



Click here

User manual for
employees

- Sit down
comfortably and
follow the
instructions!
You will proceed to
the next page when
you have clicked
on the correct spot.
Let's take a test!

User manual for employees



User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Messages Actions

Non conformance / Proposal

The yellow buttons represent the various message forms. Messages registered through them will be followed up by managers.

Create a new message

Construction defect Her logges alle avvik, feil, mangler i bygningsmassen.

Deviation

Fire safety Used to check fire safety for elderly people living at home and people with disabilities

HES report Reports relating to HES: Faults, deficiencies and non conformance are registered using this form.

Information security k og forbedringsforslag som handler om personopplysningslov og - forskrift.

Janitor message Here you can register all events that a janitor could / should / must do something about. GOAL 1: Get an overview of all events and learn from them. GOAL 2: Increase customer satisfaction.

Meldingsskjema - avvik, forbedring etc. I meldingsskjemaet logges feil, mangler, avvik, forbedringsforslag etc. Aller helst retter vi feilene - hvis mulig -, før vi logger. Mål: Lære av feil for å hindre gjentakelse. Har vi mulighet til det, retter vi feilen der og da, men rapporterer likevel forholdet. Målsettingen med rapportering er at vi skal lære av det vi gjør eller ikke gjør, og bidra til kontinuerlig forbedring av så vel arbeidsmiljø som evne til å levere tjenester av god kvalitet. De merkede feltene (rapporteringsområder, kort beskrivelse av rapportert forhold, kort beskrivelse av strakstiltak og forslag til løsning) er obligatoriske felt. Det betyr at den som rapporterer MÅ fylle ut disse feltene. Om mulig, er det fint om den som rapporterer også gir informasjon om konsekvenser. Avdelingsleder eller annen person som behandler det rapporterte forholdet logger resterende informasjon.

Miljømelding Her logges energiforbruk, utslipp til vann, jord og luft, m.m. MÅL: Redusere utslippene, avdekke systemfeil.

Purchases and maintenance

Work order Her logges arbeidsordre som trenger en risikoanalyse før iverksetting. MÅL: Forebygge feil/uønskede hendelser.

Register new log message

Absence Used to log all absences for obtaining statistics per department.

Log - Economy In this form you can log planned operations when they are completed.

Green buttons represent log messages. You can use them when you want to registered a performed task.

Cancel

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Edit message Dialog

HES report: New message

Create a new message

Arbeidsmiljøloven

HES report: All unwanted incidents are registered using this form.

Select relevant categories

You have to select one of these categories before submitting the message (orange background = mandatory field)

Being specific makes it easier to handle the case

Message type

Deviation
Remark
Suggestion

HES Areas

- ☐ Arrangement
- ☐ Bathing facilities, swimming
- ☐ Chemicals
- ☐ Construction site focus
- ☒ Electrical installations
- ☐ Fire safety
- ☐ Indoor environment
- ☐ Lighting
- ☐ Maintenance/environment
- ☐ Maintenance: Equipment
- ☐ Noise and vibration
- ☐ Order and cleaning
- ☐ Playgrounds
- ☐ Protective equipment
- ☐ Psychosocial relations
- ☐ Security
- ☒ Waste
- ☐ Ytre miljø

Registered on behalf of:
Ola Demo Gundersen

Describe the circumstances/deviation here:

Your suggestion:

Upload file
Velg fil Ingen fil valgt

Priority:
Low

Reasons

- ☐ Broke the rules
- ☐ Error in the operating
- ☐ Misinformed
- ☐ Other reason
- ☐ Poor equipment
- ☐ Power failure
- ☐ Unclear contract
- ☐ Unreadable/unclear message/communication
- ☐ Work related absence
- ☐ Wrong behaviour

Consequences

Save / Send Close

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Edit message Dialog

HES report: New message

Create a new message

Arbeidsmiljøloven

HES report: All unwanted incidents

Select relevant categories

You have to select one of these categories before submitting the message (orange background = mandatory field)

Being specific makes it easier to handle the case

Message type

Deviation
Remark
Suggestion

HES Areas

- ☐ Arrangement
- ☐ Bathing facilities, swimming
- ☐ Chemicals
- ☐ Construction site focus
- ☐ **Electrical installations**
- ☐ **Fire safety**
- ☐ **Indoor environment**
- ☐ Lighting
- ☐ Maintenance/environment
- ☐ Maintenance: Equipment
- ☐ Noise and vibration
- ☐ Order and cleaning
- ☐ Playgrounds
- ☐ **Protective equipment**
- ☐ Psychosocial relations
- ☐ Security
- ☒ Waste
- ☐ Ytre miljø

Describe the circumstances/deviation here:

The hydraulic container for waste has stopped because someone threw a bag of steel in it. Norsk Gjenvinning AS will bring us a temporary container as soon as they have one available.

Your suggestion:

People need education about waste management.

Upload file

Velg fil Ingen fil valgt

Priority:

High

Reasons

- ☐ Broke the rules
- ☐ Error in the operating
- ☐ Misinformed
- ☐ Other reason
- ☐ Poor equipment
- ☐ Power failure
- ☐ Unclear contract
- ☐ Unreadable/unclear message/communication
- ☐ Work related absence
- ☐ Wrong behaviour

Consequences

- ☐ Absence due to illness
- ☐ Complaint/reputation loss
- ☐ Delayed delivery
- ☐ Equipment purchase
- ☐ Fine
- ☐ Frustration/conflict
- ☐ Hiring of help/equipment
- ☐ Police report
- ☐ Poor effectivity
- ☐ Redo work
- ☐ Reduced health status
- ☐ Unsatisfied user/customer/client
- ☐ Use of overtime

Save / Send Close

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Edit message Dialog

HES report: New message

Create a new message

Arbeidsmiljøloven

HES report: All unwanted incidents

Select relevant categories

You have to select one of these categories before submitting the message (orange background = mandatory field)

Being specific makes it easier to handle the case

HES Areas

- ☐ Arrangement
- ☐ Bathing facilities, swimming
- ☐ Chemicals
- ☐ Construction site focus
- ☒ **Electrical installations**
- ☐ Fire safety
- ☐ Indoor environment
- ☐ Lighting
- ☐ Maintenance/environment
- ☐ Maintenance: Equipment
- ☐ Noise and vibration
- ☐ Order and cleaning
- ☐ Playgrounds
- ☐ Protective equipment
- ☐ Psychosocial relations
- ☐ Security
- ☒ Waste
- ☐ Ytre miljø

Message type

- ☒ Deviation
- ☐ Remark
- ☐ Suggestion

Registered on behalf of:
Ola Demo Gundersen

Describe the circumstances/deviation here:
The hydraulic container for waste has stopped because someone threw a bag of steel in it. Norsk Gjenvinning AS will bring us a temporary container as soon as they have one available.

Your suggestion:
People need education about waste management.

Upload file
Velg fil Ingen fil valgt

Priority:
High

are registered using this form.

Department: Rådmannens

Reasons

- ☐ Broke the rules
- ☐ Error in the operating
- ☐ Misinformed
- ☐ Other reason
- ☐ Poor equipment
- ☐ Power failure
- ☐ Unclear contract
- ☐ Unreadable/unclear message/communication
- ☐ Work related absence
- ☒ Wrong behaviour

Consequences

- ☐ Absence due to illness
- ☐ Complaint/reputation loss
- ☐ Delayed delivery
- ☐ Equipment purchase
- ☐ Fine
- ☒ Frustration/conflict
- ☐ Hiring of help/equipment
- ☐ Police report
- ☐ Poor effectivity
- ☐ Redo work
- ☐ Reduced health status
- ☐ Unsatisfied user/customer/client
- ☐ Use of overtime

Save / Send Close

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Edit message Dialog

HES report: New message

Create a new message

Arbeidsmiljøloven

HES report: All unwanted incidents

Select relevant categories

You have to select one of these categories before submitting the message (orange background = mandatory field)

Being specific makes it easier to handle the case

HES Areas

- ☐ Arrangement
- ☐ Bathing facilities, swimming
- ☐ Chemicals
- ☐ Construction site focus
- ☒ **Electrical installations**
- ☐ **Fire safety**
- ☐ **Indoor environment**
- ☐ Lighting
- ☐ Maintenance/environment
- ☐ Maintenance: Equipment
- ☐ Noise and vibration
- ☐ Order and cleaning
- ☐ Playgrounds
- ☐ **Protective equipment**
- ☐ Psychosocial relations
- ☐ Security
- ☒ Waste
- ☐ Ytre miljø

Message type

- ☒ Deviation
- ☐ Remark
- ☐ Suggestion

Registered on behalf of:
Ola Demo Gundersen

Describe the circumstances/deviation here:
The hydraulic container for waste has stopped because someone threw a bag of steel in it. Norsk Gjenvinning AS will bring us a temporary container as soon as they have one available.

Your suggestion:
People need education about waste management.

Upload file
Velg fil Ingen fil valgt

Priority:
High

Reasons

- ☐ Broke the rules
- ☐ Error in the operating
- ☐ Misinformed
- ☐ Other reason
- ☐ Poor equipment
- ☐ Power failure
- ☐ Unclear contract
- ☐ Unreadable/unclear message/communication
- ☐ Work related absence
- ☒ Wrong behaviour

Consequences

- ☐ Absence due to illness
- ☐ Complaint/reputation loss
- ☐ Delayed delivery
- ☐ Equipment purchase
- ☐ Fine
- ☐ Frustration/conflict
- ☒ Hiring of help/equipment
- ☐ Police report
- ☐ Poor effectivity
- ☐ Redo work
- ☐ Reduced health status
- ☐ Unsatisfied user/customer/client
- ☐ Use of overtime

Save / Send Close

User manual for employees

The screenshot shows the 'HES report: New message' form. The form is divided into several sections: a top navigation bar, a header section with user information, a left sidebar for 'HES Areas', a central text area for the report, and a right sidebar for 'Reasons'. Annotations are provided for various parts of the form:

- Top navigation bar:** Includes links for HOME, INFO, MY CASES, PREFERENCES, HELP, and LOG OUT.
- Header:** Displays 'Name: Ola Demo Gundersen' and 'Department: Teknisk etat'. Buttons for 'Print' and 'Help' are present.
- Left sidebar (HES Areas):** A list of categories with radio buttons. 'Electrical installations' is highlighted with an orange background. A callout states: 'You have to select one of these categories before submitting the message (orange background = mandatory field)'. Other categories include Arrangement, Bathing facilities, swimming, Chemicals, Construction site focus, Fire safety, Indoor environment, Lighting, Maintenance/environment, Maintenance: Equipment, Noise and vibration, Order and cleaning, Playgrounds, Protective equipment, Psychosocial relations, Security, Waste, and Ytre miljø.
- Central text area:** Contains a 'Registered on behalf of:' dropdown menu (set to 'Ola Demo Gundersen'), a 'Describe the circumstances/deviation here:' text box (containing a description of a hydraulic container issue), and a 'Your suggestion:' text box (containing the suggestion 'People need education about waste management'). Below these are 'Upload file' buttons ('Velg fil' and 'Ingen fil valgt') and a 'Priority:' dropdown menu (set to 'High').
- Right sidebar (Reasons):** A list of reasons with checkboxes. 'Hiring of help/equipment' is checked. A callout states: 'Being specific makes it easier to handle the case'. Other reasons include Broke the rules, Error in the operating, Misinformed, Other reason, Poor equipment, Power failure, Absence due to illness, Complaint/reputation loss, Delayed delivery, Equipment purchase, Fine, Frustration/conflict, Police report, Poor effectivity, Redo work, Reduced health status, Unsatisfied user/customer/client, and Use of overtime.
- Bottom:** A yellow 'Click Here' button points to the 'Save / Send' button. A callout states: 'Stored in the department and sent to your manager'. The 'Save / Send' button is green with a checkmark, and the 'Close' button is red with an X.
- Bottom right callout:** A box titled 'Personal and sensitive information examples are:' lists: a) race or ethnic origin, or political philosophical or religious beliefs; b) that a person has been suspected, charged or convicted of a criminal offense; c) health status; d) sexual orientation; e) membership in unions.

User manual for employees

HOME
INFO
MY CASES
PREFERENCES
HELP
LOG OUT

Name: Ola Demo Gundersen
Department: Teknisk etat
Print
Help

Edit message
Dialog

HES report: New message

Create a new message

Arbeidsmiljøloven

HES report: All unwanted incidents

Select relevant categories

HES Areas

☐ Arrangement
☐ Bathing facilities, swimming
☐ Chemicals
☐ Construction site focus
☒ **Electrical installations**
☐ Fire safety
☐ Indoor environment
☐ Lighting
☐ Maintenance/environment
☐ Maintenance: Equipment
☐ Noise and vibration
☐ Order and cleaning
☐ Playgrounds
☐ Protective equipment
☐ Psychosocial relations
☐ Security
☒ Waste
☐ Ytre miljø

Message type

☒ Deviation
☐ Remark
☐ Suggestion

You have to select one of these categories before submitting the message (orange background = mandatory field)

Registered on behalf of:

Describe the circumstances/deviation here:
The hydraulic container for waste has stopped because someone threw a bag of steel in it. Norsk Gjenvinning AS will bring us a temporary container as soon as they have one available.

Your suggestion:
People need education about waste management.

Upload file
Velg fil Ingen fil valgt

Priority:

are registered using this form.

Department: Rådmannens

Reasons

☐ Broke the rules
☐ Error in the operating
☐ Misinformed
☐ Other reason
☐ Poor equipment
☐ Power failure
☐ Absence due to illness
☐ Complaint/reputation loss
☐ Delayed delivery
☐ Equipment purchase
☐ Fine
☐ Frustration/conflict
☒ Hiring of help/equipment
☐ Police report
☐ Poor effectivity
☐ Redo work
☐ Reduced health status
☒ Unsatisfied user/customer/client
☐ Use of overtime

Being specific makes it easier to handle the case

The system should not be used for registration of sensitive personal data.

Personal and sensitive information examples are:
a) race or ethnic origin, or political philosophical or religious beliefs
b) that a person has been suspected, charged or convicted of a criminal offense
c) health status
d) sexual orientation
e) membership in unions

Click Here

Save / Send
Close

User manual for employees

[HOME](#) |
 [INFO](#) |
 [MY CASES](#) |
 [PREFERENCES](#) |
 [HELP](#) |
 [LOG OUT](#)

Name: Ola Demo Gundersen **Department:** Teknisk etat

[Messages](#)
[Actions](#)
[Questionnaires](#)

[Non conformance / Proposals](#) | [Log](#)

My registered messages


+ Registered	Description	Priority	Status	Current case handler	Operative department
	10/06/13 Waste: The hydraulic container for wastestopped working because someone threw a bag of steel in it. Envirop...	New messages			Teknisk etat
	10/06/13 Waste: The hydraulic container for waste stopped working because someone threw a bag of steel in it. Envirop...	New messages			
	27/05/13 A.2 = Personal injury, first aid: test from iphone version online	Sent to case handler	Hanne		
	27/05/13 A.2 = Personal injury, first aid: Test from android	Sent to case handler	Hanne		
	27/05/13 A.2 = Personal injury, first aid: test	Sent to case handler	Hanne Olsen	Rådmannens kortor	
	27/05/13 A.2 = Personal injury, first aid: test cost mobile	Sent to case handler	Hanne Olsen	Rådmannens kortor	
	24/05/13 Waste: Det ligger mye søppel og flyter.	Closed cases	Ola Demo Gundersen	Rådmannens kortor	
	00/05/13 Fire safety: test	Closed cases	Rune Gandrud	Rådmannens kortor	
	02/05/13 Noise and vibration: dårlig lyd	New messages		Vann og avløp	
	10/04/13 : test 2	Closed cases		Rådmannens kortor	
	10/04/13 Arbeidssenteret: Test	Rejected	Rune Gandrud	Rådmannens kortor	
	09/04/13 Waste:	Rejected	Rune Gandrud	Rådmannens kortor	
	08/03/13 Rekkehus:	Closed cases	Ola Demo Gundersen	Rådmannens kortor	
	27/02/13 Indoor environment:	Sent to case handler	Sjur Krog	Administrasjon	
	25/02/13 Rekkehus: Utstyr 2	Rejected	Ann Iren Moe	Rådmannens kortor	
	25/02/13 Leilighet: Hus 1	Sent to case handler	Ola Demo Gundersen	Rådmannens kortor	
	22/02/13 Playgrounds: 123abce123abce123abce123abce123abce123abce123ab bce123abce123ab ce123abce123abce123abceqwert	Rejected	Rune Gandrud	Rådmannens kortor	
	15/02/13 Chemicals: test	Closed cases	Ola Demo Gundersen	Rådmannens kortor	
	15/02/13 Other: Test	Sent to case handler	Hanne Olsen	Rådmannens kortor	
	30/01/13 A.2 = Personal injury, first aid: test again date	Sent to case	Tore Kopstad	Teknisk etat	

[Register new message](#)

My cases/
Messages/
Non conformance/
Proposals

You can see more information about a case by holding your mouse over the + sign.

My cases/
Messages/
Non conformance/
Proposals

 My cases/
Messages/
Non conformance/
Proposals

HOME **INFO** **MY CASES** **PREFERENCES** **HELP** **LOG OUT**

Name: Ola Demo Gundersen Department: Teknisk etat

Messages Actions Questions

Non conformance / Proposals Log

Registered	Description	Priority	Status	Current case handler	Operative department
+ 10/06/13	Waste: The hydraulic container for wastestopped working because someone threw a bag of steel in it. Envirop...	New messages			Teknisk etat
+ 10/06/13	Waste: The hydraulic container stopped working because someone threw a bag of steel in it.	New messages			
+ 27/05/13	A.2 = Personal injury: test from iphone version online	Sent to case handler	Hanne Olsen		
+ 27/05/13	A.2 = Personal injury: test from android	Sent to case handler	Hanne Olsen		
+ 27/05/13	A.2 = Personal injury, first aid: test	Sent to case handler	Hanne Olsen	Rådmannens kortor	
+ 27/05/13	A.2 = Personal injury, first aid: test cost mobile	Sent to case handler	Hanne Olsen	Rådmannens kortor	
+ 24/05/13	Waste: Det ligger mye søppel og flyter.	Closed cases	Ola Demo Gundersen	Rådmannens kortor	
+ 00/05/13	Fire safety: test	Closed cases	Rune Gandrud	Rådmannens kortor	
+ 02/05/13	Noise and vibration: dårlig lyd	New messages		Vann og avløp	
+ 10/04/13	: test 2	Closed cases		Rådmannens kortor	
+ 10/04/13	Arbeidssenteret: Test	Rejected	Rune Gandrud	Rådmannens kortor	
+ 09/04/13	Waste:	Rejected	Rune Gandrud	Rådmannens kortor	
+ 08/03/13	Rekkehus:	Closed cases	Ola Demo Gundersen	Rådmannens kortor	
+ 27/02/13	Indoor environment:	Sent to case handler	Sjur Krog	Administrasjon	
+ 25/02/13	Rekkehus: Utstyr 2	Rejected	Ann Iren Moe	Rådmannens kortor	
+ 25/02/13	Leilighet: Hus 1	Sent to case handler	Ola Demo Gundersen	Rådmannens kortor	
+ 22/02/13	Playgrounds: 123abc123abc123abc123abc123abc123abc123abc123abc bc123abc123abc123abc123abc123abc123abc123abcqwert	Rejected	Rune Gandrud	Rådmannens kortor	
+ 15/02/13	Chemicals: test	Closed cases	Ola Demo Gundersen	Rådmannens kortor	
+ 15/02/13	Other: Test	Sent to case handler	Hanne Olsen	Rådmannens kortor	
+ 30/01/13	A.2 = Personal injury, first aid: test again date	Sent to case handler	Tore Kopstad	Teknisk etat	

Register new message

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Edit message Dialog

Edit message: Message number 2967, New message

Change messages

Arbeidsmiljø HES report: All reporting to HES: Faults, deficiencies and non conformance are registered using this form. Ver 1 10/06/13 : 15:19 Ola Demo Gundersen

Select relevant categories

Department: Rådmannens kontor: Teknisk etat

HES Areas

- ☐ Arrangement
- ☐ Bathing facilities, swimming pool, sauna
- ☐ Chemicals
- ☐ Construction site focus
- ☒ Electrical installations
- ☐ Fire safety
- ☐ Indoor environment
- ☐ Lighting
- ☐ Maintenance/environment
- ☐ Maintenance: Equipment
- ☐ Noise and vibration
- ☐ Order and cleaning
- ☐ Playgrounds
- ☒ Protective equipment
- ☐ Psychosocial relations
- ☐ Security
- ☒ Waste
- ☐ Ytre miljø

Message type

- ☒ Deviation
- ☐ Remark
- ☐ Suggestion

Message number: 2967

Registered on department:
Teknisk etat

Date/Time
10/06/13 / 15:14

Registered by:
Ola Demo Gundersen

Registered on behalf of:
Ola Demo Gundersen

Describe the circumstances/deviation here:
The hydraulic container for wastestopped working because someone threw a bag of steel in it. Enviropac is informed and sending over a mechanic promptly. Norsk

Your suggestion:
People need education about waste management.

Upload file
Velg fil Ingen fil valgt

Priority:
High

Reasons

- ☐ Broke the rules
- ☐ Error in the operating system or software
- ☐ Misinformed
- ☐ Other reason
- ☐ Poor equipment
- ☐ Power failure
- ☐ Unclear contract
- ☐ Unreadable/unclear message/communication
- ☐ Work related absence
- ☒ Wrong behaviour

Consequences

- ☐ Absence due to illness
- ☐ Complaint/reputation loss
- ☐ Delayed delivery
- ☐ Equipment purchase
- ☐ Fine
- ☐ Frustration/conflict
- ☒ Hiring of help/equipment
- ☐ Police report
- ☐ Poor effectivity
- ☐ Redo work
- ☐ Reduced health status
- ☒ Unsatisfied user/customer/client
- ☐ Use of overtime

Click here

You can make changes to old messages or send a question to the case handler about the status of the case.

Closed cases cannot be changed, but you can still send feedback.

Save change Close

User manual for employees

HOMEINFOMY CASESPREFERENCESHELPLOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

PrintHelp

Edit messageDialog

Dialog: Message number 2967, New message

The case is yet to be processed. It is now waiting on your immediate manager.

Feedback to case handler

Teknisk etat
Rahul Miglani

☒ Send email to

Send

Case history

Date - Time	Sent by	Sent to	Dialog
-------------	---------	---------	--------

Close

Change messages

3 reasons to open a case:
1 send feedback
2 check what has been done
3 change the message

User manual for employees

HOMEINFOMY CASESPREFERENCESHELPLOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

PrintHelp

Edit messageDialog

Dialog: Message number 2967, New message

The case is yet to be processed. It is now waiting on your immediate manager.

Feedback to case handler

Teknisk etat

Rahul Miglani

☒ Send email to

Send

Case history

Date - Time	Sent by	Sent to	Dialog
-------------	---------	---------	--------

Change messages

3 reasons to open a case:

1 send feedback

2 check what has been done

3 change the message

Close

User manual for employees

HOMEINFOMY CASESPREFERENCESHELPLOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

PrintHelp

Edit messageDialog

Dialog: Message number 2967, New message

The case is yet to be processed. It is now waiting on your immediate manager.

Feedback to case handler

We need to flush this, because it is starting to smell around the area.

Teknisk etat

Rahul Miglani

☒ Send email to

Send

Click Here

Case history

Date - Time	Sent by	Sent to	Dialog
-------------	---------	---------	--------

Change messages

3 reasons to open a case:

1 send feedback

2 check what has been done

3 change the message

Watch this table when you click Send

Close

User manual for employees

Dialog: Message number 2967, New message

The case is yet to be processed. It is now waiting on your immediate manager.

Feedback to case handler

☒ Send email to

Teknisk etat
Rahul Miglani

Send

Case history

Date - Time	Sent by	Sent to	Dialog
10/06/13 : 15:22	Ola Demo Gundersen	Rahul Miglani	We need to rush this, because it is starting to smell around the area.

Here you can see that your message has been sent

- All previous communication regarding this case is shown here. This is also visible to your immediate supervisor (nearest line manager), reviewer or case handler.

Click Here

Close

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Messages Actions Questionnaires

Non conformance / Proposals Log

My registered log messages

Registered	Description	Text field 2	Current case handler	Operative department
07/12/12	Egenmelding: 123			
25/06/12	Egenmelding: akjdcbsldkjc	.jsdkbvs.dj		
29/02/12	Frostskade: hzah	zsdhhesrgh		
19/01/12	Bevisst lekasje: fdglksg	fdgag	Ola Demo	
05/12/11	Bevisst lekasje: Rutinemessig lekasje. Nå renner ikke fryseren over i år heller.		Aud B	
29/04/10	Frostskade: test			
25/06/08	Frostskade: dette har skjedd			Rådmannens kontor
14/06/08	Fuktskade:			Rådmannens kontor
26/03/08	Frostskade: test log			Rådmannens kontor

Register new message

Messages / Log

In this page you can see your registered log messages

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Messages Actions Questionnaires

Non conformance / Prop

Klikk her

My registered log messages

Messages / Log

In this page you can see your registered log messages

Registered	Description	Text field 2	Current case handler	Operative department
07/12/12	Egenmelding: 123			

Extra information

Message number	2077	Status	New message
Registered by	Ola Demo Gundersen	Registered on department	Rådmannens kontor
Registered	25/06/12 12:50	Due	Priority
Cost of fault until now	6110		Low
Form	Absence		Rådmannens kontor
Describe the circumstances/deviation here	akjdcbsldkjc		Rådmannens kontor
Describe your proposal/solution	.jsdkbvs.dj		Rådmannens kontor
Focus areas	Egenmelding		

History

Date - Time	Done by	Operation	Sent to	Information
25/06/12 : 12:52	Ola Demo Gundersen	For your information	Henrik Abeler	akjdcbsldkjc
25/06/12 : 12:52	Ola Demo Gundersen	New message		

Register new message

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User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Action process: Action number 988, Under execution, Due: 03/10/12

Place: Enhet B Save

Registered on department: Rådmannens kontor

Action name: 567 Budget: 0 Actual cost: 0

Job Description

Action description

Original deviation: 456

Work description

How to prevent repetition

Add a comment

Comment

Action categories (Check off)

☐ Bestilt samtale med... ☐ Aktivisering i andre funksjoner ☐ Bedriftshelsetjeneste ☐ Alphanumeric password

Status

Under planning << Under execution >> Under approval

Persons responsible

Message originator: Ola Demo Gundersen

The action was created by: Ola Demo Gundersen

The action will be executed by: Ola Demo Gundersen Sjur Krog Kate Jones

The action will be approved by: Ola Demo Gundersen

Send to approval >>

Send a note about the case

☐ Executed ☐ Executed ☐ Executed

When you have done what is described in the Work description field, you have to click the Executed checkbox here

Date - Time	Operation	Last status	Sent to	Information
21/11/12 : 13:31	Under execution	Under execution		
21/11/12 : 13:31	Responsible for execution removed from the action	Under planning		
21/11/12 : 13:31	Responsible for action assigned	Under planning		
21/11/12 : 13:30	Under planning	Under planning	Ola Demo Gundersen	
20/11/12 : 10:29	Under execution	Under execution	Ola Demo Gundersen	
20/11/12 : 10:29	Responsible for action assigned	Under planning	Ola Demo Gundersen	

Save action Close

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Action process: Action number 988, Under execution, Due: 03/10/12

Place: Enhet B Save

Registered on department: Rådmannens kontor

Action name: 567 Budget: 0 Actual cost: 0

Job Description

Action description

Original deviation: 456

Work description: Action

How to prevent repetition:

Add a comment

Comment:

Action categories (check off)

☐ Bestilt samtale med... ☐ Aktivisering i andre funksjoner ☐ Bedriftshelsetjeneste ☐ Alphanumeric password

Status

Under planning << Under execution >> Under approval

Persons responsible

Message originator: Ola Demo Gundersen

The action was created by: Ola Demo Gundersen

The action will be executed by: Ola Demo Gundersen, Sjur Krog, Kate Jones

The action will be approved by: Ola Demo Gundersen

Send to approval >>

Send a note about the case

☐ Executed ☐ Executed ☐ Executed

When you have done what is described in the Work description field, you have to click the Executed checkbox here

Date - Time	Operation	Last status	Sent to	Information
21/11/12 : 13:31	Under execution	Under execution		
21/11/12 : 13:31	Responsible for execution removed from the action	Under planning		
21/11/12 : 13:31	Responsible for action assigned	Under planning		
21/11/12 : 13:30	Under planning	Under planning	Ola Demo Gundersen	
20/11/12 : 10:29	Under execution	Under execution	Ola Demo Gundersen	
20/11/12 : 10:29	Responsible for action assigned	Under planning	Ola Demo Gundersen	

Save action Close

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Action process: Action number 988, Under execution, Due: 03/10/12

Place: Enhet B Save

Registered on department: Rådmannens kontor

Action name: 567 Budget: 0 Actual cost: 0

Job Description

Action description

Original deviation: 456 Work description: Action How to prevent repetition:

Add a comment

Comment: This is taken care of.

Action categories (check off)

☐ Bestilt samtale med... ☐ Aktivisering i andre funksjoner

Status

Under planning << >> Under approval

Persons responsible

Message originator: Ola Demo Gundersen

The action was created by: Ola Demo Gundersen

The action will be executed by: Ola Demo Gundersen, Sjur Krog, Kate Jones

The action will be approved by: Ola Demo Gundersen

Send to approval >>

Click Here

☒ Executed ☐ Executed

When you have done what is described in the Work description field, you have to click the Executed checkbox here

Date - Time	Operation	Last sta	Sent to	Information
21/11/12 : 13:31	Under execution	Under execution		
21/11/12 : 13:31	Responsible for execution removed from the action	Under planning		
21/11/12 : 13:31	Responsible for action assigned	Under planning		
21/11/12 : 13:30	Under planning	Under planning	Ola Demo Gundersen	
20/11/12 : 10:29	Under execution	Under execution	Ola Demo Gundersen	
20/11/12 : 10:29	Responsible for action assigned	Under planning	Ola Demo Gundersen	

Save action Close

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Action process: Action number 988, Under execution, Due: 03/10/12

Place: Enhet B Save

Registered on department: Rådmannens kontor

Action name: 567 Budget: 0 Actual cost: 0

Job Description

Action description

Original deviation: 456 Work description: Action How to prevent repetition:

Add a comment

Comment: This is taken care of.

Action categories (Check off)

☐ Bestilt samtale med... ☐ Aktivisering i andre funksjoner

Status

Under planning << >> Under approval

Persons responsible

Message originator: Ola Demo Gundersen

The action was created by: Ola Demo Gundersen

The action will be executed by: Ola Demo Gundersen, Ola Demo Gundersen, Ola Demo Gundersen

Click Here

☒ Executed ☐ Executed ☐ Executed

You should click Send to approval after all the action executors have clicked the Executed checkbox.

When you have done what is described in the Work description field, you have to click the Executed checkbox here

Date - Time	Operation	Last status	Sent to	Information
21/11/12 : 13:31	Under execution	Under execution		
21/11/12 : 13:31	Responsible for execution removed from the action	Under planning		
21/11/12 : 13:31	Responsible for action assigned	Under planning		
21/11/12 : 13:30	Under planning	Under planning	Ola Demo Gundersen	
20/11/12 : 10:29	Under execution	Under execution	Ola Demo Gundersen	
20/11/12 : 10:29	Responsible for action assigned	Under planning	Ola Demo Gundersen	

Save action Close

User manual for employees

HOME
INFO
MY CASES
PREFERENCES
HELP
LOG OUT

Name: Ola Demo Gundersen
Department: Teknisk etat
Print
Help

Action process: Action number 988, Under approval, Due: 03/10/12

Place: Enhet B
Save

Registered on department: Rådmannens kontor

Action name: 567
Budget: 0
Actual cost: 0

Action description
Original deviation: 456
Work description: Action
How to prevent repetition:
Comment: This is taken care of.

Action categories (Check off)
☐ Bestilt samtale med...
☐ Aktivisering i andre funksjoner
☐ Bedriftshelsetjeneste
☐ Alphanumeric password

Status
Under planning << Under execution << **Under approval**

Persons responsible
Message originator: Ola Demo Gundersen
The action was created by: Ola Demo Gundersen
The action was performed by: Ola Demo Gundersen, Sjur Krog, Kate Jones
Action is approved by: ☐ Ola Demo Gundersen

Send a note about the case
☐
☐
☐
☐
☐

☒ Approved

It is only the manager who is responsible for approving this action that may approve it.

Case history

Date - Time	Operation	Last status	Done by	Sent to	Information
10/06/13 : 15:24	Under approval	Under approval	Ola Demo Gundersen		
21/11/12 : 13:31	Under execution	Under execution	Ola Demo Gundersen		
21/11/12 : 10:01	Responsible for execution removed from the action	Under planning	Ola Demo Gundersen		
21/11/12 : 13:31	Responsible for action assigned	Under planning	Ola Demo Gundersen		
21/11/12 : 13:30	Under planning	Under planning			
20/11/12 : 10:29	Under execution	Under execution			
20/11/12 : 10:29	Responsible for action	Under planning			

Send Close

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Messages Actions Questionnaires

Actions I need to complete Actions for approval Approved actions

Actions I need to complete (click on the action)

Questionnaires

Page 1 of 1

+	Registered	Due date	Action name	Executor
+	29/05/12	05/06/12	tyl	Ola Demo Gundersen
+	17/01/12	24/01/12	test	Ola Demo Gundersen Sjur Krog
+	30/11/09	07/12/09	Elanlegg	Ola Demo Gundersen
+	09/03/04	09/09/04	Bedre markering av s	Ola Demo Gundersen Hanne Olsen
+	18/11/02	19/11/02	Test av ulike ansvarlige	Ola Demo Gundersen Tore Kopstad Per Hansen
+	16/03/02	16/10/02	Her trenger vi noen	Ola Demo Gundersen
+	27/03/02	27/09/02		Ola Demo Gundersen
+	25/07/02	-		Ola Demo Gundersen
+	24/07/02	-	Forby kaffe	Bjørn Hansen Ola Demo Gundersen Donald Ducksen
+	12/04/02	24/07/02	Knøl	- - Ola Demo Gundersen - -
+	10/04/02	10/05/02		Ola Demo Gundersen Roald Log
+	09/04/02	14/04/02		Ola Demo Gundersen Hanne Olsen
+	14/03/02	-	Driftssjekk	Ola Demo Gundersen Guro Sigurdsen
+	23/05/01	02/10/01		Ola Demo Gundersen Donald Ducksen
+	23/05/01	23/06/01		Ola Demo Gundersen
+	12/13/00	29/06/01		Ola Demo Gundersen
+	19/03/00	19/09/00		Ola Demo Gundersen Donald Ducksen
+	31/03/00	31/08/00	123	Ola Demo Gundersen
+	26/05/00	26/05/00	123	Ola Demo Gundersen
+	26/05/00	26/06/00		Ola Demo Gundersen

Page 1 of 1

User manual for employees

The screenshot shows a web application interface for managing preventive activities. At the top, there is a navigation bar with tabs: HOME, INFO, MY CASES, PREFERENCES, HELP, and LOG OUT. Below this, a user profile section displays 'Name: Ola Demo Gundersen' and 'Department: Teknisk etat'. To the right of the profile are 'Print' and 'Help' buttons. A secondary navigation bar contains 'Messages', 'Actions', and 'Questionnaires' tabs. Below this, there are 'Active activities' and 'Activity report' tabs. The main content area is titled 'My preventive activities (click on the activity)'. It features a table with the following data:

Name of activity	Perform before	Finished on
Trivselsundersøkelse	05/07/13	23/05/13

A red dashed circle highlights the 'Trivselsundersøkelse' activity name, with a yellow callout bubble pointing to it that says 'Click here'. A 'Questionnaires' button is located in the top right corner of the main content area.

User manual for employees

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Work environment survey

This survey is used yearly to check well-being at the workplace. Goal: Secure a good work environment. The results are handled by the management group.

Put a checkmark in the box if you agree with the statement.

Ver 1 23/05/13 : 1

Questionnaires

Here you must select an answer

Here you can fill out any comments that you may have

Click Here

Do we agree with the statement?

☒ Yes
☐ No
☐ I dont know

Describe the circumstances/deviation here

Har vi en støttende atferd? (hjelper vi hverandre)

☐ Meget bra
☒ Bra
☐ Tilfredsstillende
☐ Mindre bra
☐ Dårlig

Describe the circumstances/deviation here

Hilser jeg på sjefen hver morgen?

☐ Nesten helt enig
☒ Litt enig
☐ Litt uenig
☐ Helt uenig

Describe the circumstances/deviation here

Kjenner vi til sladder?

☐ Ja
☒ De fleste områdene
☐ Start med noe enkelt
☐ Vet ikke

Describe the circumstances/deviation here

Vet jeg om mobbing?

☐ Yes
☒ No
☐ I dont know

Describe the circumstances/deviation here

Driver vi KMM (Kos-med-misnøye)?

joda

Describe the circumstances/deviation here

Druker vi ofte. Hvorfor spørsmål?

☐ Nesten helt enig
☒ Litt enig
☐ Litt uenig
☐ Helt uenig

Describe the circumstances/deviation here

Hvilke væremåter (voksen/barn/Foreldre) dominerer vår kommunikasjon?

☐ Nesten helt enig

Describe the circumstances/deviation here

Save Close

User manual for employees

The screenshot shows a web application interface for managing preventive activities. At the top, there is a navigation bar with links: HOME, INFO, MY CASES, PREFERENCES, HELP, and LOG OUT. Below this, the user's name 'Ola Demo Gundersen' and department 'Teknisk etat' are displayed. A secondary navigation bar includes 'Messages', 'Actions', and 'Questionnaires'. The main content area is titled 'My preventive activities (click on the activity)' and features a table with the following data:

Name of activity	Perform before	Finished on
Trivselsundersøkelse	05/07/13	23/05/13

A red dotted line originates from the 'Active activities' tab and points to the 'Trivselsundersøkelse' activity. A green dotted line originates from a circular icon at the bottom center of the page and points towards the same activity. A 'Questionnaires' button is located in the top right corner of the main content area.

User manual for employees



User manual for employees

The screenshot displays the 'Managing documents' web application. The interface includes a top navigation bar with links: HOME, INFO, MY CASES, PREFERENCES, HELP, and LOG OUT. Below this, a breadcrumb trail shows 'Nar...dersen' and 'Department: Teknisk etat'. A secondary navigation bar contains tabs: 'locale documents', 'Tekniske dokumenter', 'Mine linker', 'Eksterne systemer', 'ISO-9001', 'Medisiner', 'Risikoanalyser 2013', and 'Goals'. The main content area is titled 'Managing documents' and is divided into two columns. The left column features expandable sections: 'Laws and regulations' (containing ARBEIDSMILJØLOVER M.M., BYGG, MILJØ, BRANN, BEREDSKAP, HELSE - MAT M.M., and INFORMASJONSSIKKERHET), 'Internal information' (containing a 'Test' section with Qm+ and test), and 'FøreVar' (containing 'Slik kan du styre IK-arbeidet + noen eksempler' and 'Verktøy_OK'). The right column features expandable sections: 'Guidance to laws and regul' (containing INFORMASJONSSIKKERHET, TILSYNSOVERSIKT, and Vedlegg: Hva skal konsekvensutredes? and Vikarinnleie - nye forskrifter § 14 - 12 i Aml), 'Internal rules, procedures' (containing Oppfølgingsplan, Prosedyremaler, and Retningslinjer for sykefravær), and 'another one' (containing Prosedyre). A yellow callout box with the text 'Click Here' and an arrow points to the 'HOME' link in the top navigation bar. A blue callout box with a lightbulb icon contains the text: 'Here you can see the various documents set up by your company's super user. Use the arrows to expand and collapse the subdocuments of documents. There is also a search function that performs free text searches in all the documents that appear in this page.' At the bottom of the page, there is a search bar with a 'Search' button.

Click Here

Managing documents

Laws and regulations

- ARBEIDSMILJØLOVER M.M.
- BYGG, MILJØ, BRANN, BEREDSKAP
- HELSE - MAT M.M.
- INFORMASJONSSIKKERHET

Internal information

Test

- Qm+
- test

FøreVar

- Slik kan du styre IK-arbeidet + noen eksempler
- Verktøy_OK

Guidance to laws and regul

- INFORMASJONSSIKKERHET
- TILSYNSOVERSIKT
- Vedlegg: Hva skal konsekvensutredes?
- Vikarinnleie - nye forskrifter § 14 - 12 i Aml

Internal rules, procedures

- Oppfølgingsplan
- Prosedyremaler
- Retningslinjer for sykefravær

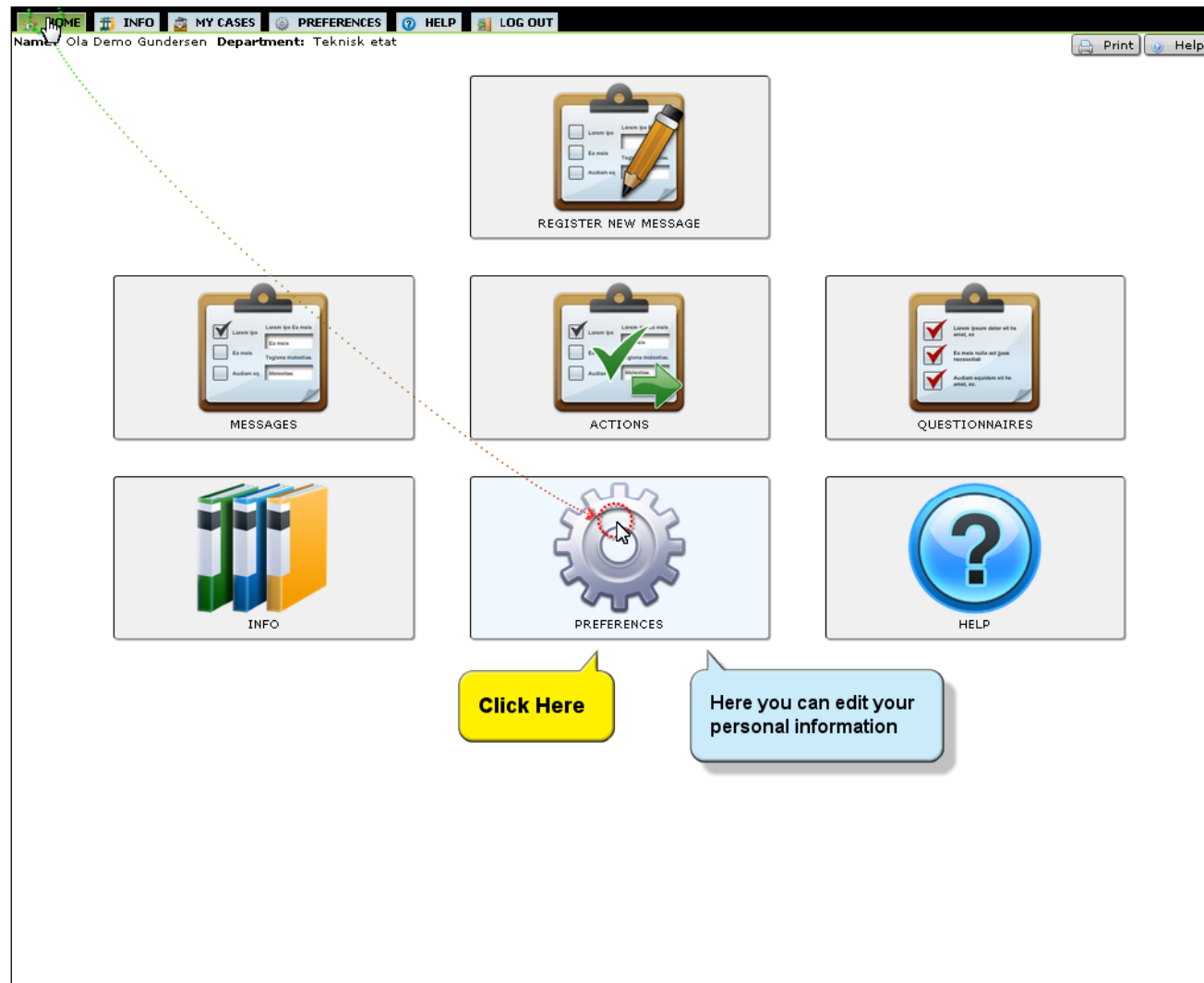
another one

- Prosedyre

Here you can see the various documents set up by your company's super user. Use the arrows to expand and collapse the subdocuments of documents. There is also a search function that performs free text searches in all the documents that appear in this page.

Search

User manual for employees



User manual for employees

The screenshot shows a web application interface for editing user information. At the top, there is a navigation bar with links: HOME, INFO, MY CASES, PREFERENCES, HELP, and LOG OUT. Below the navigation bar, the user's name 'Ola Demo Gundersen' and department 'Teknisk etat' are displayed. A yellow callout box with the text 'Click Here' and an arrow points to the 'HOME' link in the navigation bar. The main content area is titled 'Edit user information' and contains a form with the following fields:

User name	qmadmin
Passvord
Repeat password
First name	Ola
Middle name	Demo
Surname	Gundersen
Email address	drift@qplus.com
Language	English

At the bottom of the form, there are 'Save' and 'Close' buttons. A 'Preferences' button is also visible on the right side of the form. A green dotted line with a mouse cursor icon at the end points from the 'Click Here' callout to the 'HOME' link.

User manual for employees



User manual for employees

The screenshot shows a web application interface with a navigation bar at the top containing links: HOME, INFO, MY CASES, PREFERENCES, HELP, and LOG OUT. Below the navigation bar, the user's name 'Ola Demo Gundersen' and department 'Teknisk etat' are displayed. On the right side of the header, there are 'Print' and 'Help' buttons. The main content area is titled 'Overview of : Help documentation'. A yellow callout box with the text 'Click Here' has a red dotted arrow pointing to the 'HELP' link in the navigation bar. Another blue callout box with the text 'Here you can find the various guidance documents about Qm+' has a green dotted arrow pointing to a mouse cursor icon in the lower right area of the page. The main content area lists 'Guidance documents' with links to 'Qm+ encyclopedia Main Page' and 'Employee manual pdf', and 'Changes in the latest version' with a link to 'Changes in version 3.70 for Users'.

HOME INFO MY CASES PREFERENCES HELP LOG OUT

Name: Ola Demo Gundersen Department: Teknisk etat

Print Help

Overview of : Help documentation


Guidance documents

- Qm+ encyclopedia [Main Page](#)
- Employee manual [pdf](#)

Changes in the latest version

- Changes in [version 3.70 for Users](#)




Thank you for your attention!