# ChemAlert

# ChemAlert Upgrade Frequently Asked Questions

## Software upgrade - what is the impact to me?

RMT will continue providing the highest levels of service to deliver the best ChemAlert outcomes for you. Maintenance window details, including any planned outages to your ChemAlert service, are provided in the upgrade notification email. Details about any impact to the mobile app and API integration are provided later in this document.

For continued access to manufacturer Safety Data Sheets (SDSs) during an outage, users will be directed to a failover ChemAlert site.

Please review the release notes for what's coming in your ChemAlert upgrade.

## When will the upgrade occur?

Your migration date has been scheduled as per your upgrade notification.

It is important to us that we deploy this fix to you quickly, but equally that we minimise the disruption to your teams. Your upgrade time on that date is not locked in, our intention is to apply this to your service at a time during the scheduled date where there are minimal (if any) active logins. If you require a dedicated time slot during this period, please contact our support team using the contact details below.

## Will my link or access to ChemAlert change?

No, there is no URL change.  All usernames and passwords remain exactly the same.

## How do I get the new ChemAlert mobile app?

The latest version is deployed in the Apple App Store and Google Play Store, and will be available to download for first-time users.  Users with existing ChemAlert mobile apps will be auto-upgraded seamlessly, you should not need to take any action on your mobile device unless you have disabled automatic app updates.

Clients using Mobile Device Management (MDM) to centrally deploy upgrades will also receive the updates automatically. If unsure, please check with your IT team if they have published the latest ChemAlert mobile app version in your MDM.

# ChemAlert

## Will ChemAlert mobile app keep working during the upgrade period?

Mobile access will be available in offline mode only during the outage. We suggest that you place your mobile in offline mode prior to the maintenance window. Please see "How to Switch Mobile App to Offline Mode" how to guide in your ChemAlert Help for instructions.

## Will the ChemAlert interface or functionality change with this upgrade?

Yes, as per the release notes, however the general usability is consistent with your existing version and we don't anticipate any training is required for your users to adapt.

## I have lots of Risk Assessments and Chemical Requests and can't see them?

Your Chemical Requests and Risk Assessments are indexed to optimise searching during some upgrades. The system automatically reindexes data to ensure optimal performance. Please note that until the Chemical Request or Risk Assessment is indexed it won't be visible in your search results. For the most lengthy reindexing, those clients with tens of thousands of such records, we expect the indexing to be completed within 2 to 3 hours.

The following ChemAlert link can be checked after the upgrade to inform you whether the indexing has completed or is in progress; {ChemAlert_CLIENT_URL }/rest/system/reindex/status. Note: You'll need to log into ChemAlert first before you can check the index status. Please contact our Support Team if you have any concerns and they can undertake this check for you.

## I have systems integrated with ChemAlert, will this be affected?

Yes, ChemAlert API will be unavailable during the outage. For more information on ChemAlert API, please refer to ChemAlert Help under "Application Programming Interface".

## Is my SSO configuration changing?

No, Single Sign On (SSO) is based on the URL and therefore as the client URL and ChemAlert application artefacts are not changing then there is no impact to existing arrangements.

## I also use ChemAlert eLearning?

The ChemAlert eLearning modules and access to them will not be affected by the scheduled upgrade. Core functionality in ChemAlert remains as per the existing content. eLearning modules will be upgraded to reflect any changes in the coming months.

## What about SDS Hosting site?

Independent to ChemAlert we also host SDSs for clients where we undertake SDS Authoring services. Access to SDS Hosting is not impacted during the ChemAlert upgrade period.

## ChemAlert SaaS – what is the existing setup?

Risk Management Technologies (RMT) develop and support ChemAlert which is hosted in the NEXTDC Data Centre in Sydney (S2). NEXTDC is an ASX 100-listed technology company which is the leading independent data centre operator in the Australian market. Their second-generation facilities are engineered and constructed to the highest global standards setting a new benchmark for the Australian data centre industry.

Their highly interconnected data centres give us the opportunity to also offer a disaster recovery site, with our Primary Site located in Sydney, and Secondary Site located in Perth, both in Tier IV facilities.

## Explain more about the Secondary Site in Perth

RMT maintains a real-time replication of your ChemAlert data, hosted in a geographically separate location, with standby equipment dedicated for Disaster Recovery events, targeting RPO of 30 minutes, and RTO at 24 hours for a complete Data Centre Recovery for all clients. Once the issues at the primary site are rectified, we would revert back to standard Primary/Secondary configuration. All data replication is via an encrypted tunnel.

## I'd like an independent cybersecurity assessment

RMT engage an independent third-party to undertake Penetration Testing. No critical or high-risk vulnerabilities were identified in the release testing, and we will make the third-party report available to clients on request.

## What is the impact to previously undertaken security questionnaires?

We regularly undertake SaaS assessment questionnaires from our clients, in particular for security concerns. This move is an up-lift – all previously completed security questionnaires remain valid.

# ChemAlert

## Is there an impact to Fees?

There is no impact to your existing or future ChemAlert fees as a result of this improvement in your Services.

## How do I get more information?

If you have any specific questions, please contact Support on ChemAlertHelpdesk@rmtglobal.com and our team will work through the issues with you.

## What is the risk impact analysis?

The risk impact analysis indicates a low-medium risk. RMT has completed QA testing of ChemAlert and ChemAlert Mobile. We have previously completed SaaS upgrades for clients successfully. Upgrade changes have been communicated to clients well in advance. The impact on ChemAlert SaaS and ChemAlert API integration has been outlined in this document, and our change process includes both implementation and rollback plan for the upgrade work.

## What is the implementation plan?

The implementation for ChemAlert is fully delivered by RMT personnel using our change process. Clients will need to review their impact on the ChemAlert mobile SSO and integration with the ChemAlert API.

For ChemAlert mobile update, please see 'How do I get the new ChemAlert mobile app?' section.

1.  RMT will put a maintenance page for a failover ChemAlert site to access manufacturer Safety Data Sheets (SDSs).

2.  RMT will shut down your ChemAlert service.

3.  RMT will back up your data for rollback purposes.

4.  RMT will update the environment.

5.  RMT will verify your environment.

## What is the backout plan?

The ChemAlert backout plan is included in the upgrade window. In the unlikely event that a rollback is needed, RMT will rollback your ChemAlert SaaS to the original version. Clients will need to review their impact on the ChemAlert mobile and integration with the ChemAlert API.

Please note, once your ChemAlert Mobile is updated, it cannot be rolled back. The mobile app will be compatible with the original ChemAlert version unless specified in email communications.

# Do I need to do anything after the upgrade?

**You may be required to refresh your cache after the upgrade.**

If your web browser has cached files for the older ChemAlert version then they may need to be cleared for upgraded versions of ChemAlert.

To clear your cache in Microsoft Edge or Google Chrome, you can:

1. Open the browser
2. Press **Ctrl + Shift + Delete** simultaneously
3. Select '**All time**' period to delete from in the Time range drop down menu
4. Check '**Cookies and other site data**' and '**Cached images and files**'
5. Click '**Clear now**' or '**Delete Data**'

You can also clear your cache by following these steps:

1. Click the **Settings** menu (three dots) in the top right
2. Click '**Privacy and security**' or '**Privacy, search, and services**'
3. Click '**Choose what to clear**' or '**Delete browsing data**'
4. Select '**All time**' period to delete from in the Time range drop down menu
5. Check '**Cookies and other site data**' and '**Cached images and files**'
6. Click '**Clear now**' or '**Delete Data**'

| Glossary of Terms | | |
|---|---|---|
| Acronym | Term | Explanation |
| RPO | Recovery Point Objective | Maximum number of minutes of lost data in a Disaster Recovery event |
| RTO | Recovery Time Objective | Length of time to restore the service during a Disaster Recovery event |
| SaaS | Software as a Service | ChemAlert hosted by RMT |
| SSO | Single Sign On | Optional technical configuration for user logins using SAML2 |
| URL | Uniform Resource Locator | The address of a specific webpage or file on the Internet. https:// – |