AssessNET Quick Start Guide

Introduction

AssessNET is a cloud based Health and Safety Management application, which means that it can be accessed from any location at any time; all that is required is a device (mobile, tablet, computer, laptop) that can connect to the internet. This is particularly convenient for you, as you do not need to have access to your desktop or laptop computer to use AssessNET.

This guide has the following sections:

Contents

Logging in

To login, go to https://www.assessweb.co.uk which will bring up a log in screen.

Remember me

Ticking the checkbox next to "Remember Me" will save your username to your system which will save you time if you log in frequently.

After you have completed the first step of logging in, you will be presented with another screen which asks you to enter your memorable information answer.

If your login is successful, you will now see the welcome screen.

Logging in for the first time

You will receive an email from your Health and Safety administrators inviting you to activate your AssessNET account. Follow the link in the email to set a secure password for your account.

If you have not received your username and password, please contact your administrator/Health and Safety Manager, or alternatively you can use the "forgot my details" link on the login page to be sent an email containing your login information.

Once your password has been set, you will be directed back to the log in pages, where you will be able to access the system.

If it is your first time logging in, you will need to provide a memorable answer to one of the questions within the dropdown list. This is an additional security measure which we use to prevent unauthorised access to your account.

Logout Times

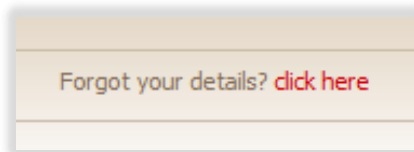For security purposes AssessNET automatically logs users out if they have been inactive for more than 20 minutes by default.

If you find that you are taking more than 20 minutes to complete certain sections of assessments and are therefore being logged out, you can change the default logout time from the login page. The default timeout time can also be overridden by an administrator through the Admin tab within AssessNET.

Help during login:

Your username will always stay the same as the one given to you in your initial welcoming email unless your name changes.

If you do forget your details, you can retrieve them by clicking on the "Forgot your details" link on the AssessNET log in page and entering your email address.

If your email address matches the one associated with your account, you will be sent an email a password reset email. When the user follows the link in the email, it will ask them for a new password, which if successfully changed they will be navigated back to the normal login page. For this reason, you should ensure that you keep your email address up to date on AssessNET.

Managing your account

Click on the Settings tab on top of the page to edit your account settings.
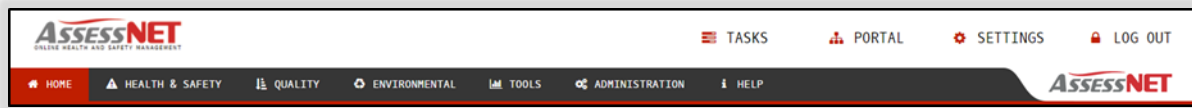
You will be presented with a screen that allows you to change your general settings and password. If you need to change your access level, you will need to contact a global admin within your organisation who can do this for you.

To change your password, click on the blue "Change password" button on the right of the screen. When you have entered the new password, click "Save User Details" at the bottom.

System Overview

Menu Bar

The menu bar contains links to all the main areas of AssessNET which include the Health & Safety Modules and your task list.
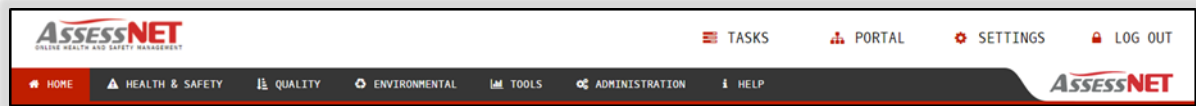
Home: Clicking on this tab will take you directly to your Home Screen. On this page, you are able to view your tasks, view statistics based from the modules that you have access to, view news on future updates and recent additions to AssessNET as well as to access common areas of AssessNET.

Tasks: Clicking on this tab will take you directly to your Task Manager area. The Task Manager allows you to see at a glance all the tasks you have been assigned or that you have assigned to other users.

Health & Safety: This area is where you will spend most of your time, as it is where you can create, view and search for your Health and Safety Assessments and report incidents if you have access to the Incident Reporting module.

Environmental: This section allows you to manage your environmental obligations within your business.

Quality: This area allows you to manage the quality aspect of your business. You can manage the assets within your company, design quality management audits, etc.

Tools: This area contains a series of Business Tools that the developers of AssessNET have created to make your life easier. Many of these tools can be used for any purpose and not just for your health and safety needs. Tools that can be found here include Contract Reports, document management and task reports. The document manager allows you to upload documents to use within AssessNET. This allows you to import any type of document relating to any health and safety matter within your business.

Settings: This tab will take you to your Account Details, where you can change your login details (password) and your personal details, such as your phone number and e-mail address.

Help: The help tab allows you to gain access to our knowledge base and contact AssessNET's technical support. It is a valuable tool to utilise if you are stuck with any aspect of AssessNET.

Admin: Only those with Global administration privileges and Normal + User Managers can access this area of AssessNET. From here, Global Administrators can manage / create user

accounts, set up and alter your corporate structure, create and edit accident/Incident centres, as well as editing settings for every module that your organisation has access to.

Log out: Ensure you click this button at the end of each session to properly secure your AssessNET account.

Customising your Home Page

The Home Page on AssessNET has been designed to provide you with links allowing you to jump to the most commonly used areas of AssessNET quickly and easily. The home page also contains statistics relating to all the modules you have access to.

 You can customise this area so that it only shows you the modules you use on a frequent basis. To access the customisation area simply click on the Edit Settings link at the top of the Statistics window.
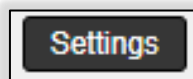
Within this page, you will see two columns of modules. The column on the left shows you which modules you are displaying statistics for and the one on the right shows the other modules you have access to but are not currently seeing statistics for. The show and hide buttons allow you to transfer the modules between the lists while the up and down buttons allow you to arrange the order in which the modules you want to see appear.
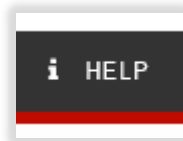
Contacting Technical Support

If you encounter a problem that you cannot solve yourself, or if you would like to send any comments or suggestions to the AssessNET team, you can use AssessNET's built-in Technical Support facility. You can access this area quickly from anywhere in the system by clicking the "Help" tab.

Clicking "Contact Technical Support" will take you to our support system.

You will now be presented with a screen that shows following links:

New Support Ticket: Clicking on this link will take you to a page which will allow you to contact our support desk directly. You will be able to enter details of your problem, add

screenshots and attach additional files. Try to be as specific as you can; the more details you give about your problem, the quicker it can be resolved.

Check Ticket Status: If you have any ongoing support tickets with us you will be able to view the progress of them by clicking this link. It will show you all of your tickets that are open, in progress and those that are completed. Our support system enables you to see the original query, as well as the technician's response and any other responses.

You will receive email notifications each time a support technician has replied to your support call and we will do our best to get back to you within one business day.

Our support system also enables you to:

- Send support calls directly from your email instead of via AssessNET by sending your query to helpdesk@assessnet.co.uk.
- Compose responses either via the support system or straight from your email replying to the email sent by us.