

## CANManage FAQs

### 1) What is the recommended internet browser I should use to access the CANManage service?

**Answer:** CCOHS recommends using the following internet browsers to access the CANManage service: Google Chrome, Microsoft Edge, or Safari on Apple devices.

### 2. I'm trying to find the data sheet's Product Identifier. Where can I find this information on the Search Results page?

**Answer:** On the CANManage Home Page, there is an “i” icon button located beside the Product Name on the left. Click on the button to see the Product Identification information for that product.

The screenshot shows the CANManage interface with a search bar and filters. The search results table is as follows:

Product Name	Manufacturer/Supplier	Language
<i>i</i> Premium Plus Porch & Floor Paint Low-Lustre Deep Base No. 6300	BEHR PROCESS CORP	English
<i>i</i> Universal Antifreeze/ Coolant (839D)	RECOCHEM INC	English
<i>i</i> SOLUTION NORMALISÉE DE PHOSPHATE 10 MG/L	SUEZ WATER TECHNOLOGIES & SOLUTIONS	French
<i>i</i> THIOSULFATE DE SODIUM	VWR INTERNATIONAL LTD	French
<i>i</i> DIMETCOTE 302H CLEAR CURE [part of kit - see also: 302H Resins]	PPG CANADA INC PPG ARCHITECTURAL COATINGS CANADA INC	English

### 3. I would like to perform a new search. How do I clear the search terms from a previous search?

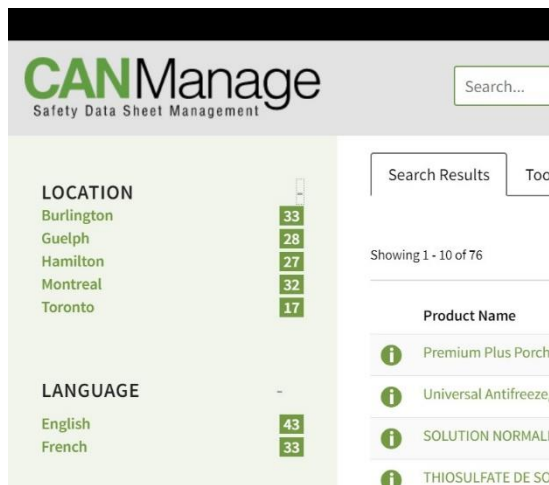
**Answer:** Your selected search terms appear at the top of your CANManage Home Page. To clear a previous search, you can click on “Clear All” or click on the “x” beside the search filter you wish to specifically remove.

The screenshot shows the CANManage interface with search filters applied. The search results table is as follows:

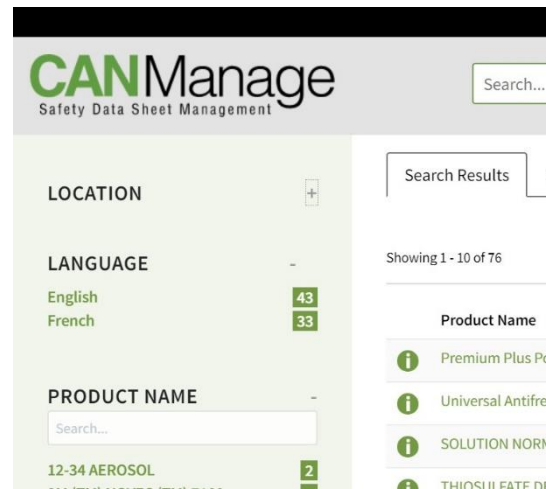
Product Name	Manufacturer/Supplier	Language
<i>i</i> DIMETCOTE 302H CLEAR CURE [part of kit - see also: 302H Resins]	PPG CANADA INC PPG ARCHITECTURAL COATINGS CANADA INC	English
<i>i</i> White Lithium	ITW PERMATEX CANADA ITW PRO BRANDS LPS LABORATORIES	English

**4. How do I increase or decrease the number of search filters displayed under each search term, found in the left-hand side column?**

**Answer:** The default view of the CANManage Home Page displays all search terms in the “open” position with a maximum of 10 search filters displayed per term. If you want to hide all the search filters for a specific search term, then click on the “-” or minus sign located beside the search term. This will “close” that search term by hiding all the search filters. To “open” the search term to display the search filters again, simply click on the “+” or plus sign that appears when the search term is in the “closed” position.

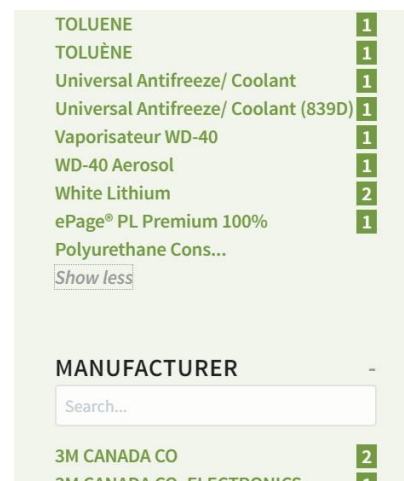
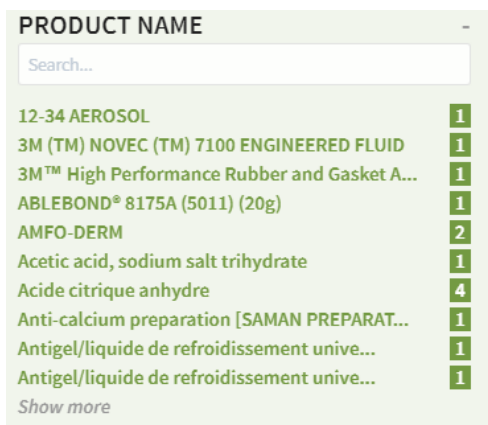


Search terms in the “open” position



Search term, LOCATION, in the “closed” position

For those search terms that have more than 10 search filters, such as Product Name in the below example, there is a “Show more” option located at the bottom of the search term list. By clicking on “Show more” the full list containing all search filters becomes visible. When you are done with the full list, you can click on “Show less” at the bottom of the search term list and the list will collapse to the default “open” position showing the first 10 search filters.



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### 5. When creating a label, how do I keep the label tool and the data sheet open at the same time?

**Answer:** When you find the product on the CANManage Home Page that you would like to create a label for, click on the underlined product name to bring up the data sheet's Product Summary page. Right-click on the PDF icon at the bottom of the Product Summary page and choose "Open link in new tab". This will bring up the PDF file of the data sheet on a new tab. Go back to the Product Summary page and click on the "Label" icon to bring up the label tool. Now you are able to go back and forth between the open label tool and the data sheet PDF to populate your label more easily.

### 6. How do I access the additional CCOHS resources that are a part of my CANManage subscription?

**Answer:** From your CANManage Home Page, click on the Resources tab. From this tab, you can access the following resources: (M)SDS Database, CHEMINFO Chemical Information Database, and the CANManage Support and Resources webpage. The CANManage Support and Resources webpage provides links to over 30 resources to help you manage your safety data sheet collection using CANManage, including links to WHMIS 2015 online learning.

### 7. How do I save and export my search results?

**Answer:** Currently the only way to export any part of your data sheet collection is to use the "Export Product List to Excel" tool, found on the "Tools/Reports" tab. Please refer to the document, "How to Export Your Collection" found on the [CANManage Support and Resources](#) webpage.

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### CANManage Definitions

- **Discontinued:** The manufacturer has indicated that they no longer manufacture the product.
- **Not for Sale in Canada:** The manufacturer has indicated that the product is not sold in Canada.
- **Irretrievable:** An updated safety data sheet (SDS) has not been found. This can happen occasionally because the SDS is no longer being updated or the manufacturer won't provide the updated SDS to third party organizations. Please contact [clientservices@ccohs.ca](mailto:clientservices@ccohs.ca) and reference the record number(s) for more information on this irretrievable SDS record(s).
- **Date of SDS:** The most current date as it appears on the SDS.
- **Confirmed Current:** The date that the manufacturer confirmed that this is the most recent version of the SDS.
- **Last Checked Date:** The date that CCOHS last checked for an update to the SDS.