

## Guidance Notes

March 2022

# Portal Users Step-by-Step Guide For Using AssessNet

**Occupational Health and Safety Service**  
HSD093E (rev 3)



UNIVERSITY OF  
CAMBRIDGE

# AssessNet Step-by-Step Guide for Portal Users

## Important computer-related information on how to access AssessNet

AssessNet is a cloud-based system which stores sensitive information. AssessNet requires sophisticated security features to keep the information safe and confidential and is one reason why only University staff/students with a **RAVEN password** have the basic Portal permissions necessary to access the system. A member of the public cannot log an incident.

While Registered Users [i.e. Departmental Safety Officers (DSO) and Departmental Administrators (DA)] can access AssessNet from any computer, the same does not apply to Portal Users.

**Staff, students and First aiders are referred to as ‘Portal Users’ within the AssessNet system. Portal Users can only access AssessNet by using a University computer or, if working remotely, via the University’s remote access area.** For further information about how to access the University remote log-in visit the UIS website: <https://help.uis.cam.ac.uk/service/network-services/remote-access/acn-remote-access/acn-user-remote-access>.

Staff/students/First Aiders who need to log an incident, but who are unable to access a University computer or access the remote access area are advised to contact their DSO for assistance.

## Introduction

The online incident reporting system is an easy-to-use reporting system that was launched in January 2020 and that replaced the paper based system. Feedback from Portal Users have confirmed that the questions in the three/four sections within the incident record don’t take a long time to answer, often not more than 5 to 10 minutes.

This step-by-step guide, containing many screenshots, aims to support Portal Users in selecting the correct options within the incident record. However, should the Portal User select an incorrect option, the DSO can amend the record at the incident processing stage.

## Accessing AssessNet

The most critical stage of reporting is being able to access the AssessNet system. Portal Users should follow the instructions below to access the system.

- 1. Please ensure you are accessing the Portal using a University computer or that you are logged in via the remote access (see information above).**
2. Departments can set up a shortcut to the Safety Office website on which the Accident and Incident Portal can be accessed. Otherwise visit the Safety Office website (see next step).
3. Access the Safety Office website: <https://www.safety.admin.cam.ac.uk/>
4. Click on the ‘Accidents & Incidents’ webpage link from the ‘Quick Links’ panel on the right hand side as illustrated by the blue arrow (screenshot below).

The screenshot shows the Safety Office website. At the top, there is a navigation bar with links: Home, Policy & Guidance, Subjects, Training, Risk Assessment, Audits, Other H&S Areas, Latest Information, and Contact us. Below the navigation bar is a large image of a brick building with glass doors, labeled 'greenwich House'. To the right of the image is a sidebar titled 'Quick Links' with a list of categories: Covid-19, Health and Safety Policy, Postgraduate Safety Training, Accidents & Incidents NEW (which is highlighted in blue), Biologicals, Buildings and Construction, Chemicals, Colleges, Committee Minutes, and Travel Safety. A blue arrow points from the text 'When activated, this link will take the user to the screen below' to the 'Accidents & Incidents NEW' link in the sidebar.

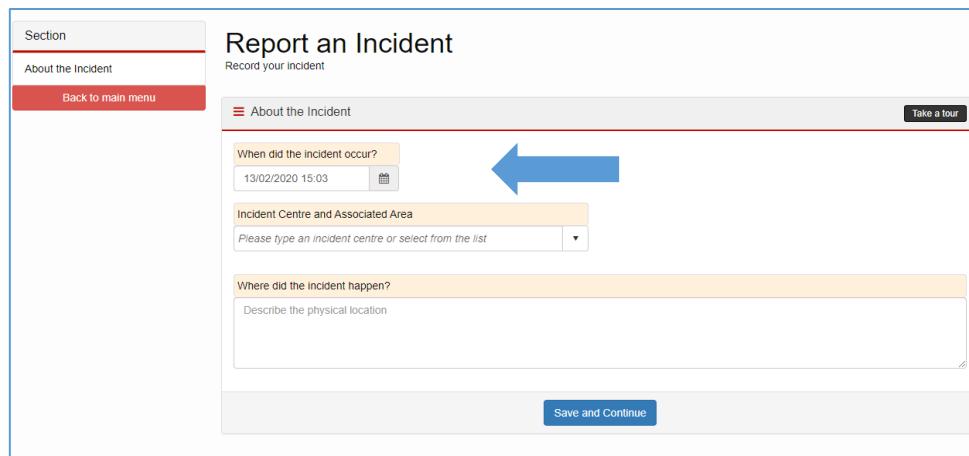
- When activated, this link will take the user to the screen below where on the right under the heading 'Portal Access', there is a **white backed 'AssessNet'** button (see blue arrow) which when clicked will take the user to the Portal page. Do not use the red backed AssessNet icon (to the left) as this is for DSOs and other registered users.

Main System Access	Portal Access
<b>For whom is it?</b> Registered users (DSOs, Departmental Administrators etc) should always access the <b>main</b> online reporting system by clicking on the icon above.	<b>For whom is it?</b> All unregistered University personnel who wish to report an incident, however major or minor, should do so using the <b>portal</b> . This can be accessed by clicking on the icon above.
<b>What training/guidance is available?</b> <ul style="list-style-type: none"><li>▪ Training Manual/Step-by-Step Guide for registered users, such as DSOs and Departmental Administrators</li><li>▪ Further training options are in development</li></ul>	<b>What training/guidance is available?</b> <ul style="list-style-type: none"><li>▪ Step-by-Step Guide for Portal users</li><li>▪ Assistance is also available from your DSO</li></ul>

- A new window appears: the AssessNet User Portal where an incident can be reported. Click on the dark blue '**Start Report**' button.

The screenshot shows the AssessNet User Portal. At the top, there is a dark navigation bar with links: HOME, HELP, and LOG OUT. Below the navigation bar is the title 'AssessNET User Portal' and the subtext 'Quick access to your company's Health and Safety data'. In the center, there is a light blue box with a megaphone icon and the text 'Report an Incident' followed by 'Notify your H&S department about incidents such as injuries and near misses'. At the bottom of this box is a dark blue button labeled 'Start Report'. A blue arrow points from the text 'Click on the dark blue 'Start Report' button.' to the 'Start Report' button.

7. Start by **entering the date and time of the incident**: there is a calendar icon from which to select the date and time.



Report an Incident

Record your incident

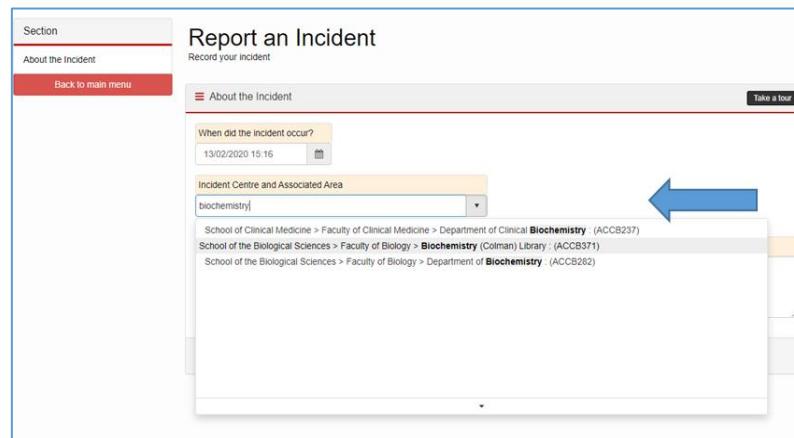
When did the incident occur?  

Incident Centre and Associated Area

Where did the incident happen?

Save and Continue

8. **Select the correct incident centre**: this will be in most cases the department/institution where the incident occurred. Type in keywords such as 'Biochemistry' for 'Department of Biochemistry' or type 'Library' and then select the appropriate library. The system will automatically list locations which contain these keywords. The DSO/other registered user of the selected incident centre will receive a notification once the new incident report has been completed and submitted by the Portal User. If the incident happened outside the department (e.g. in a public space rather than within a department) either the injured person's department should be selected or, if a University registered First Aider attends, the First Aider's home department should be entered.



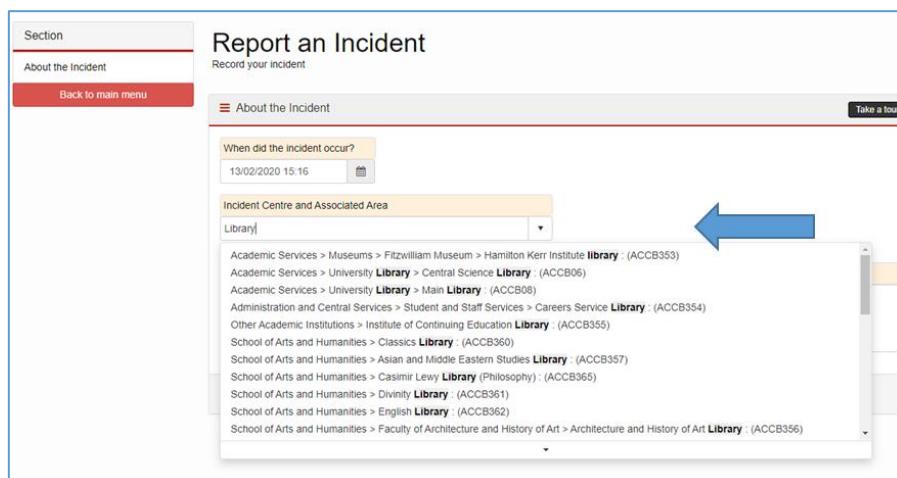
Report an Incident

Record your incident

When did the incident occur?  

Incident Centre and Associated Area

School of Clinical Medicine > Faculty of Clinical Medicine > Department of Clinical Biochemistry (ACCB237)  
School of the Biological Sciences > Faculty of Biology > Biochemistry (Colman) Library (ACCB371)  
School of the Biological Sciences > Faculty of Biology > Department of Biochemistry (ACCB282)



Report an Incident

Record your incident

When did the incident occur?  

Incident Centre and Associated Area

Academic Services > Museums > Fitzwilliam Museum > Hamilton Kerr Institute Library (ACCB353)  
Academic Services > University Library > Central Science Library (ACCB06)  
Academic Services > University Library > Main Library (ACCB08)  
Administration and Central Services > Student and Staff Services > Careers Service Library (ACCB354)  
Other Academic Institutions > Institute of Continuing Education Library (ACCB355)  
School of Arts and Humanities > Classics Library (ACCB360)  
School of Arts and Humanities > Asian and Middle Eastern Studies Library (ACCB357)  
School of Arts and Humanities > Casimir Lewy Library (Philosophy) (ACCB365)  
School of Arts and Humanities > Divinity Library (ACCB361)  
School of Arts and Humanities > English Library (ACCB362)  
School of Arts and Humanities > Faculty of Architecture and History of Art > Architecture and History of Art Library (ACCB356)

9. **Describe where the incident happened:** This should be the room number, a room type (e.g. a lab, or a lecture theatre), a building name and when on the Highway or University road, the road details.

10. Next click on the '**Save and Continue**' button at the bottom of the screen to expand the screen to access four blue boxes which represent the different incident types, as illustrated in the next screenshot:

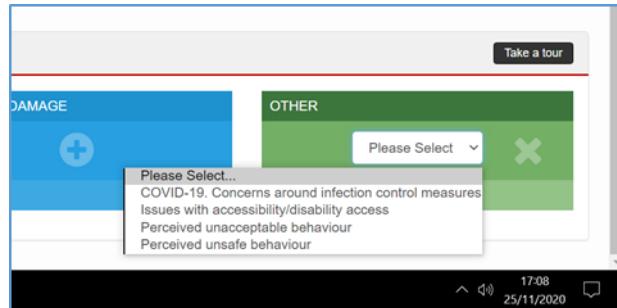
Select the most appropriate, but don't worry if it is wrong – the DSO can change this information later should it be considered incorrect.

- **Near Miss:** these are occurrences where no injury or damage has occurred because of chance or the skill or judgement of the person involved.
- **Injury:** these are occurrences where a person was injured. This incident type can also be chosen where someone might have had a fainting episode or was feeling unwell (e.g. health condition) rather than an injury. It will be listed in the drop-down menu within the description. See Step 15 for more information.
- **Property/Damage:** these are incidents where either something has happened to property or where there has been property damage, e.g. burst pipe leading to flooding or a fallen tree branch hits a car roof. This category should also be used when a piece of lab equipment is damaged.

**Note:** AssessNet has tailored the language used to report this incident category very much towards property/car damage and has 'odd' questions/descriptions for the damaged 'car parts'. Please ignore reference to 'cars' and 'houses' and instead use the existing fields to enter the relevant information, e.g. information about a centrifuge or other equipment that has been damaged. We are unable to change these questions. If property was damaged but this was due to a 'Near Miss' then we would prefer that the incident be reported as a '**Near Miss**'.

- **Other:** this category is for a set of newly created categories covering the following specified situations/issues:
  - Problems with **accessibility/disability access** (e.g. a hearing loop in lecture theatre not working so a person is unable to hear the lecture).
  - **Perceived unacceptable behaviour** (e.g. someone pushes a person and they nearly fell).

- **Perceived unsafe behaviour** (e.g. when someone carries a large bottle of a flammable along a corridor without using a bottle carrier).
- **New: Covid-19-Concerns around infection control measures** (e.g. concerns around infection control measures).



**Please note:** Portal Users can select more than one of the four incident categories, e.g. an injury and property damage when there has been a car accident involving a University vehicle driven whilst undertaking work. It is also possible to record several categories of the same type. To do this simply click on the additional categories and/or click on the '+' symbol. If one too many categories are added by mistake, delete those that are not required by clicking on the '-' symbol.

11. Once the '*Incident Type*' button is clicked, all information that has been entered into AssessNet will be logged and saved permanently and the incident will automatically be given an incident number. **If Portal Users have not reached this stage and stop entering information, all information previously entered, will be lost.**
12. Following on from the selection of the '*Incident Type*', a new 'second page' opens up that contains sets of questions that vary slightly depending on the type of incident. In case of an 'Injury' it will ask for details about the 'Injured Person' and the 'Reporter'. In a 'Near Miss' incident, there will only be questions about the 'Reporter' but not the 'Injured Person' as no injury occurred. Please note that the 'Reporter' is the person that reports the incident on the AssessNet system.

As mentioned earlier, for 'Injury' incidents the Reporter will be asked for information in the 'Injured Person's Details' and in the 'Reporter's Details' sections. The layout for both set of questions looks very similar and it is easy to think both sections have been completed when this is not the case. The next two screenshots illustrate this point (see blue arrows):

#### Injured person:

### Reporter's details:

The screenshot shows the 'Reporters Details' section of the AssessNet system. At the top, there is a 'Navigation' bar with 'Injury - Creation' and a 'Return to Incident Details' button. The main area is titled 'Reporters Details' with a blue arrow pointing to the 'Edit Section' button in the top right corner. Below this, there are two sections: 'DETAILS UNAVAILABLE' (with an eye icon and a toggle switch) and 'USE DETAILS FROM ACCOUNT' (with a person icon and a toggle switch). The 'DETAILS UNAVAILABLE' section contains fields for Forename, Surname, Person Status (a dropdown menu with 'Please select...'), Occupation / Job Title, Street, Town, County, Postcode, Contact Number, and Contact Email. The 'USE DETAILS FROM ACCOUNT' section contains similar fields. At the bottom of the form is a 'Save and Continue' button.

#### 13. For 'Injury' incidents. Completion of the 'Injured Person Details':

- All fields/boxes must be completed: person status, occupation/job title, gender, WORK address details.
- Some comments on gender, address and age: these are questions which are required by HSE legislation when reporting certain types of injuries (RIDDOR). The University is not able to change these requirements and until the RIDDOR regulations change the Reporter has only 2 choices. When a Reporter feels uneasy/unsure how to answer these questions, they should explain the situation to the injured person and ask them what gender or age is appropriate and enter this information. The questions cannot be left blank. If the person is unwilling to give their age for example, select '1' year ('0' is not permitted in the system and will trigger an error message). The Accident/Incident team in the Safety Office will then conclude that the injured person was not willing to reveal their age.
- Address details: this **must be the personal home address for the injured person** and not the Injured Person's (IP's) work address. If the details are unknown at the time of logging the incident, select 'Details unavailable'.
- Request for e-mail address: if the Reporter does not have the IP's email, enter a fake email address such as 'JoBlogg@hotmail.com'. To avoid an error message the text must include some letters before and after a '@' sign.
- Click on the '*Save and Continue*' button once all the questions are answered. AssessNet will automatically guide users through each of the required sections that contain further questions.
- If a Reporter cannot answer a question at the time they should enter 'Unknown at present'.

#### 14. Completion of the 'Reporters details': these are almost the same details as for the 'Injured Person'. Please provide your own details: the address will be the Departmental (work) address.

#### 15. For 'Injury' incidents. Completion of the 'Injury' section. The screenshot below shows that the 'Injured Person Details' and the 'Reporters Details' have been completed and are displayed only with their section heading names. All previous sections can be amended by clicking on the 'Edit Section' button (see blue arrows in screenshot).

**Injury - Creation**

**Injured Person Details** Edit Section

**Reporters Details** Edit Section

**About the Injury** Take a tour Edit Section

**Injury Type** Body Part Affected Options

Please select Please select Body Map

**Apparent Cause**

Please select

**Where did the injury happen?** Specify the room or place where the accident occurred.

In the Library

**Answer the questions to the best of your knowledge:**

- **Injury type** and **affected body parts** are completed using dropdown menus. If the accident resulted in injuries to more than one body part or if there was, for example, a cut as well as a bruise, further injuries can be added by clicking on the green 'Add Injury' button. If entries are incorrect, incorrect entries can be deleted by clicking on the 'red bin' icon. If someone fainted or didn't feel well and needed assistance, select 'Health Condition' as the Injury Type. Then within the 'Body Part Affected' dropdown menu, there are three non-injury health conditions to choose from: 'Fainting fit – no physical injury', 'Health Condition-no physical injury' and 'Illness un-related to work'. See screenshots below:

**Body Part Affected**

Please select

Face  
Face > Left  
Face > Right  
**Fainting/Fit - No Physical Injury** Select

**Finger(s)**  
Finger(s) > Left Hand

**Body Part Affected**

Please select

Head > Left  
Head > Right  
**Health Condition- No Physical Injury** Select

Hip  
Hip > Left  
Hip > Right

**Body Part Affected**

Please select

Hip > Left  
Hip > Right  
**Illness un-related to work** Select

Internal Injuries  
Internal Injuries > Left

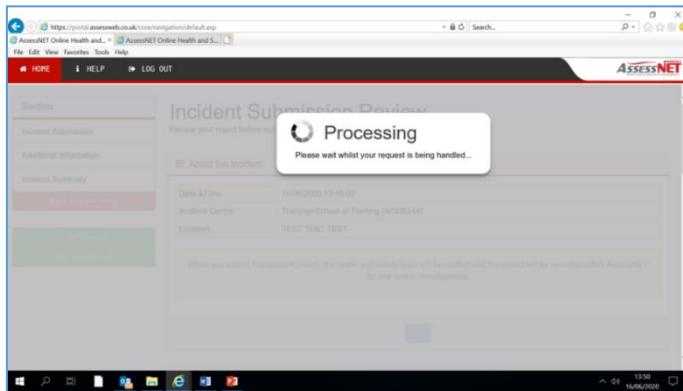
- **Apparent cause.** Select the appropriate cause. For the 'Health condition' type injuries, 'Fainting/Fit' can be selected in the dropdown menu, if appropriate.
- **Where did the injury happen?** Add more specific details about the incident location, if required.
- Provide details about how the injury happened and what injuries were sustained.
- Provide details about provision of First Aid (if applicable).
- Provide details about the injury follow up (if applicable).

**16.** Press 'Save and Continue'. A new screen will appear that shows the completed incident record and it allows the Reporter to check the previously entered information for correctness before submitting. Information can be edited and changed at this stage by clicking on the blue 'Edit' button on the right hand side (blue arrow in screenshot below). There are also two further selectable options on the left hand side (green circle in screenshot below):

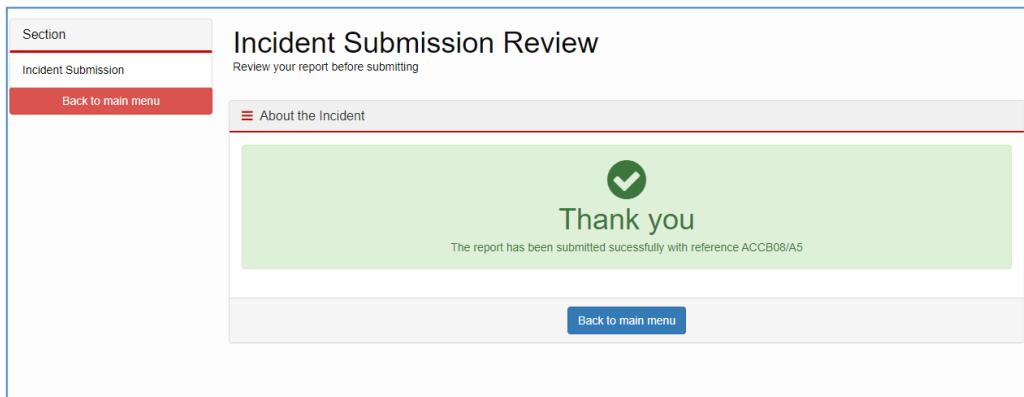
- Addition of information about any **witnesses** to the incident: this is of particular importance in serious accidents and near miss incidents.
- Addition of '**Attachments**': AssessNet accepts a large variety of formats: photos, videos, statements, risk assessments, Standard Operating Procedures, etc. can be attached before the incident record is submitted. Please note that the DSO also can add attachments to the incident report at a later stage in case where the Reporter has forgotten to add or not had available the attachment before submitting the incident.

If all information is correct, click on the blue 'Submit Incident' button.

**17. Please note:** the submission step can sometimes take a little time to upload. Please be patient. If the 'Submit' button is clicked more than once due to impatience, it is possible that the system will crash and an AssessNet message will appear which says 'OOOOPS! An error occurred – please contact your administrator' or a similar message. While the incident is submitted, the screen should look like this:



If the submission is successful, the next screen will look like this:



**18. No further action is necessary. Thank you for submitting an incident through the online portal!**

## Document Version Control

Version Number	Effective Date	Name of Reviewer	Significant Changes
HSD093E (rev 3)	From March 2022	Cornelia Gewert	<ul style="list-style-type: none"><li>• Updating of screenshots</li><li>• Modify document layout</li><li>• Introduction Document Version Control</li></ul>
HSD093E (rev 2)	From January 2021	Cornelia Gewert	<ul style="list-style-type: none"><li>• Addition computer and network related information</li><li>• New Safety Office screenshots</li></ul>
HSD093E (rev 1)	From July 2020	Cornelia Gewert	<ul style="list-style-type: none"><li>• Updating of screenshots and methodology</li></ul>
HSD093E (Original)	From June 2020	Cornelia Gewert	N/A