

Logging on to the tool

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

Preferred Browsers: **Internet Explorer** and **Chrome**

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.



Important

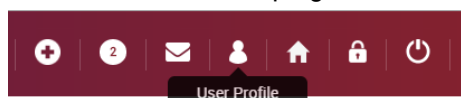
If this is not done within **24 hours** of receiving the email, the temporary password will not work and you will be required to recover your password (from login screen – “forgotten password”).



Tips

When entering username and password, make sure there are no extra spaces before or after the text.

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



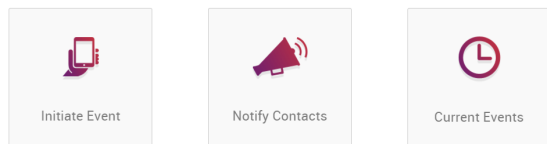
Updating your user profile details

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.

Initiate an Event

If an ‘Event’ has not been created in CQCommand, to create one:

1. Click on **Initiate Event** button on the home page

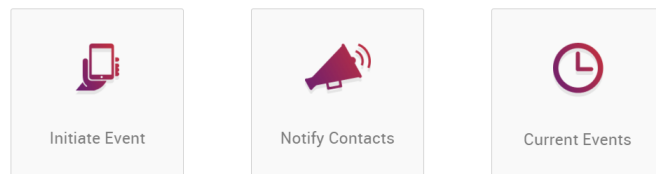


2. Give the Event a Name
3. Complete a description of the Event
4. Select the site impacted by the Event
5. Date/Time will automatically be populated
6. Click create

Viewing an Event

If an ‘Event’ already exists you can access it by:

1. Clicking the **Current Events** button on the home page OR,

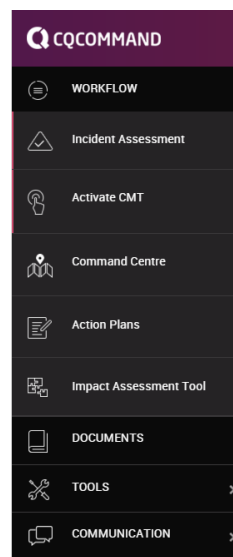


2. Clicking the **Current Events circle** in the top right hand menu



Event Workflow

The workflow for an event can be found on the left hand side of every page.



Incident Assessment: To be completed by the Event creator

Activate CMT: Message CMT to convene

Command Centre: Identify location to convene

Action Plans: CMT roles & responsibilities / Critical Business Functions List

Impact Assessment Tool: Completed by CMT on regular basis

Documents: Download important documents (BURPs, Critical Supplier Lists, key recovery processes & forms)

Tools: Fact, Assumption & Status Boards and Briefing Template

Communications: view contacts, send messages, view message log



Tips

Emails sent from CQCommand will come from:

alerts@cqcommand.com

SMS messages will come from:

0418 579 944

Action Plans – Your Responsibilities

1. Find and click on the role you have been assigned



2. If not already selected, select your name from the **Responsibility** dropdown

Responsibility Vanessa Johnston

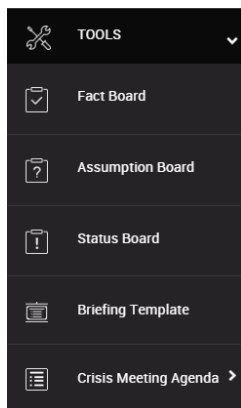
3. Tasks are broken down into Immediate Actions, Ongoing Crisis Actions and Post Crisis Actions
4. Work your way through the tasks in chronological order and ☒ each task as you complete it

Tips

An overall view of the CMT's progress can be found by clicking on the **Action Plan Status** button at the bottom right

Crisis Manager	Emergency Response Coord – Building
Immediate <input checked="" type="checkbox"/>	Immediate <input type="checkbox"/>
Ongoing <input type="checkbox"/>	Ongoing <input checked="" type="checkbox"/>
Post Crisis <input type="checkbox"/>	Post Crisis <input type="checkbox"/>

Tools – Boards, Briefings, Agendas



Fact Board: Known Facts about the event can be recorded and assigned a priority rating (high, medium, low).

Assumption Board: Information that has not been verified can be captured on this board. Once confirmed these can be changed to sit on the Fact Board

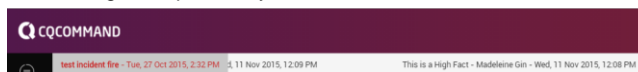
Status Board: Tasks can be assigned to other CMT members, given a due date a priority. An email will be sent to the assigned member and progress can be tracked.

Briefing Template: Uses the SMEAC formula to create Briefings that can be PDF'd and saved locally to a PC.

Crisis Meeting Agenda: Contains template meeting agendas to be used during CMT meetings

Important

The top 5 highest rated and most recent facts will appear on the ticker along the top of every screen



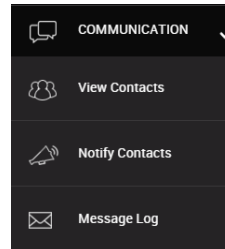
Communications

This section allows users to send SMS and/or Email messages to set contacts from CQCommand.



Important

Only authorised members of the CMT should be sending SMS and/or Email communications from CQCommand to ensure a consistent crisis message is portrayed.

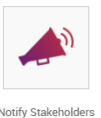


View Contacts: Allows users to view the contact details of CMT Members and all other contact groups

Notify Contacts: Allows authorised CMT members to send out SMS or Email communications.

(Download 'HOW TO: Send an SMS or Email from CQCommand' from the Documents section)

Notify contacts can also accessed whenever you see this button at the bottom of a page.



Message Log: Allows users to see what messages have been sent, and also view any responses that might have been required.

The message log can also be accessed from the top right hand menu



Other Tips

1. Return to the Home Page, you can click on the house icon in the top right hand menu



Or you can click on the CQCommand Logo on the top left hand side of every page.

2. To see which CMT members are currently logged into CQCommand, look at the **Active Team Members** section at the bottom of the home page, OR click the green **Active Team** tab on the side of every page.

Active Team Members



More help

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