reporters are created by the respective unit coordinators.

## **Procedures for Agency Registration with Statistics Unit of Security Bureau**

- After an agency registers successfully for using the system, user accounts for the agency / unit coordinator of the agency concerned will be created by system administrator, and login information and security token(s) assigned for the particular agency will be available for collection. Accounts for reporters of an agency shall be created by the respective unit coordinator. An agency shall follow the procedures described in the following paragraphs to register for using the system.
- 1. A reporting agency shall first appoint a (agency/unit) coordinator to perform user registration on behalf of the agency.
- 2. The coordinator concerned is required to provide the following information to Statistics Unit for creating corresponding user accounts:
  - (i) the number of security tokens required (if more than one is required); and
  - (ii) the user roles of the users (i.e. agency coordinator or unit coordinator) and the corresponding names, telephone numbers and email addresses.
- 3. After confirming users' identity and successfully creating user accounts, Statistics Unit will contact respective coordinators via email and ask him/her to collect at the office of Statistics Unit (i) CRDA ID, (ii) security token, and (iii) personal login ID and initial password for system login.

## Use of security device at the first level system login

■ Each agency/unit would normally be allocated a token for shared use among authorized officers. Additional tokens may be allocated to an agency/unit on request on a need-basis.

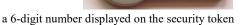


- Reporting agency has to set up an user-defined 4 to 8-digit alphanumeric password when first login to the system.
- Each token distributed to an agency will bear a unique CRDA ID. It will display on it a new 6-digit random number continuously every minute. When accessing the system using the token, a user has to enter the CRDA ID and user-defined 4 to 8-digit alphanumeric password as well as the said 6-digit random number. Given this design, more than one user of an agency/unit can use the system at the same time.

#### III. LOGIN AND LOGOUT

## Login

- A "Two Factor Authentication" approach is adopted to authenticate authorized users. A user needs these information to login the system every time:
  - (1) CRDA ID,
  - (2) user-defined 4 to 8-digit alphanumeric password,
  - (3) a 6-digit number displayed on the security token,
  - (4) personal login ID, and
  - (5) personal login password



Note that while (4) and (5) of all agency/unit coordinators are assigned by the CRDA upon user registration, (4) and (5) of all reporters are administered by the respective unit coordinators. The login steps are given in the following paragraphs.

1. Enter the URL <a href="https://www.nd.gov.hk/en/crda\_reporting\_system.html">https://www.nd.gov.hk/en/crda\_reporting\_system.html</a> in the browser. After successful connection, the following screen will be displayed. Then click on the hyperlink "Login (for authorized users only)".



The CRDA is a voluntary reporting system recording the details of drug abusers who have come into contact with and have been reported by the reporting agencies, including law enforcement agencies, treatment and welfare agencies, tertiary institutions, hospitals and clinics. Reporting agencies may submit the information in hardcopy or electronically.

#### Record Sheet

Reports on drug abusers are submitted to CRDA via a standard record sheet by a wide network of reporting agencies.

#### <u>Guidelines</u>

Guidelines for the completion of the CRDA record sheet provide important points to note for reporting agencies in submitting reports on drug abusers to CRDA.

#### CRDA e-Submission

The e-Submission system of CRDA facilitates reporting agencies with access to Internet in data reporting to CRDA and indexing concerned data on one hand, while also streamlining the work flow and improve data quality and timeliness for the CRDA on the other hand.

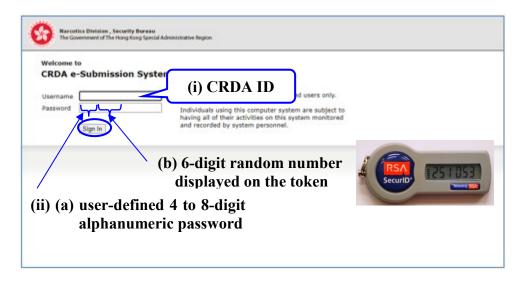
- 1. Introduction to the System
  - Apply to be a User

- 3. <u>User Manual</u>
- 4. Frequently Asked Questions

2. A security alert message on the system certificate will be displayed for confirmation. Click "Yes" to continue processing.



3. Then the screen for using the token to login at the first level of user authentication will be displayed.



Press "Sign In" after inputting the information.

#### Exemption:

For users' convenience, if a user log out and log in again the system using the same computer within the default time-out period (presently at 1 hour), the first level of authentication will not be activated. The system will prompt the user direct to the second level of authentication.

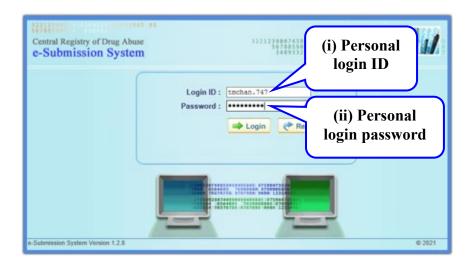
4. Then a security alert message on the system certificate will again be displayed for confirmation. Click "Yes" to continue processing.



5. After successful user authentication at the first level, the following screen will be displayed for the user to select the language for the user interface. Select either the Chinese or English interface by clicking on the respective button.



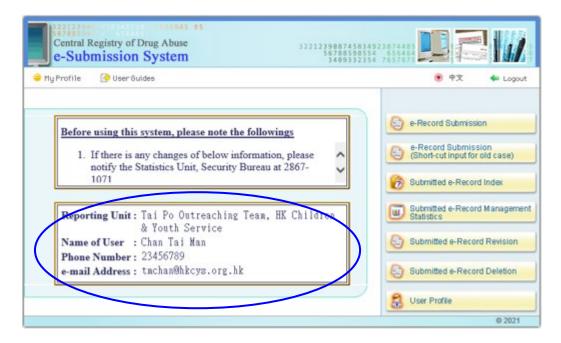
- 6. After selecting the language, the login page of the second level of authentication will be displayed. Enter:
  - (i) personal login ID in the box for "Login ID"; and
  - (ii) personal login password (at least 8 characters) in the box for "Password".



It is recommended to change the password regularly for security purpose.

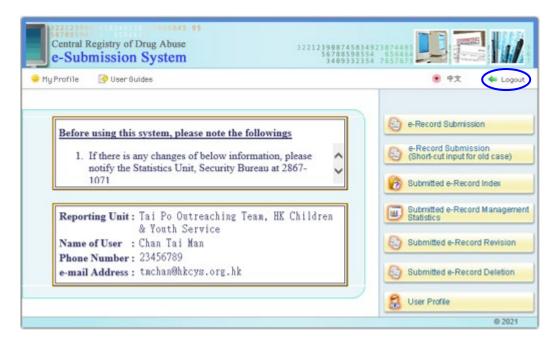
If a reporter forgets his/her login ID, the respective unit coordinator can check it out from his/her user account by using "User Profile" function on the main menu. If, however, the login password is forgotten, the unit coordinator has to reset the password for the user concerned by using "Modify" function in "User Profile" function.

7. After successful login, the system will automatically recognize the name of agency/unit and authorized user and display the information on the main menu page.



## Logout

■ To logout the system, click on the "Logout" button in the main menu.



#### Time-Out

The system will be automatically logged out after remaining inactive over an hour. A security alert message will be displayed for confirmation after time-out. Click "Yes" to continue processing. Any data being entered in the e-record but not yet submitted will be lost with the time-out. Users have to login the system again for submission of drug abuser records.



#### IV. SYSTEM FUNCTIONS

## 1. e-Record Submission

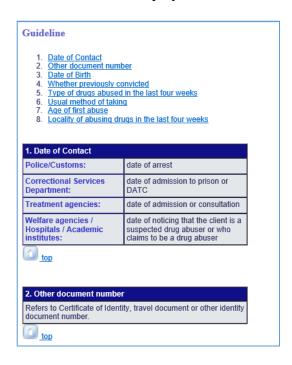
- Less than one minute is normally required to complete one e-form. The input interface has the following four input formats which are quick and easy to use :
  - (i) White box to key in the text (e.g. case reference number and name of an abuser)
  - (ii) Drop down list to click on one of the choices from the given list (e.g. items 2 & 7)
  - (iii) Radio button to click on the button of one of the given choices (e.g. items 5 & 6)
  - (iv) Check box designed for multiple answers, to click on the box(es) of the given choices (e.g. items 16 19)
- Click on the "e-Record Submission" button in the main menu to display a blank erecord.



■ User is suggested to fill in the form in sequential order of items.



For a number of data items, an icon **3** is given next to it. Click on it and remarks concerned will be displayed.



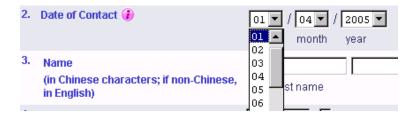
- Follow the steps in the following paragraphs to fill in the e-record.
- 1. Enter the Case Reference Number in the blank white box.



2. Reporting Agency Office / Branch will be automatically displayed according to the information previously registered by the respective agency/unit.

1. Reporting Agency Office/Branch Tai Po Outreaching Team, HK Children & Youth Service

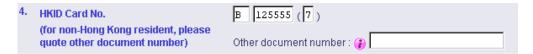
3. For date of contact, select the date / month / year separately from the drop down list. Note that the date of contact should be the current date or before.



4. Enter the name as shown on Hong Kong Identity Card or other identity document, e.g. passport.



5. Enter the Hong Kong Identity Card No. or other document number, such as those on Certificate of Identity and travel document.



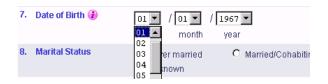
6. Select the sex by clicking on the button of either male or female.



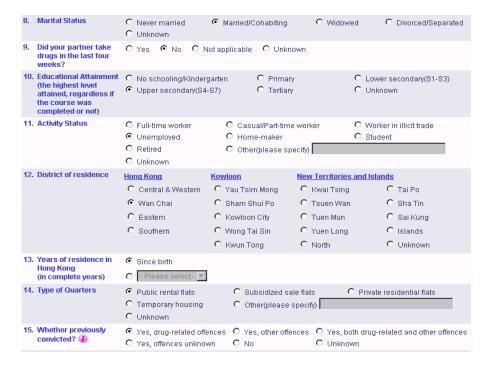
7. Select the race by clicking on the button of one of the given choices. If either "Other Asians" or "Other" is selected, then further click on one of the choices in the given drop down list.



8. For the date of birth, select the day / month / year separately from the drop down list. Date of birth should be calculated by Western reckoning. If, however, the year of birth of the drug abuser is not known, fill in his/her approximate age in the blank white box provided for additional information at the bottom of the e-record input form.

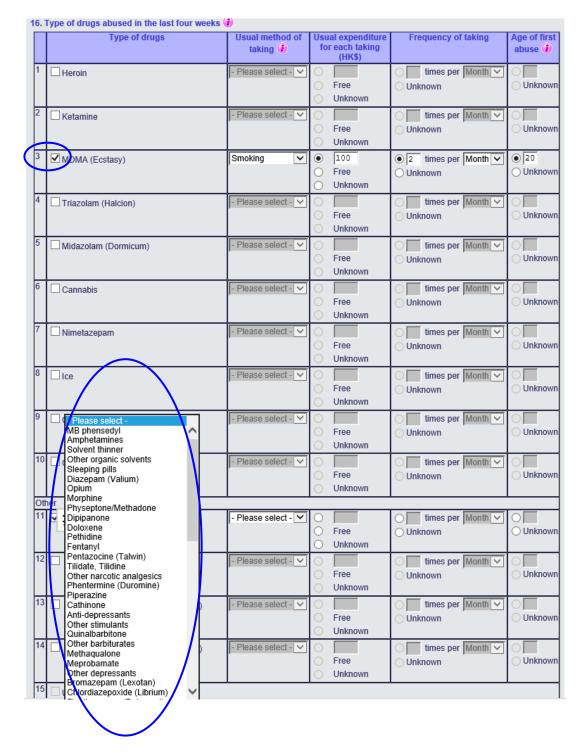


9. For items 8-15, select the appropriate choice by clicking on the button of one of the given choices for the respective items.

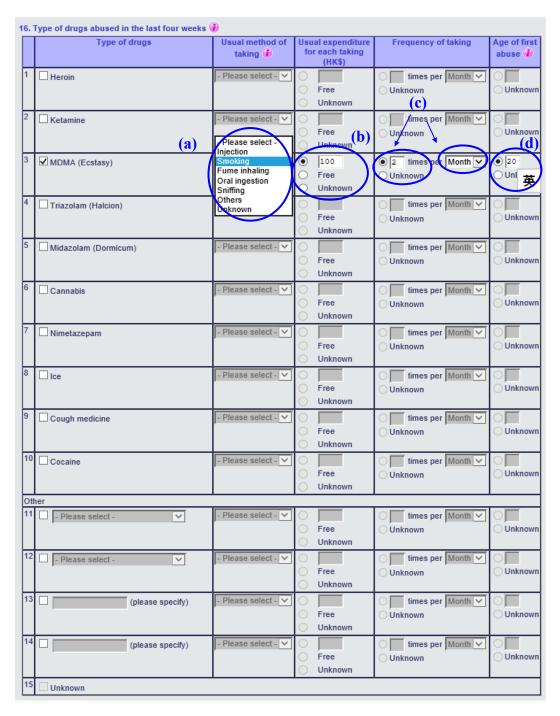


Note that "Whether previously convicted?" refers to whether the abuser has been convicted of a criminal offence in Hong Kong or elsewhere.

10. For item 16 on the type of drugs abused in the last four weeks, selection of more than one drug is allowed by clicking the appropriate check box(es) Ten of the most commonly abused drugs are individually listed in the selection table for direct clicking, while other known drugs are given in the drop down list, which can be selected after clicking the check boxes on rows 11 and 12. As for new drugs, enter the name in the blank white box after clicking the check box(es) on rows 13 and 14. However, if it is impossible to know the type of drugs abused by the abuser, check the box "unknown" on row 15. (Note that if an abuser has taken methadone/physeptone obtained from Methadone Clinics, choose heroin in row 1.)



- 11. For each individual type of drugs selected under item 16, also provide the following information by:
  - (a) clicking on the choice of usual method of taking in the drop down list;
  - (b) entering the usual expenditure for each taking in the blank white box, where a free or unknown option is available;
  - (c) entering the number of times of taking and clicking on the unit i.e. month/week/day for frequency from the drop down list, where an unknown option is available, and
  - (d) entering the age of first abuse in the blank white box, where an unknown option is available. Note that age of first abuse refers to the age at which the drug abuser used the drug for the first time, but not the number of years that the drug abuser has used the drug.



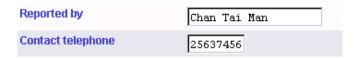
12. For items 17-19, click on one or more appropriate check box(es) for the respective items.

17. Place of abusing drugs in the last four weeks (one or more answers)				
<u>China</u>	<u>Asian Countries</u>	Other Countries		
✓ Hong Kong SAR	Philippines	United Kingdom		
✓ Macau SAR	🔲 India, Pakistan, Bangladesh or Sri Lanka	Portugal		
Mainland of China - Shenzhen	☐ Indonesia	Other European Countries		
Mainland of China - Guangdong Province	☐ Japan	US America		
(other than Shenzhen)		Canada		
Mainland of China - other provinces	Thailand	Other American Countries		
	☐ Vietnam	Australia		
	■ Nepal	New Zealand		
	Other Asian Countries	Africa		
		Others		
		Unknown		
18. Locality of abusing drugs in the last four weeks (one or more answers) 😯				
✓ Home	Apartment/Bungalow/Rental area	Unknown		
☐ Friend's home	☐ Disco/Karaoke ☐ Disco/Karaoke			
School/Hostel	☐ Night club/Internet Cafe			
Party gathering in club house/building/hotel/				
Non-party gathering in club				
house/building/hotel/bar	i i i i i i i i i i i i i i i i i i i			
	Recreation area/Public garden/Public	Recreation area/Public garden/Public toilet		
	Other(please specify motorboat			
19. Reason(s) for current drug use (one or more answers)				
Curiosity				
✓ Peer influence/To identify with peers	☐ To seek euphoria or sens	☐ To seek euphoria or sensory satisfaction		
Relief of boredom/depression/stress	Under influence of the pa	Under influence of the partner		
For self-medication	Other(please specify)	Other(please specify)		
	Unknown			
	- Olimovyli			

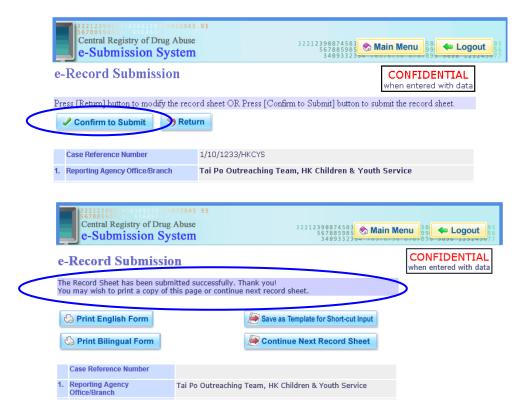
13. Enter remark or additional information, if any, in the blank white box at the bottom of the e-record form.



14. The name of the user and the contact telephone are automatically displayed according to the registered information. Note that the registered user may not necessarily be the actual person who reported the drug abuser record. In this case, update information for the two fields "Reported by" and "Contact telephone".



15. To submit an e-record form, all data items are required to be answered, except for item 3 on name and item 4 on HKID Card no. / other document no. Upon completion of the e-record form, press the "Confirm to Submit" button. On-line data validation will then be performed by the system to ensure data integrity before the system accepts the submission. In the normal case of all complete and valid data on the e-record form accepted by the system, a message indicating successful submission will be displayed on the screen. The record sheet has been submitted successfully.



- 16. After e-record submission, user has the choice to:
- (a) print a copy of the submitted e-record sheet by pressing the 2 buttons available;
- (b) save inputted data by pressing "Save as Template for Short-cut Input" (a "Transaction ID" will be given, via which the data stored inside the template can be retrieved during future input); or

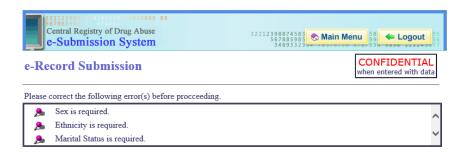


(c) continue with the next e-record form by pressing the "Continue Next Record Sheet" button.

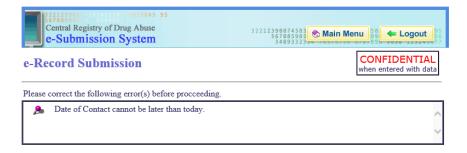
#### On-line data validation

17. If the e-record submission in paragraph 15 is not successful, the error messages concerned will be listed out. Some examples of the error messages are given below.

<u>Incomplete items</u> – All data items except for item 3 on name and item 4 on HKID Card no. (other document no.) must be answered. An e-record form with any incomplete data item will not be accepted by the system.



Invalid data - An e-record form with any invalid data item will not be accepted by the system.



18. In case item 3 on name or/and item 4 on HKID card no. is/are not yet entered, then a reminder message "Not Yet Completed" will be displayed, followed by a sequential list of data items with the incomplete ones highlighted with the red stamp "Not Yet Completed".



19. Given the reminder message, the user can choose to press either the "Return" button to modify data entered in the e-record form or the "Confirm to Submit" button to submit it.

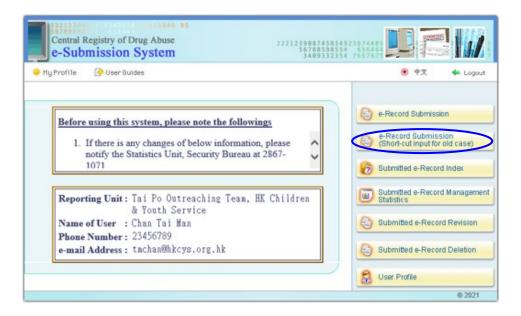


- 20. If the user presses the "Return" button to modify data entered in the partially completed e-record form, the data already entered will be shown in the form for data entry again.
- 21. If the user presses the "Confirm to Submit" button to submit the partially completed erecord form, then a message indicating successful submission will be displayed on the screen. The e-record form concerned has been submitted successfully.



## 2. e-Record Submission (Short-cut Input for Old Case)

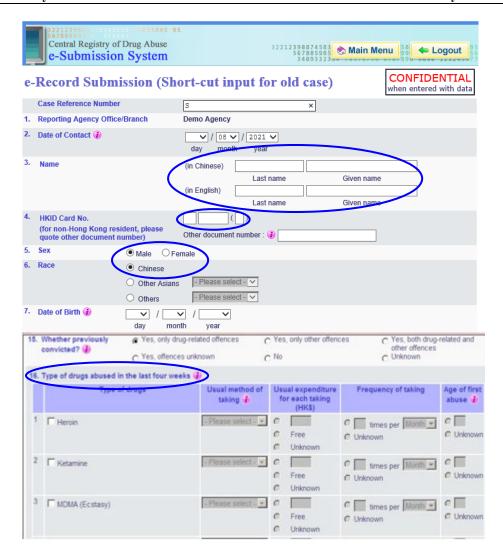
■ Click on the "e-Record Submission (Short-cut Input for Old Case)" button in the main menu to proceed.



■ To retrieve a template saved earlier, enter its "Transaction ID" in the blank white box.



- All previously saved data will be preloaded into a e-record, except the following items:
- (a) name,
- (b) HKID card no.,
- (c) date of birth, and
- (d) type of drugs abused.



■ Fill in or update the information in the e-record with the same procedures stated before.

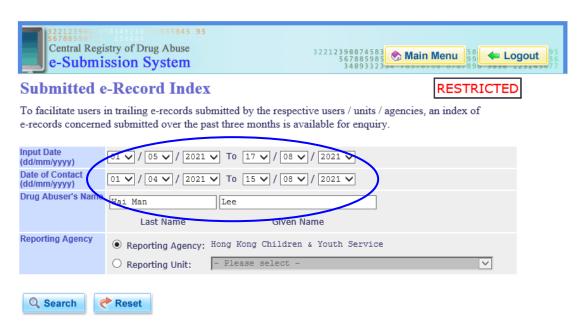
#### 3. Submitted e-Record Index

An index of e-records of drug abusers (with those revised e-records) submitted by the respective unit coordinators / reporters over the past three months is available on-line and real time for enquiry, thus facilitating trailing and indexing of e-records. The index of e-records contains the date of input, date of contact, name of drug abuser, case reference no. and the name of user for each e-record.

■ To enquire the e-record index, click on the "Submitted e-Record Index" button in the main menu.



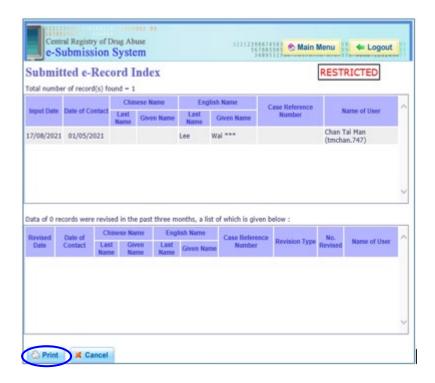
■ The following screen will be displayed for entering the period of the input, period of contact and name of the drug abuser in respect of the submitted e-records to be enquired. These items are optional.



Select the level of enquiry regarding agency / unit / reporter available for the respective users (i.e. agency coordinator / unit coordinator / reporter) by clicking on the button of the chosen level. Note that different users can access e-record index to different extent. A reporter is allowed to enquire only those e-records submitted by himself / herself but not those submitted by other reporters during the past three months, while a unit coordinator is allowed to enquire at most all e-records submitted by the reporters under his / her purview. An agency coordinator has the greatest authority and is allowed to enquire all e-records submitted by all reporters of the agency.

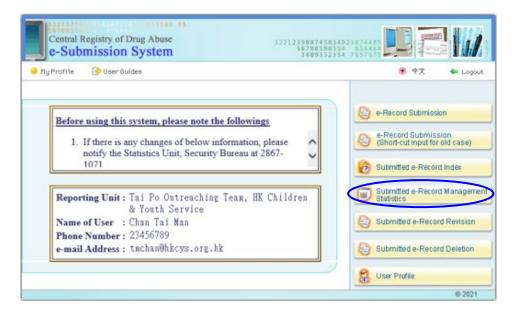


Click on the "Search" button to submit the enquiry and the following screen showing the enquired index will be displayed. Otherwise, click on the "Reset" button to reset the requirements of the enquiry. On the screen displaying the enquired index, choose to print the enquired index by clicking on the "Print" button.

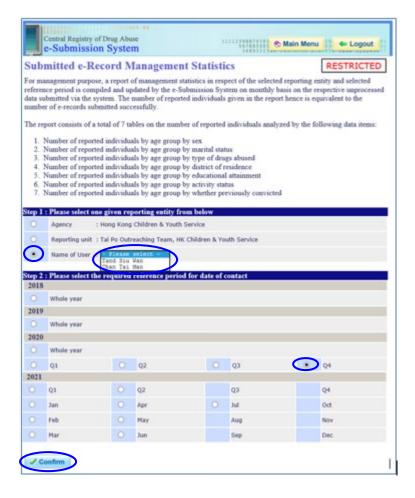


## 4. Submitted e-Record Management Statistics

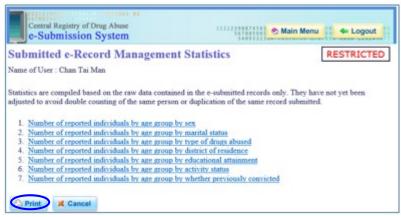
- Regular (monthly/quarterly/yearly) simple statistical reports containing aggregated management statistics on selected demographic characteristics and drug abusing patterns of reported drug abusers based on e-records submitted by the respective unit coordinators / reporters over the last three complete years are available for enquiry. Statistics contained in the report are updated regularly.
- To enquire a report on management statistics, click on the "Submitted e-Record Management Statistics" button in the main menu.



The following screen will be displayed for selecting the level of enquiry regarding agency / unit / user available for the respective users (i.e. agency coordinator / unit coordinator / reporter) and reference period. The aggregated statistics of the whole agency can be enquired by any one user of the respective agency, but different users can access other e-record management statistics to different extent. A reporter is allowed to enquire only management statistics in respect of e-records submitted by himself / herself or his/her unit, but not those e-records of other reporters or another unit. The management statistics accessible to a unit coordinator are similar but at one higher level.



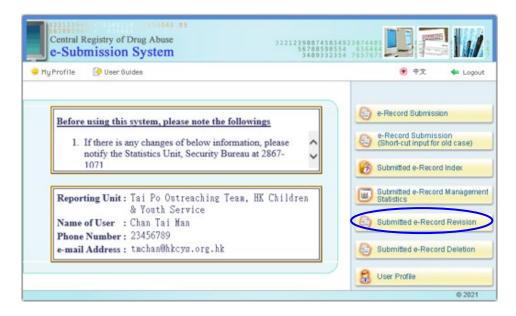
■ Press the "Confirm" button to enquire the management statistics on submitted erecords. The following screen showing the statistical report concerned will be displayed.



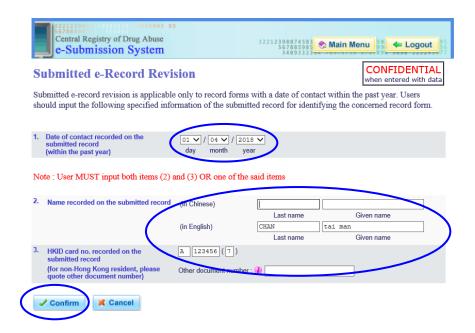
■ User can choose to print the statistical report concerned by pressing the "Print" button.

## 5. Submitted e-Record Revision

■ Information of e-records submitted over the past year can be revised by clicking on the "Submitted e-Record Revision" button in the main menu.



The following screen will be displayed for entering the basic information required for identifying the record to be revised. The date of contact recorded on the submitted record (within the past year) must be entered. Either the name or HKID card no./other document no. recorded on the submitted record must also be entered. Then, press the "Confirm" button to continue.

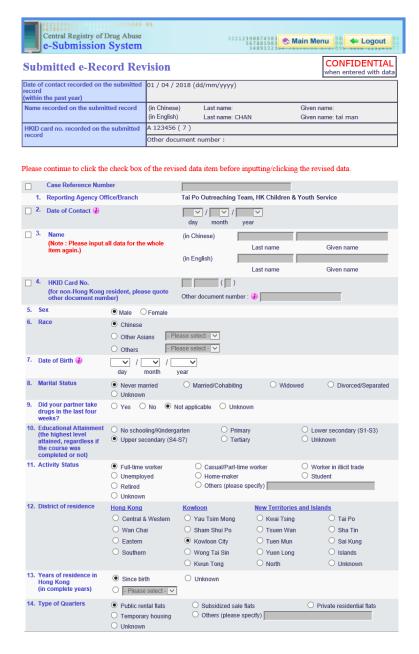


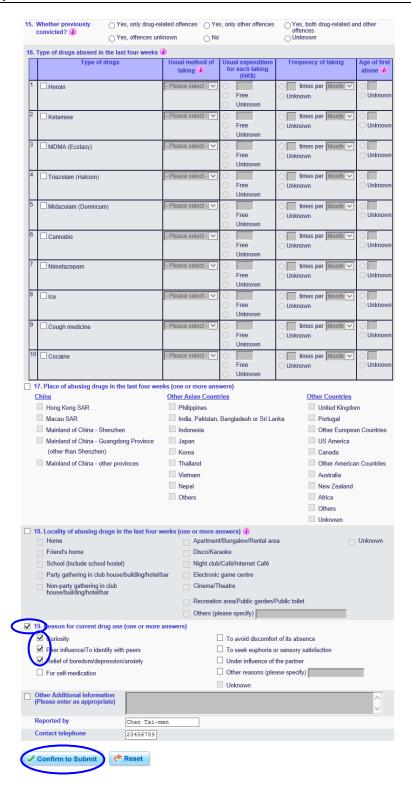
#### On-line data validation

■ In case the basic information required are not yet complete, the error message concerned will be shown in a pop-up dialogue box.



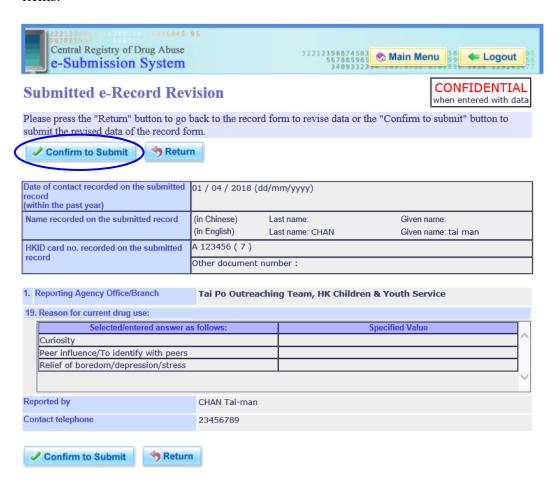
In case the basic information required are complete, the following screen with the basic information enquired listed on top followed by the revision form (of the same format as the e-form) will be displayed for entering the revised data one by one.





To revise information of each data item, first click on the appropriate check box before the item no. Then enter the revised information for all the checked item(s). Press the "Confirm to Submit" button afterwards or press the "Reset" button to cancel the changes.

After pressing the "Confirm to submit" button for the first time, all revised information will be displayed for double-confirmation. Press the "Confirm to submit" button again to submit the revision form. Press the "Return" button to go back to the list of data items.



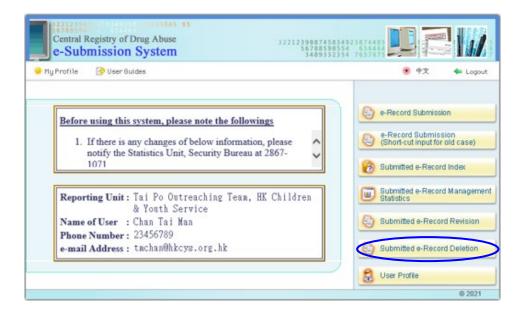
After pressing the "Confirm to submit" button, if the system finds that information of any of the checked data items is not yet entered, a pop-up dialogue box (examples below) will be displayed to show the error messages concerned.



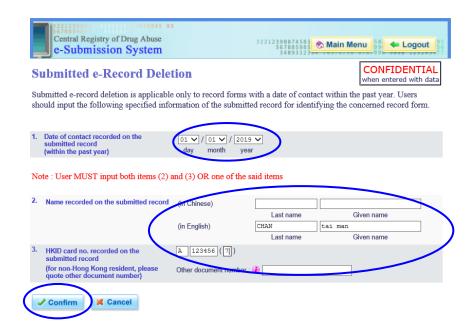
■ For an index of the revised e-records submitted, please refer to "Submitted e-Record Index".

## 6. Submitted e-Record Deletion

■ E-records submitted over the past year can be deleted by clicking on the "Submitted e-Record Deletion" button in the main menu.



The following screen will be displayed for entering the basic information required for identifying the record to be deleted. The date of contact recorded on the submitted record (within the past year) must be entered. Either the name or HKID card no./other document no. recorded on the submitted record must also be entered. Then press the "Confirm" button to continue.



■ User can choose to press either the "Return" button to go back to the previous screen or the "Confirm to Submit" button to submit it.



If the user presses the "Confirm to Submit" button, a message indicating successful submission will be displayed on the screen.

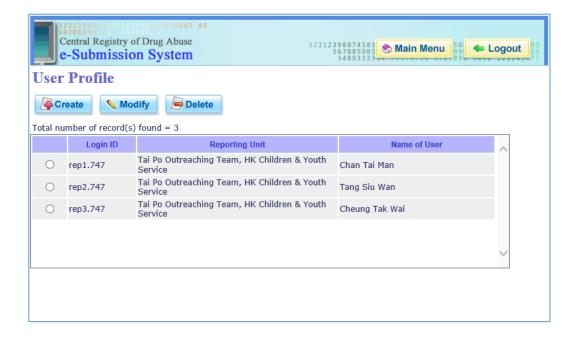


## 7. User Profile

- This function is accessible to unit coordinators only.
- Unit coordinator can update the account profile of those reporters under his/her purview and reset corresponding personal login password by pressing "User Profile" in the main menu.

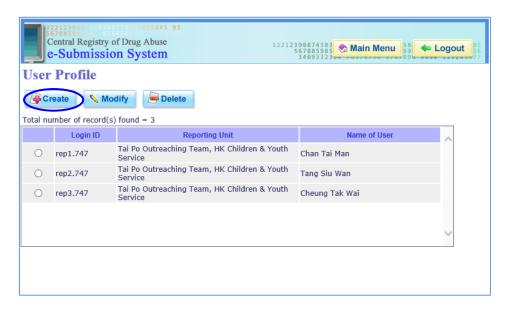


A list of the reporters' accounts created by the unit coordinator, with the respective login ID, reporting unit and name of user will be displayed for selection.



## 7.1 Create User Account

■ Click on the "Create" button to create a new reporter account.

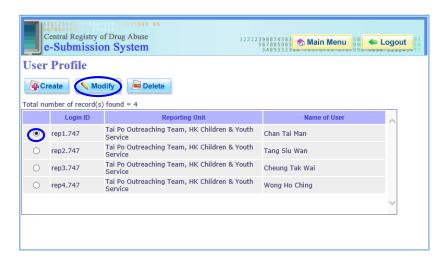


■ Enter the login ID (up to a maximum of 15 characters), name of user (i.e. reporter), telephone number (optional), e-mail address (optional) and new password (at least 8 characters). Note that the new password has to be entered twice. When completing the input, click on the "Confirm" button to create a new account.

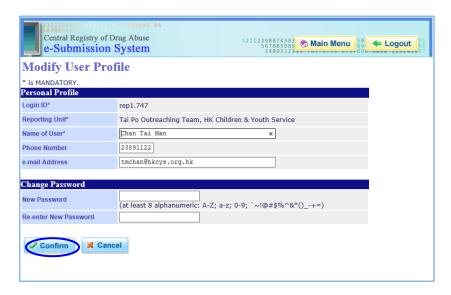


## 7.2 Modify User Account / Reset Password

■ Click on the radio button of the reporter account concerned and then the "Modify" button to edit the account profile or reset personal login password.



■ Enter the revised name, telephone number and e-mail address of the user, where appropriate. To reset the password (at least 8 characters) of the user account, enter the new password twice. After completion of input, click on the "Confirm" button to perform the modification.



#### 7.3 Delete User Account

■ Click on the radio button of the reporter account concerned and then the "Delete" button to delete the respective account.

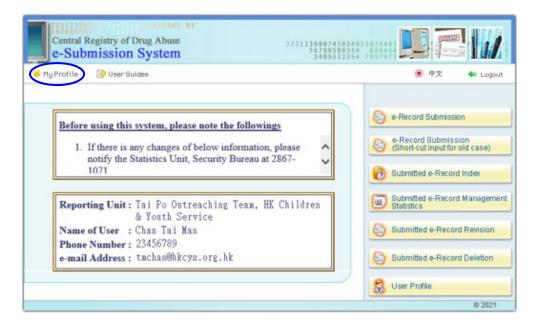


■ The personal profile of the selected reporter's account will be displayed before deletion. Click on the "Confirm" button to perform the deletion.

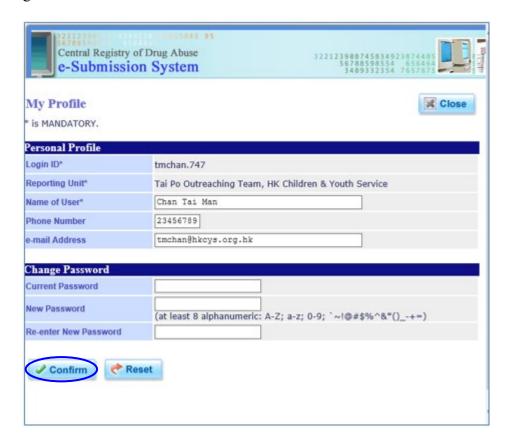


## 8. My Profile

Every individual user can modify his/her own personal profile and reset login password. Click on the "My Profile" button in the main menu to access the function.



■ Enter the revised name, telephone number, email address and password (at least 8 characters) as appropriate. Note that the new password should be entered twice. Click on the "Confirm" button to perform the changes or the "Reset" button to cancel the changes.



#### 9. User Guides

The following documents are available for downloading by clicking on the "User Guides" button in the main menu:

- (1) CRDA record sheet
- (2) Guidelines for the completion of CRDA record sheet
- (3) User manual on e-Submission system
- (4) Common substances of abuse





# V. HARDWARE / SOFTWARE REQUIREMENTS AND CONFIGURATION SETUP

## **Hardware Requirements**

### Required Hardware (Microsoft Windows 10 32-bit as an example)

- CPU: 1.5 gigahertz (GHz) or faster
- RAM: 1 gigabyte (GB) or above
- Hard disk free space: 16 GB or above
- Modem: 56 Kbps or broadband
- Monitor resolution: best for 1024x768

## **Optional Hardware**

- Printer
  - ➤ To print the submitted e-record after completing the e-Record Submission, Submitted e-Record Index, or Submitted e-Record Management Statistics.
- Chinese Pen Tablet
  - > To capture Chinese characters into computers by directly writing or drawing onto the tablet.

## **Software Requirements**

#### **Operating System**

• Microsoft Windows 10

#### **Web Browsers**

- Google Chrome (version 92.0 or above)
- "Cookies", "JavaScript" and "SSL" options enabled

#### **Other Toolkits**

- Chinese input method (e.g. Changjie method)
- Toolkit supporting Hong Kong Supplementary Character Set (HKSCS)
- Adobe Acrobat Reader DC with Font Pack

## **Browser Setting of Google Chrome (GC)**

To perform CRDA functions smoothly, the following settings are required:

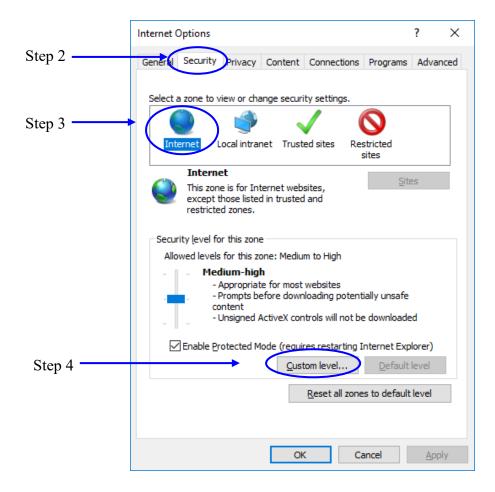
- 1. Enable JavaScript
- 2. Accept Cookie
- 3. Enable SSL

Most of the newly installed web browsers would normally have the above settings. However, users who use a particular computer for the first time to access the system are strongly advised to check that the aforesaid settings are already in place before using the system. A few quick steps for the check on the settings are given in the following sections.

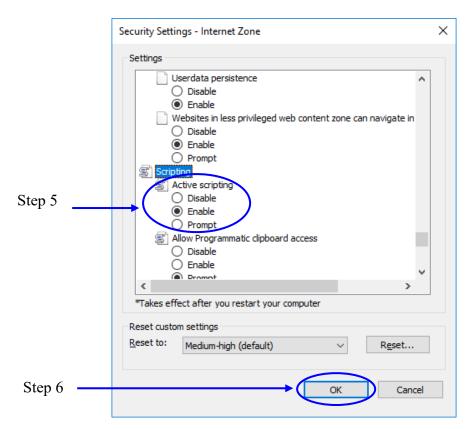
## To enable JavaScript

Take the following steps:

- 1. Choose "Internet Options" under "Control Panel". The page of Internet Options is then shown.
- 2. Click on "Security" tab.
- 3. Choose the "Internet" at "Zone" box.
- 4. Press "Custom Level" button.



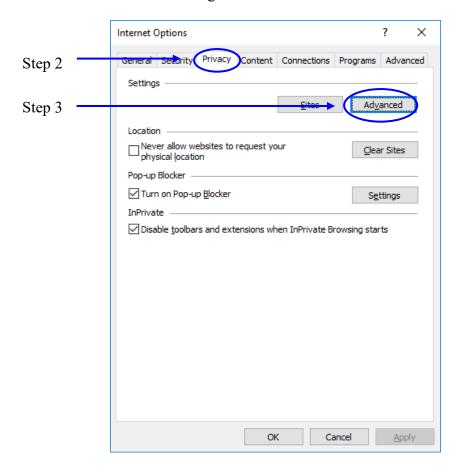
- 5. The page of Security Settings is then shown. Choose "Enable" for "Active scripting" under "Scripting".
- 6. Press "OK" button to save this option in the Security Settings page.



## To accept Cookie

Take the following steps:

- 1. Choose "Internet Options" under the Control Panel. The page of Internet Options is then shown.
- 2. Click on "Privacy" tab.
- 3. Press "Advanced" under settings.



- 4. Choose "Accept" for both First-party Cookies and Third-party Cookies.
- 5. Press "OK" button to save this option in the Advance Privacy Settings.



#### To enable SSL

Take the following steps:

- 1. Choose "Internet Options" under the "Control Panel". The page of Internet Options is then shown.
- 2. Click on "Advanced" tab.
- 3. Scroll down the list to "Security" and check the box of "Use SSL 3.0".
- 4. Press "OK" button to save this option.

