

Guidance Document: Accessing the Management System library

1 Purpose

This document provides guidance on how to access the management system library for internal and external users.

2 Scope

London Underground, its suppliers and third parties.

3 Guidance

3.1 If you are within London Underground (LU) on a One London desktop you can access the management system through this link http://onespace.tfl.gov.uk/lu/_cms/default.aspx. For guidance on navigation go to section 7 of this guide.

3.2 If you are external to LU follow the instructions below.

3.2.1 Request a login by sending an email providing the following information to the email address managementsystemaccess@tfl.gov.uk:

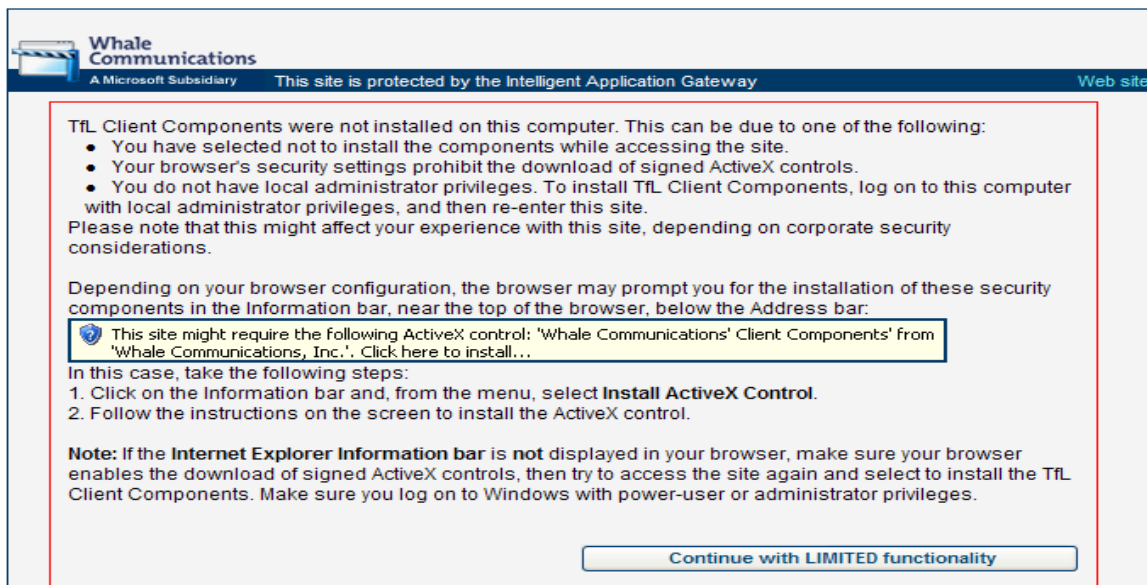
- First name
- Last Name
- Company
- E-mail
- Phone Number
- Date Requested
- LU Sponsor's Name (e.g. Project Manager or Procurement Agent)
- LU Project or contract name

3.2.2 You will receive an email with a link to the management system registration page. It will look like this:

Dear xxxxxx@xxxxxxxxxx.com
You have been invited to register for access to the management system library. To complete the registration, simply click the link below.
[Register](#)

The Management system library Registration Services

3.2.3 When you click on the 'Register' link, you may be asked to enable ActiveX control, as indicated below



Whale Communications
A Microsoft Subsidiary This site is protected by the Intelligent Application Gateway Web site

TfL Client Components were not installed on this computer. This can be due to one of the following:

- You have selected not to install the components while accessing the site.
- Your browser's security settings prohibit the download of signed ActiveX controls.
- You do not have local administrator privileges. To install TfL Client Components, log on to this computer with local administrator privileges, and then re-enter this site.

Please note that this might affect your experience with this site, depending on corporate security considerations.

Depending on your browser configuration, the browser may prompt you for the installation of these security components in the Information bar, near the top of the browser, below the Address bar:

This site might require the following ActiveX control: 'Whale Communications' Client Components' from 'Whale Communications, Inc.'. Click here to install...

In this case, take the following steps:

1. Click on the Information bar and, from the menu, select **Install ActiveX Control**.
2. Follow the instructions on the screen to install the ActiveX control.

Note: If the **Internet Explorer Information bar** is **not** displayed in your browser, make sure your browser enables the download of signed ActiveX controls, then try to access the site again and select to install the TfL Client Components. Make sure you log on to Windows with power-user or administrator privileges.

Continue with LIMITED functionality

3.2.4 You will then be directed to a registration screen



- 3.2.5** Select and enter a password. Your password must be 8 characters long and needs to include a 'special character' (e.g. "@").
- 3.2.6** You should then enter a password recovery question and an answer you will remember.

A screenshot of a web browser showing the "Register" page of a CMS (Content Management System) portal. The page has a blue sidebar on the left with "CMS" and "CMS Portal" links. The main content area has a yellow header with "CMS > Register" and "Register". Below the header, there is a text box for registration, followed by sections for "Account Information", "Password", "Password Example", and "Recover Password Question and Answer".

CMS > Register
Register

Use this page to register for access to this site.

Account Information
Provide the account information for your new account. If you would like to register for access to this site with an existing account click the 'Register with an existing account' link.

Password
Your password must be at least 8 characters long, and must include a mixture of UPPER and lower case letters, numbers AND special characters.

Password Example
Umbr3ll@

Recover Password Question and Answer
The question and answer provided may be used by a user to recover/reset his or her password. These fields are required when creating a new user.

- 3.2.7** You will then be directed to a logon screen; but DO NOT LOGIN immediately. (If you try to login at this point, you will be told the server does not recognise your login equally do not try to reset your password to solve this.)
- 3.2.8** You will receive an email saying that your request is being evaluated, as per the below example:

Dear xxxxxxx@xxxxxxxxxx.com

Your access to the management system library located at https://onespace.tfl.gov.uk/lu/_cms has been approved.

Account Information

Username: xxxxxxxxxxx@xxxxxxxx.com

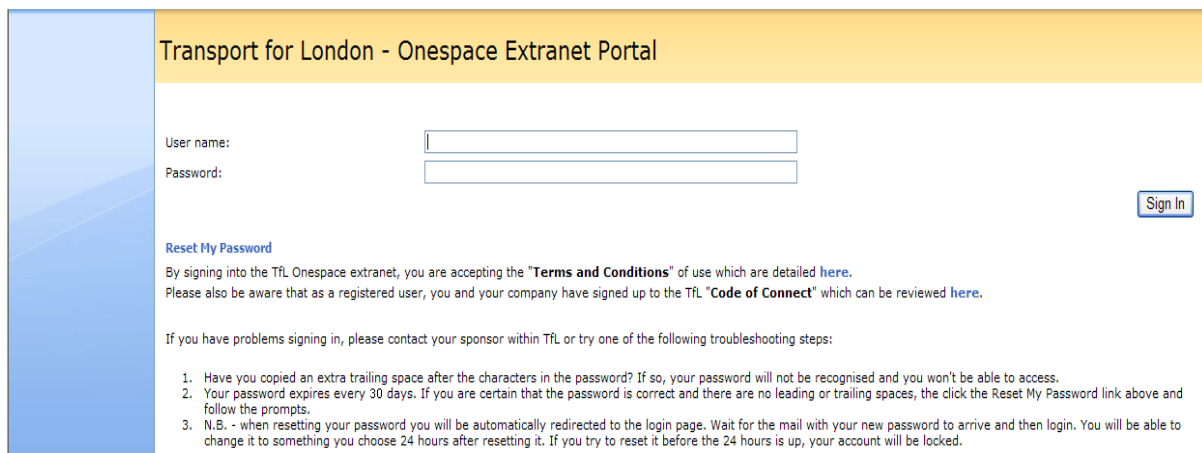
E-mail: xxxxxx@xxxxxxxxxx.com

To access the management system library, simply click the link below and provide your login credentials.

[Login](#)

The management system library Registration Services

3.2.9 You will then receive this email confirmation that you can then login using your 'user name' (this is your email address) and password



Transport for London - Onespace Extranet Portal

User name:

Password:

[Sign In](#)

[Reset My Password](#)

By signing into the TfL Onespace extranet, you are accepting the "Terms and Conditions" of use which are detailed [here](#). Please also be aware that as a registered user, you and your company have signed up to the TfL "Code of Connect" which can be reviewed [here](#).

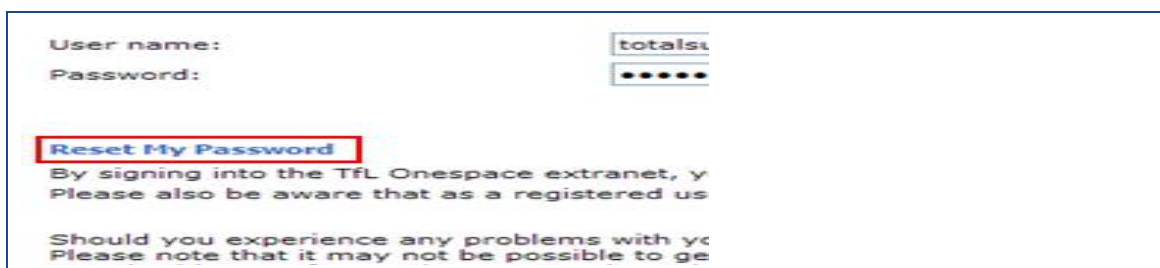
If you have problems signing in, please contact your sponsor within TfL or try one of the following troubleshooting steps:

1. Have you copied an extra trailing space after the characters in the password? If so, your password will not be recognised and you won't be able to access.
2. Your password expires every 30 days. If you are certain that the password is correct and there are no leading or trailing spaces, the click the Reset My Password link above and follow the prompts.
3. N.B. - when resetting your password you will be automatically redirected to the login page. Wait for the mail with your new password to arrive and then login. You will be able to change it to something you choose 24 hours after resetting it. If you try to reset it before the 24 hours is up, your account will be locked.

3.2.10 Once you have logged in successfully, you will see the 'Management System Document Library'. Please see the following page for an illustration of the homepage with its various components

3.3 If you forget your password, the login screen provides the ability to reset the password

3.3.1 Click Reset My Password



User name:

Password:

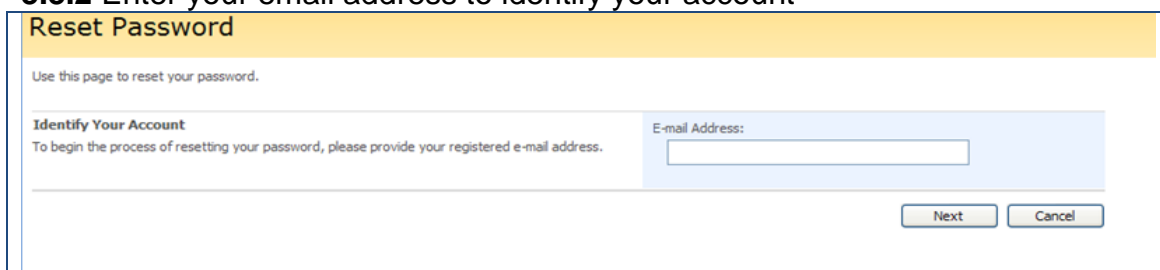
[Reset My Password](#)

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3.3.2 Enter your email address to identify your account



Reset Password

Use this page to reset your password.

Identify Your Account
To begin the process of resetting your password, please provide your registered e-mail address.

E-mail Address:

[Next](#) [Cancel](#)



3.3.3 From the Password Hint section, enter the answer to the recovery question setup previously

A screenshot of a web application interface for resetting a password. The page title is "Reset Password" and the breadcrumb is "PreOneSpace > Reset Password". The main heading is "Reset Password" with a subtitle "Use this page to reset your password.". The form is divided into two columns. The left column has two sections: "Account Info" with a link to "View the current account information." and "Password Hint" with the instruction "Please provide the correct answer to your secret question in order to continue resetting your password.". The right column contains a light blue box with the following fields: "User Name:" (totalsum@gmail.com), "E-mail Address:" (totalsum@gmail.com), "Secret Question:" (What is your name?), and "Secret Answer:" (an empty text input field). At the bottom right of the form are three buttons: "Prev", "Finish", and "Cancel".

3.3.4 Click Finish



4 External Access FAQ

- Due to TFL security policy External user passwords expire 30 days after issue, regardless of whether the user has logged in or not. When you enter the password and it doesn't work, click RESET MY PASSWORD, enter the answer to your secret question, you will get a new password
- Invitations to register expire two weeks after issue.
- Passwords can be reset once every 24 hours. Once the user receives the automatically generated password, they have to wait a day to change it to something they choose.

5 Minimum System Requirements for External Users

- Windows 32bit (XP or above)
- IE6 or higher
- Office 2003 or higher

6 Contact Us

If you have any questions or comments to make about the management system library please email to managementsystemaccess@tfl.gov.uk



7 Navigation

The screenshot shows the OneSpace website interface. At the top, there is a navigation bar with the OneSpace logo and the slogan 'Succeed together'. Below this is a search bar (4.2 Search Bar) and a dropdown menu. On the left side, there is a 'Quick Launch Bar' (4.2 Quick Launch Bar) with a list of categories. The main content area features a 'Navigation Breadcrumb Trail' (4.1 Navigation Breadcrumb Trail) and a 'Quick Links' section (4.4 Quick Links). The breadcrumb trail shows the current page's location within the site structure. The quick links section provides direct access to various documents and reports.

4.2 Quick Launch Bar

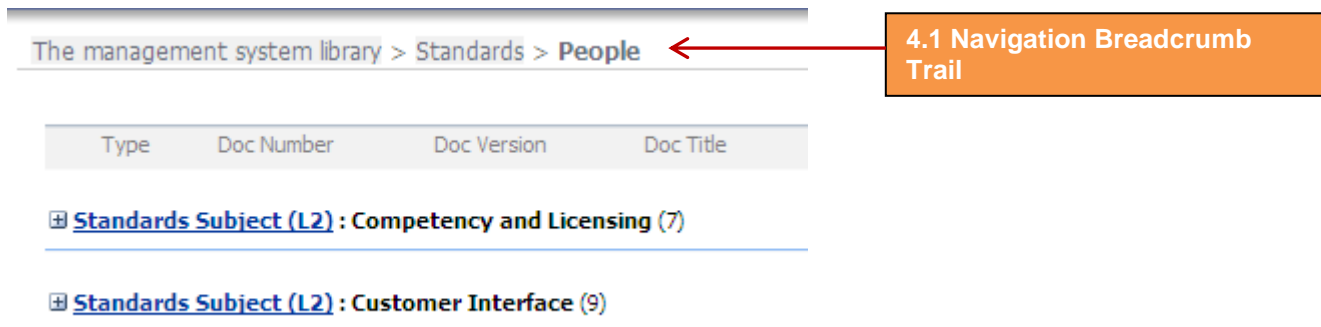
4.1 Navigation Breadcrumb Trail

4.2 Search Bar

4.4 Quick Links

7.1 Navigation Breadcrumb Trail

The **breadcrumb trail** illustrates where you are located on the site. Each part of the trail is hyperlinked and it is useful for navigating back to previous parts of the site. As you start to move to different areas of the site, the breadcrumb trail will appear:



The management system library > Standards > **People** ←

Type	Doc Number	Doc Version	Doc Title
+	Standards Subject (L2) : Competency and Licensing	(7)	
+	Standards Subject (L2) : Customer Interface	(9)	

4.1 Navigation Breadcrumb Trail

7.2 Quick Launch Bar

The **Quick Launch Bar** provides links to commonly used areas of the site. The available headings provide:

- Rule Books
- Managing Programmes and Projects
- Instructions (internal and external)
- *Manager's Handbook (Manager's handbook pages are on the LU intranet and they are only accessible to internally)
- Standards
- Policies
- Supporting Documents

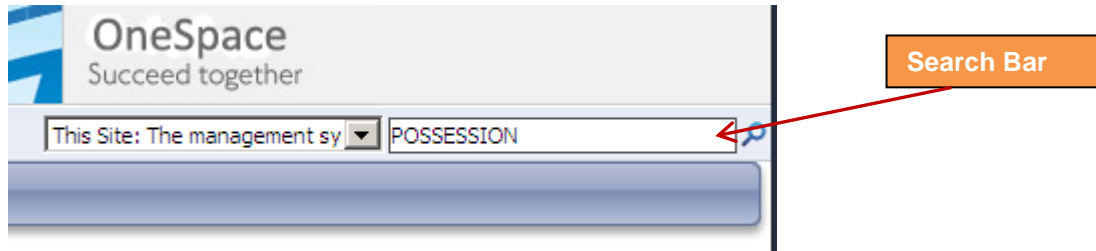
*Note: Due to technical reasons external parties will not be able to access handbooks in LU intranet.

7.3 Search Bar

You can search a site, list or library for information and documents by inputting a key word into the search bar.

- *If you know the standard number; type in the standard number '1-416' 1-416 itself and all standards referencing 1-416 will be displayed.*

- *If you know the title or part of the title; for example, type '**possession**' and all standards and other documents with the word possession will be displayed.*
- *If you know the title or part of the title; type in '**1-416 and possession**'.*



7.4 Quick Links

To access different views e.g.:

- Category 1 Standards: Provides a list to Category 1 Standards
- Category 5 Standards: Provides a list to Category 5 Standards
- All Standards: Provides a list to all standards.