CQCommand – Administration Quick Guide

Logging on to the tool

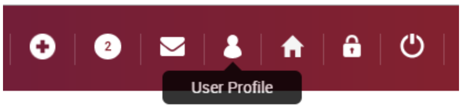
URL: http://connect.cqcommand.com/

If this is your first time logging into the tool, you will have received an email from accounts@cqcommand.com with your username (email address) and temporary password.

1. Click on the link within the email to activate your account using the provided login details.

> **Tips**
>
> If this is not done within 24 hours of receiving the email, the temporary password will not work and you will be required to recover your password (from login screen – “forgotten password”).

2. You can change your password by clicking on ‘User Profile’ in the top right hand menu



Updating your user profile details

1. Click on ‘User Profile’ in the top right hand menu
2. Update your details (First Name, Last Name, Secondary Email, Work Phone, Mobile Phone, Profile Image)
3. Click the Update button once all changes have been made

> **Tips**
>
> If a primary email address needs to be changed, the user will need to be ‘deactivated’ and then recreated as a new user as the email address is the users unique identifier (see *User Setup* for more information).

Accessing the Admin Portal

There are two methods to accessing the Admin Portal:

1. From the home page, click on the link under the Welcome to CQCommand heading
2. Click on the Admin Login (Lock symbol) in the top right hand menu

Updating Client Profile

Select the ‘Profile’ tab within the Admin Portal. You then have the option to modify the following:

- Company Details
- Users Setup
- Services
- Notes
- Change Password

Company Details

This section contains general company information which can be edited and amended by an administrator at any time.

The section also contain the details of the primary and secondary contacts for the system, which can only be edited by an administrator.

User Setup

This section contains the details of all users who have access to CQCommand. The amount of users that can have access to the system depends on your user subscription.

> **Tips**
>
> The number of ‘User Licences’ is listed in a dark grey box at the top right hand side of the users table. The number of ‘Allocated Users’ does not include users selected as ‘Non-Active’.
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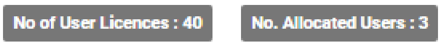
> 
>
>
> Alternatively this information can also be found under ‘Services’.

<u>Creating a new user:</u>

1. Click the ‘Add New’ button
2. Enter in the Users’ details. * means that the field is mandatory and must be completed.
3. Select the ‘User Roles’ for the individual.
   a. Administrator (has access to the admin portal and can edit Users, Service Package and Base Content)
   b. CMT Member (is a member of the CMT and has access to CQCommand)
   c. Non-Active (is a member of the CMT but <u>does not</u> have access to CQCommand)

4. Click Save. If the User has been selected as ‘Administrator’ and/or CMT, they will be sent an email from accounts@cqcommand.com with their temporary login details.

Information

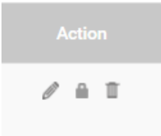
If the User’s Mobile or Work Phone is not Australia based, you can use the Flag dropdown next to these numbers to change the country.

Tips

Any Users will also be added to the CMT Contact Group. Users must be a part of the CMT Contact Group in order to have a User Login (see *Contact Groups* section for more information).

<u>Editing a Current User:</u>

To edit a current user choose from the Actions on the right hand side



1. Edit the User’s details by clicking on the Pencil icon
2. Reset the User’s password by clicking on the Lock icon (this will send them a password reset email)
3. Delete the User by clicking on the Trash icon

Tips

User access should be reviewed on an annual basis and/or with significant organisational change.

Services

This section allows you to edit your subscription package:

- Modify the number of users
- Opt to pay annually vs monthly
- Purchase additional SMS bundles

Notes

This section allows an Administrator to create notes about the system.

Change Password

This allows an Administrator to change the administrator password for all admins.

Updating CQCommand Content

This section allows an Administrator to edit and amend the customisable sections of CQCommand. Anything updated in this section will be pushed out to all ‘Event/s’ created on the ‘User side’ of the tool.

Select the ‘CQCOmmand’ tab within the Admin Portal. You then have the option to modify the following:

- Incident Assessment
- Crisis Command Centres
- Site Details
- Impact Assessment
- Communication Templates
- Client Documents
- Crisis Action Plans
- Crisis Meeting Agenda/s
- Contact Groups
- Contacts

Incident Assessment

An Administrator is able to modify the questions and weight of the impact ratings/ impact time estimates.

Crisis Command Centre

Pre-established Crisis Command Centres should be included within this section. The information in this section is used when activating the Crisis Management Team, providing them with the location and contact details of where they are required to convene.

Site Details

This section should include the details of all offices the firm operates out of. This information is used when creating an event, it allows you to select which site has been affected by the event.

Impact Assessment

An Administrator has the ability to add and modify the impact areas and definitions used in the Impact Assessment. The information in this section is derived from the firms’ risk scales.

Communication Templates

Communication templates for internal and external communications can be created within this section. When using the 'Notify Contacts' section of the tool, the User will be given the option to select a 'Template' for their Email or SMS message (which can be amended by the user at the time of the 'Event').

Client Documents

This is an online depository of all the documents the Crisis Management Team may need during an 'Event'. Any documents or web links included in this section, will be available on every 'Event' created within CQCommand.

Tips

See G+T Doc (34639866) for a list of all original uploaded documents.

Documents should be reviewed and updated on an annual basis, or with significant organisational change.

Crisis Action Plan

This section creates the roles and responsibilities 'checklist' for each member on the Crisis Management Team. Critical Business Functions for Sydney, Melbourne and Perth have also been included in this section. To edit a role or the list of tasks:

1. Click on Add Task +
2. To add a new task, click Add Task +, select the task type (Immediate Action, Ongoing Crisis Action, Post Crisis Action) and insert the task in the description field, Save.
3. To edit a task, click on the Pencil icon next to the task you want to edit, Save.
4. To reorder the tasks, simply drag and drop into the preferred order.

Tips

Roles and responsibilities should be reviewed on an annual basis.

Critical Business Functions should also be reviewed and updated on an annual basis and/or with significant organisational change.

Information

Critical Business Functions have been split over the three categories as such:

Immediate Action: RTO = 0-12hrs

Ongoing Crisis Action: RTO = 24hrs – 72hrs

Post Crisis Action: RTO = 1 week – 4 weeks

Crisis Meeting Agenda

An Administrator can amend the items on the Initial and Follow-up Crisis Meeting Agendas in this section.

Tips

To add an additional row or column to the existing table, right click and select the options from Row or Column.

Contact Groups

Contact Groups are used when 'Notifying Contacts' in the communications module. A Standard CQCommand Service Package allows up to 10 Contact Groups to be added (excluding the CMT Group).

Adding a Contact Group:

1. Click on "Add New+" button
2. Select the Group Code "CUSTOM"
3. Name the group and add a description, Save.

<u>Importing Contacts into Contact Group:</u>

1) Click Import Contacts next to the Contact Group you want to import into

2) Download the Import Template and populate with contact details

Tips

Mandatory Fields (FirstName, LastName, Email, CountryName, MobilePhone)

Email – Remove any spaces before or after the email address

CountryName – Use the dropdown list to select the country the phone number is from (this will determine the country code which is included when sending SMS from the system)

MobilePhone / OfficePhone / HomePhone– Ensure there are no spaces in these fields

3) Select the file you wish to import, click Import

4) If there are no current contacts in the group, click Save Contacts.

   If there are current contacts within the group, you will have the option to sort the import by

   ☑ All ☐ New ☐ Modified

   before you choose to Save Contacts.

   a. **All:** Will import all contact on the import spreadsheet
   b. **New:** Will only import any new contacts on the import spreadsheet
   c. **Modified:** Will import and update any modified contacts on the import spreadsheet

> **Information**
>
> **Group Code**
>
> CMT: Every CQCommand system must have one CMT Group. Contacts in this group will also be added to the 'User Setup' section under 'Profile'. If Activated, contacts within this group will be able to login to CQCommand.
>
> CUSTOM: These are custom groups that are created by an Administrator, and contribute to your Contact Group allocation. Contacts within these groups can receive and respond to Emails and SMS. Contacts can be included in multiple CUSTOM contact groups. Contacts cannot login to CQCommand.

Adding/Editing existing contacts (no import):

1. Click Open Group next to the Contact Group you want to add to/edit
2. To add a new contact, click Add New + and enter their details as required, save.
3. To edit a contact, select  next to their name and edit any details, save.
4. * indicates a mandatory field.

Exporting Contacts from a Contact Group:

1. Click the Export Contacts next to the contact group you wish to export.
2. The file will be downloaded in .xls

Contacts

This section can be used to search for individual contacts. Individual contacts can also be edited and deleted from this section using the 'Action' buttons

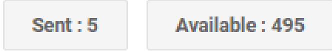
Reports

Select the 'Reports' tab within the Admin Portal. You then have the option view the following:

- SMS Usage
- Incident Log
- Document Storage Usage

SMS Usage

This section allows an Administrator to view all SMS sent through CQCommand and monitor how many SMS are available within the current SMS Bundle.



SMS Usage can be filtered by date, user name (sent by) or event.

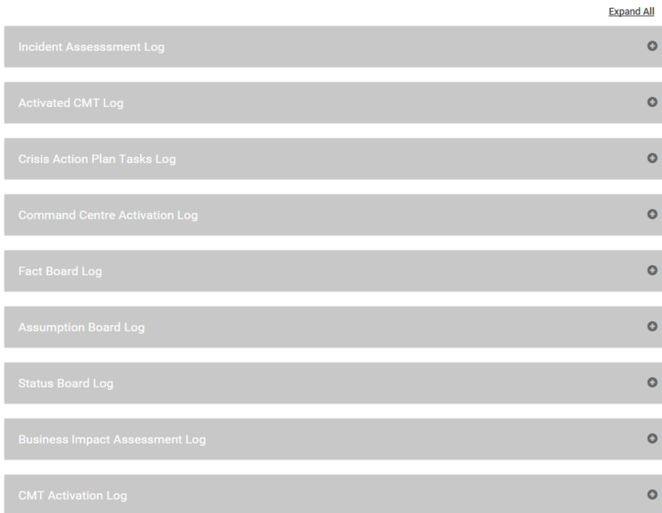
A CSV file can be generated using the button at the bottom of the page Generate CSV

> **Information**
>
> To increase or change your SMS bundle settings, go to *Profile – Services* section of the Admin Portal.

Incident Log

This section allows an Administrator to pull reports on Past and Current 'Events'. These can be filtered by date range or by affected site. To pull a report

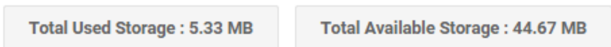
1. Use the filters to search for a particular Event, click Search
2. Click Generate next to the Event you wish to view
3. The report will show you the following sections, which you can Expand to view the information



4. To export the information click Generate CSV

Document Storage Usage

This section can be used by Administrators to monitor how much online storage has been used by uploading Documents in the 'Client Document' section.

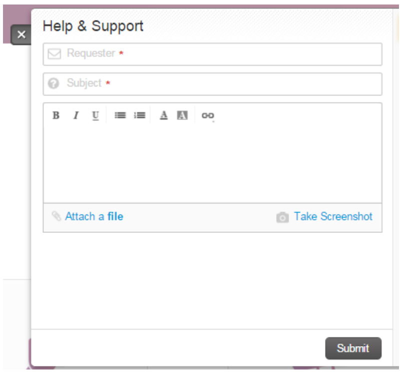


Help and Support Tickets

All Administrators and Users of CQCommand can lodge support tickets. On the right hand side of every page there is a ‘Support’ tab which you can click and it will bring up a support lodgement and can redirect you to the general help section.

To lodge a support ticket:

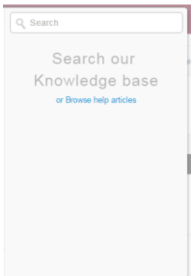
1) Click on the side screen support tab.
2) Enter your email address, subject and a message describing your issue/error.
3) You can attach a file or take a screen shot of the page you are on to support your ticket.
4) Click Submit, you will then receive an email knowledging your support ticket along with a ticket ID number. (support@cqcommand.com)



To access Help content:

Many pages within CQCommand will have a ? next to the page title. If you hover over the question mark, this will bring up some general help text about the page you are on.

Alternatively you can browse RiskLogic’s library of help articles by clicking on the side screen ‘Support’ tab and use the search function to browse key words.



Information
RiskLogic uses a third party site called Freshdesk (https://risklogic.freshdesk.com/support/home) to manage technology product support tickets, so you may be redirected to this website if viewing support tickets or when accessing general help content.

More help

RiskLogic Pty Ltd
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Ph: 1300 731 138
Email: info@cqcommand.com
Support: support@cqcommand.com