

Start of an emergency or large scale incident

Creating an Event

Coordinators can create events. Use the event pull down menu to add a new event. **1** Then succinctly include the date format, location, emergency type and choose your predefined event template to automatically set the positions and resources.

On the next screen you can review the default information and finish. If you want to make any changes tick “*Configure advanced options*” to make changes such as adding extra positions. (Note you can edit the event later from the “events” menu.)

Making Announcements (*Publishing information*)

Announcements are created from within an information record, so the first step is to select “New Information” then choose the “Publish...” option **2**

Announcements are broadcast to users with matching positions that are ‘on duty’ based on their notification settings. Use “Send to off-duty...” to send to users with corresponding positions that are ‘on call’. Target different positions and users via “Send to selected recipients”. Use “Force send as SMS” feature to bypass the user’s own settings.

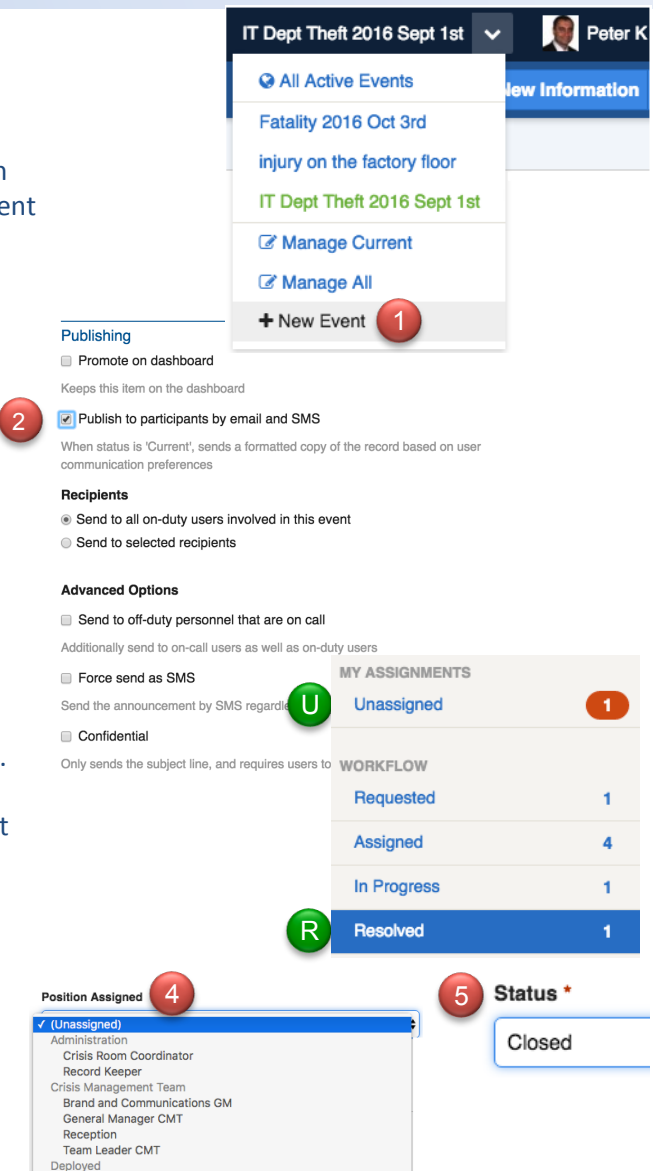
Managing Requests

The Coordinators monitor unassigned *Requests* and assign them to the appropriate position. The Unassigned counter **U** can be used for this. Select the counter to show the request(s) waiting to be assigned. After viewing the record you can then press “edit” to add a comment and assign to the appropriate position. **4**

The assigned parties manage their *Requests*, add progress comments, and set the status to *Resolved* once they have completed them (If the assignee isn’t going to use Crisisworks, the coordinator can do this on their behalf once notified by phone).

Coordinators review *Resolved Requests* **R**. Once satisfied that they have been adequately completed, they should set the status **5** to *Closed*.

There are many more counters to help gain a quick overview and to show those records with a single press.




The screenshot shows the Crisisworks interface for creating an event and publishing an announcement. The top navigation bar shows 'IT Dept Theft 2016 Sept 1st' and the user 'Peter K'. A dropdown menu is open, showing 'All Active Events' with a list of events: 'Fatality 2016 Oct 3rd', 'injury on the factory floor', and 'IT Dept Theft 2016 Sept 1st'. Below the menu are 'Manage Current' and 'Manage All' options, and a '+ New Event' button with a red circle containing the number 1. The 'Publishing' section has a 'Publish to participants by email and SMS' checkbox checked with a red circle containing the number 2. The 'Recipients' section has 'Send to all on-duty users involved in this event' selected. The 'Advanced Options' section has 'Force send as SMS' checked with a green circle containing the letter 'U'. On the right, a 'MY ASSIGNMENTS' table shows 'Unassigned' with a red circle containing the number 1. Below it, a 'WORKFLOW' table shows 'Requested' (1), 'Assigned' (4), 'In Progress' (1), and 'Resolved' (1) with a green circle containing the letter 'R'. At the bottom, a 'Position Assigned' dropdown menu is open with a red circle containing the number 4, showing '(Unassigned)' selected. To the right, a 'Status' dropdown menu is open with a red circle containing the number 5, showing 'Closed' selected.

Managing Users and Positions

Adding Users

- New users can be created from the “Users” list, accessible via the “Administration” Menu.
- Administrators can add users from the user’s list by pressing “New User”.
 - Choose the user’s Emergency/ Incident Management position(s).
 - An email will be sent to their email address once you press “create”.
 - The temporary password is visible (this is changed by the user on their first login for security purposes). Click on the username **2** to edit their profile or change user’s password if desired.

Editing Users

Existing users can be managed by Administrators as required via the same “Users” list . View the user’s contact details then press the green “**Edit Profile**” button. On the next page edit the “Competencies”. **3** Press the  to the left of an existing position to remove it, enter the competencies field to select a position from the list (typing filters the list for you). Press Enter to select or use your finger/mouse.

Creating New Positions

- New positions can be created/edited from the “Positions” list, accessible via the Setting option which is under the the “Administration” Menu. You can create positions that match your own organisation’s positions.
- Administrators can edit positions to change what functional access they have.

The user has been added and may now log in. A notification has been sent to them



Create a new User

Your new user has been set up and is ready to log in.

Username	fred 2
Initial password	Tuzaka485

Add Another User

Competencies **3**

 FPN Coordinator  MRM/MERO Assistant (MRM/MERO Assistant)

- Council EMLO (Council EMLO)
- Deputy MERO (Deputy MERO)**
- Deputy MRM (Deputy MRM)
- ERC Support Officer (ERC Support Officer)
- Event Coordinator
- Field Inspections Officer (Field Inspector)

crisisworks.com/documentation
Access from Crisisworks help menu

yoursite.crisisworks.com
Add this URL to your bookmarks / favourites

Urgent support call: 1300-C-WORKS
Non-urgent support: support@crisisworks.com.au