

# **Chem HelpDesk Website User Guide**

**FOR GENERAL PUBLIC**

**([www.chemhelpdesk.org](http://www.chemhelpdesk.org))**

# Chem HelpDesk website URL: [www.chemhelpdesk.org](http://www.chemhelpdesk.org)

The screenshot shows a web browser displaying the Chem HelpDesk website. The address bar contains the URL <http://www.chemhelpdesk.org/>. The website header includes the Chem HelpDesk logo and the World Health Organization Regional Office for South-East Asia logo. A search bar is located in the top right corner. The main content area features a navigation menu with 'Log in', 'Send suggestion', 'Questions and Answers', 'News & Information', and 'About Us'. Below the navigation menu, there is a breadcrumb trail: 'You are here: Questions and Answers'. A 'Questions and Answers' button is visible. The 'Most recent questions' section is displayed, ordered by 'Most recent questions'. The table below lists the questions with their Case IDs, titles, and published dates.

Case ID	Title	Published Date
00134	<a href="#">Please provide information on safe disposal of urea fertilizers.</a>	30 January 2013
00296	<a href="#">Could you provide information on the dangers associated with the use of Ethylene Glycol?</a>	30 November 2012
00002	<a href="#">Can you provide us with more information on the toxicity of fipronil?</a>	24 August 2012
00242	<a href="#">What is the potential risk of inorganic arsenic poisoning?</a>	13 January 2012
00246	<a href="#">Key considerations in formulation of regulations relating to lead acid battery management.</a>	13 January 2012
00129	<a href="#">What are the most common routes of exposure to chemicals?</a>	22 December 2011
00203	<a href="#">Why is rain sometimes black in color and what chemical parameters should be tested?</a>	22 December 2011
00042	<a href="#">Which countries have already banned Chrysotile Asbestos?</a>	3 October 2011
00044	<a href="#">What is the antidote for Carbamate poisoning?</a>	3 October 2011
00046	<a href="#">What is the risk to consumers of acrylamide in food?</a>	3 October 2011
00128	<a href="#">What are the credible sources of information on chemicals management useful to the SEAR countries?</a>	29 July 2011
00126	<a href="#">Which countries use endosulfan?</a>	4 July 2011
00124	<a href="#">How can the problem of heavy metal poisoning in humans be solved?</a>	4 July 2011

# The Chem HelpDesk website provides the following options:

1. Send suggestion
2. Questions and Answers
3. News and Information
4. About us
5. FAQ
6. Contact Us
7. Site map

The screenshot shows the Chem HelpDesk website interface. At the top right, there are logos for the Thai government and the World Health Organization Regional Office for South-East Asia. The main header includes the text "Chem HelpDesk" and "Strengthening Capabilities for Sound Chemicals Management". A search bar is located on the right side of the header.

Numbered callouts highlight the following features:

- 1:** "Send suggestion" button in the left sidebar.
- 2:** "Questions & Answers" button in the top navigation bar.
- 3:** "News & Information" button in the top navigation bar.
- 4:** "About Us" button in the top navigation bar.
- 5:** "FAQ" button in the footer.
- 6:** "Contact Us" button in the footer.
- 7:** "Site Map" button in the footer.

The main content area is divided into a left sidebar and a main section. The sidebar contains links for "About Us", "Background", "Missions", "Workflow", "About CRI", "About ICEHT", and "About WHO/SEARO". The main section is titled "Missions" and contains a list of bullet points describing the organization's goals, along with a map of the South-East Asia region and a photograph of people in a meeting.

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## 1. Send suggestion

Users can send suggestions, comments, feedback about the website or system to the Chem HelpDesk coordinator and executive secretary here.

**Step 1:** Fill in “your suggestion”, “name” and “E-mail address” (for us to keep on record).

**Step 2:** Click the “Preview Suggestion” button.

The screenshot shows the 'Send suggestion' form on the Chem HelpDesk website. The form is titled 'Please fill in your suggestion below' and contains three required fields: '\*Suggestion', '\*Name', and '\*E-mail address'. A red box highlights the entire form area. A yellow arrow labeled 'Step 1' points to the suggestion text area, which contains the placeholder text 'Type your suggestion here'. Another yellow arrow labeled 'Step 2' points to the 'Preview Suggestion' button. The form also includes a 'Log in' button, a navigation menu with 'Questions & Answers', 'News & Information', and 'About Us', and a sidebar with 'Questions and Answers', 'User Guide for general public', and 'What's new'.

**Log in**

Questions & Answers    News & Information    About Us

**1** Send suggestion

You are here: Send suggestion

Questions and Answers

User Guide for general public  
Please download

**What's new**

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region

**Please fill in your suggestion below**

\*Suggestion    Type your suggestion here **1**

\*Name    User **2**

\*E-mail address    user@chemhelpdesk.com **3**

**Preview Suggestion**

\* required fields

**Step 1**

**Step 2**

4

## 1. Send suggestion (cont.)

**Step 3:** Once you have previewed your suggestion, click the “Go back” button to return to the suggestion page or click the “Submit suggestion” button to send the suggestion to the Chem HelpDesk coordinator and executive secretary.

 [Log in](#)

[Questions & Answers](#)   [News & Information](#)   [About Us](#)

You are here: [Send suggestion](#) > [Preview suggestion](#)

**1** [Send suggestion](#)

[User Guide for general public](#)  
Please download

**What's new**

[The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region](#)

### Suggestion preview

You have entered the following suggestion:

<b>Suggestion :</b>	Type your suggestion here
<b>Name :</b>	user
<b>E-mail address :</b>	user@chemhelpdesk.com

If you would like to make changes to your suggestion, click **Go back** button.  
To submit your suggestion, click **Submit suggestion** button.

[Go back](#)   [Submit suggestion](#)   **Step 3**

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## 2. Questions and Answers

The “**Questions & Answers**” page will show a list of questions from registered users and answers by experts. Users can view questions and answers by clicking on the question.

**2**

Log in

Send suggestion

Questions & Answers

News & Information

About Us

You are here: Questions and Answers

Questions and Answers

Order by : Most recent questions

**Most recent questions:**

Case ID	Title	Published Date
00134	Please provide information on safe disposal of urea fertilizers.	30 January 2013
00296	Could you provide information on the dangers associated with the use of Ethylene Glycol?	30 November 2012
00002	Can you provide us with more information on the toxicity of fipronil?	24 August 2012
00242	What is the potential risk of inorganic arsenic poisoning?	13 January 2012
00246	Key considerations in formulation of regulations relating to lead acid battery management.	13 January 2012
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User Guide for general public  
Please download

**What's new**

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region

### 3. News and Information

The “**News and Information**” page contains 4 headers

1. News and Information
2. Activities
3. International Cooperation
4. Related websites

The screenshot shows a website interface with a navigation bar at the top. A blue circle with the number '3' is positioned above the 'News & Information' link in the navigation bar, which is also highlighted with a red rectangle. Below the navigation bar, a breadcrumb trail reads 'You are here: News and information'. On the left side, there is a vertical menu with four items: 'News and Information', 'Activities', 'International Cooperation', and 'Related Websites'. The 'News and Information' item is highlighted with a red rounded rectangle. Below this menu is a button labeled 'User Guide for general public Please download'. At the bottom left, there is a 'What's new' section with a link to 'The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region'. The main content area is titled 'News' and contains a 'Latest News' section with three news items, each with a date, source, and headline.

Log in

Send suggestion

Questions & Answers

**News & Information**

About Us

You are here: News and information

News and Information

Activities

International Cooperation

Related Websites

User Guide for general public  
Please download

**What's new**

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region

**News**

**Latest News**

May 19, 2013 | Al Jazeera  
**Hong Kong dolphins at risk from pollution, Hong Kong**  
Environmentalists fear Hong Kong's pink dolphins are in danger as pollution rises in their habitat...

May 19, 2013 | Manchester Evening News  
**Chemical incident closes part of Manchester's Northern Quarter, UK**  
Fire fighters were called to Underground Complex on Tariff Street at around 7.15am today after a member of staff mistakenly put cleaning fluid in a drum of chemicals commonly used in the sauna industry...

May 19, 2013 | Times of Malta  
**Baby on the way: Chemical beats rare sperm defect, India**  
MUMBAI: The joy of impending parenthood is sweeter for NRI engineer Shreekant and wife Simi because he suffers from one of the rarest forms of infertility. Shreekant's sperm are too abnormal in shape to ensure a pregnancy, or so doctors in West Asia, where he works, had told him...

### 3. News and Information (cont.)

#### (1) News and Information

This page will show news related to chemicals from around the world. Users can view the news by clicking on the headline of interest. This will open a new browser window for the external link with the news article of interest.

The screenshot shows a website interface with several key elements:

- Navigation Bar:** Contains 'Log in', 'Send suggestion', 'Questions & Answers', 'News & Information' (highlighted with a red box and a blue circle containing the number 3), and 'About Us'. Below the navigation bar, a breadcrumb trail reads 'You are here: News and information'.
- Left Sidebar:** Features a menu with 'News and Information' (highlighted with a red box and a blue circle containing the number 1), 'Activities', 'International Cooperation', and 'Related Websites'. Below this is a 'User Guide for general public' section with a 'Please download' button.
- Main Content Area:** Titled 'News', it features a 'Latest News' section with three articles:
  - Article 1:** 'May 19, 2013 | Al Jazeera' with the headline 'Hong Kong dolphins at risk from pollution, Hong Kong' and a sub-headline 'Environmentalists fear Hong Kong's pink dolphins are in danger as pollution rises in their habitat...'.
  - Article 2:** 'May 19, 2013 | Manchester Evening News' with the headline 'Chemical incident closes part of Manchester's Northern Quarter, UK' and a sub-headline 'Fire fighters were called to Underground Complex on Tariff Street at around 7.15am today after a member of staff mistakenly put cleaning fluid in a drum of chemicals commonly used in the sauna industry...'.
  - Article 3:** 'May 19, 2013 | Times of Malta' with the headline 'Baby on the way: Chemical beats rare sperm defect, India' and a sub-headline 'MUMBAI: The joy of impending parenthood is sweeter for NRI engineer Shreekant and wife Simi because he suffers from one of the rarest forms of infertility. Shreekant's sperm are too abnormal in shape to ensure a pregnancy, or so doctors in West Asia, where he works, had told him...'.
- Bottom Left:** A 'What's new' section with a link to 'The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region'.

### 3. News and Information (cont.)

#### (2) Activities

This page will show the Chem HelpDesk's activities and a schedule of various meetings and activities of organizations related to the use of chemicals. Click on the date in the calendar to see details of the meetings.

The screenshot shows the Chem HelpDesk website interface. At the top, there are navigation buttons: 'Log in', 'Send suggestion', 'Questions & Answers', 'News & Information' (highlighted with a red box and a blue circle with the number 3), and 'About Us'. Below these is a breadcrumb trail: 'You are here: News and information > Activities'. On the left sidebar, there are menu items: 'News and Information', 'Activities' (highlighted with a red box and a blue circle with the number 2), 'International Cooperation', and 'Related Websites'. Below the sidebar are buttons for 'User Guide for general public' and 'Please download'. The main content area is titled 'Chemical activities' and contains two entries: 'The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region' (24-27<sup>th</sup> May 2011, Chulabhorn Research Institute, Bangkok, Thailand) and 'The First Workshop of the users of Chem HelpDesk' (Thursday 29<sup>th</sup> April 2010 | 8:30am - 4:30pm, Chulabhorn Research Institute, Bangkok, Thailand). A link for 'Older activities' is visible. Below this is the 'Global activities' section, titled 'Chemical Safety - Global activities', which includes a calendar for May 2013. The calendar shows dates from 28 to 4, with events listed for May 1 and 2: 'Ordinary and extraordinary meetings of the conferences of the parties to the Basel, Rotterdam and Stockholm Conventions' and 'V Latin America Risk Assessment Workshop (LARAW)'. Navigation options for the calendar include 'Today', left and right arrows, 'May 2013', and buttons for 'Print', 'Week', 'Month', and 'Agenda'.

## 3. News and Information (cont.)

### (3) International Cooperation

There are 4 categories of International Cooperation:

- International cooperation,
- Multilateral Environmental Agreements (MEAs),
- Chemical Safety Towards Sustainable Development, and
- International Law and Regulations.

The screenshot displays a website interface with a navigation menu at the top. A blue circle with the number '3' is positioned above the 'News & Information' link, which is also highlighted with a red box. Below the navigation menu, a breadcrumb trail reads 'You are here: News and information > International Cooperation'. On the left sidebar, a blue circle with the number '3' is next to the 'International Cooperation' link, which is also highlighted with a red box. The main content area features a blue header for 'International cooperation' and a list of three items: 'Intergovernmental Forum on Chemical Safety (IFCS)', 'Strategic Approach to International Chemicals Management (SAICM)', and 'International Conference on Chemicals Management (ICCM)'. Each item includes a brief description and a '>>>' link.

**3**

Log in

Send suggestion

Questions & Answers **News & Information** About Us

You are here: News and information > International Cooperation

**3**

News and Information

Activities

**International Cooperation**

Related Websites

User Guide for general public  
Please download

**What's new**

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region

**International cooperation**

**International cooperation**

**Intergovernmental Forum on Chemical Safety (IFCS)**  
The Intergovernmental Forum on Chemical Safety (IFCS) is a unique, over-arching mechanism to develop and promote strategies and partnerships among national governments, intergovernmental and non-governmental organizations, for the promotion of chemical risk assessment and the environmentally sound management of chemicals. >>>

**Strategic Approach to International Chemicals Management (SAICM)**  
The Strategic Approach to International Chemicals Management (SAICM) is a policy framework for international action on chemical hazards that supports achievement of the World Summit on Sustainable Development (WSSD, Johannesburg, 2002) goal to ensure that "by 2020 chemicals are produced and used in ways that minimize significant adverse impacts on human health and the environment". >>>

**International Conference on Chemicals Management (ICCM)**  
The International Conference on Chemicals Management is organized by the United Nations Environment Programme (UNEP) and the Inter-Organization Programme for the Sound Management of Chemicals (IOMC), with the aim to protect humans and the environment against harmful chemicals. >>>

### 3. News and Information (cont.)

#### (4) Related websites

There are 3 categories of related websites:

- International agencies: international organization websites,
- The Conventions related to Chemical safety and Chemicals management: various international conventions, and
- National agencies (SEAR's country links): websites of related Ministries and Divisions in each SEAR country.

3

Log in  
Send suggestion

Questions & Answers  
**News & Information**  
About Us

You are here: News and information > Related websites

4

News and Information  
Activities  
International Cooperation  
**Related Websites**

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What's new

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region

#### Related Websites

##### International agencies:

Website	Detail
<b>World Health Organization (WHO)</b> <a href="http://www.who.int/en/">http://www.who.int/en/</a>	WHO is the directing and coordinating authority for health within the United Nations system. It is responsible for providing leadership on global health matters, shaping the health research agenda, setting norms and standards, articulating evidence-based policy options, providing technical support to countries and monitoring and assessing health trends.
<b>WHO - chemical safety</b> <a href="http://www.who.int/topics/chemical_safety/en/">http://www.who.int/topics/chemical_safety/en/</a>	Chemical Safety is achieved by undertaking all activities involving chemicals in such a way as to ensure the safety of human health and the environment.
<b>WHO - environmental health emergencies</b> <a href="http://www.who.int/environmental_health_emergencies/en/index.html">http://www.who.int/environmental_health_emergencies/en/index.html</a>	This site presents relevant information regarding the main environmental risks to health during emergencies. It also addresses the different phases of the disaster management cycle for environmental health emergencies.

## 4. About us

The “About us” page has 7 headers:

- (1) About us
- (2) Background
- (3) Missions
- (4) Workflow
- (5) About CRI
- (6) About ICEHT
- (7) About WHO/SEARO

The screenshot displays the website interface. At the top, there are navigation links: 'Log in', 'Send suggestion', 'Questions & Answers', 'News & Information', and 'About Us' (highlighted with a red box). A breadcrumb trail shows 'You are here: About us'. The main content area is titled 'About us (Chem HelpDesk)'. It features a navigation menu on the left with items: 'About Us', 'Background', 'Missions', 'Workflow', 'About CRI', 'About ICEHT', and 'About WHO/SEARO'. Below this is a 'User Guide for general public' download button. The 'What's new' section lists an international workshop. The main text describes the Chem HelpDesk's establishment and aims, accompanied by a photo of chemical containers and a 'TOXIC' sign. A list of services provided by the website is also present.

**4**

Log in

Send suggestion

Questions & Answers News & Information **About Us**

You are here: About us

**About us (Chem HelpDesk)**

The Chem HelpDesk was established as a joint initiative between the World Health Organization Regional Office for South-East Asia (WHO/SEARO) and the Chulabhorn Research Institute (CRI) through the International Centre for Environmental Health and Toxicology (ICEHT) in Bangkok, Thailand.

The aims of the Chem HelpDesk are to address the issue of the widening gap in the field of chemical safety between developed and developing countries, and to empower countries in the South-East Asian Region to manage the import, manufacture and processing, storage, distribution, transport, use, recycling and disposal of chemicals. This project was initiated in August, 2008 with the pilot phase running until July, 2010.

The Chem HelpDesk is not-for-profit, and through a website will provide cost-free answers to questions submitted by registered users. These answers will be provided by experts in the field who supply technical and scientific advice as part of our Community of Practice (CoP).

It is the aim of the Chem HelpDesk to benefit users and to help countries in areas of most need to protect human health through the safe use and management of chemicals.

**The Chem HelpDesk Website provides a platform for:**

1. Submitting questions about the safe use and management of chemicals, with answers being provided by experts (this service will initially be available only for registered users, although questions and answers posted onto the site will be viewable by all visitors)
2. Finding information related to the safe use and management of chemicals, including
  - News
  - Related websites
  - Activities
3. Sending suggestions, comments, or queries related to the use of the website by clicking the "Send suggestion" button, or emailing us at "coordinator@chemhelpdesk.org"
4. A keyword search of the whole website by clicking the "Search" button

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region



## 5. FAQ

The “FAQ (Frequently Asked Questions)” page will show:

- How to submit questions to the Chem HelpDesk.
- How to change passwords and edit profiles.
- How to send feedback and suggestions to the website.

Log in

Send suggestion

Questions & Answers News & Information About Us

You are here: FAQ

User Guide for general public  
Please download

What's new

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region

### FAQ (Frequently Asked Questions)

**?** How do I submit questions related to the safe use and management of chemicals to the Chem HelpDesk?

**?** This service is initially available for registered users only. We plan on making this service available to the general public at a later date. If you are a registered user, please login before proceeding.

After logging in as a registered user, you can send questions related to the safe use and management of chemicals by clicking "Manage" on the top menu and then clicking "Submit Question" on the left menu as Figure 1.

Log out

Send suggestion

Manage

You are here: !  
Welcome anu

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**5** [FAQ](#) [Contact Us](#) | [Site Map](#)

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## 6. Contact us

The “**Contact us**” page shows the Chem HelpDesk address (Thai and English version), e-mail address, as well as provides a map.

**Log in**

**Send suggestion**

Questions & Answers    News & Information    About Us

You are here: Contact us

User Guide for general public  
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**What's new**

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region

**Contact us**

**Chem HelpDesk address :**

M floor of Biomedical Science Building,  
Chulabhorn Research Institute.  
54 Kamphaengphet 6  
Talat Bang Khen, Lak Si  
Bangkok 10210 THAILAND

ชั้น M, อาคารวิทยาศาสตร์ชีวการแพทย์  
สถาบันวิจัยจุฬาภรณ์  
54 ถ.กำแพงเพชร 6  
ตลาดบางเขน, หลักสี่  
กรุงเทพมหานคร 10210

**Phone:** (66-2)-553-8555 ext. 8216, 8219

**Fax:** (66-2)-553-8536

**E-mail:** [coordinator@chemhelpdesk.org](mailto:coordinator@chemhelpdesk.org)

View CRI map in a larger map

**Link to:** (Click here for map) [http://www.cri.or.th/en/about\\_contact.php](http://www.cri.or.th/en/about_contact.php)



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FAQ | **Contact Us** | Site Map

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## 7. Site Map

The “Site map” page shows the structure/organization of the Chem HelpDesk website.

Log in

Send suggestion

Questions & Answers    News & Information    About Us

You are here: Site map

User Guide for general public  
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**What's new**

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region

### Chem HelpDesk site map

- [Questions and Answers \(HOME\)](#)
- [News and information](#)
  - [Activities](#)
  - [Related websites](#)
- [About us](#)
  - [Background](#)
  - [Mission](#)
  - [Workflow](#)
  - [About CRI](#)
  - [About ICEHT](#)
  - [About WHO/SEARO](#)

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FAQ | Contact Us | **Site Map**

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# Chem HelpDesk

Strengthening Capabilities for Sound Chemicals Management

Search

 Log in

 Send suggestion

[Questions & Answers](#) [News & Information](#) [About Us](#)

You are here: [Questions and Answers](#)

Questions and Answers

User Guide for general public  
Please download

What's new

The International Workshop to Strengthen Capacities for Sound Chemicals Management in South-East Asia Region

# THANK YOU VERY MUCH

# FOR USING THE CHEM HELPDESK

## Most recent questions:

Case ID	Title	Published Date
00134	Please provide information on safe disposal of urea fertilizers	30 January 2013
00002	Can you provide us with more information on the toxicity of lipronil?	24 August 2012
00242	What is the potential risk of inorganic arsenic poisoning?	13 January 2012
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