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Denmark

Copenhagen 20.02.2025

# Guide to Redmine

At AllergyCertified, we utilize the IT system Redmine, which provides functionality for data storage, project management, customer communication, and security. The following is an introduction to the system.

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## How to Log on to Redmine

AllergyCertified will create your user account, and you will receive an email containing your login information and a link to our Redmine page (please check your spam folder if you do not receive the email).

Upon your first login to Redmine, you will be prompted to create your own password. Going forward, you will be able to access the system via the following link: <https://redmine.allergycertified.com/>. Redmine will provide you with access to the information you submit to us in relation to the certification of products.

Upon logging in, the homepage will appear as follows:

The screenshot shows the Redmine interface for the 'AllergyCertified - Client Contact System'. At the top, there is a navigation bar with links: 'Home', 'My page', 'Projects', and a question mark. On the right of this bar, it says 'Logged in as [username]' and 'My account Sign out'. Below the navigation bar, there is a search bar and a dropdown menu labeled 'Jump to a project...'. The main content area has a 'Home' tab selected. Below the tabs, there is a 'Welcome to AllergyCertified's client contact system' message with two bullet points: 'Go to projects in the upper left corner and find your project to get started.' and 'Under the tab overview you will find the criterias and requirements to get certified by Allergy Certified.' Below this, there is a 'My watch list' section with the text 'No data to display'.

In the upper left corner, you will find the tabs “Home”, “My page”, “Projects” and “Help”. In the upper-right corner, you will find the “My account” tab, as well as the search and a sign-out function.



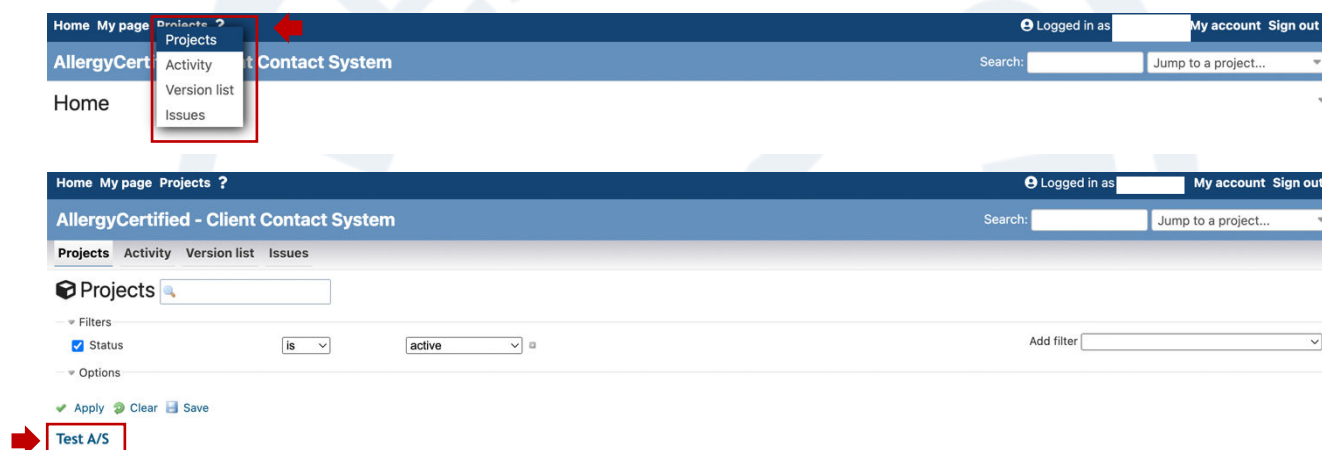
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## How to navigate

On Redmine's front page, you can access the “My Page” and “Projects” tabs in the upper left corner. Under the “Projects” tab, you will find the project(s) associated with your company. Each project contains essential information such as products, raw materials, documents, and approvals required for AllergyCertified to evaluate raw materials and products.

Redmine also allows you to search for previous products, approvals, and raw material data submitted by your company. However, access is restricted to your company's materials and products—information from other companies remains inaccessible.

Additionally, there is a project containing general information from AllergyCertified, including criteria, guides, and other relevant resources.



The picture above shows the principle of the overview of the projects you have access to, which can be found under the tab “Projects”.

### Overview

When you select your project (named after your company), you will be directed to a page displaying the tabs “+”, “Overview,” “Activity,” and “Issues”. The “Overview” tab provides a summary of your company's issues. In Redmine, issues serve as the core elements, each containing a title, a tracker (indicating whether it relates to a product, raw material, or approval), descriptions, and attached documents (Excel, Word, PDF, etc.). Each issue may also include correspondence between your company and AllergyCertified, typically regarding missing information for raw materials.



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Home My page Projects ? Logged in as [user] My account Sign out

Test A/S Search: [input] Test A/S

+ Overview Activity Issues

Overview Watch

Issue tracking

|                         | open | closed | Total |
|-------------------------|------|--------|-------|
| Raw material            | 4    | 0      | 4     |
| Approval                | 0    | 0      | 0     |
| Product                 | 0    | 0      | 0     |
| NDA                     | 0    | 0      | 0     |
| Criteria // Information | 5    | 0      | 5     |

[View all issues](#) | [Summary](#)

Members

Kunde: E

## Issues

If you click on a raw material in the table or select the “Issues” tab from the “Overview” section, you will see a list of all raw materials submitted by your company to AllergyCertified. This includes both those you created and those created by AllergyCertified on your behalf.

In the raw materials list, you will find a “Status” column indicating the progress of each raw material or product in the evaluation process. AllergyCertified can update the status to one of the following, depending on the specific case: “Approved,” “Ready,” “Missing Info,” “Approved but Pay Attention,” “Certified,” or “Rejected.”

Raw materials will receive the status “Approved” once assessed, while products and approvals will be marked as “Certified” when approved.

Home My page Projects Help Logged in as [user] My account Sign out

Test A/S Search: [input] Test A/S

+ Overview Activity Issues

Issues New Issue

Filters

☒ Status open

☒ Tracker is

Options

Apply Clear Save

Add filter [input]

| #    | Tracker      | Status | Priority | Subject   | Assignee | Updated             |
|------|--------------|--------|----------|-----------|----------|---------------------|
| 6066 | Raw material | OBS    | Normal   |           |          | 16/01/2021 01:25 PM |
| 6065 | Raw material | OBS    | Normal   |           |          | 16/01/2021 12:57 PM |
| 5768 | Raw material | New    | Normal   | Glycerine |          | 08/12/2020 04:33 PM |

Issues

[View all issues](#)

[Summary](#)

*Note: the status “OBS” is updated to “Approved but pay attention”.*



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### *New Issue / New Raw Material / New Product*

Clicking on the “+” tab will open a small menu with the option “New Issue.” Select this will take you to a page where you can create new issues for raw materials or products, as shown below. AllergyCertified also has the ability to create new issues when necessary.

When creating a new issue for a raw material, you must select the appropriate “Tracker” based on its category (as shown on the right). Choosing the correct tracker is essential for maintaining an organized workflow.

The “Subject” field should contain the name of the raw material or product. It is especially important to use the full trade name of the raw material to ensure clarity and accuracy.

In the “Description” field, provide a brief summary of the raw material, including details such as INCI name, CAS number, trade name, and an internal reference number (if applicable) to make searching easier. Be sure to specify whether the material contains any impurities.

You can also attach relevant files, such as the MSDS, TDS, and a composition breakdown for the raw material. Once all information is entered, remember to click “Create” to submit the issue.

After submission, AllergyCertified will assess the raw material. With your customer login, you can always access previously submitted raw materials and check whether any required materials are missing for a new product.



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### One issue per raw material or product

When creating new issues for raw materials in Redmine, each issue must represent a **single** raw material. For example, if you need to submit five new raw materials, you must create **five separate issues**—one for each material. The same rule applies to products: if you are submitting five new products for AllergyCertified assessment, you must create **one issue per product**, using the full product name as the subject.

When creating an issue for a product ensure you have filled out the formulation template in Excel and attach it to the issue. Also, include a filled-out application scheme. These documents can be obtained via email or found in Redmine under Tracker: "Criteria // Information" within the Overview tab.

### Urgent requests and prioritization

If you change the issue **priority** from "Normal" to "Urgent," the raw material or product will be prioritized. However, this will result in **double the hourly rate** due to other assignments being delayed or requiring work outside regular hours.

When creating an issue for a raw material, it is essential to attach all necessary documentation as outlined in the "Declaration of Raw Materials" document. This includes the Technical Data Sheet (TDS), Material Safety Data Sheet (MSDS), a complete 100% composition breakdown, and documentation on any impurities, residuals, solvents, and additives. Additionally, it is important to indicate whether the raw material contains or releases perfume or essential oils. These documents can be obtained either via email or found in Redmine under the tracker "Criteria // Information" within the "Overview" tab. Providing comprehensive documentation from the outset ensures a smoother and faster assessment process, increasing the likelihood of your product being certified without delays.





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### *Changes in Raw Materials Already in Redmine/ Updating a Product Formulation*

If you have new information or documents for raw materials already in Redmine, you only need to submit the updated information within the existing issue. For guidance on how to do this, refer to the section "**Missing Information.**"

If you need to make changes to an already approved and certified product, you must create a **new issue** under the tracker "**Product**" for the updated version. Do not use the "**Approval**" tracker, as this may reduce visibility and delay processing.

The "**Ready**" status is used internally by AllergyCertified to indicate that a raw material has all necessary information and is prepared for assessment. This status is for internal reference only and can be ignored.

### *Missing Information*

If AllergyCertified is missing information needed to properly assess a raw material, we will update the material's status to "**Missing Info.**" We will also post a message directly in the material's tab, which you can view and respond to. To find the message, click on the "**Issues**" tab and locate the raw material flagged as missing information.

When you click on the raw material, you will be able to see all relevant details about the material, including the missing information request.

| #    | Tracker      | Status | Priority | Subject   | Updated              |
|------|--------------|--------|----------|-----------|----------------------|
| 5768 | Raw material | New    | Normal   | Glycerine | 08/12/2020, 04:33 PM |
| 6065 | Raw material | OBS    | Normal   |           | 16/01/2021, 12:57 PM |
| 6066 | Raw material | OBS    | Normal   |           | 16/01/2021, 01:25 PM |
| 6088 | Raw material | New    | Normal   |           | 07/10/2021, 01:14 PM |

Note: the status "OBS" is updated to "Approved but pay attention".



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To edit the material, you click on “edit” as shown below.

Overview Activity Issues

Raw material #5768

open

**Glycerine**

Added by [redacted] n over 1 year ago.

Status: New

Priority: Normal

Assignee: -

« Previous | 1 of 4 | Next »

When you click "Edit," the page will display as shown below. If you have any comments or need to respond to a message from AllergyCertified, you can enter your reply in the "Notes" box. You can also attach files. Be sure to click "**Submit**" when you're finished editing.

Edit

Notes

Edit Preview B I U S C H1 H2 H3 [icons]

Files

Vælg filer Der er ikke valgt nogen fil (Maximum size: 39.1 MB)

Submit Cancel

### Tests for Nickel/Cobalt

If your product requires testing for nickel and/or cobalt, AllergyCertified will notify you by adding a comment in the notes for the relevant raw material. Once you have completed the test, please submit it under the product it pertains to, rather than creating a new issue for the raw material or product.

### Approvals

Once a product is certified, AllergyCertified will create an approval document with an AC approval number and place it under the "**Approval**" tracker. If the product formulation is updated and a new AC approval document is issued, it will be marked with a letter to indicate that it has been reevaluated.





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## Notifications

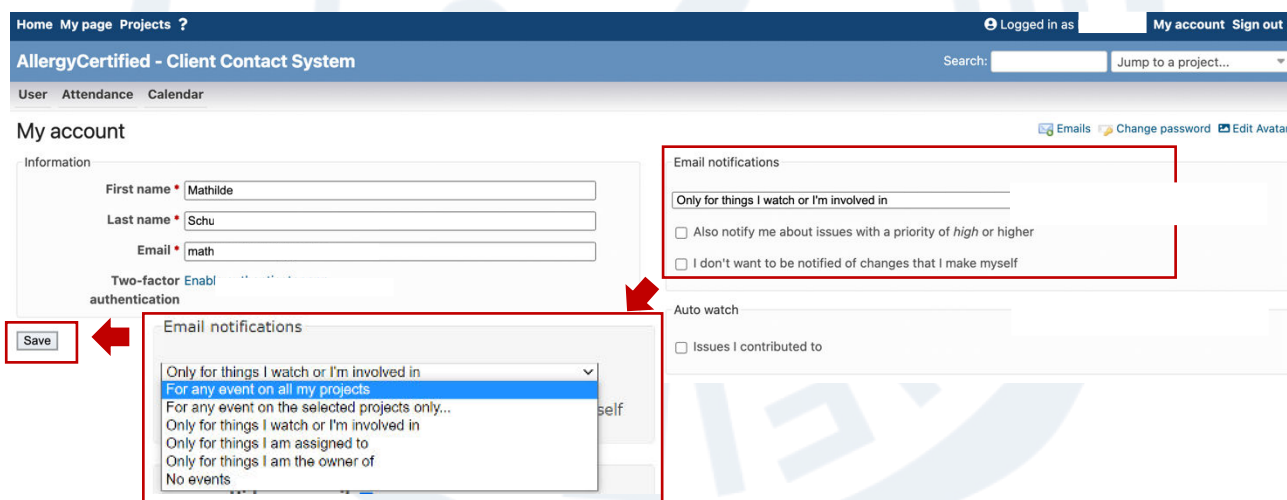
Redmine will automatically send you email notifications about any activity in the projects you're involved in. This means you'll receive notifications whenever we create a new issue or make changes to an existing one.

**Note:** If you have notifications enabled, you'll receive emails from **support@AllergyCertified.com** for any updates on issues you're involved with. These emails may include messages from us, such as a request for a missing TDS on a raw material. However, please note that **you cannot reply to these emails**. If there is missing information, you must add it directly to Redmine rather than responding via email.

If you prefer not to receive these notifications, you can disable them by going to the **"My Account"** section on the Redmine homepage.



The "My account" page will look like the following and you can decide what notifications you want.



## Confidentiality and Security

Documents that are confidential, such as those related to raw materials covered by an agreement directly with your supplier, will not be available in your Redmine project.

Redmine uses a secure, encrypted server and is protected by login credentials, ensuring a high level of security for all stored content.