



How to

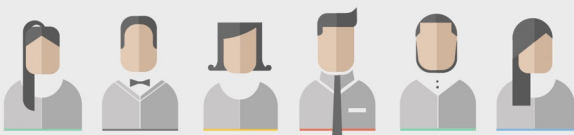
for all users

TECHNICAL DIFFICULTIES

Some technical difficulties may arise from time to time that are not necessarily related to how the Safety Champion system works. This manual may help you with some of the more common issues. If you can't resolve your issue within this manual, please contact your system administrator or your IT support service.

This manual will cover the following:

1. Why can't I download an attachment on my computer?
2. Why can't I download an attachment on my smartphone or tablet?
3. Why can't I edit or sign-off a task?
4. Why is the date selector not showing the right date?
5. Why do things move and change on different devices?
6. Why is the 'How To' Manual module name different from what I see in the system?



Safety Champion is built on privileges. If you find that you cannot perform a task as outlined in this manual, it may be that you do not have access. Please contact your system administrator to discuss your access privileges further.



1. Why can't I download an attachment on my computer?

It's possible that your web browser is set to block pop-ups. To download files from Safety Champion, your browser must allow pop-ups. Try the following;

Chrome:

Option 1: In the address/URL bar, select 'Allow Pop-Ups'.

Option 2: Click the 'Settings' > 'Advanced' > under Privacy and security select 'Content Settings' > Scroll down to Pop-ups and under Allow, click 'ADD' > enter 'http://safetychampion.online', and click 'ADD'.

Safari:

Click the 'Safari' > 'Preferences' > 'Security' > Uncheck Block pop-up windows.

Mozilla Firefox:

Click the Menu button and choose 'Options' > Select 'Privacy & Security' Tab > under Permission, if the 'Block Pop-ups windows' is selected, click 'Exceptions...' > enter 'http://safetychampion.online' and click 'Allow' > 'Save Changes'.

Internet Explorer:

Click the 'Tools' Menu > click 'Internet Options' > select the 'Privacy' tab > if 'Turn on Pop-up Blocker' is selected, click 'Settings' > enter 'http://safetychampion.online' and click 'Add' > 'Close'.

Edge:

Click 'More Actions' menu and select 'Settings' > 'View advanced settings' > Turn off 'Block pop-ups'.

Where possible, manually adjust your Pop-up settings to only allow Pop-ups from trusted sites. The URL for Safety Champion: 'http://safetychampion.online'.



2. Why can't I download an attachment on my smartphone or tablet?

Your mobile web browser is likely set to block pop-ups. In order to successfully download files from Safety Champion, your browser mustn't block pop-ups. So, to allow pop-ups on your smartphone or tablet, try:

Chrome:

Select 'Settings' on menu > select 'Content Settings' > Turn-off 'Block Pop-ups'.

Safari:

Select 'Settings' app on your phone > 'Safari' > Turn-off 'Block Pop-ups'

DID YOU KNOW?

- Chrome and Safari web browsers on Apple iPhone and some other smartphones may not support Microsoft Office documents. Please configure your phone to support Microsoft Office documents or alternatively use Safety Champion on desktop computers to be able to use the system fully.



3. Why can't I edit or sign-off a task?

It's possible that you cannot edit or sign off a task because of the following reasons:

1) The task was created by a Workplace User:

If the 'Workplace' column for the task in question shows a Workplace name, then as an Organisation User, you can only view this task. You cannot edit or sign-off the task.

If you have 'morphing' permissions, you will need to select the workplace from the 'Login As' drop-down to edit or sign-off the task. Please refer to the Dashboard How To Manual if you are unsure about how to 'morph' between permissions levels.

2) You don't have the permission to perform the task:

If you cannot edit or sign-off tasks within a module, you may not have the permission to perform this activity. In this instance, contact your system administrator to discuss your access privileges.



4. Why is the date selector not showing the right date?

It's possible that the date on the computer or device you are using is not set correctly. Please check the date and time zone on your device and, if need be, set the correct date and time zone by trying the following;

Windows OS:

From the Control Panel > click 'Clock, Language, and Region' > under Date and Time, click 'Set the time and date' > 'Change date and time' and/or 'Change time zone' > select the correct date and time, and/or time zone, and click 'OK'.

Mac OS:

From the Apple menu > click 'System Preferences' > 'Date & Time' > set the date and time automatically or manually:

Automatically: Select 'Set date and time automatically', then choose the network time server for your region.

Manually: Deselect 'Set date and time automatically', set a correct day and time, then click 'Save'

Additionally, > click 'Time Zone', then set the time zone automatically or manually:

Automatically: Select 'Set time zone automatically using current location'.

Manually: Deselect 'Set time zone automatically using current location' and choose the city closest to your location.

Android device:

Go to Settings > select 'Date & Time' > deselect 'Automatic' and set a correct date and time.

iOS device:

Go to Settings > select 'General' > 'Date & Time' > deselect 'Set Automatically' and set a correct date and time.

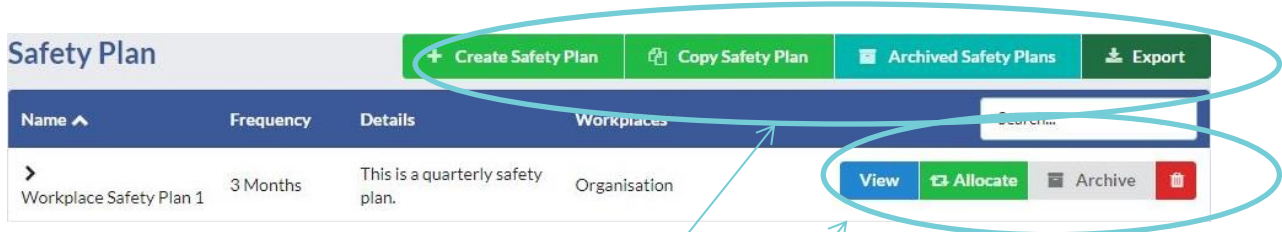
5. Why do things move and change on different devices?

The Safety Champion system is designed to optimise the user experience for many screen sizes and devices. Here are two key differences you may have noticed when using a mobile device or resized desktop browser window;

- 1) The 'View' button will disappear. However, the Task titles will become clickable to enable the function of the 'View' button to remain.
- 2) All buttons will appear as icons, except for the 'Sign-off' button, which will retain the text 'Sign-off' to allow for convenient and fast sign-off processes on the Dashboard. The colours of buttons and icons will remain the same regardless of screen size or device you are using.

We've pointed out the key differences on these screen shots:

Full-screen Desktop Browser



Mobile Device or Resized Desktop Browsers



It's the 'View' button

6. Why is the 'How To' Manual module name different from what I see in the system?

The 'How To' Manuals found within the Safety Champion system for each module have been developed using generic names. If you have noticed that there are different module names in the system, it's likely that your organisation administrator has changed the name of the module to suit the needs of your organisation.

DID YOU KNOW?

- Your organisation is also able to configure the drop-down menus within each module as needed. This means that the 'How To' Manuals may display slightly different information to what has been configured in Safety Champion for your organisation.
- Your organisation is also able to configure the colours and appearance within Safety Champion. This means that screen grabs in the 'How To' Manuals may display differently to what has been configured in Safety Champion for your organisation.