User's Manual for Electronic National Renal Registry Web Application (eNRR)

Section 1: Introduction and How to Login

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1.0 ELECTRONIC NRR WEB APPLICATION (eNRR) INTRODUCTION

1.1 Online data access and Remote data capture

Each SDP is given right to access their own data and enter data remotely at their site via the eNRR Web Application (eNRR). Depending on its right, each SDP may access one or more of the following modalities in eNRR:

1. Hemodialysis (HD)
2. Peritoneal Dialysis (PD)
3. Transplant (Tx)
4. Renal Biopsy (GN) – coming soon

1.2 Real time report

Reports are generated on a real time basis based on data entered via the online data access and Remote data capture module.

1.3 Data Standard

This documents the definition of all variables in the all the NRR Forms

1.4 Maintenance

This module allows user to change their password. Users are responsible to change their passwords every time they expire.

1.5 Access Control

Only authorized users can gain access to a system. Depending on the role of user, different users have different access rights to the application, i.e. some may view data only but not edit data, some may view and edit data, etc.

Timer – On top of each application, timer has been set from 60 and will decrease each time the application left idle. If the application has been left idle more than 60 minutes, the application will be logged off automatically.

Picture 1.1 *Timer*

2.0 SECURITY

Each authorised user is required to read through, understand and sign The Security Policy for eNRR Web Application before being authorised to access the application. This is to ensure that users play an active role in ensuring security of data at their level.

2.1 Policies and Practices

As a good security practice, you are strongly advised to:

Keep your password confidential!

- **Avoid** sharing or divulging your Password to anyone. This includes any person who may appear to represent or work for the Registry. Our administrator do not request for your password at any time.
- **Avoid** using the same Web Application Password for any other web-based services such as for e-mail or for Internet Service Provider login.
- **Avoid** choosing a Password that is easily anticipated by a third party, like your NRIC number, telephone number, date of birth, etc. You should select a unique Password to make it difficult for anyone to anticipate.
- **Avoid** writing down or "saving" your Password on your browser or any other software. Memorizes your Password.
- If you suspect your Password may have been compromised, change your Password **immediately**.

Tips: *Your password is what tells the system that you are who you say you are. Because your password is like a key to your account, you need to safeguard it. Anyone who has your password can pose as you. Therefore, you may be held responsible for someone else's actions, if they are able to get your password. Do not record your passwords down, memorise them!*

Ensure you are accessing the correct website!

Never access the website via a hyperlink from an e-mail. Always enter the correct website address yourself, which is https://www.msn.org.my\eNRR

Only access Web Application using a secure and trusted computer!

- **Never** access your Web Application on computers / devices which you have doubts with regard to security, such as those located in public places. If you have to use such computers (for example, when you are outside the office), change your password once you have access to a secure computer.
- Keep your operating system (eg. Microsoft Windows) and Internet-related software updated with the latest security patches.
- Protect your computer from viruses and malicious programs with anti-virus software and firewalls where possible. Always update your anti-virus software with the latest virus signatures.
- Always log out your Internet session by clicking on the "logout" button whenever you leave your computer, even for a short while. Do not simply close the browser window when you wish to end the Web Application session.

2.2 Access group and Access Right for NRR users

Access Right	NRR Forms		Data Query		eMOSS		Data download	Reports	Centre Profile		Centre Staff management		Centre Report Card	CUSUM
	View	Update	View	Update	View	Update			View	Update	View	Update		
Individual Centre														
~ Doctor	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	own
~ Site Coordinator (Paramedic / doctor)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
~ Paramedic	Y	Y	Y	Y	Y	Y	N	Y	N	N	N	N	N	N
HQ (Parent Centre)														
~ HQ Coordinator - All centres under the group	Y	N	Y	N	Y	N	Y	Y	Y	N	Y	N	Y	N
~ Sub HQ Coordinator - Selected centres under the group	Y	N	Y	N	Y	N	Y	Y	Y	N	Y	N	Y	N
State MOH														
~ Head of State MOH - All MOH centres in the state	Y	N	Y	N	Y	N	Y	Y	Y	N	Y	N	Y	N
~ Sub State Head - Selected MOH Centres in the state	Y	N	Y	N	Y	N	Y	Y	Y	N	Y	N	Y	N
National MOH														
~ Head of MOH - All MOH Centres	Y	N	Y	N	Y	N	Y	Y	Y	N	Y	N	Y	N
Registry Manager														
~ NRR Registry Manager and staff	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	N
- User / User right management - site coordinator / HQ staff / PIC - SDP Management - Data Tracking - Data Query & Resolution														

Table 1.1 *Access Right for NRR*

3.0 HOW TO ACCESS ELECTRONIC NRR WEB APPLICATION (eNRR)

A) Login

*Note: Effective 2019, accounts of all previous eMOSS login who have not gone through First Time Login in eNRR has been auto removed. You will need to go through First Time Login flow.

Access **MSN website**
http://www.msn.org.my
Select **NRR** from menu

At **NRR Website**
http://www.msn.org.my/NRR ,
Click eNRR

eNRR Login Page

Do you have Electronic National Renal Registry (eNRR) Login Account ?

Scn 3.1 — **Yes**

Have eNRR User Account

At Login Page (Page 1 Authentication),
Key in your **Username** and **Image Security Code**.
Click **Next**.

At Page 2 Authentication,
Tick **Yes/No for Personal Login Phrase Verification**, Check username and key in **User Password**.
Click **Login.**

Select Role

Scn 3.2 — **No**

No eNRR Account

Please click First Time Login link at Login Page.

FIRST TIME LOGIN

NRR Information Security Policy

Confidential and Non Disclosure Agreement

Personal Data Protection Notice

First Time Authentication with **Identification Card Number and Handphone Number**

Create Login Account & **Update My Profile**

Return to Login page

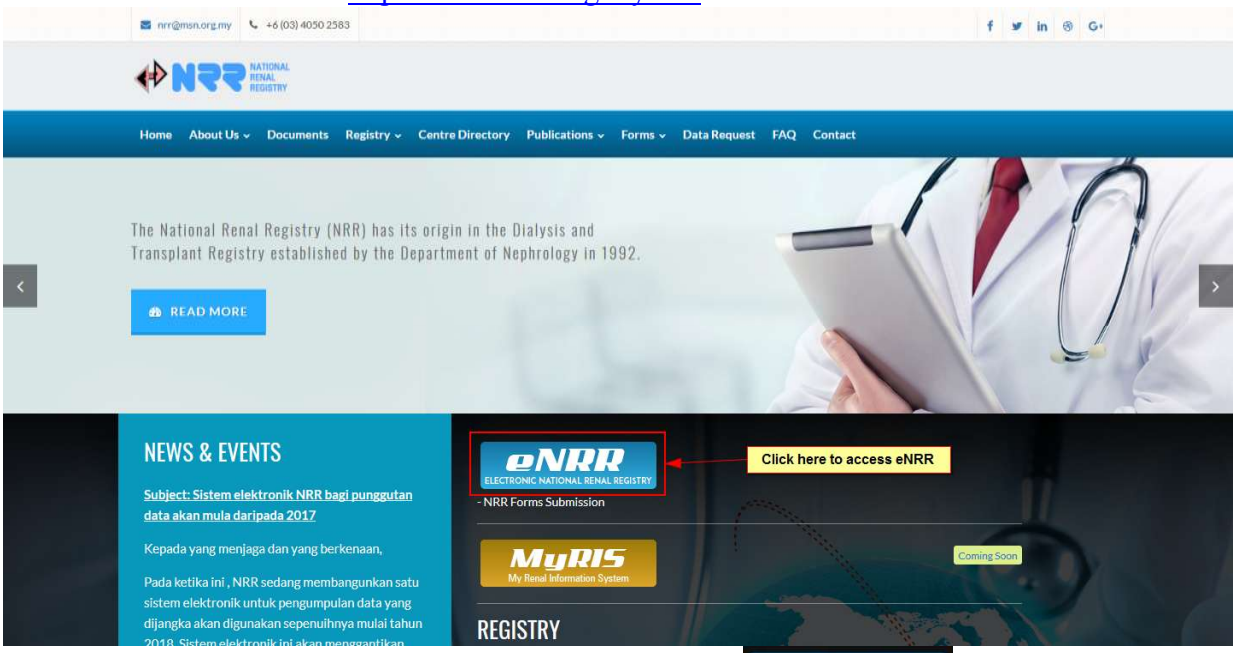
At Login page, Key in your **Username** and **Image Security Code**.
Click **Next**.

At Page 2 Authentication,
Tick **Yes/No for Personal Login Phrase Verification**, Check username and key in **User Password**.
Click **Login**.

Select **Role**

Home Page –
eNRR Forms Submissions Dashboard page

1. Go to MSN-NRR Website. http://www.msn.org.my/nrr/



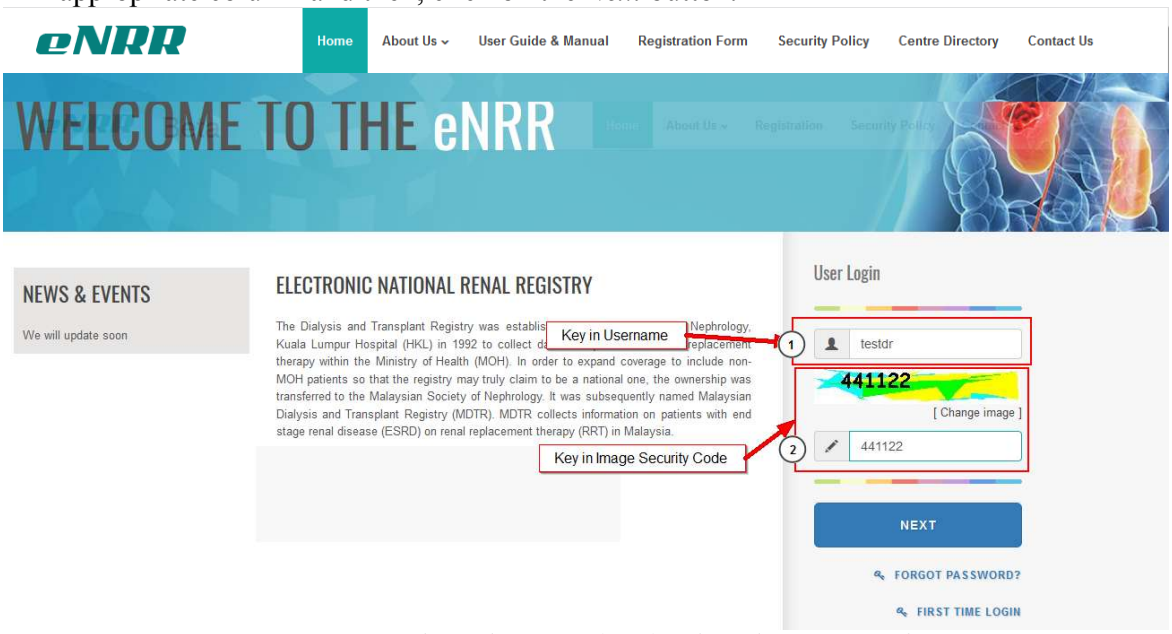
2. To go Electronic NRR Web Application (eNRR), click on button on NRR Website as shown above.

3. Do you have eNRR Login Account?
    i. If Yes (have eNRR Login Account), refer Section 3.1
    ii. If No (doesn't have eNRR Login account), refer Section 3.2.

3.1.Have eNRR Login Account

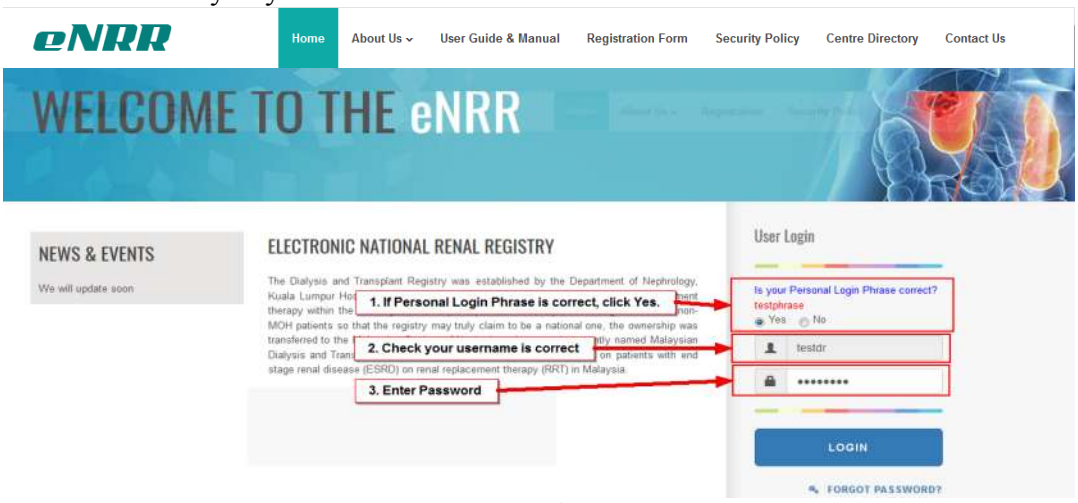
User authentication – There are two levels of user authentication.
Level 1: Key in *Username* and *Image Security Code*
Level 2: Verify the Personal Login Phrase and key in *Password*.

1. At the eNRR login page that appears, key in the *username* and *image security code* in the appropriate column and then, click on the *Next* button.



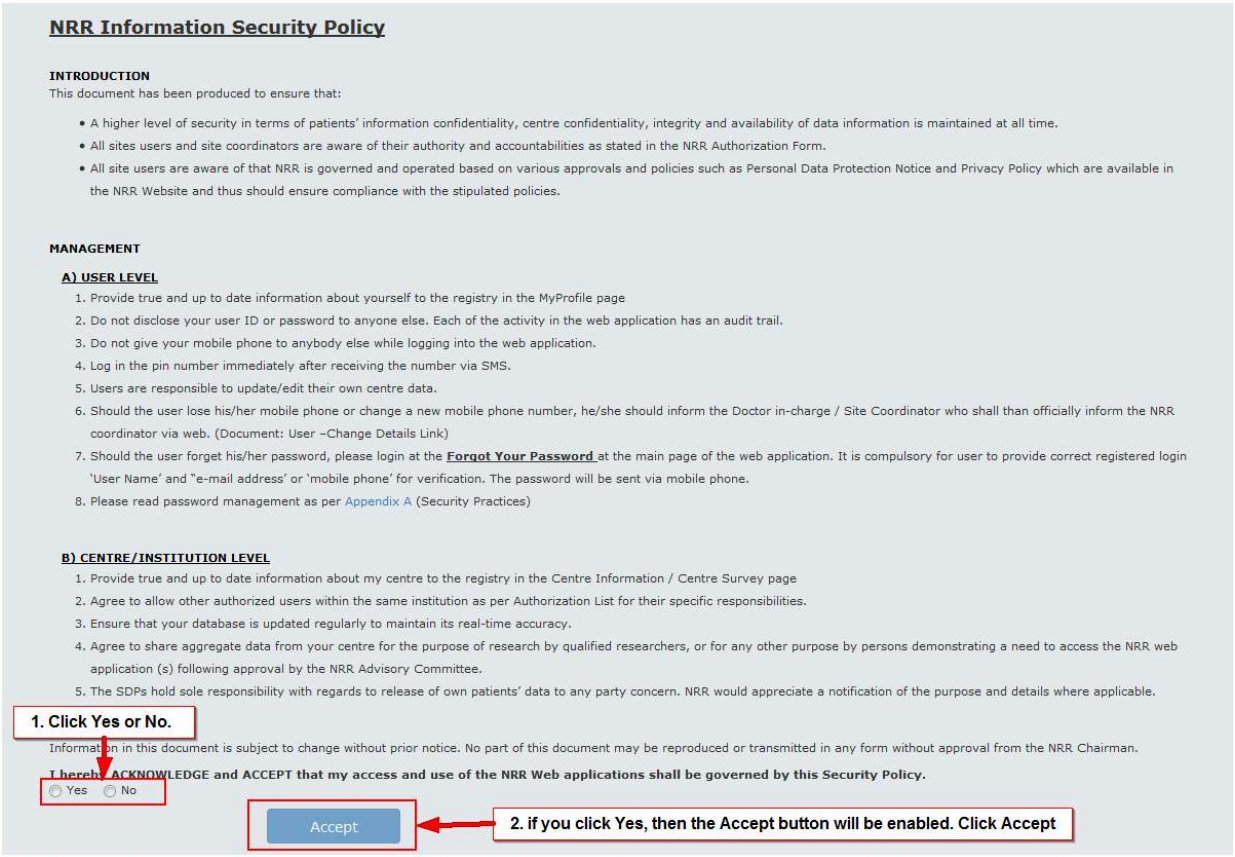
Picture 1.2 *National Renal Registry (NRR) web application - : Welcome page*

2. In the second authentication page,
    a. Click Yes if your Personal Login Phrase is correct, and click no if your Personal Login Phrase is incorrect.
    b. Check if your username is correct
    c. Key in your Password



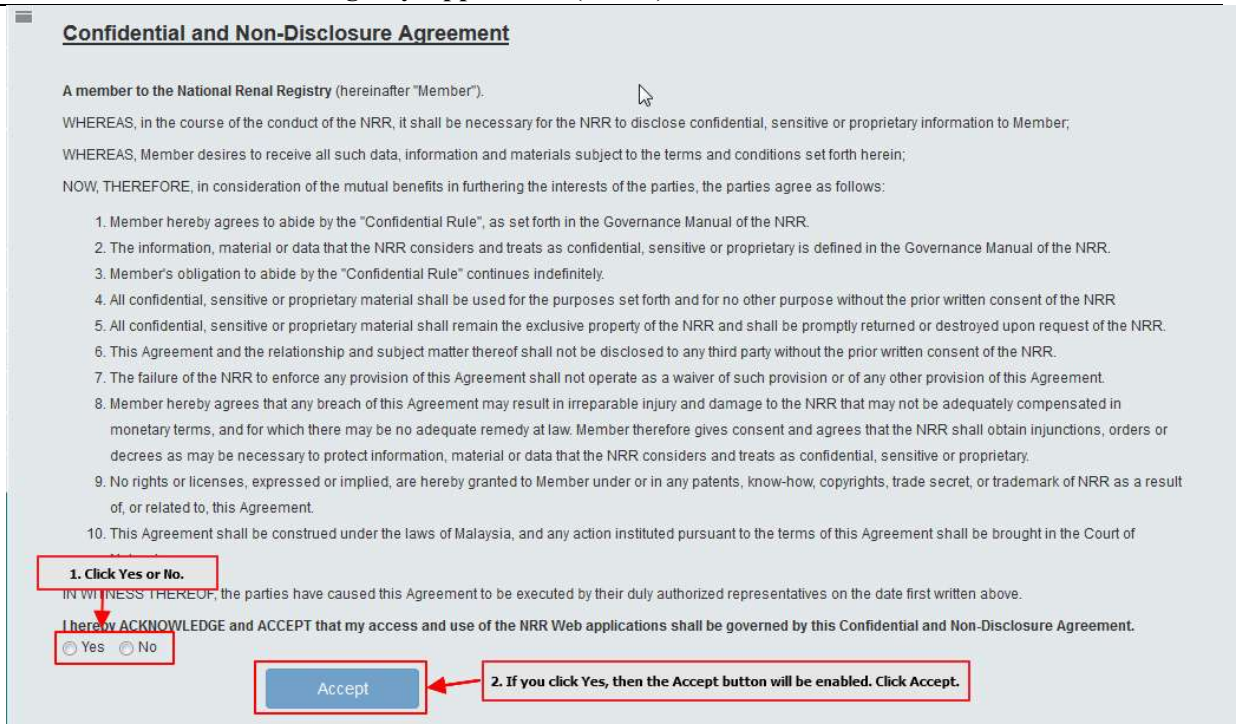
Picture 1.3 *Authentication page*

3. If you have never accepted the NRR Information Security Policy, the system will go to the page. Go through the NRR Information Security Policy.
    a. At the bottom of the page, Click Yes or no for 'I hereby ACKNOWLEDGE and ACCEPT that my access and use of the NRR Web applications shall be governed by this Security Policy'
        i. If you click Yes, the Accept button will be enabled.
        ii. If you click No, the Accept button will remain disabled. You will not be able to proceed to access eNRR.
    b. Click Accept



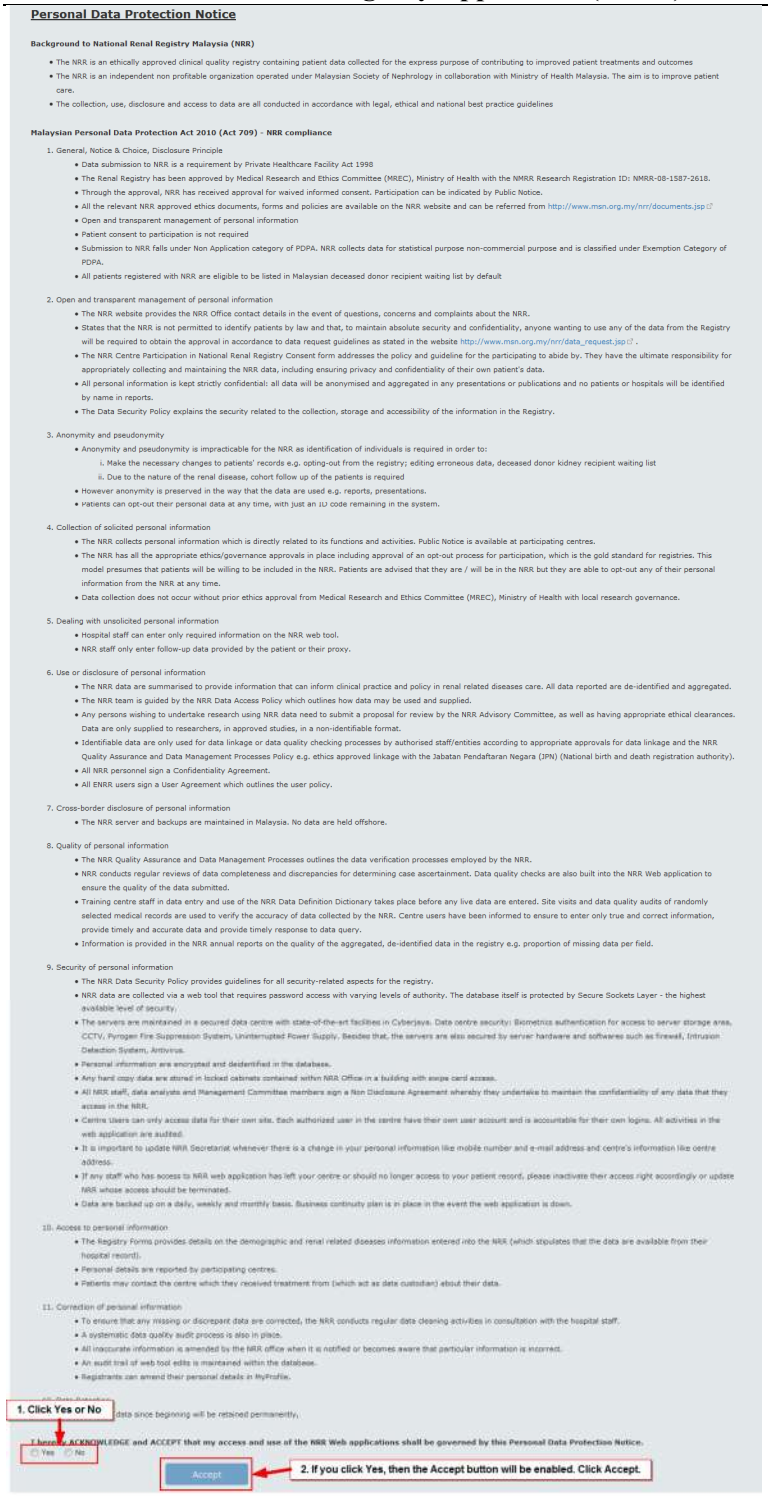
4. Click OK at the confirmation of acceptance of Security Policy.

5. If you have never accepted the Confidential and Non-Disclosure Agreement, the system will go to the page. Go through the Confidential and Non-Disclosure Agreement.
    a. At the bottom of the page, Click Yes or no for 'I hereby ACKNOWLEDGE and ACCEPT that my access and use of the NRR Web applications shall be governed by this Confidential and Non-Disclosure Agreement.'
        i. If you click Yes, the Accept button will be enabled.
        ii. If you click No, the Accept button will remain disabled. You will not be able to proceed to access eNRR.
    b. Click Accept

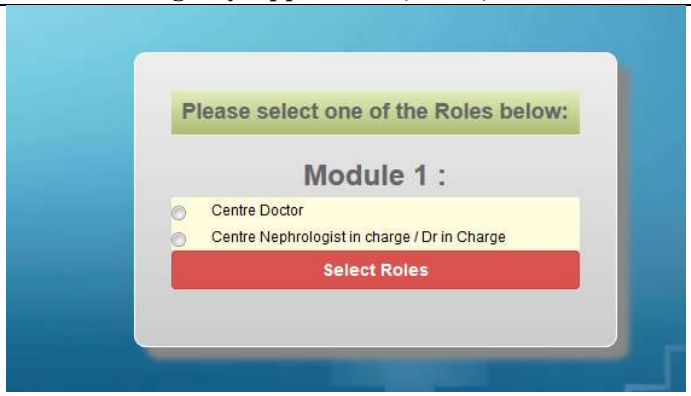


6. Click OK at the confirmation of acceptance of Confidential and Non-Disclosure Agreement.

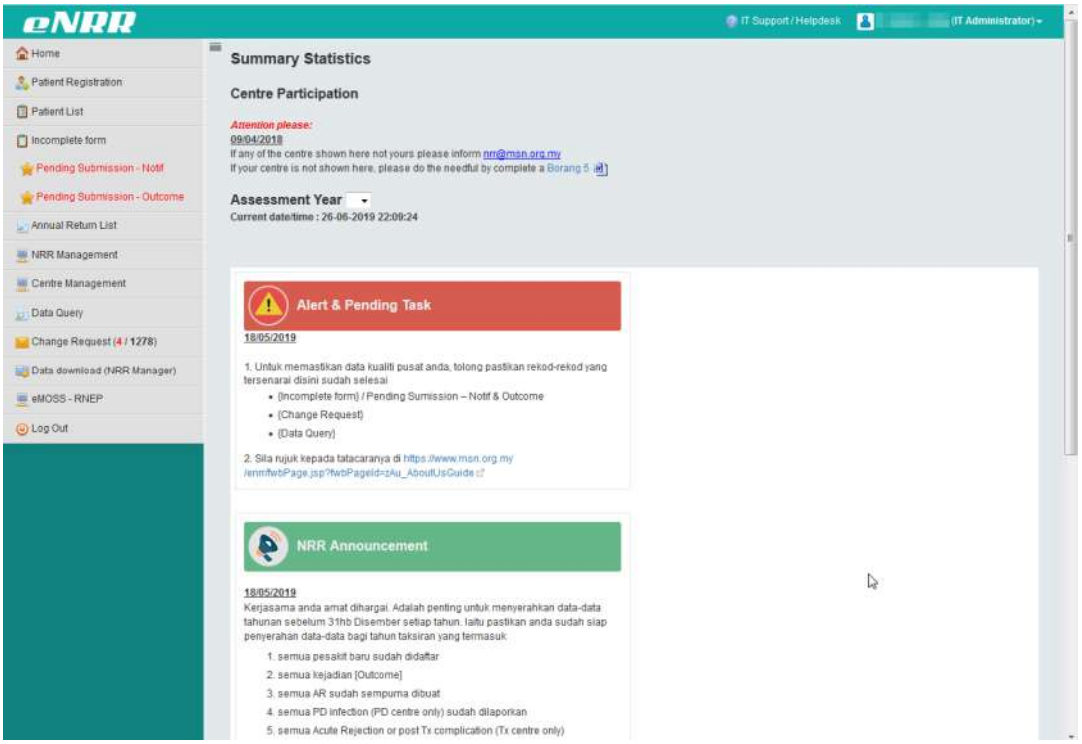
7. If you have never accepted the Personal Data Protection Notice, the system will go to the page. Go through the Personal Data Protection Notice.
    a. At the bottom of the page, Click Yes or no for 'I hereby ACKNOWLEDGE and ACCEPT that my access and use of the NRR Web applications shall be governed by this Personal Data Protection Notice.'
        i. If you click Yes, the Accept button will be enabled.
        ii. If you click No, the Accept button will remain disabled. You will not be able to proceed to access eNRR.
    b. Click Accept



8. Click OK at the confirmation of acceptance of Personal Data Protection Notice.
9. Upon successful, user will be directed to:
    a. Select Role if you have more than one role in your centre.



b. If not, you will be sent to the next page to the Dashboard page of 'Module 1: NRR Forms Submissions'.

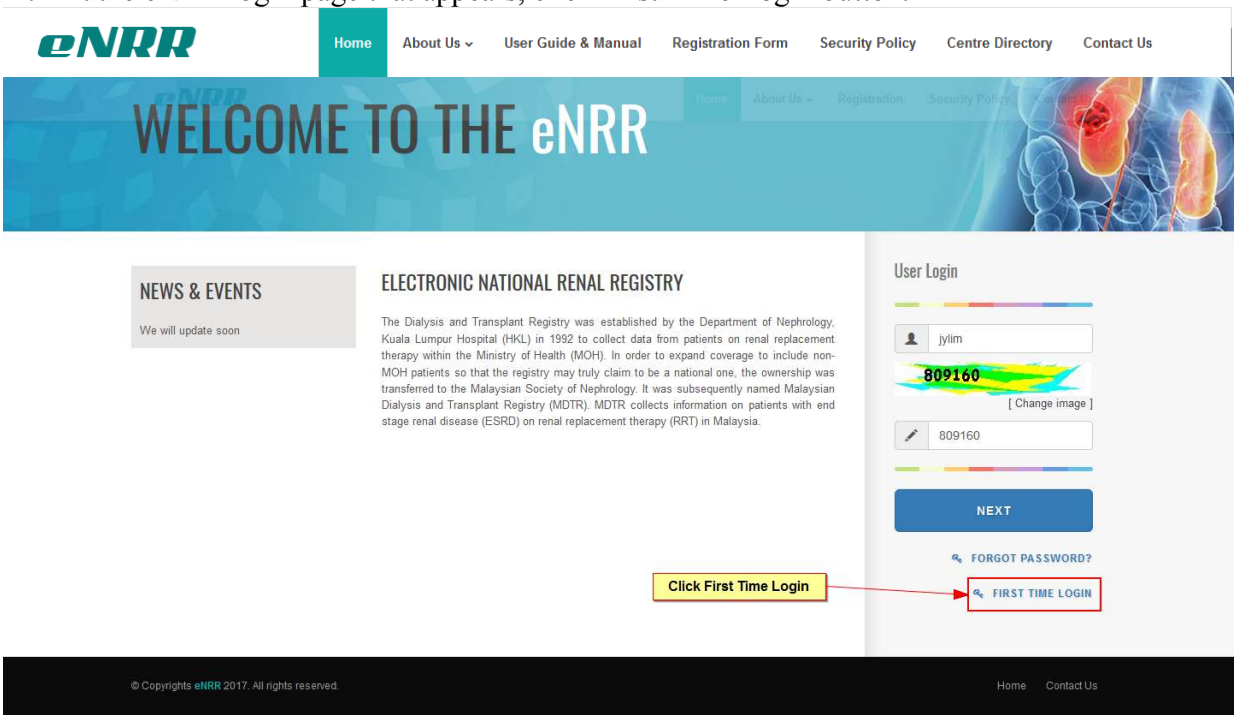


Note: Some user may have not completed login to eNRR whom user login half only OR user self register but no roles assign OR user can't accept NRR Information Security Policy, NDA or PDPA.

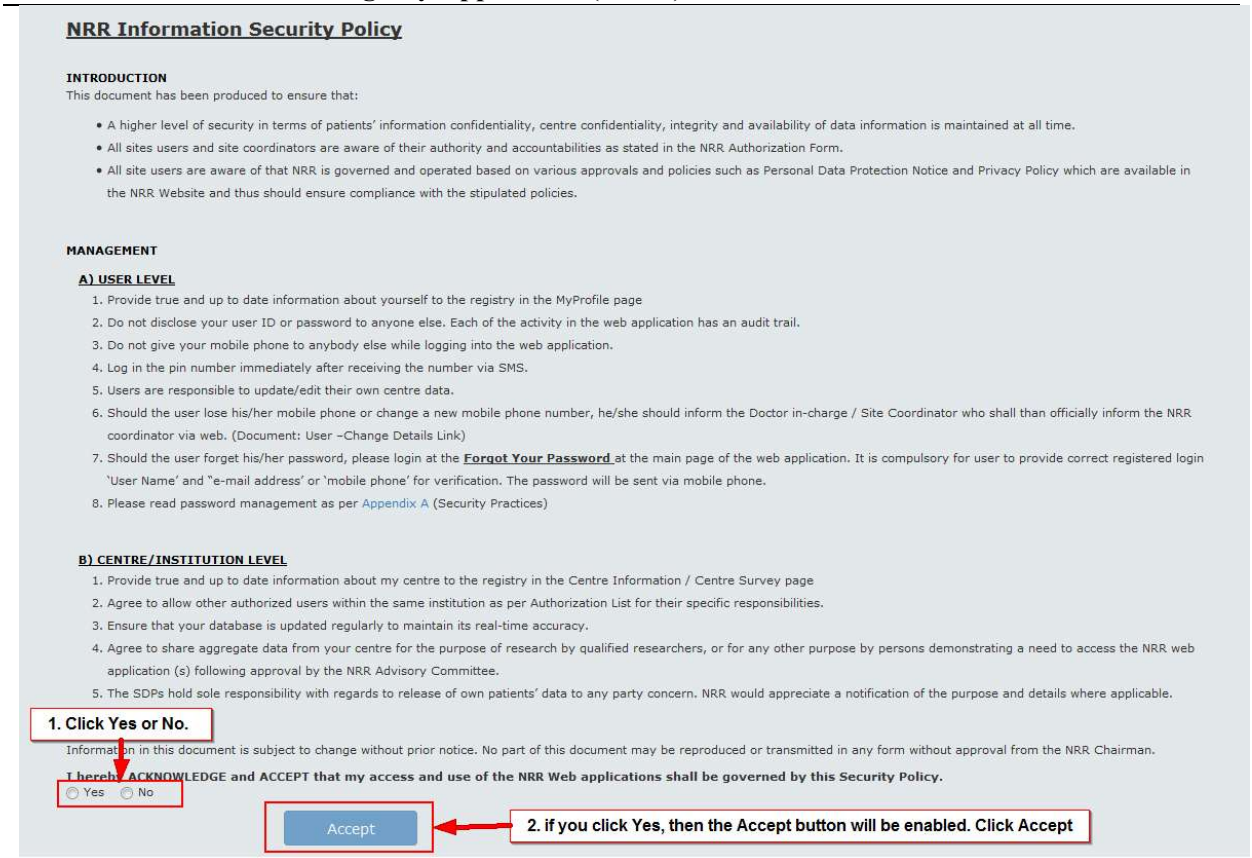
3.2.No eNRR Login Account

If you have not registered to eNRR before, please request to add your login account through **Centre Coordinator OR Centre Manager OR Doctor In Charge OR Panel Doctor/Nephrologist** at your centre.

1. At the eNRR login page that appears, click First Time Login button.

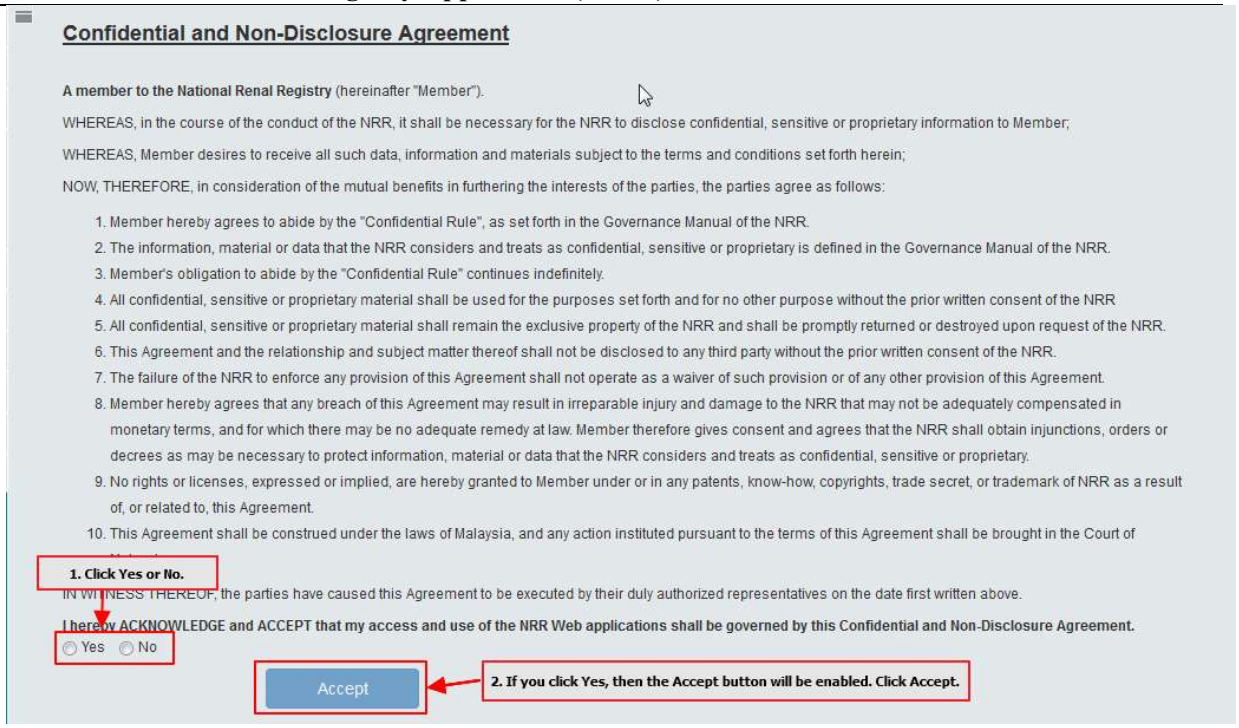


2. Go through the NRR Information Security Policy.
    a. At the bottom of the page, Click Yes or no for 'I hereby ACKNOWLEDGE and ACCEPT that my access and use of the NRR Web applications shall be governed by this Security Policy'
        i. If you click Yes, the Accept button will be enabled.
        ii. If you click No, the Accept button will remain disabled. You will not be able to proceed to access eNRR.
    b. Click Accept



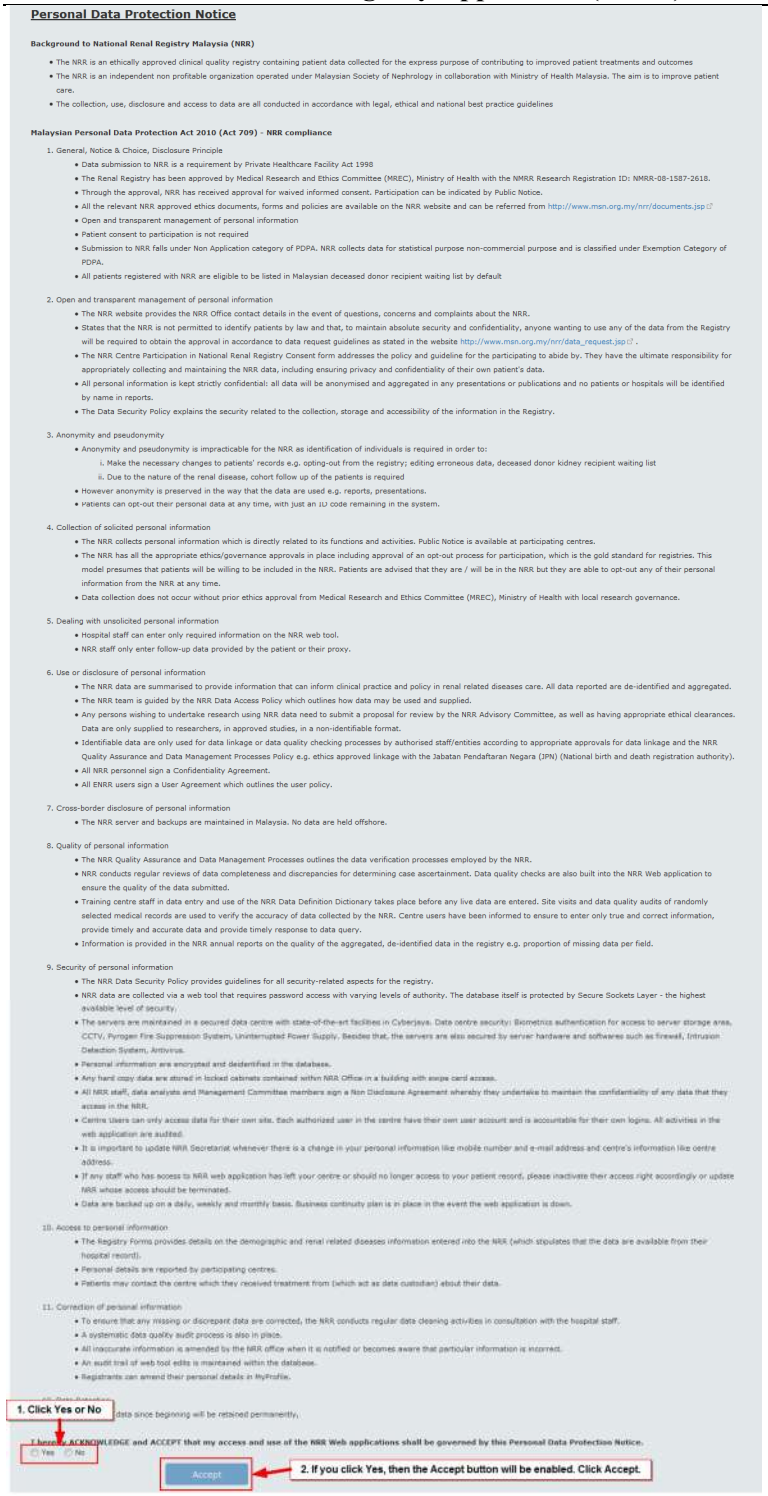
3. Click OK at the confirmation of acceptance of Security Policy.

4. Go through the Confidential and Non-Disclosure Agreement.
    a. At the bottom of the page, Click Yes or no for 'I hereby ACKNOWLEDGE and ACCEPT that my access and use of the NRR Web applications shall be governed by this Confidential and Non-Disclosure Agreement.'
        i. If you click Yes, the Accept button will be enabled.
        ii. If you click No, the Accept button will remain disabled. You will not be able to proceed to access eNRR.
    b. Click Accept



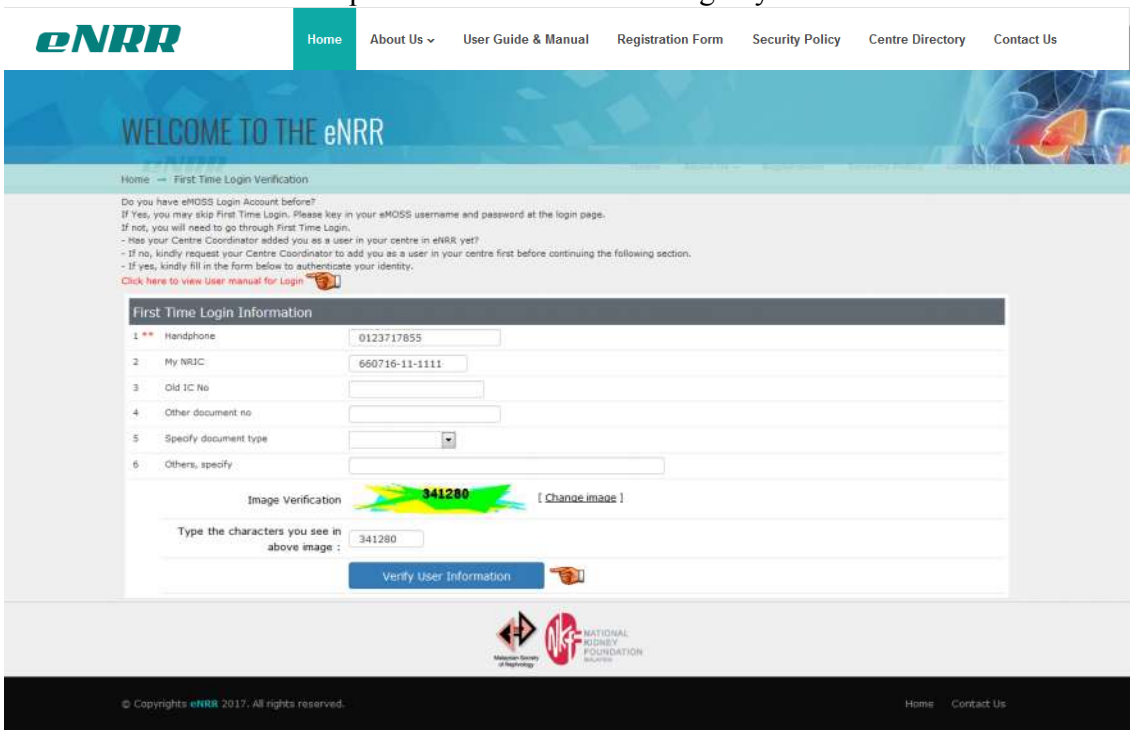
5. Click OK at the confirmation of acceptance of Confidential and Non-Disclosure Agreement.

6. Go through the Personal Data Protection Notice.
    a. At the bottom of the page, Click Yes or no for 'I hereby ACKNOWLEDGE and ACCEPT that my access and use of the NRR Web applications shall be governed by this Personal Data Protection Notice.'
        i. If you click Yes, the Accept button will be enabled.
        ii. If you click No, the Accept button will remain disabled. You will not be able to proceed to access eNRR.
    b. Click Accept

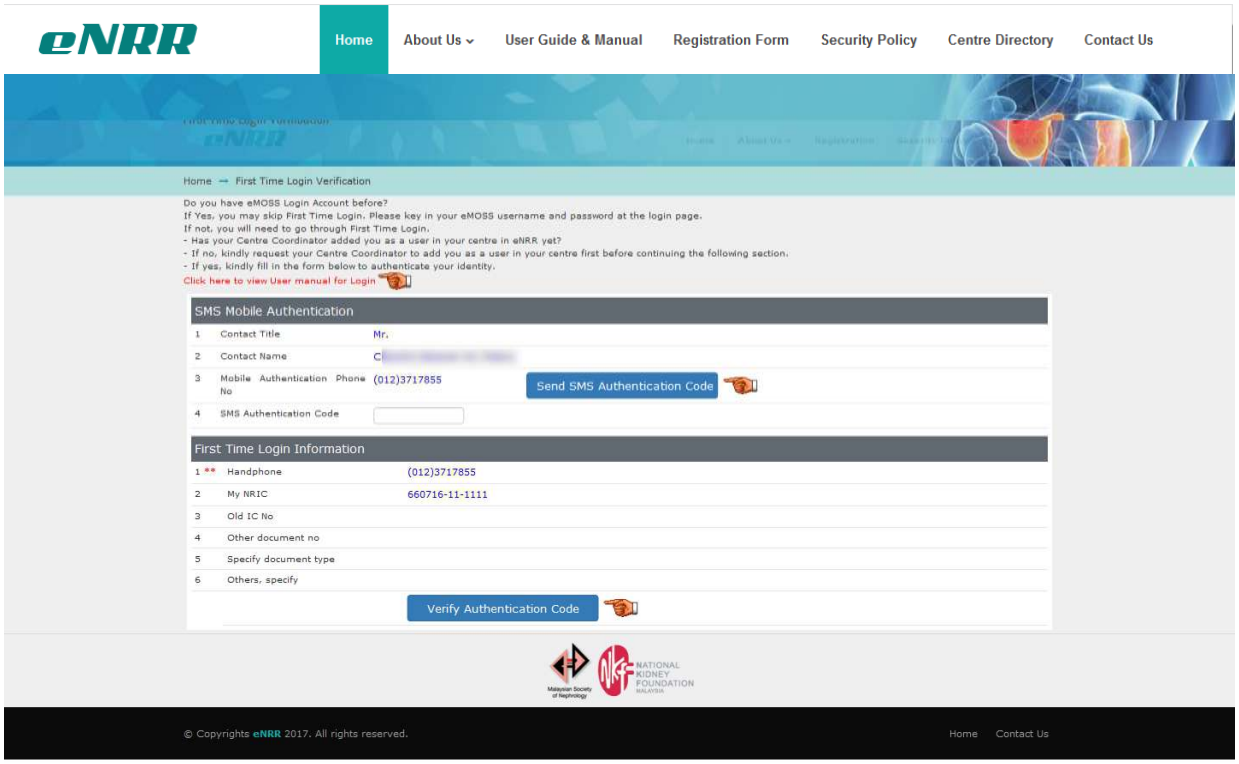


7. Click OK at the confirmation of acceptance of Personal Data Protection Notice.

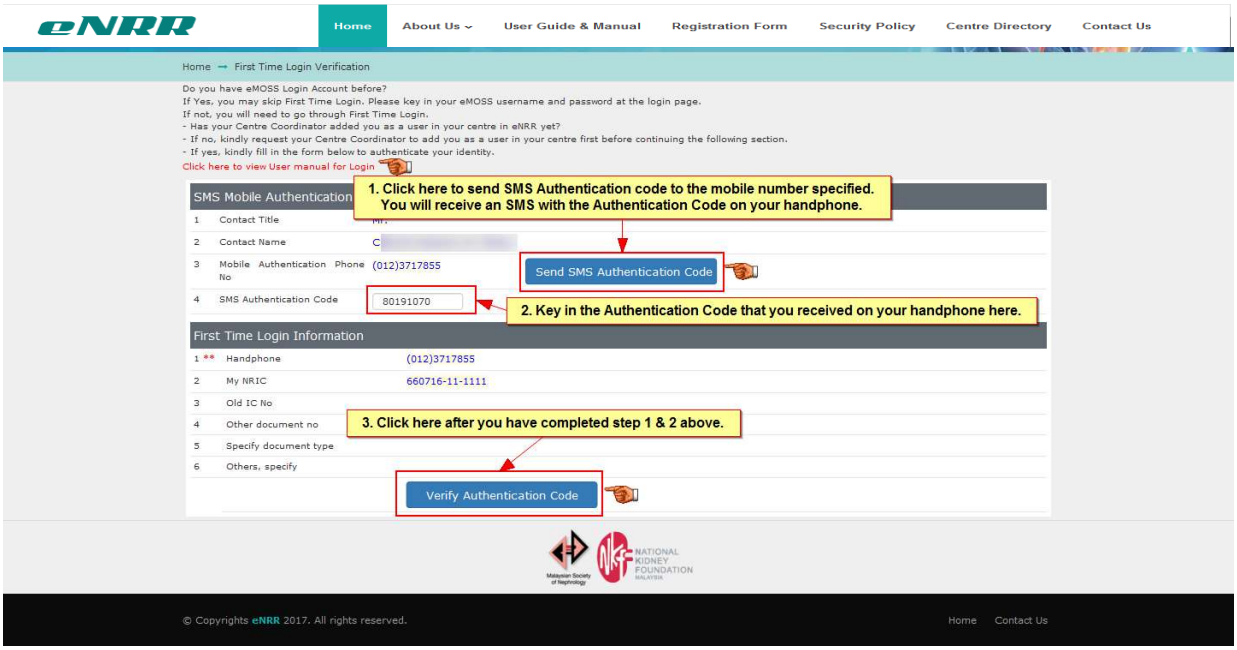
8. At First Time Login Authentication page, key in Identification Card Number and Handphone Number. The Identification Card Number and Handphone Number has to match the information that has been reported to National Renal Registry.



9. Upon successful verification, a new page will appear.



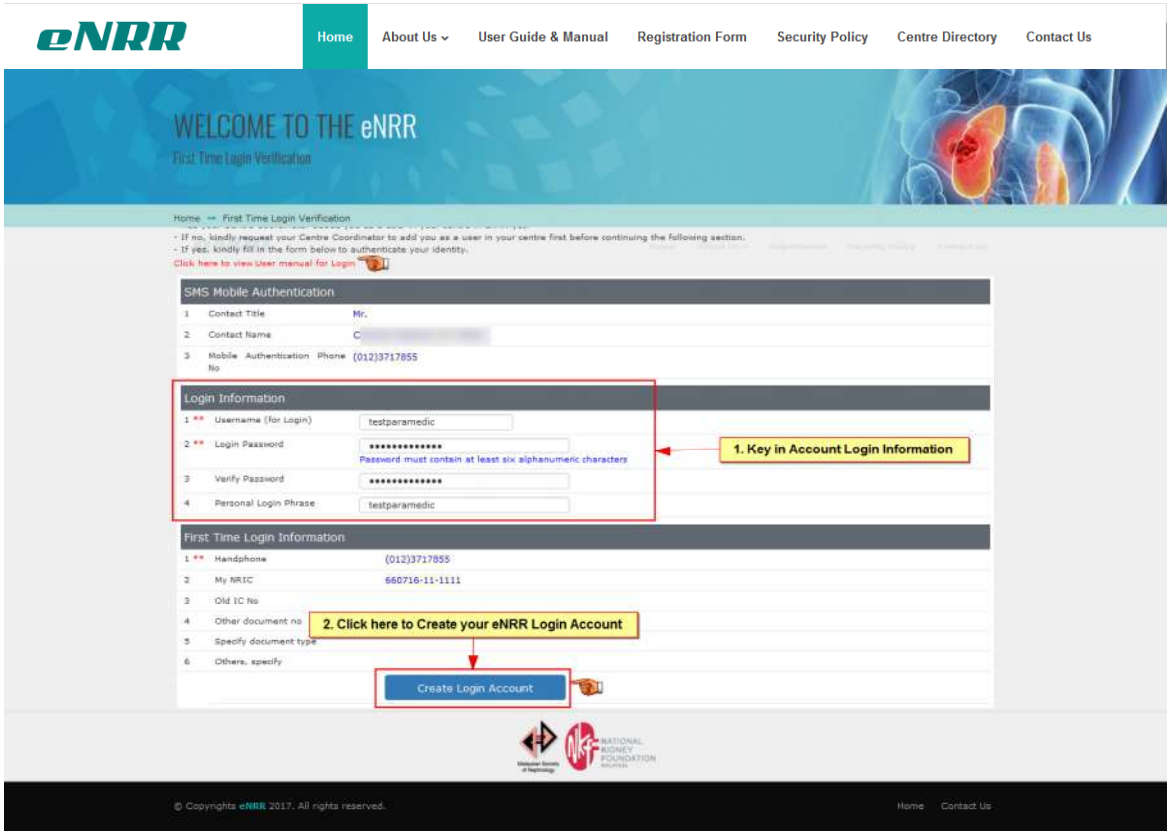
10. Check if the Mobile Authentication Phone Number is correct. If Yes, click Send SMS Authentication Code. If not, please contact your Centre Coordinator to amend accordingly.



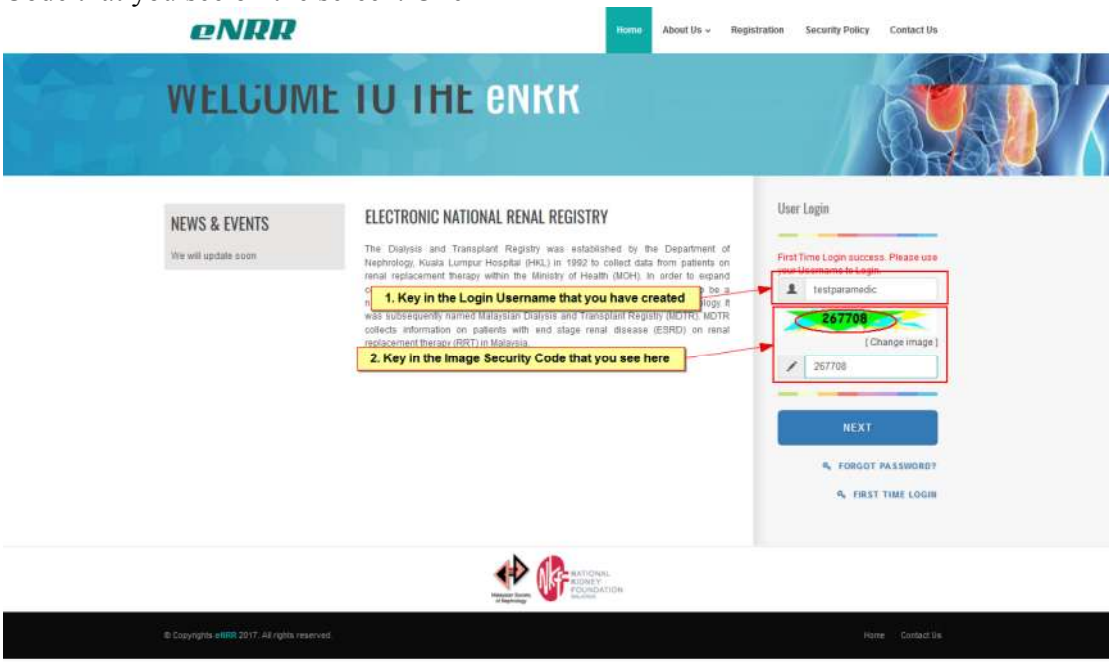
11. An SMS Authentication Code will be sent to your handphone number. Please key in the SMS Authentication Code at the space provided. After that, click Verify Authentication Code.

12. A new page will appear.

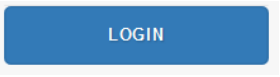
13. At the login information section, please enter your Login Account information and then click Create Login Account.

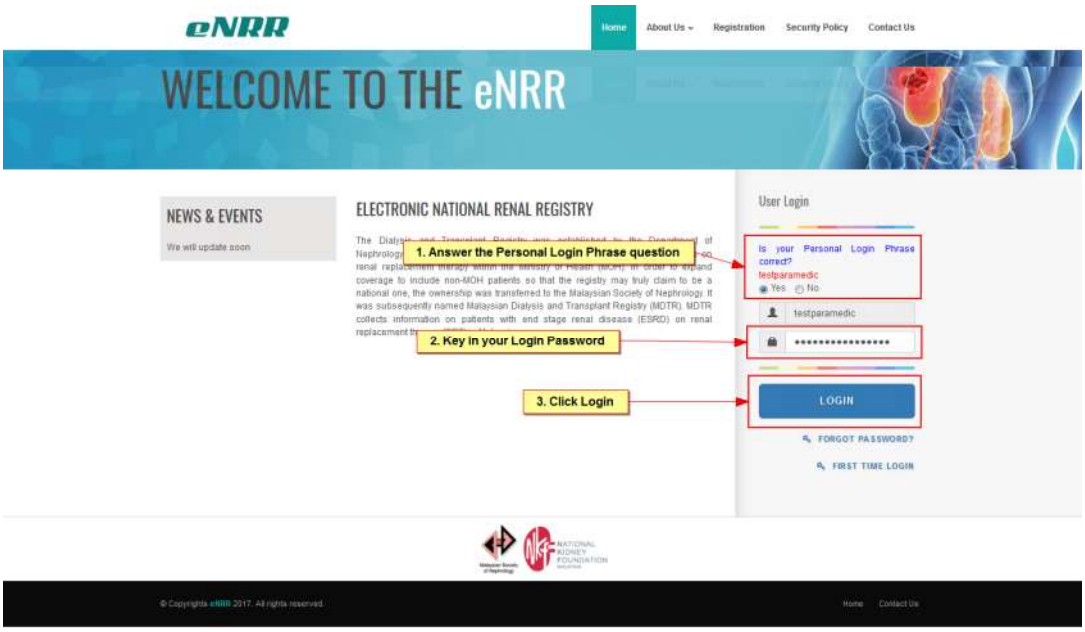


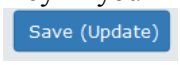
14. You will return to Login page.
15. Key in the login Username that you have created in Step 7 above and key in the Image Security Code that you see on the screen. Click NEXT



16. In the second authentication page,

a. Click Yes if your Personal Login Phrase is correct, and click no if your Personal Login Phrase is incorrect.
b. Check if your username is correct
c. Key in your Password.
d. Click 



17. Select Role if you have more than one role in your centre. If not, you will be sent to the next page.
18. Key in your Personal Login Phrase that can be used to verify you for subsequent login. Click 

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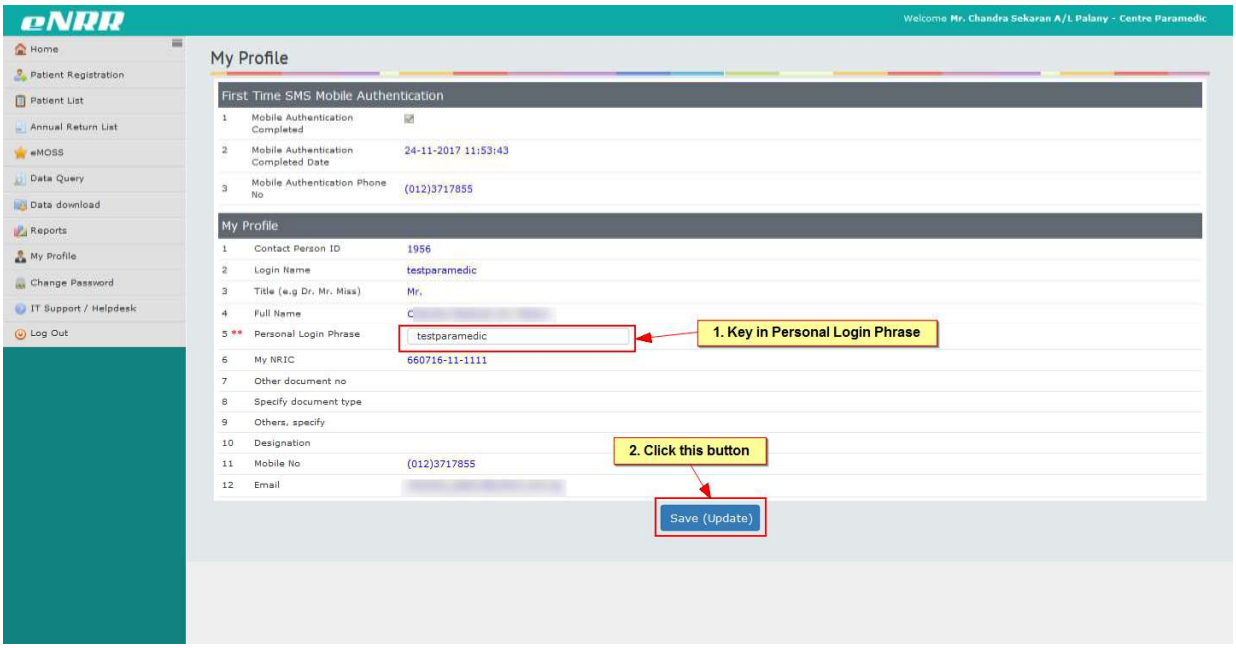
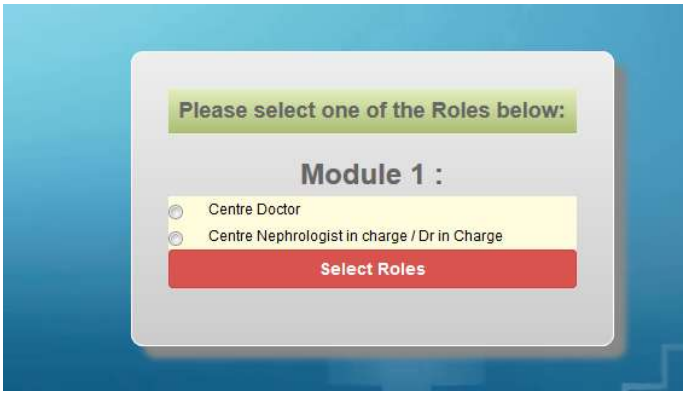
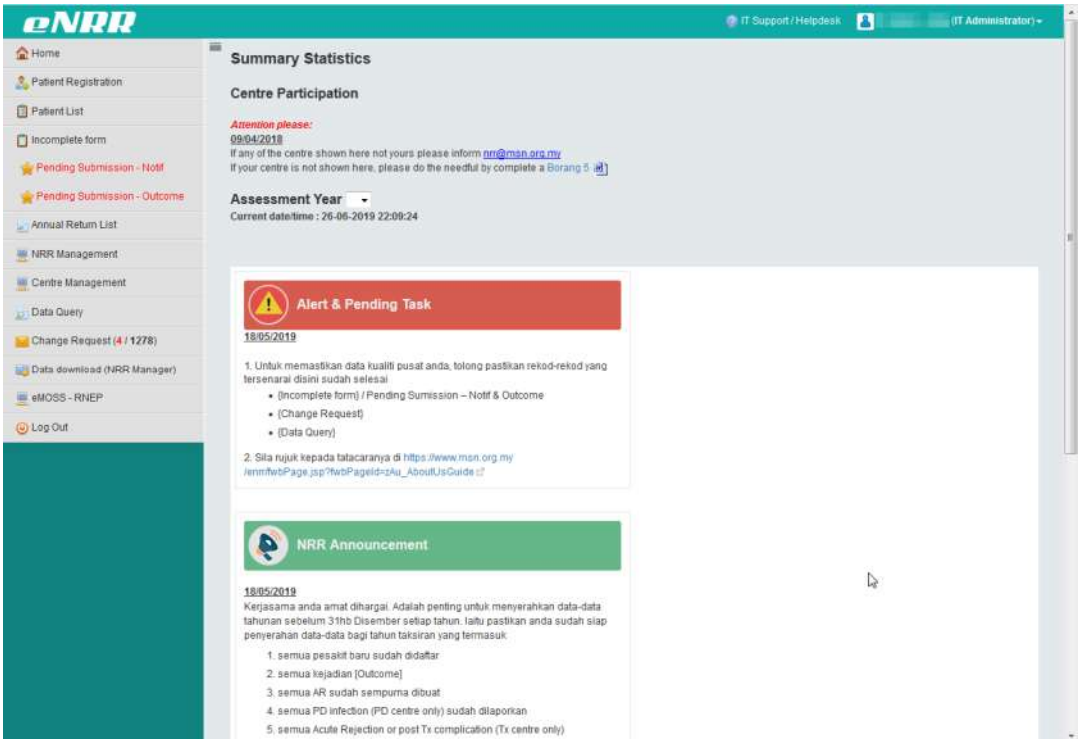


19. Upon successful, user will be directed to:

a. Select Role if you have more than one role in your centre.



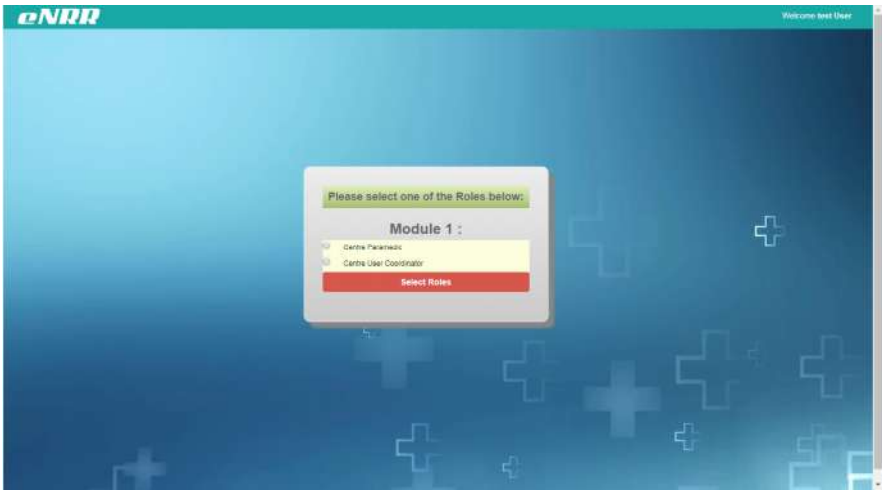
b. If not, you will be sent to the next page to the Dashboard page of 'Module 1: NRR Forms Submissions'.



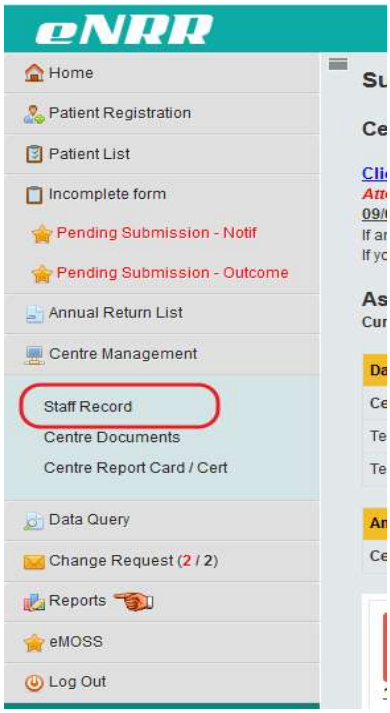
3.3.Guide for Centre User Coordinator to add new user to centre

3.3.1. For adding user who did not have eNRR Login before

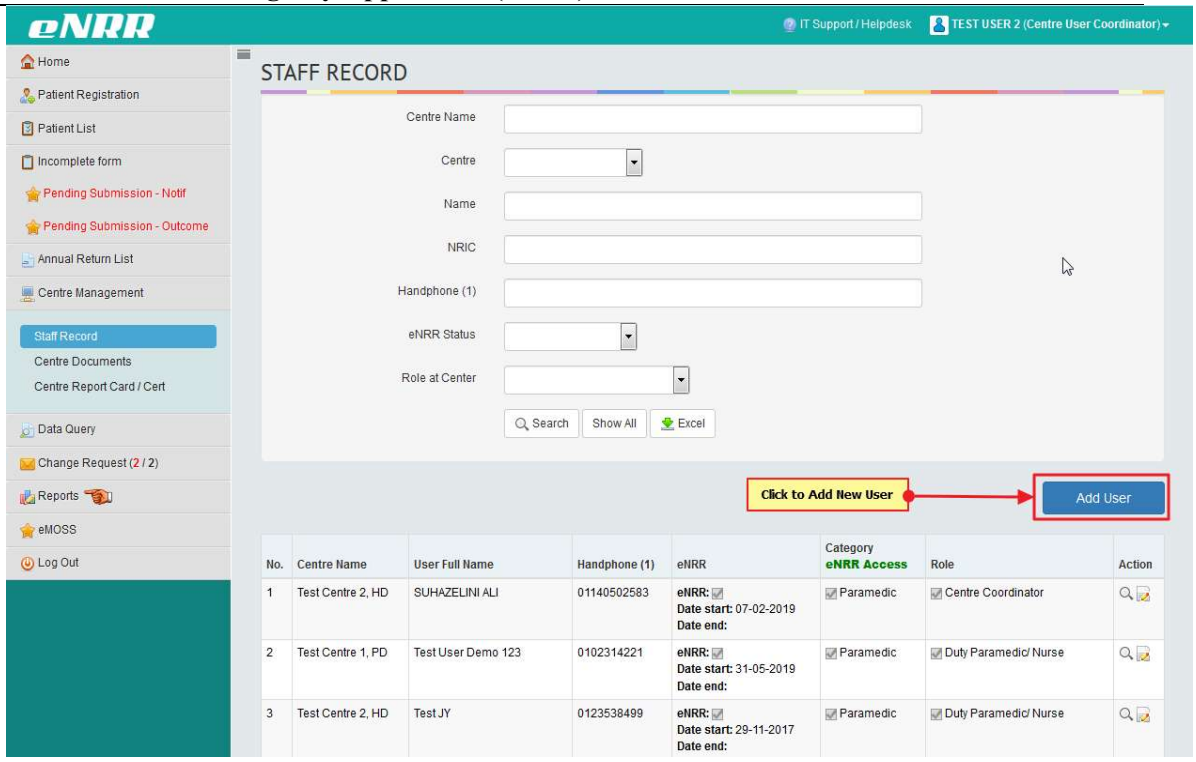
1. Only the 4 key person that appears in Centre Directory may add user in your centre. Login to eNRR.
2. After login, select 'Centre User Coordinator' role

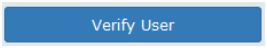


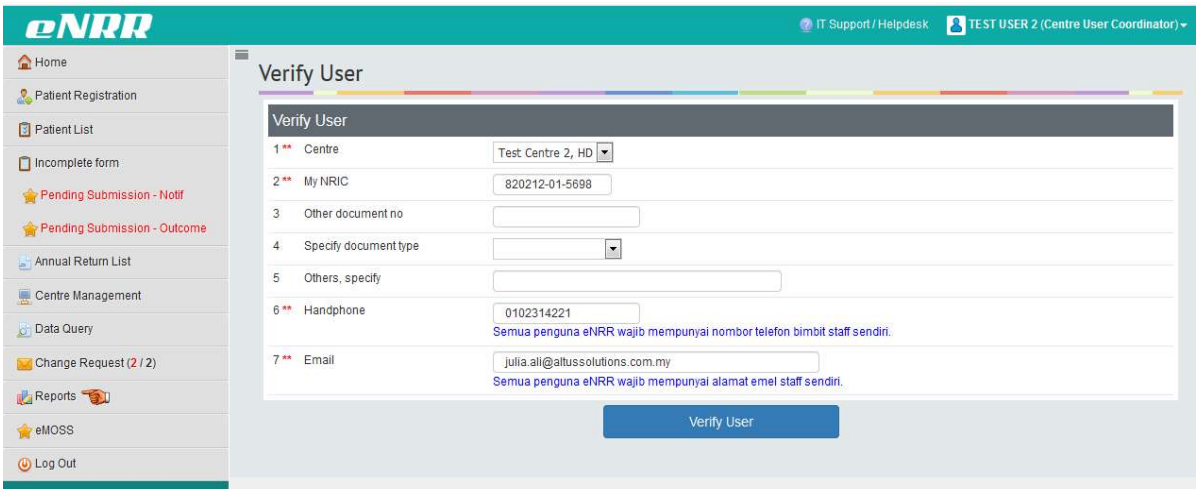
3. At the left panel, click Staff Record

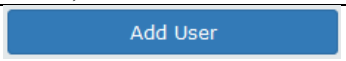


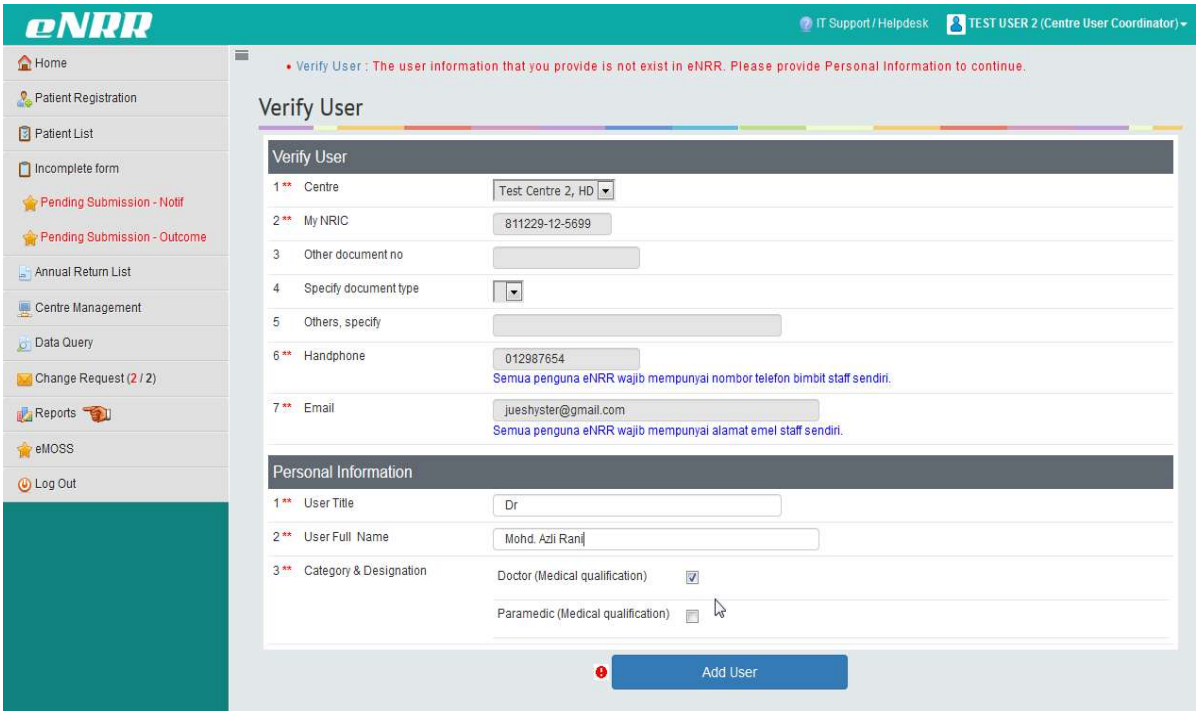
4. At the Staff Record page that appears, check to see whether user that you wish is already in the centre list. If not, click Add User to add the user.



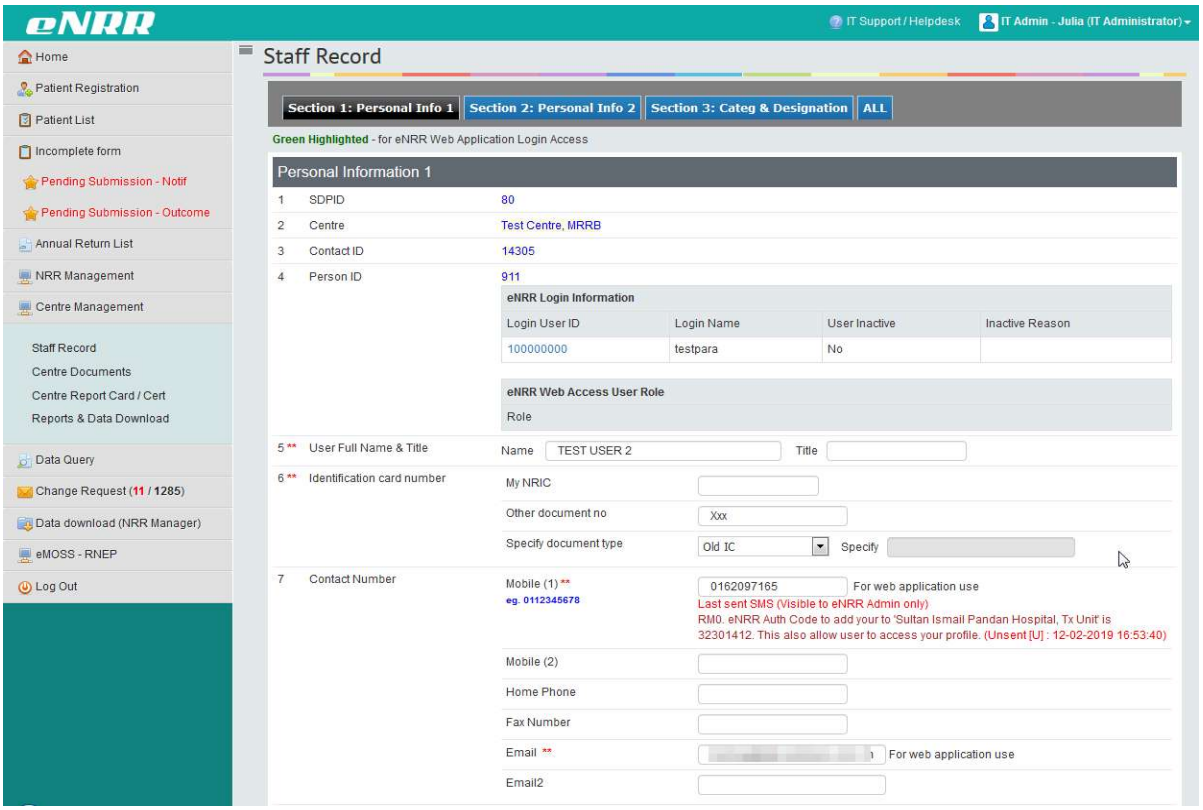
5. Key in the user's NRIC or Other Document Number such as Passport number for foreigner and key in the user's handphone number. Click 



6. Key in Personal details of the user and click 

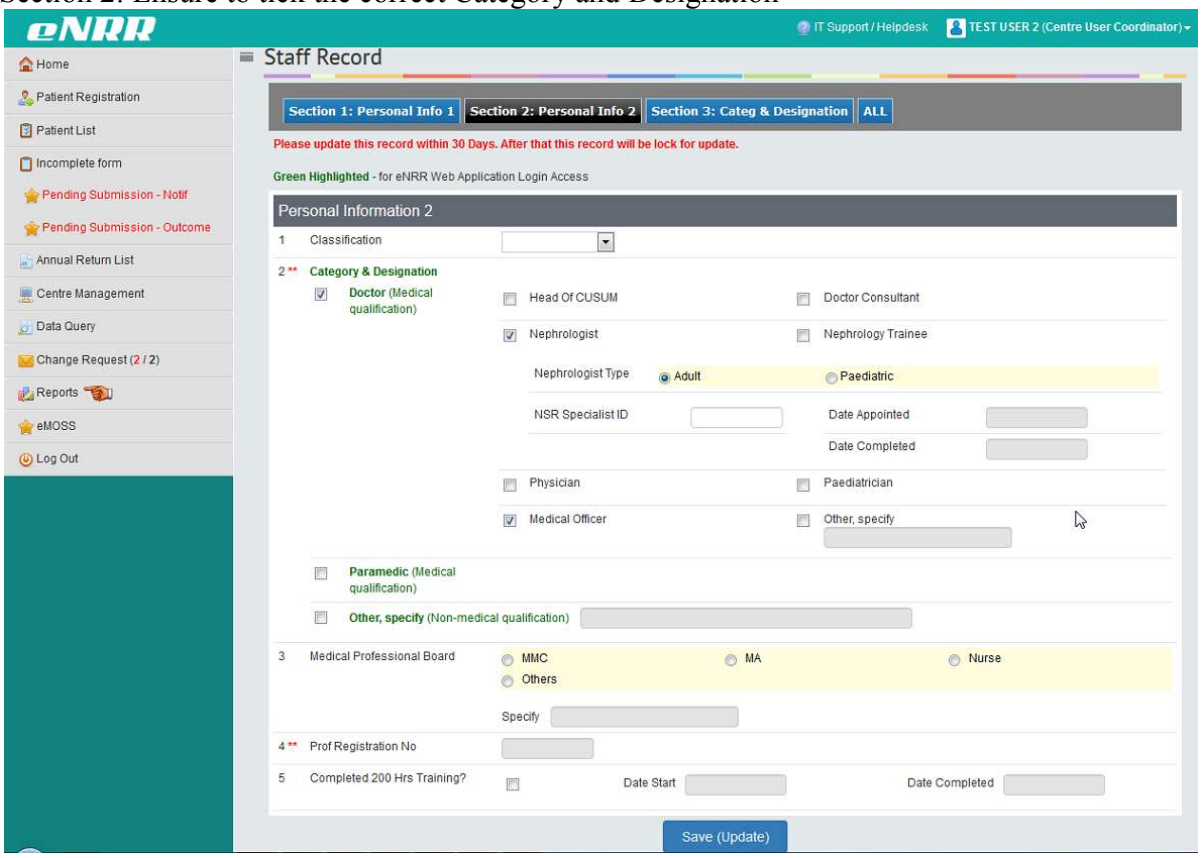


7. Complete information in Section 1, 2 and 3 as needed.

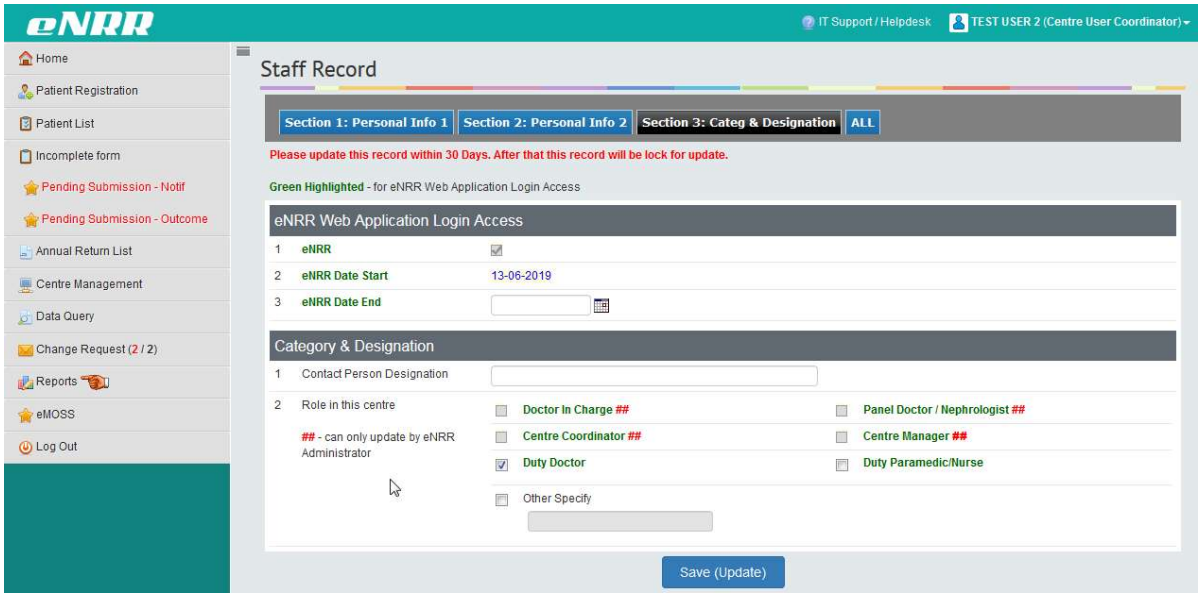


Note: For Section 1: No 7 Contact Number - Mobile (1), please starts with 3 digit mobile phone operator number (eg. 011/019/012) then followed by 7 or 8 digit number (eg. 0123453545).

Section 2: Ensure to tick the correct Category and Designation



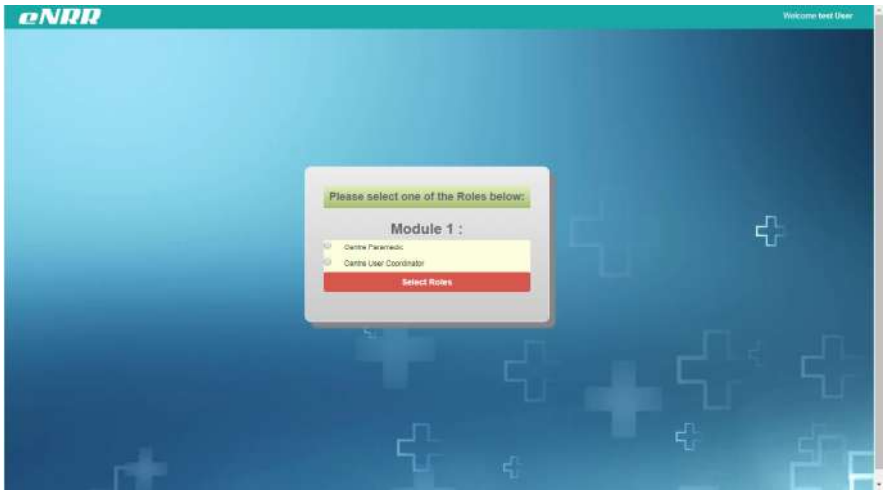
Section 3: Ensure no 1. eNRR already ticked and eNRR Date start will auto to current date. Click Save (Update).



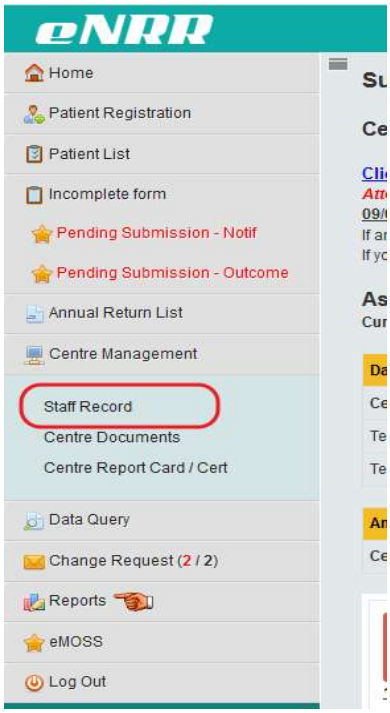
8. The user has been added. Please request user to go through instructions in Section 3.0 for the steps to login.

4.1.1. For adding user who had eNRR Login did not go through eNRR First Time Login before

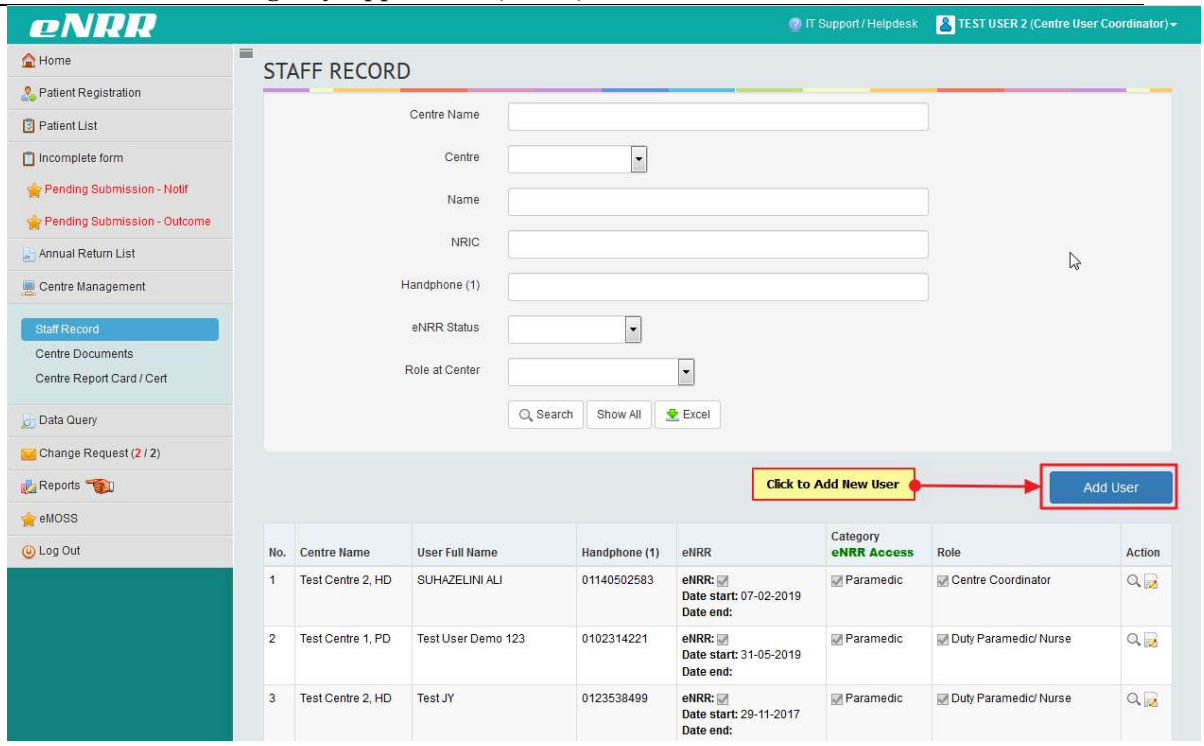
1. Only the 4 key person that appears in Centre Directory may add user in your centre. Login to eNRR.
2. After login, select 'Centre User Coordinator' role

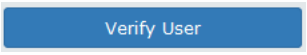


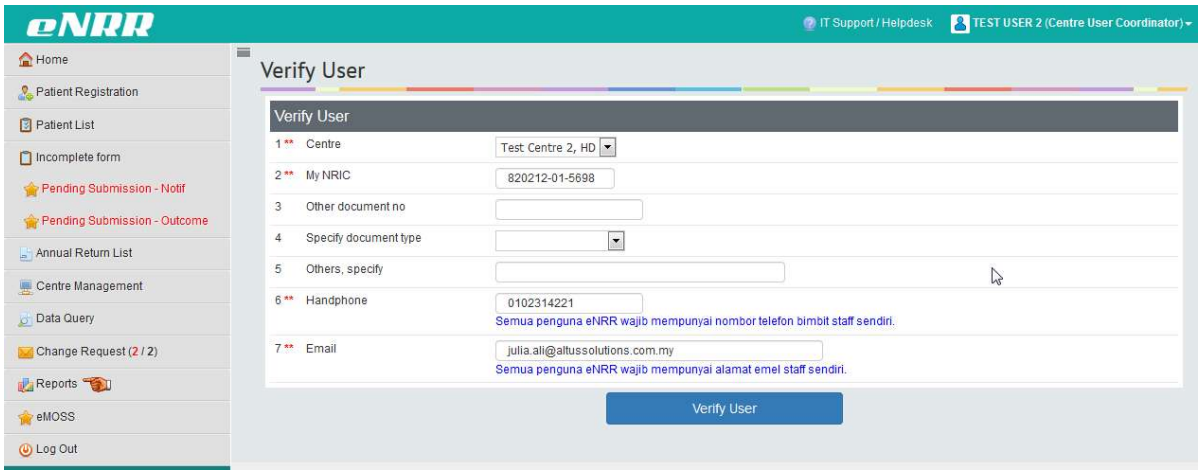
3. At the left panel, click Staff Record



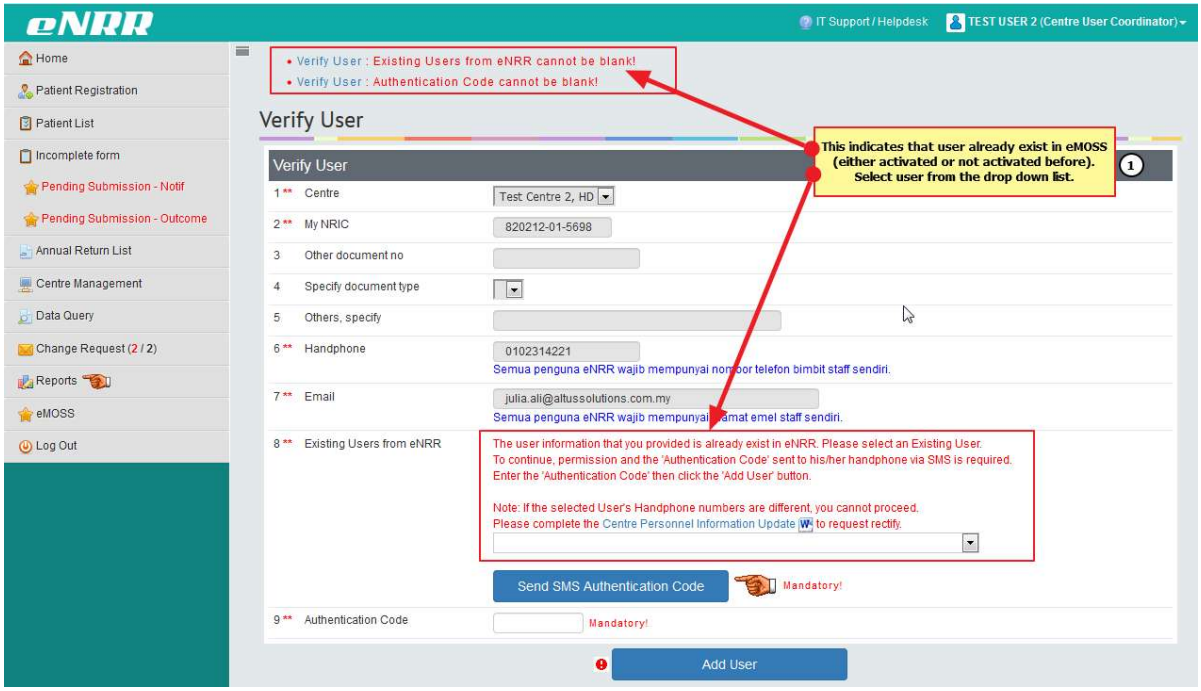
4. At the Staff Record page that appears, check to see whether user that you wish is already in the centre list. If not, click Add User to add the user.



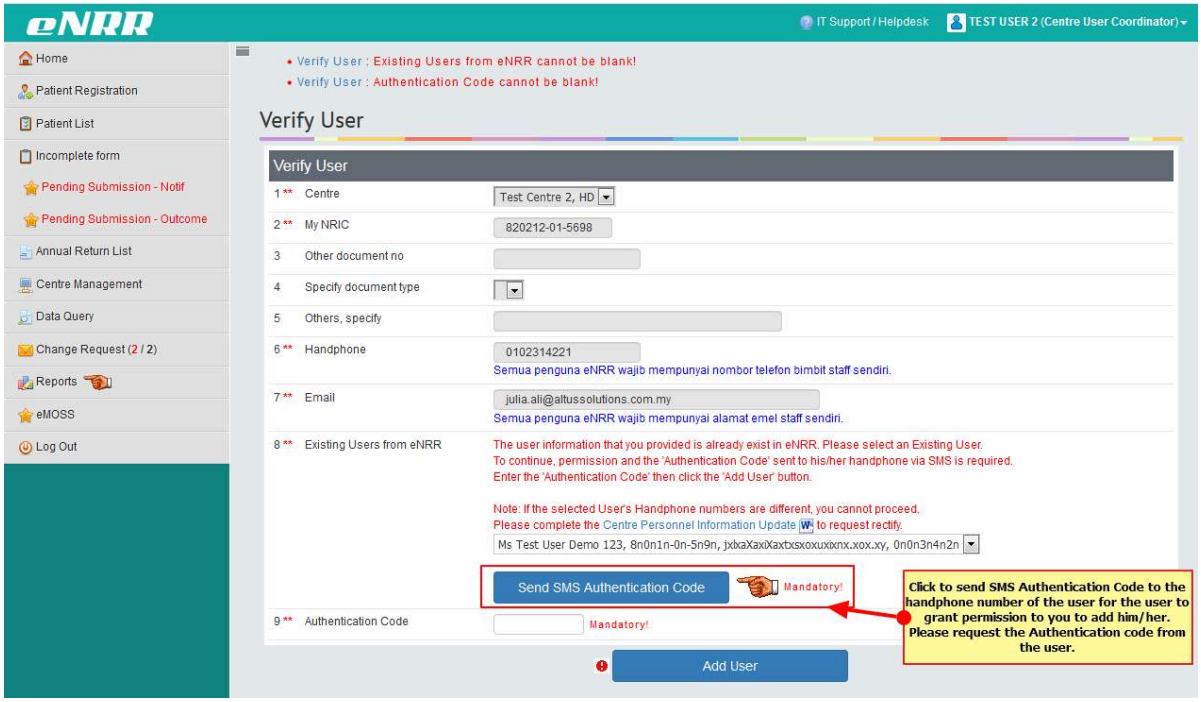
5. Key in the user's NRIC or Other Document Number such as Passport number for foreigner and key in the user's handphone number. Click 



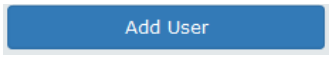
6. Based on matching of NRIC/Other ID document number or Handphone number, the system will indicate that user already exist in eNRR (was already formerly added in eNRR either activated or not activated yet). Select the name from the drop down box of the corresponding user.

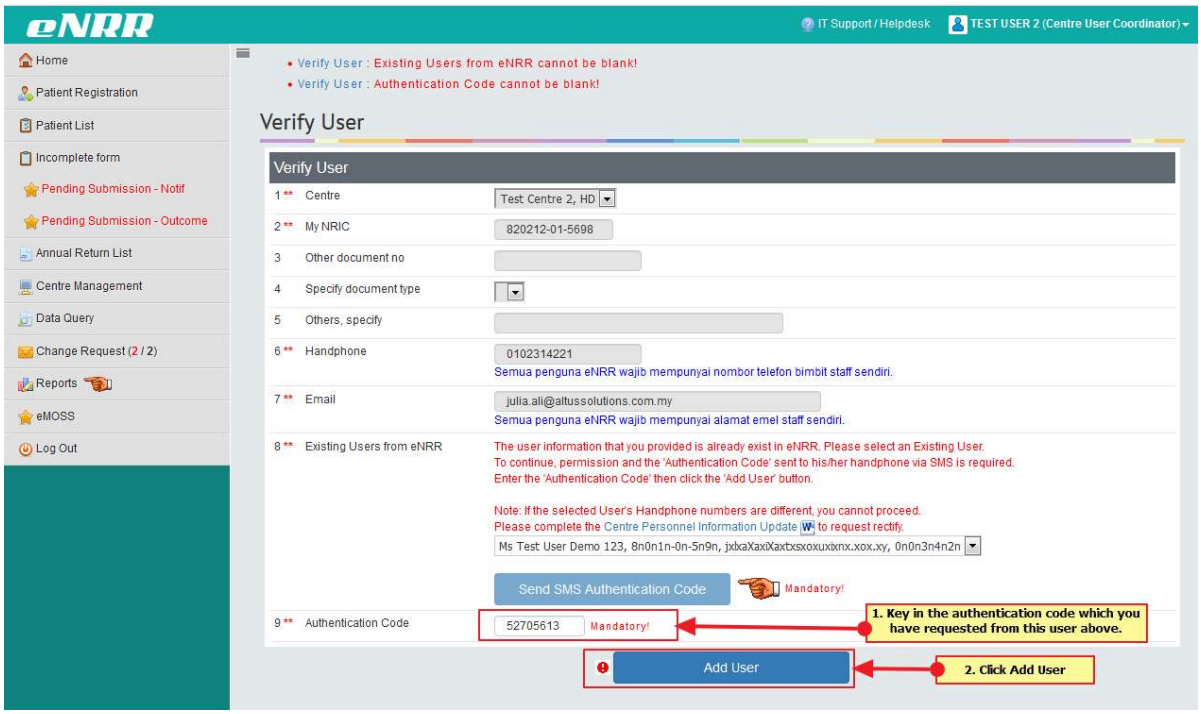


7. Click . An SMS will be sent to the handphone number of the user that you want to add. Permission from the user is needed to proceed. Please contact the user and get the SMS Authentication code from him/her.

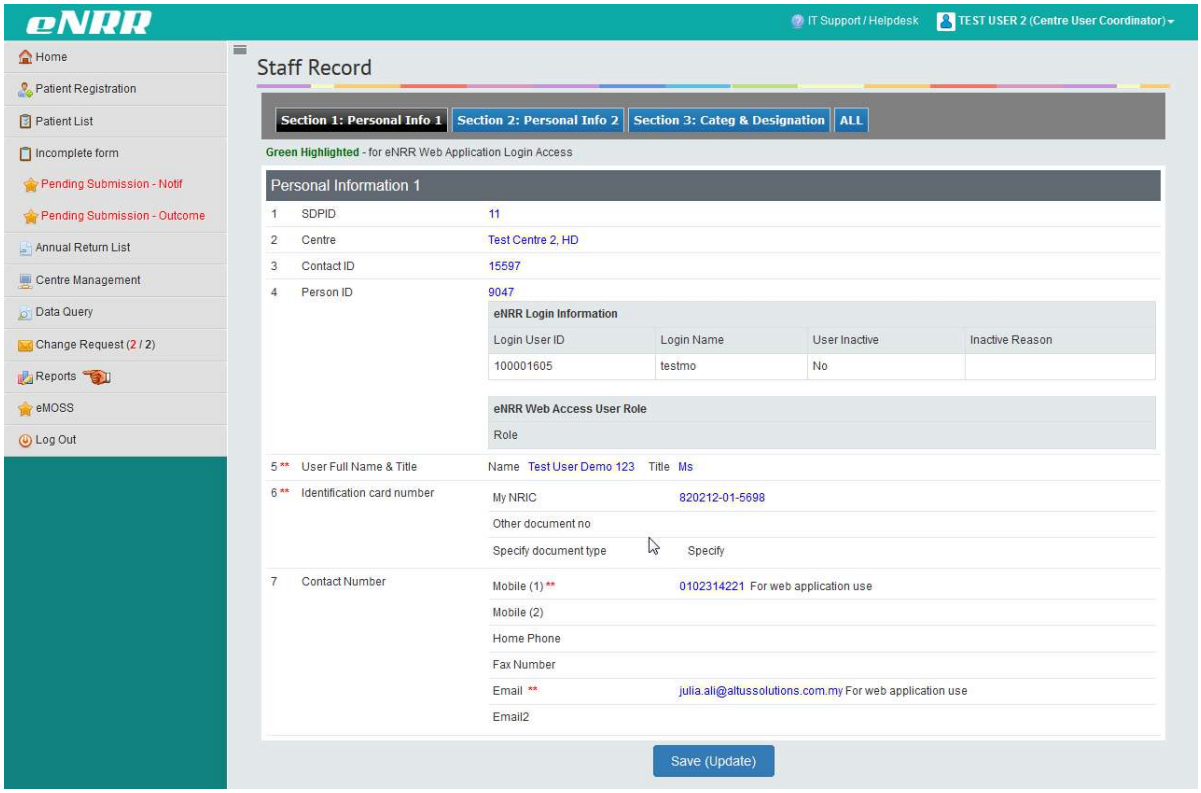


8. Key in the SMS Authentication code which you received from the user in Step 6. Click

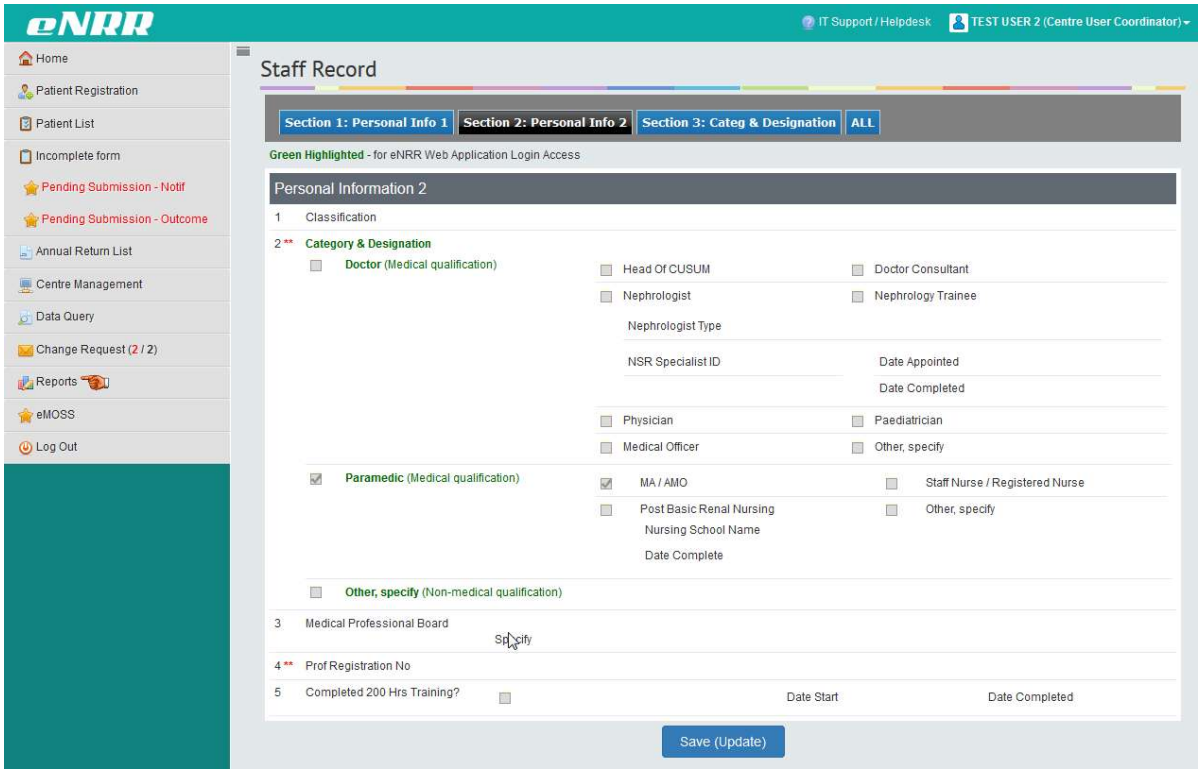




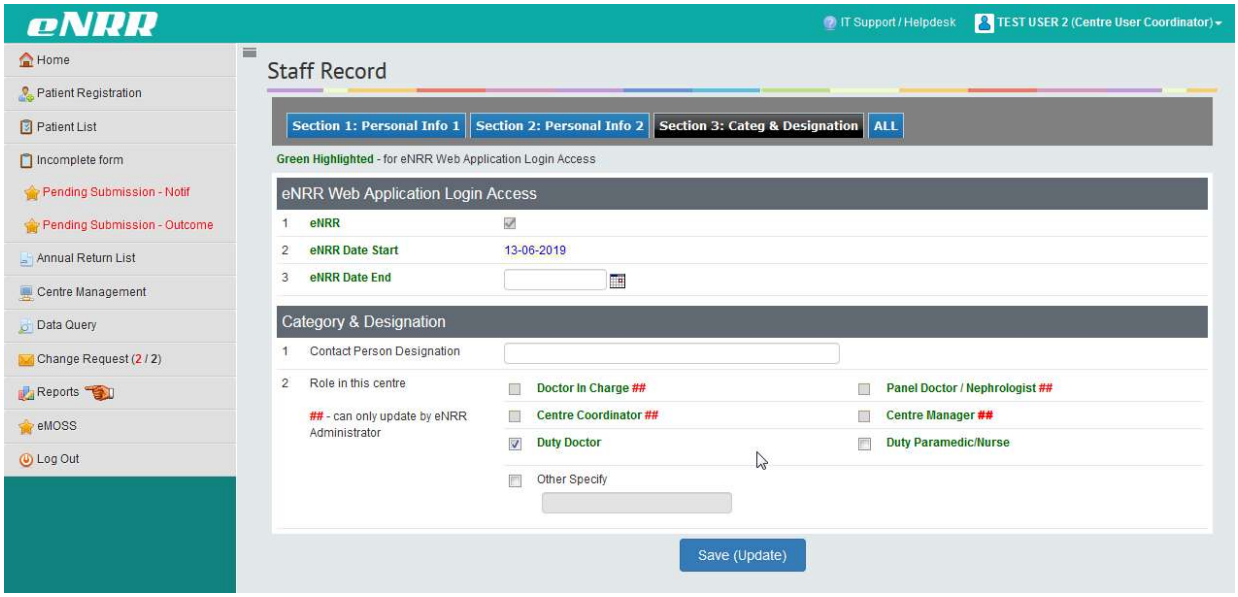
9. Complete the details of the user in Section 1, 2 and 3.



Ensure to tick the correct Category and Designation



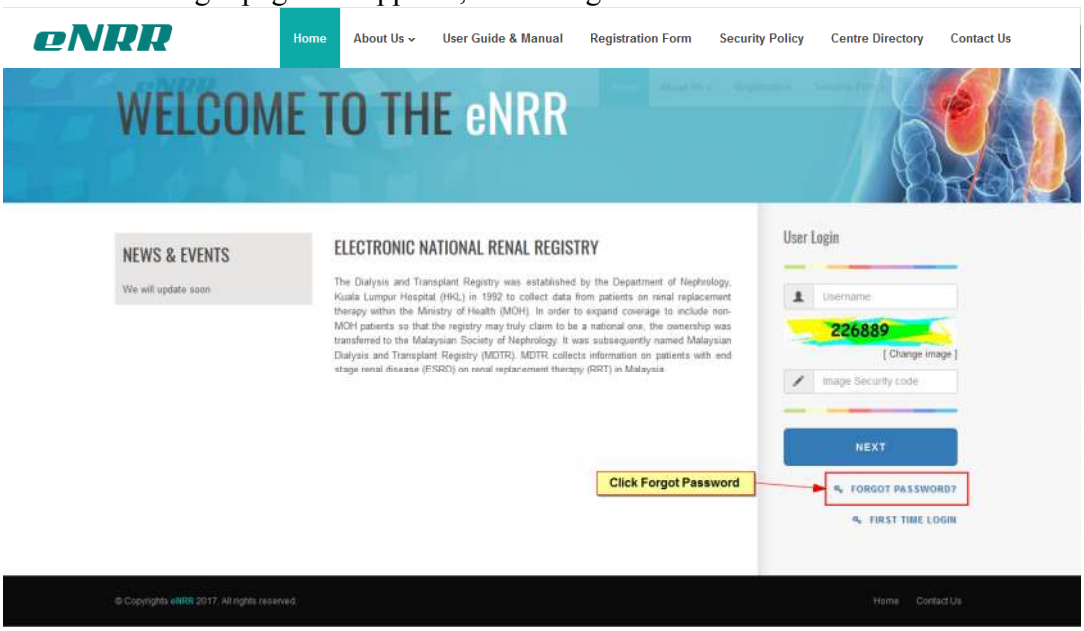
Ensure eNRR and eNRR Date start already auto key in from the system and please key in Category and Designation. Click Save (Update).



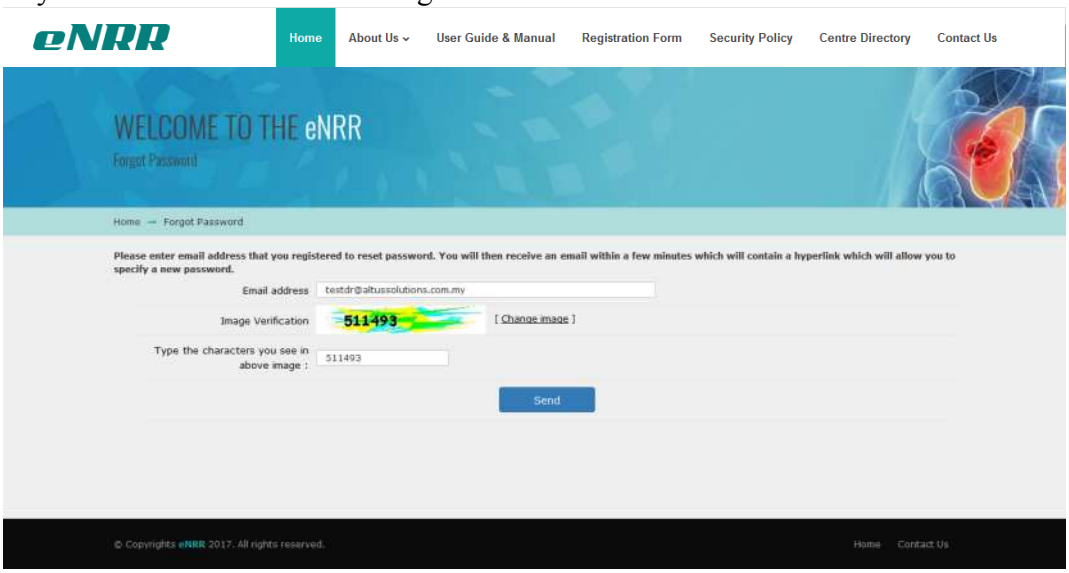
10. The user has been added. Please request user to go through instructions in Section 3.0 for the steps to login.

4.2.Forgot Password

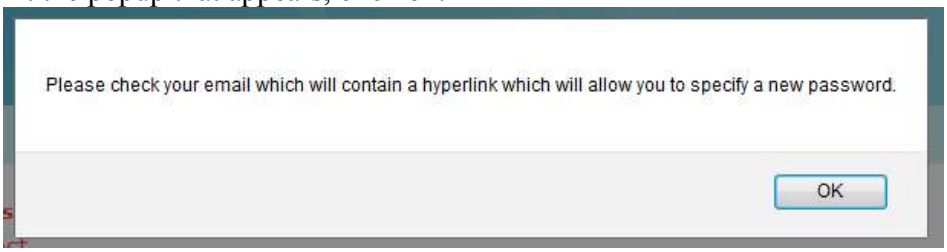
1. At the eNRR login page that appears, click Forgot Password button.



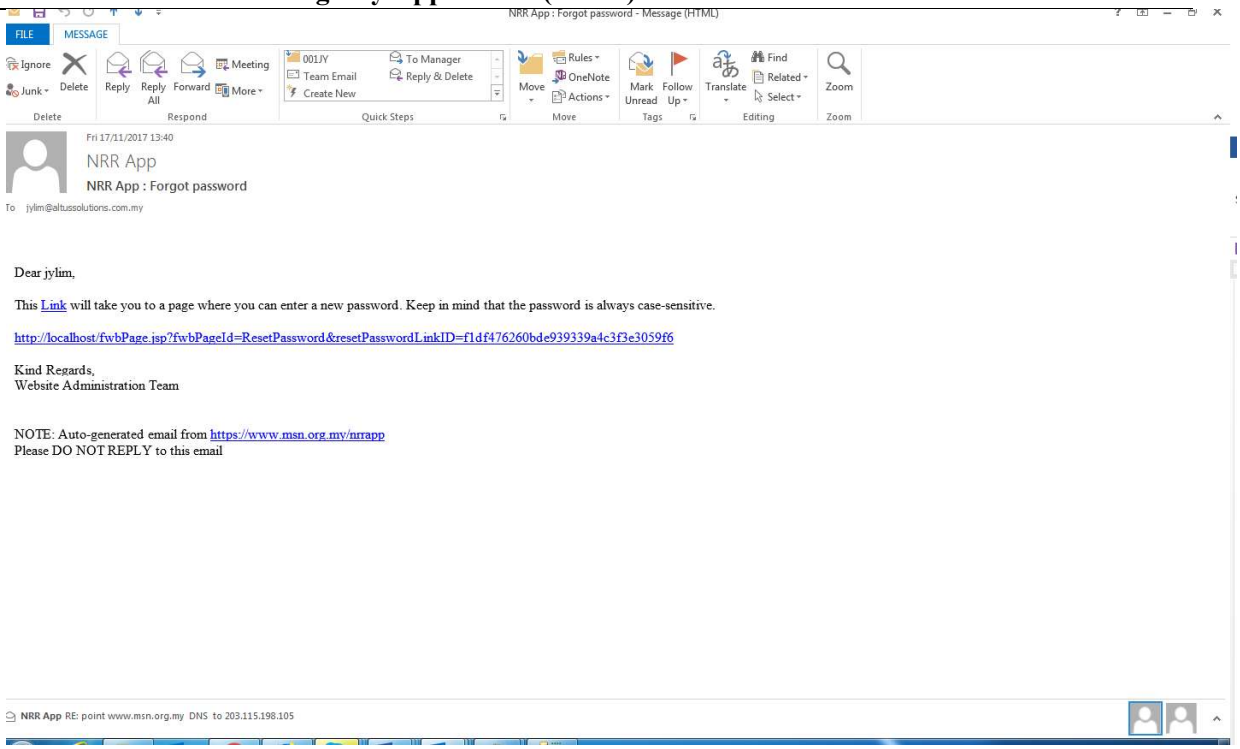
2. Key in the email address and Image Verification and click Send.



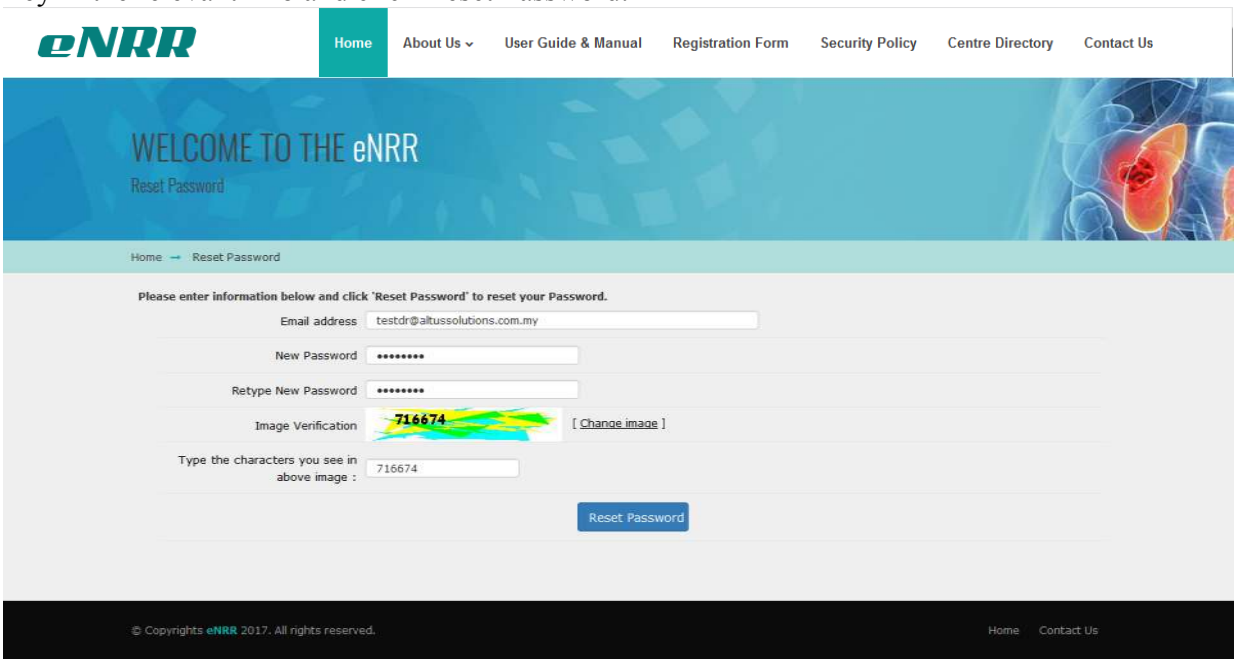
3. At the popup that appears, click ok.



4. An email will be sent to your email address. Please go to your email to retrieve the email and click on the link provided in the email.



5. Key in the relevant info and click Reset Password.

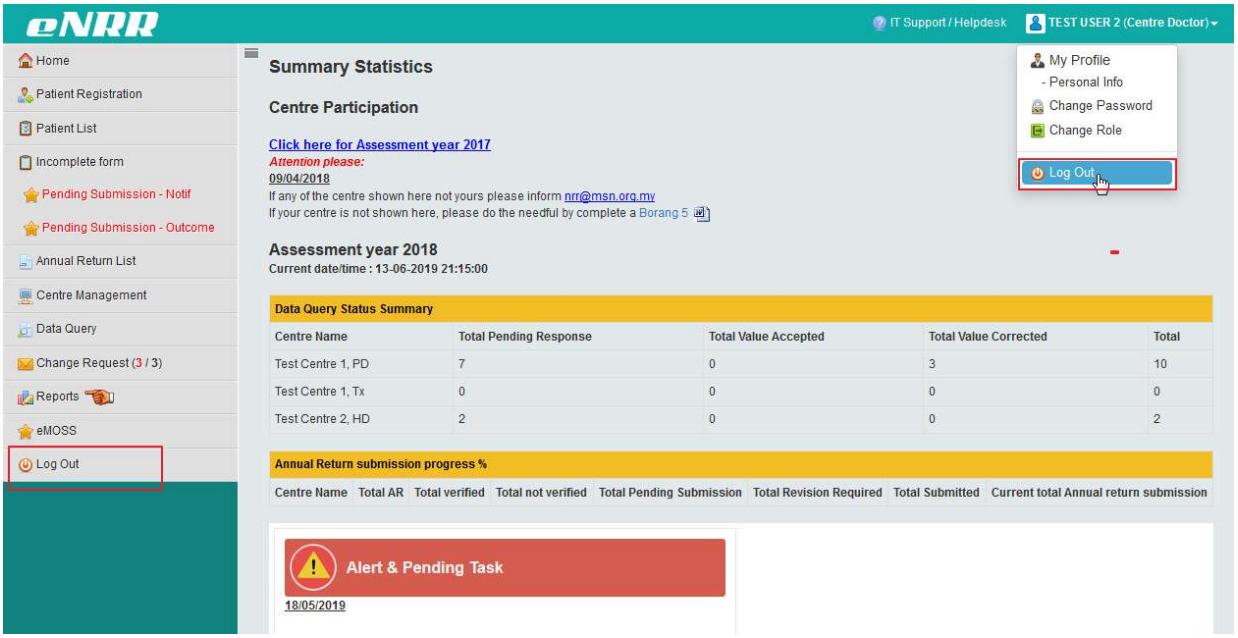


6. Click ok at the popup that appears.

7. You may login using the newly reset password at the login page now.

4.0 LOGOUT

To logout from NRR, click on 'Logout' at the Left Panel menu bar or Top Panel menu item.



5.0 HELP DESK SUPPORT

Note: The eNRR User's Manual is subject to amendment from time to time as the system is enhanced

For assistance in completing your application or if you experience technical difficulties using this site, including problems related to data entry, please contact:

1) The IT Administrator at: Tel: 603-4041 8615 / 4051 2296
   Email: reg.support@altussolutions.com.my

2) NRR Registry Manager
   National Renal Registry (Malaysian Society of Nephrology),
   Unit 19-01, Q Sentral, 2A Jalan Stesen Sentral 2,
   50470 Kuala Lumpur, Malaysia.
   Telephone & Fax - 6 (03) 2276 3686 / 2276 3687
   Email: nrr@msn.org.my