

## Logging onto the tool

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

Preferred Browsers: **Chrome** and **Firefox**

If this is your first-time logging onto the tool, you will receive an email from [accounts@cqcommand.com](mailto: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 – “forgot your password?”).



### Tips

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

## Changing your password

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



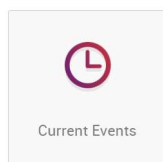
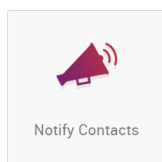
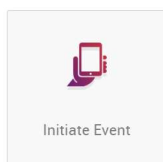
## Updating your user profile details

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, you can create one by:

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

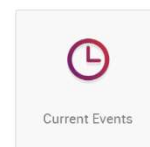


2. Give the Event a name.
3. Complete a description of the Event.
4. Select the site impacted by the Event.
5. Date/Time will automatically be populated.
6. Click create.

## Viewing an Event

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

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



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



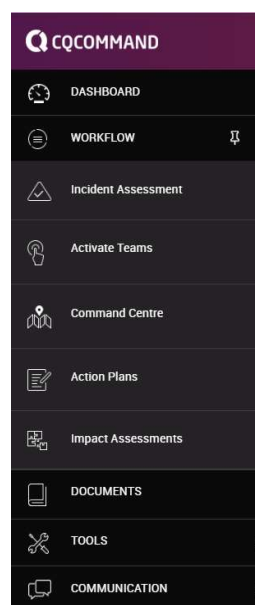
## Event Dashboard

The dashboard gives an overview of what is currently happening within an event. Dashboard features include:

1. Event Gauges and Map of Impacted Sites.
2. Action Plan Status and Facts, Assumption & Status Boards.
3. Easily accessible menu item buttons.

## 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 and/or initial incident assessment team.

**Activate Teams:** Message Response Team to convene.

**Command Centre:** Identify location to convene.

**Action Plans:** Team member roles and responsibilities.

**Impact Assessment Tool:** Completed by Response Team on regular basis.

**Documents:** Download important incident documentation, access key web links and upload Event specific documents.

**Tools:** Fact, Assumption and Status Boards, Briefing Templates and Situational Reports.

**Meeting Agendas:** Initial meeting agenda and a follow up meeting agenda.

**Communications:** View contacts, send messages, and view message log.



## Tips

Emails sent from CQCommand will come from:

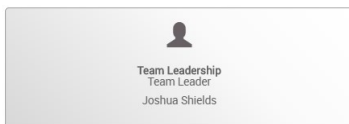
[alerts@cqcommand.com](mailto:alerts@cqcommand.com)

In Australia, SMS messages will come from:

0476 857 430




## 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.

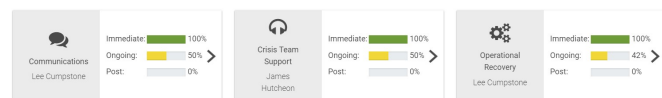
Responsibility: Joshua Shields

3. Tasks are broken down into 3 tabs - Immediate Actions, Ongoing Event Actions and Post Event Actions.
4. Work your way through the tasks in chronological order and tick the 'complete' checkbox for each task as you complete it.
5. You can also amend, delete   and add new tasks  as required.



## Tips

An overview of the Response Team's progress can be found on the Event Dashboard.



## Tools - Boards, Briefings, Agendas

**Fact & Assumptions Board:** Known Facts about the event can be recorded and assigned a priority rating (high, medium, low). Information that has not been verified can be captured and labelled as an assumption.

**Task Board:** Tasks can be assigned to other employees outside of the Response Team, given a due date and a priority rating. An email and SMS will be sent to the assigned person and progress can be tracked. Tasks can also be linked to Facts and Assumptions.

**Briefing & Situation Report Templates:** Use the template to create briefings and situation reports that can be PDF'd and saved locally to a PC/Laptop.

**Event Meeting Agendas:** Template meeting agendas to be used during Response Team meetings.

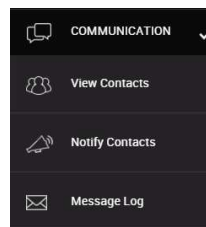
## Communications

This section allows users to send SMS and/or email messages to pre-established contacts from CQCommand.



### Important

Only authorised members of the team should be sending SMS and/or email communications from CQCommand, to ensure a consistent event message is portrayed.



**View Contacts:** Allows users to view the contact details of Response Team Members and all other contact groups.

**Notify Contacts:** Allows authorised Response Team members to send

out SMS and/or email communications.



Notify Stakeholders

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

**Message Log:** Allows users to see what messages have been sent and view any responses that might have been received. This is the event specific log.

The message log that can be accessed from the top right-hand navigation is a general log and contains all messages sent from CQCommand.



## Other Tips

1. Return to the Home Page by clicking 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 team 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.

| Team                     | Member        | Status | Role      | Priority  | Assigned To | Assigned Date | Assigned Time | Assigned Location | Assigned Status |
|--------------------------|---------------|--------|-----------|-----------|-------------|---------------|---------------|-------------------|-----------------|
| Incident Management Team | James Shields | ✓      | Risk Name | Primary   | ✓           | James Shields | 10/10/2020    | 10:00:00          | Available       |
|                          | James Shields | ✓      | Risk Name | Secondary | ✓           | James Shields | 10/10/2020    | 10:00:00          | Available       |
|                          | James Shields | ✓      | Risk Name | Primary   | ✓           | James Shields | 10/10/2020    | 10:00:00          | Not Available   |

## More Help

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Ph: 1300 096 190  
Email: [info@cqcommand.com](mailto:info@cqcommand.com)  
Support: [support@cqcommand.com](mailto:support@cqcommand.com)