



Manual for IA: Users' guide



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Contents

1. Introduction	6
1.1 References.....	6
1.2 Terms and explanations	6
2. General information	8
2.1 Login	8
2.1.1 Login issues.....	8
2.1.1.1 Why can't I log in although I got a new password?	8
2.1.2 Create a desktop shortcut for easier login.....	8
2.2 Main page	9
2.3 Charts on the main page	10
2.3.1 Functionalities of the charts.....	10
2.3.1.1 Why does the number in the chart not correspond with the number of occurrences in the list?	10
2.3.2 Work environment occurrences chart.....	11
2.3.3 Occurrence status chart	11
2.3.4 Action chart.....	11
2.3.5 Risks identified through risk management chart	11
2.4 User settings	12
2.4.1 Hiding personal records.....	12
2.4.2 Using high contrast.....	12
2.4.3 Displaying your user information	12
2.4.4 Changing your password.....	12
2.4.4.1 Password requirements	13
2.4.5 Choosing in which language IA should be displayed	13
2.4.6 Setting subscriptions	13
2.4.7 Registering a substitute	14
2.4.8 Changing color and contrast.....	14
2.4.9 Displaying your responsibility and functions.....	15
2.4.10 Displaying your logs	15
2.4.11 Contacting your administrator.....	16
2.5 The "Help" button (Information portal)	16
2.6 Handle several companies within a group of companies	17
3. Occurrences	18
3.1 General information about occurrences	18
3.1.1 Occurrence unit and employment unit.....	18
3.1.2 Occurrence manager	18

3.1.3	Unit responsible	18
3.1.4	Occurrence types.....	19
3.1.5	Occurrence status.....	20
3.1.6	Searching for occurrences in the occurrence list	21
3.1.6.1	Selection criteria in the occurrence list	21
3.1.6.2	Information displayed in the occurrence list.....	25
3.1.6.3	Why can't I find my occurrence in the list?	25
3.1.7	Opening occurrences	26
3.1.8	Deleting occurrences	26
3.1.9	Flagging occurrences	26
3.1.10	Printing occurrences	27
3.1.11	Attachments.....	27
3.1.11.1	Adding an attachment to an occurrence	27
3.1.11.2	Removing an attachment from an occurrence.....	28
3.1.12	Log tab: Change log, access log and notes	28
3.1.13	E-mails about occurrences	30
3.1.13.1	E-mail log	30
3.1.13.2	Default settings for e-mails about occurrences	31
3.1.13.3	Send e-mails about occurrences manually.....	32
3.2	IA's process for occurrences	34
3.2.1	Reporting an occurrence	34
3.2.1.1	Creating a copy of an occurrence	36
3.2.2	Reporting an occurrence using the IA app	37
3.2.2.1	Installing the app and logging in	37
3.2.2.2	Reporting an occurrence with the app	37
3.2.2.3	Following an occurrence that has been reported via the app.....	38
3.2.2.4	Copying an occurrence that has been reported via the app.....	38
3.2.2.5	Deleting an occurrence from the app.....	38
3.2.3	Troubles when reporting occurrences	38
3.2.3.1	Why is no occurrence manager selected?.....	38
3.2.3.2	Can I select a different occurrence manager?.....	39
3.2.3.3	Reporting via app: Why is the error message "Alternatives missing" displayed when I tap on Type of divergence?	39
3.2.4	Confirming and completing occurrences	40
3.2.5	Reporting occurrences to external parts	40
3.2.5.1	Sending an electronic claim notification to external parts.....	41
3.2.5.2	Sending an electronic claim notification to the Swedish Social Insurance Agency (Försäkringskassan)	41

3.2.5.3	Sending an electronic claim notification to AFA Insurance's Work Injury Insurance (TFA or TFA-KL)	42
3.2.5.4	Sending an electronic claim notification to the Swedish Work Environment Authority (Arbetsmiljöverket)	43
3.2.5.5	Sending electronic claim notification to the National Electrical Safety Board (Elsäkerhetsverket)	43
3.2.6	Risk assessment and risk matrix	44
3.2.7	Relating occurrences to each other or to risk managements	45
3.2.8	Investigating occurrences	46
3.2.9	Adding actions	48
3.2.10	Following up occurrences	49
3.2.11	OHS representative follow-up	49
4.	Risk management	50
4.1	General information about risk management	50
4.1.1	Risk management types	50
4.1.2	Templates for risk management	50
4.1.3	Responsible for risk management	50
4.1.4	Occurrence unit, employment unit and unit responsible	50
4.1.5	Searching for risk managements in the risk management list	51
4.1.5.1	Selection criteria in the risk management list	52
4.1.5.2	Information displayed in the risk management list	55
4.1.5.3	Why can't I find my risk management in the list?	57
4.1.6	Opening a risk management	57
4.1.7	Deleting a risk management	57
4.1.8	Printing risk management templates	58
4.1.9	Attachments	58
4.1.9.1	Adding an attachment to a risk management	59
4.1.9.2	Removing an attachment from a risk management	59
4.1.10	Log tab: Change log and access log	60
4.1.11	E-mails about risk managements	60
4.1.11.1	E-mail log	60
4.1.11.2	Default settings for e-mails about risk managements	61
4.1.11.3	Send e-mails about risk managements manually	62
4.2	IA's process for risk managements	63
4.2.1	Planning a risk management	63
4.2.2	Creating a copy of a risk management	65
4.2.3	Performing a risk management	67
4.2.4	Performing a risk management without a template (on the web)	67
4.2.5	Performing a risk management with a template without checkpoints (on the web)	68

4.2.6	Performing a risk management with checkpoints (on the web).....	70
4.2.7	Performing a risk management using the IA app	73
4.2.7.1	Installing the app and logging in	73
4.2.7.2	Using a checklist	73
4.2.7.3	Displaying a sent checklist in the app	74
4.2.8	Following up a risk management.....	74
4.2.9	Links between risk managements and occurrences	74
5.	Action plan	76
5.1	Searching for information in the action plan	76
5.1.1	Selection criteria in the action plan	77
5.1.2	Information displayed in the action plan	87
5.1.3	Why can't I find the information I'm looking for in the list?	89
6.	Reports	90
6.1	Overview	90
6.1.1	Content in the Overview report.....	91
6.2	Per unit.....	92
6.3	Injured body parts	94
6.4	Occurrences per month	95
6.5	Template report	96
6.6	Risk rating	96
6.7	Sector statistics (PIA, MIA, GRIA AND ENIA)	99
6.7.1	Registering sector statistics	99
6.7.2	Creating a sector report.....	99
7.	Analysis	100
7.1	Searching for occurrences in the Analysis function.....	100
7.1.1	Selection criteria in the Analysis function	102
7.2	Exporting data.....	108
7.3	More information about the Analysis function.....	109
7.3.1	Contact other organizations.....	109
7.3.2	Sectors that share information.....	109
8.	Tips and tricks.....	110
8.1	See the occurrence managers or units that have overdue occurrences	110
8.2	Calculating the time for handling occurrences.....	110
8.3	Create your own charts.....	111

1. Introduction

This document describes how to use IA to handle occurrences and risk managements, create reports and do analyses. The target group for this document is all users of IA.

Which of the described functions that are available for you, is determined by your local IA administrator.

1.1 References

In the information portal (**Help** button) you can find manuals, films and other documents about IA. For information about how to search for documents in the information portal, see section [2.5 The "Help" button \(Information portal\)](#) in this document.

For users that are administrators of IA, there is also a manual that describes how to configure IA: *Manual for IA – Administrators' guide*.

1.2 Terms and explanations

In the table, terms that are essential to IA and will reoccur in this manual, are explained:

Term	Explanation
Occurrences	Occurrences are central to health and safety management in IA. Every occupational health and safety incident is reported as an occurrence and follows a specific process. In that way, IA ensures that each incident is systematically managed.
Occurrence types	The incidents reported in IA are classified by the means of different occurrence types, depending on what has happened.
Organization chart	Is used to indicate where occurrences happened and where persons are employed. In the organization chart, departments and locations are called <i>units</i> . By means of these units, you will get detailed statistics, and the correct manager will automatically become responsible for occurrences that happened in his/her department.
Occurrence unit	When you report an occurrence, you have to specify the unit or location where the occurrence took place. This is called the <i>Occurrence unit</i> .
Employment unit	When you report an occurrence, you also have to specify the unit at which you, or the injured person, are employed. This is called the <i>Employment unit</i> .
Lists	In order to be able to compare occurrences reported in IA within your group of companies the occurrences are classified by means of selection lists. Swedish companies can also compare their occurrences with the whole sector.
Roles	Roles in IA mean pre-defined permissions for users. A role is limited to certain units and certain types of occurrences.
Occurrence manager	To ensure that every occupational health and safety incident is systematically managed, every occurrence is assigned to a person. This

Term	Explanation
	<p>person is called <i>Occurrence manager</i>.</p> <p>Who is selected as occurrence manager is determined by the settings that your local IA administrator has made.</p>
Risk management	IA also supports the proactive health and safety management by means of the <i>Risk management</i> function. This function offers checklists for health and safety inspections, risk analyses, and audits, among others.
Risk management types	There are several types of risk management that can be performed in IA.
Risk management templates	When you perform risk management, you often follow a step-by-step checklist. However, you do not use a checklist for some types of risk management (e.g. risk analyses). Therefore your local IA administrator can create different types of risk management templates in IA.
Responsible for risk management	For each risk management a person is selected as responsible for it. Who is selected as responsible is determined by the settings that your local IA administrator has made.

2. General information

2.1 Login

There are different ways to log in to IA. Your local IA administrator decides which of them are available for you.

- If you want to report an occurrence and do not have a personal account, you click on a link on your intranet and will be logged in without having to specify username or password.
- If you have a personal account, you go instead to <https://ia.afaforssakring.se>. Enter your username and your password and click on **Log in**. When you log in for the first time, you are requested to change your password.
- If your organization uses Single Sign-On for login to IA, you always log in via a link, regardless of which type of user account you have. You will be logged in with your appropriate permissions without having to specify username or password.

2.1.1 Login issues

If you enter the wrong password five times, your account will be locked. If this has happened, or if you have forgotten your password or username, click on the link at the bottom of the login panel. This will open a new page where you can request your username or a new password. There you will also find a form to contact your local IA administrator.

If you have forgotten your password, click on **Forgotten password?** Enter your username and click on **Send**. You will receive an e-mail with a temporary password. Use this password together with your username to log in to IA. As soon as you have logged in you have to change this password.

If you have forgotten your username, click on **Forgotten username?** Enter your e-mail address and click on **Send**. You will receive an e-mail with your username.

However, the function to request your username or a new password implies that your local IA administrator has added your e-mail address to your user account in IA. If you do not get any e-mail, please contact your local IA administrator.

2.1.1.1 Why can't I log in although I got a new password?

If you received a new password and still get an error message when you try to log in, you may have stored your previous password in your browser. In this case, you must remove all passwords stored in your browser before you can log in to IA with the new password.

If you use the desktop shortcut (as described in the next section), you have to delete the shortcut and create a new one after you changed your password.

2.1.2 Create a desktop shortcut for easier login

If you install a desktop shortcut, you no longer need to go to IA's login page to log in. Simply click on the shortcut instead.

1. Go to your computers desktop and right-click on it.
2. In the menu that opens, select **New** and **Shortcut**.
3. A dialog window opens where you enter the shortcut to IA in the **Type the location of the item** field.

4. Paste the link
[https://ia.afaforakring.se/Authentication?userid=\[Enter_username\]&userpwd=\[Enter_password\]](https://ia.afaforakring.se/Authentication?userid=[Enter_username]&userpwd=[Enter_password]) and replace *[Enter username]* with your username and *[Enter password]* with your password. Make sure to remove the square brackets.
5. Click on **Next**.
6. Enter a label for the link, for example *IA*.
7. Click on **Finish**.
8. The shortcut is placed on your desktop.

Note:

The desktop shortcut will not update automatically when you change your username or password. Instead, you have to delete the shortcut and create a new one each time you change one of these.

2.2 Main page

As soon as you log in, you see IA's main page.¹ If you want to get to the main page from a different page in IA, just click on the logotype on the left hand side in the menu bar.

The main page shows a dashboard with different charts that give an overview of occupational health and safety work in your company. The charts vary according to your role in IA. Section [2.3.1](#) describes the functionalities of the charts, and sections [2.3.2](#) to [2.3.5](#) describe the data that is shown in the charts.

If you do not want to display the charts, you can click on the grey arrow to the left of them. This will close the charts, and move the **My IA** table and the **News** panel upwards. This setting is saved in cookies; therefore the main page will be displayed in the same way the next time you log in to IA.

At the bottom of the page the **My IA** table is shown for all users that have a responsibility for occurrences, actions, investigations, follow-ups or risk managements. Other users will see an image instead of the My IA table.

The dates shown in the table depend on your function. If you are the occurrence manager, you can see when the occurrence took place, and if you are responsible for a risk management, you can see when the risk management should be carried out. If you are the investigator, action owner or responsible for the follow-up, you can see when the investigation, the actions or the follow-up are due to be completed. If the due date has passed, you see an exclamation mark next to the status icon.

You can sort the list by clicking on a column headline and you can open an occurrence or risk management by clicking on it in the list.

News panel

In the lower right corner of the main page you see the **News** panel. Here you can find news that AFA Insurance, your company or other companies have published. Also flagged occurrences are shown in the news panel.² To read the news click on the heading **News** or click on a news item that interests you.

¹ If you are using the **Reporting account**, you will not see the main page. Instead, you will directly see the page where you report a new occurrence.

² For more information about how to flag occurrences, see section [3.1.9 Flagging occurrences](#).

Menu bar and settings bar



On top of the main page and all other pages, the menu bar – which gives you access to all functions in IA – and a bar with checkboxes and icons is located. Find out more about these checkboxes and icons in section [2.4 User settings](#).

2.3 Charts on the main page

2.3.1 Functionalities of the charts

The explanations in the charts are clickable. If you click on a year or a status, the columns for this year or status will disappear and only the other columns will be visible.

The columns include occurrences and risk managements with restricted access. The chart about **Work environment occurrences** includes own staff only, no contractors or customers.

If you are occurrence manager or OHS representative, you can in every chart click on the  icon to change to a chart that shows your responsibility. To get back to the chart that shows the whole company you can click on the  icon. This function is not available for users with other roles.

As some of the charts are interactive, you can click on a column and access the list of occurrences or risk managements on which the numbers in the column are based. Sometimes, the number of occurrences displayed in the list can be less than the number that is shown in the chart. Find out more about this in the section below.

If you have few occurrences in one category, the column for this category may not be shown. However, you will see the correct number in the explanation field and can click on the number to access the list of those occurrences and risk managements.


2.3.1.1 Why does the number in the chart not correspond with the number of occurrences in the list?


If the number in the chart and the number of occurrences in the list do not correspond, this can be due to the following reasons:

- **Permissions for units:** On the main page you see statistics for all units in your organization, but the list displays only occurrences and risk managements for those units you are authorized to see.
- **Permissions for multiple units on the same organizational level:** The responsibilities for occurrence managers and OHS representatives can apply to multiple units on the same organizational level. In the list only one of these units can be displayed at each time.
- **Permissions for occurrence and employment units:** The responsibilities for occurrence managers and OHS representatives can apply to both occurrence and employment units. In the list occurrence units are displayed by default. To see employment units you have to select this unit type beneath the heading **Selection**.
- **Permissions for occurrence types:** In the Work environment occurrences chart statistics for accidents, near misses and risk observations are displayed, and in the Occurrence status chart statistics for all occurrence types are displayed. In the list only those occurrence types are displayed, that you are authorized to see.
- **Restricted access:** Occurrences and risk managements that have restricted access are included in the numbers on the main page. In the list they are displayed only if you are authorized to see them.

2.3.2 Work environment occurrences chart


This chart shows all work environment occurrences, except for work-related illnesses and commuting accidents, which have happened in your company this year and the year before. It only shows occurrences in which own staff was injured.


Users with the **Occurrence manager**, **Manager** or **Manager 3** roles can click on the icon  to change to a chart that shows all occurrences for which they are responsible. This chart shows all occurrence types that they are authorized to, not just work environment occurrences. However, work-related illnesses and commuting accidents are not shown.

Users with the **OHS representative** role can click on the icon  to change to a chart that shows occurrences, near misses and risk observations for which they are contacted OHS representative.

2.3.3 Occurrence status chart


The chart shows the status of all occurrences in your organization. Even work-related illnesses and commuting accidents are included. Investigations, actions and follow-ups that are overdue are shown in orange color.


Users with the **Occurrence manager**, **Manager** or **Manager 3** roles can click on the icon  to change to a chart that shows the status of all occurrences for which they are responsible.

Users with the **OHS representative** role can click on the icon  to change to a chart that shows the status of all occurrences for which they are contacted OHS representative.

2.3.4 Action chart


This chart shows all actions from occurrences and risk managements in your organization. The chart shows both actions that are in progress and actions that have been completed this year. Actions that are overdue are shown in orange color.


Users with the **Occurrence manager**, **Manager** or **Manager 3** roles can click on the icon  to change to a chart that shows the actions of all occurrences and risk managements for which they are responsible.

Users with the **OHS representative** role can click on the icon  to change to a chart that shows the actions of all occurrences for which they are contacted OHS representative.

2.3.5 Risks identified through risk management chart

This chart shows all risks that have been identified through risk managements in your organization. Each risk management row with at least one action counts as one (1) risk and each action that is not connected to a risk management row, counts as one (1) risk, too. Risk rows that have at least one action that is overdue are shown in orange color.

Users with the **Occurrence manager**, **Manager** or **Manager 3** roles can click on the icon  to change to a chart that shows identified risks in all risk managements they are responsible for.

Users with the **OHS representative** role can click on the icon  to change to a chart that shows identified risks in all risk managements they are participating in.

2.4 User settings

On top of the page you will find a bar with checkboxes and icons to make personal settings. The different settings are described in the sections below.


2.4.1 Hiding personal records

When you do not want to display personal records in IA, for example if you are showing IA to other persons, you can select the checkbox for **Hide personal records**. This setting hides all personal data in the occurrence list and in the occurrences that you choose to open. In the occurrence list, all occurrences of the type **work-related illness** and all occurrences with **restricted access** are hidden, too. Furthermore, the **Log** tab is hidden in both occurrences and risk managements. If you have the Data protection administrator role, the **GDPR** tab in the menu bar is hidden, too.


Please remember that the checkbox will not become deselected when you log out. It will still be selected the next time you log in to IA.

2.4.2 Using high contrast

If you need sharper colors and contrasts, you can select the checkbox for **High contrast**. The setting is saved in cookies and IA is displayed the same way the next time you log in from the same computer.

You can edit the background colors and the contrast by clicking on the icon  in the upper right corner. Find out more about this in section [2.4.8 Changing color and contrast](#).

2.4.3 Displaying your user information

You can display your user information by clicking on the icon for user settings  in the upper right corner. This opens the tabs with your user information and your settings. There are four different tabs:

- (1) The **More settings** tab: On this tab you can see in which language IA is displayed, if you are external or internal contact, which subscriptions you have, if you have a substitute and which settings you have for colors and contrast. You can change these settings, except for the external or internal contact that only can be changed by your local IA administrator. Find out more about these settings in sections [2.4.5](#) to [2.4.8](#).
- (2) The **User credentials** tab: On this tab you can see your user information and your credentials, but your password is never displayed in clear text. You can change your password by following the steps described in the next section. You cannot change the rest of the information; this can only be done by your local IA administrator.
- (3) The **Role and responsibility areas** tab: Here you can see which roles you have in IA and for which units and occurrence types the roles apply. This information can only be edited by your local IA administrator.
- (4) The **Information about the user** tab: On this tab you can see your responsibilities for occurrences and risk managements in IA, as well as different logs. Find out more about these in sections [2.4.9](#) and [2.4.10](#).

2.4.4 Changing your password

You can change your password when you are logged in to IA by following these steps:

1. Click on the user settings icon in the upper right corner. The **More settings** tab is opened.
2. Click on the **User credentials** tab.
3. Remove the asterisks in the **Password** field and enter a new password.
4. Click on **Save**. The password will no longer be displayed in clear text.

As a safety precaution, you will get an e-mail when you change the password. If you receive this e-mail, although you did not change your password yourself, please contact your IA administrator immediately.

2.4.4.1 Password requirements

Your password must contain at least 8 characters, including at least one upper case letter, one lower case letter and one non-alphabetic character (numbers or special characters). It cannot be the same as your username or one of your 10 previous passwords.

If your company uses the advanced password rules, your password must contain at least 8 characters if you are a regular user and at least 15 characters if you are an administrator. As for the basic password rules, your password must include at least one upper case letter, one lower case letter and one non-alphabetic character (numbers or special characters). It cannot be the same as your username or one of your 10 previous passwords.

A password in IA is valid for six months, then you will be requested to change it.

2.4.5 Choosing in which language IA should be displayed

Follow these steps, if you want to change in which language IA is displayed:

1. Click on the user settings icon in the upper right corner. The **More settings** tab is opened.
2. Go to the **More user settings** panel. Click on the arrow next to the heading if the panel is minimized.
3. Select the language you want to use and click on **Save**.

2.4.6 Setting subscriptions

By means of subscriptions, you can choose which occurrences you wish to be informed about via e-mail. These settings apply for all units and occurrence types that you are authorized to see. The different fields are handled separately; that means it is not the combination of the different fields that determines if you get an e-mail. In fact, you get an e-mail as soon as one of the criteria is fulfilled.

1. Click on the user settings icon in the upper right corner. The **More settings** tab is opened.
2. Go to the **Subscriptions** panel. Click on the arrow next to the heading if the panel is minimized.
3. Set the criteria for when you want to get e-mail:
 - If you want to get e-mail about **Fire**³ or **Flagged occurrences**, select the appropriate checkbox.
 - If your company uses risk assessment you can select to get e-mail if the **Risk level** specified in the occurrence is low, moderate or high.

³ The criterion **Fire** is only displayed if your sector uses the Fire module.

- The other criteria are displayed as selection list, where you can choose one or more alternatives. If you want to remove an alternative, you can click on the cross next to it.

4. Click on **Save**.

Note:

This service does not stop subscriptions that you receive due to your functions in IA. This means that if you are the occurrence manager for a unit, you will still receive e-mails for all occurrences that you are responsible for.

If you are an administrator, you can set subscriptions both for yourself and for other users.

2.4.7 Registering a substitute

If you are unable to use IA for a while, for example when you are on vacation or on parental leave, you can select a person who undertakes your permissions during that period. This person is called a **Substitute**. During the specified period, the substitute has the same rights as you. You can still log in to IA, but will not automatically be chosen as responsible for occurrences, investigations, actions, follow-ups or risk managements. However, you can still be chosen manually in the drop-down lists.

When the period has passed, the rights are removed from the substitute, but his/her name is still displayed in the log of the occurrences that he/she has managed.

Follow these steps to register a substitute:

1. Click on the user settings icon in the upper right corner. The **More settings** tab is opened.
2. Go to the **Substitute** panel. The **Substitutes** panel will only be displayed if you have permission to register your own substitutes, which is determined by your local IA administrator. Click on the arrow next to the heading if the panel is minimized.
3. Enter the period.
4. Select the person that should substitute you in the **By** column.
5. Click on the **Save** button next to the substitute's name.
6. Now click on the **Save** button to the right of the page.

Saved periods are shown in a list in the **Substitutes** panel. Update a period by clicking on the **Edit** button and remove it by clicking on **Delete**.

Substitution periods that have passed are removed from the list.

If you are an administrator, you can register substitutes for other users.

2.4.8 Changing color and contrast

You can change the background color and the contrast, both for how the system is displayed when you have and have not selected **High contrast**.

1. Click on the user settings icon in the upper right corner. The **More settings** tab is opened.
2. Go to the **Color and contrast** panel. Click on the arrow next to the heading if the panel is minimized.
3. Click in the **System background** and **Page background** fields and drag the controls to your desired settings. The page will adjust directly to your settings to give you a preview, but they will not take effect unless you save. The normal mode is displayed when you have not

selected the checkbox for **High contrast**, and the contrast mode is displayed when you have selected it.

If you want to retrieve the default settings, click on **Default settings normal mode** or **Default settings contrast mode**.

4. Click on **Save**.

If you are an administrator, you can change the color settings for other users.

2.4.9 Displaying your responsibility and functions

If you are responsible for occurrences and risk managements, you can see this in the **My IA** table on the main page. But you can also see a summary of your responsibility and your functions on the user settings pages.

Follow these steps:

1. Click on the user settings icon in the upper right corner. The **More settings** tab is opened.
2. Click on the **Information about the user** tab and go to the **Responsibility/Function** panel. Click on the arrow next to the heading if the panel is minimized.
3. Now you can see in how many occurrences and risk managements you have a responsibility or function. Click on a number to access the list of occurrences or risk managements on which the numbers are based.

If you are an administrator, you can see the summary of responsibility and functions both for yourself and for other users.

2.4.10 Displaying your logs

You can display a log of your system access, a log of changes to your authorizations and a log of the occurrences and risk managements that you have read.

Follow these steps:

1. Click on the user settings icon in the upper right corner. The **More settings** tab is opened.
2. Click on the **Information about the user** tab.
3. Go to the panel for the log that you want to display. Click on the arrow next to the heading if the panel is minimized.
4. Enter perhaps a period and click on **View**. The list displays by default 50 results. To see more results, increase the number in the **Show** field.
5. You can display the following logs:
 - **System access log**: This log displays when you logged in to IA and if the login was successful. If your organization uses Single Sign-On (SSO) to log in to IA, the log displays if the login was done via SSO.
 - **Authorization changelog**: This log displays if your authorizations have been changed, in which way and by whom.
 - **Occurrence and risk management access log**: This log displays which occurrences and risk managements you have opened. Only those occurrences where you have seen personal data are listed. It is specified in the list if you have seen the injured person's or the reporting person's name and on which page in IA you have seen this information.

If you are an administrator, you can see the logs both for yourself and for other users.


2.4.11 Contacting your administrator

You can directly from IA send a question to the person who administrates IA in your company. To do so, follow the steps below:

1. Click on the **envelope icon** that is shown in the upper right corner between the icons for your settings and log out.
2. The contact form opens, showing (on the left hand side) a list of people who are the internal contacts for IA in your company.
3. Select the checkbox for each person to whom you want to send an e-mail. If you cannot see a checkbox next to someone's name, this means that no e-mail address has been registered in IA for this person and it is therefore not possible to send an e-mail to this person.
4. If you are sending the message from a reporting account, you have to specify your name and contact details.
5. Write your question in the **E-mail message** field on the right hand side.
6. Click on **Send**.

2.5 The "Help" button (Information portal)

The information portal contains material about IA and about the systematic improvement of occupational health and safety in general. The material includes e-learning, documents, videos, websites and images and is provided by AFA Insurance, the local IA administrator in your company and other companies that use IA. The documents that are available for you to view will depend on your level of authorization.

1. Click on the **Help** button on the menu bar to access the information portal. You can also access it directly from different functions in IA (e.g. Investigation) by clicking on the  icon.
2. The information portal opens in a separate window and the document you view is displayed inside this window. Click on the title of a document to view it in a separate window. If you accessed the information portal from a specific function in IA, only the documents about this function are displayed beneath the heading Library and the search tag is shown in the search field.

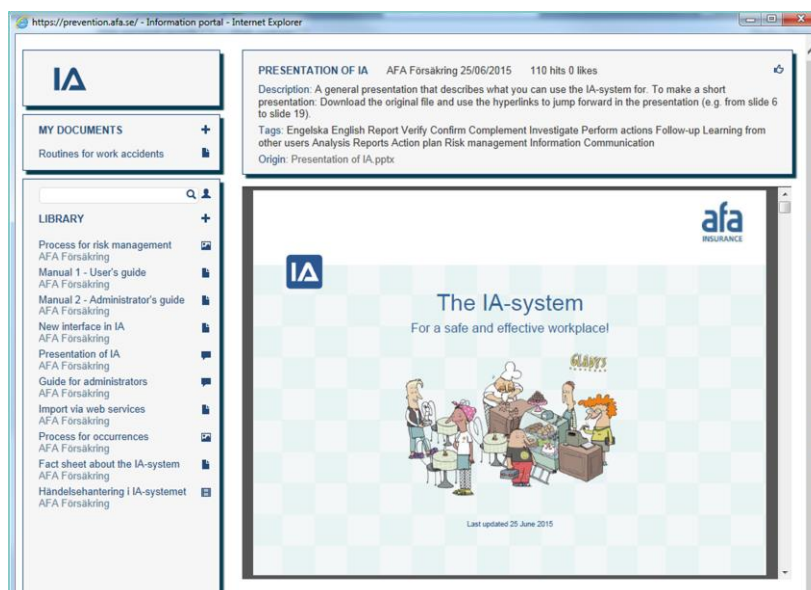



Figure 1: Information portal

3. Beneath the heading **My documents** you can find documents that you need often. These documents are always shown. You do not have to search for them.
4. To search for a document, enter a search tag in the search field and click on the magnifying glass. IA searches through document titles, descriptions and search tags. IA searches for the exact term you enter. If you enter several words, you will only get hits if exactly this term is found in a document title, description or search tag.
5. To see all documents, delete the search term and click on the **magnifying glass**.
6. If you want to search in the document that is displayed inside the window, hold down the **Ctrl** key and press **F** to open a search field in the document.
7. Click on the icon  to adjust the settings for which documents are displayed in the Library and how they are sorted. The checkbox for **AFA Insurance** has to be selected if you want to see documents that AFA Insurance has created.

Select the checkbox for **Other organizations** if you want to see documents that other IA users have created and shared.

If you are an administrator, you can select the checkbox for **Documents for all functions** to see and edit documents that only are displayed for other types of users.

Your settings are saved so that the library will be displayed in the same way the next time you open the information portal.

8. If you think a document is very good, you can like it by clicking on the **thumbs up icon** in the upper right corner.
9. Close the window to leave the information portal or minimize it to keep it in the background while you use IA.

2.6 Handle several companies within a group of companies

If you are authorized to handle units in several companies within your group, you need to select which company you want to look at presently. This is done in the drop-down list **Company** that you will find in the upper right corner on most of the pages in IA. IA displays information for the selected company. Your selection is saved and applies also if you go to another page or tab in the system. You can, of course, change the company you selected at any time.

Your latest selection is saved in cookies so that the same company is preselected the next time you log in to IA.

3. Occurrences

3.1 General information about occurrences

Occurrences are central to health and safety management in IA. Every occupational health and safety incident is reported as an occurrence and follows a specific process. In that way, IA ensures that each occurrence is systematically managed.

This chapter first gives general information about occurrences and then explains the various improvement process stages in IA. These include registration of an occurrence, investigation, undertaking of risk-eliminating actions and follow-up.

3.1.1 Occurrence unit and employment unit

When you report an occurrence in IA, you have to specify the place or the department where the occurrence took place. This place or department is called the **Occurrence unit**. You also have to specify the unit at which the injured person, or the person reporting it, is employed. This is called the **Employment unit**.

3.1.2 Occurrence manager

Every occurrence is assigned to a person. That person is the **Occurrence manager** and is responsible for the occurrence. This ensures that every occupational health and safety incident is systematically managed. By default, IA selects the responsible for the employment unit as occurrence manager. However, your local IA administrator can have set that some types of occurrences are directed to the responsible for the occurrence unit.

It is possible to change the occurrence manager during the improvement process, for example if somebody else should take care of the occurrence or if the occurrence manager has left your company.

The occurrence manager receives an e-mail as soon as an occurrence has been reported, provided your local IA administrator has not changed the settings for e-mail notifications.

3.1.3 Unit responsible

When you search for occurrences in the occurrence list, you can select occurrence or employment unit as search criteria. However, you can also select **Unit responsible** in the **Selection** panel. When you select a unit responsible IA displays all occurrences by occurrence managers that are employed in that unit.

However, to search for **Unit responsible** works only if your local IA administrator has entered employment units for the users.










3.1.4 Occurrence types

Several types of health and safety incidents can be reported in IA. Your company determines which of the following occurrence types you can use.

Occurrence type	Description
Risk observation	You observe the risk for something to happen. It is desired to report risks and thus prevent accidents.
Near miss	Something has happened, but nobody has been injured.
Accident	Something has happened, and at least one person was injured. It does not matter how small the injury is. Threats, violence and robbery also count as accidents.
Commuting accident	An accident that happens on your way to or from work.
Work-related illness	An injury or illness that is caused by long-time exposure to risk factors at work such as repetitive or forceful movements, vibrating tools, harmful substances or a mentally stressful work environment. You can also report psychosocial occurrences as work-related illness.
Environment	Your company determines what is included in this occurrence type. This can for example be different types of emissions.
Quality	Your company determines what is included in this occurrence type. This can for example be incorrect deliveries, contaminated products, deficiencies in services or products or process disturbances.
Property/Security	Your company determines what is included in this occurrence type. This can for example be damages to buildings, burglary, theft or hacker attacks.
Improvement proposal	Use this occurrence type to submit improvement proposals.
Other divergence	Your company determines what is included in this occurrence type. This can for example be audit deficiencies or occurrences that do not fit into one of the other categories.
Safety observation	A method based on behavior based safety. You observe each other's behavior and classify it either as "safe" or as "unsafe".

3.1.5 Occurrence status

The status and status icons are intended to quickly indicate to you what stage of the improvement process an occurrence is at. An occurrence can have one of the following statuses:

	REPORTED	The occurrence was reported through a reporting account or an app-user account and has to be confirmed by the occurrence manager. Other companies in your sector are not able to view occurrences with this status.
	REGISTRATION IN PROGRESS	The occurrence has been confirmed by the occurrence manager or it has been reported by a user with a personal account.
	INVESTIGATION IN PROGRESS	The occurrence investigation is in progress and is not marked as completed. If the expected completion date has passed, an orange exclamation mark appears next to the status icon.
	INVESTIGATION COMPLETED	The investigation is completed, but the occurrence has no proposed actions. This status has the same icon as the status Action in progress .
	ACTION IN PROGRESS	The investigation is completed and the occurrence contains actions that are not marked as completed. If the expected completion date for an action has passed, an orange exclamation mark appears next to the status icon.
	FOLLOW-UP IN PROGRESS	The investigation and all actions are marked as completed, but the occurrence has not yet been followed up.
	COMPLETED (NOT APPROVED)	The person responsible for the follow-up has indicated that the actions were ineffective. If your company uses the OHS representative follow-up function, this status means that the OHS representative has not yet followed up the occurrence or he/she has selected the checkbox for No beneath the label Ok . This status has the same icon as the status Follow-up in progress .
	COMPLETED	The person responsible for the follow-up has carried out the follow-up and indicated that the actions were effective. If your company uses the OHS representative follow-up function, the OHS representative must have selected the checkbox for Yes beneath the label Ok before an occurrence can attain this status. An occurrence can attain this status even if the checkbox for No actions is selected.
	OVERDUE	The exclamation mark shows that the status is overdue, i.e. the investigation, the actions and/or the follow-up have not been performed on time. IA uses the estimated completion date that you have entered, to determine if a status is overdue.

3.1.6 Searching for occurrences in the occurrence list

In the occurrence list you can see a list of those occurrences that you have permission to read. Follow these steps to search for occurrences.

1. Point at **Occurrences** and click on the **List occurrences** submenu to open the occurrence list.
2. You can narrow your search by using different selection criteria. Section [3.1.6.1 Selection criteria in the occurrence list](#) displays all selection criteria that are available for the occurrence list.
 - a) You can click on one of the column headings to open the selection criteria that are related to that column. That way you can filter the results quickly.
 - b) To see all selection criteria, click on the **Selection criteria** button and select an alternative from the list. You can search in the list to quickly find the selection criterion you are looking for.
3. Depending on the criterion you choose, a text field, a selection list or a checkbox will be displayed. Fill in the text field or select a list value, respectively. If you chose a checkbox it will be selected right away.
4. Add perhaps more selection criteria by repeating steps 2 and 3.
5. Click on **View** or **Enter** to perform the search. The latest added criteria are displayed with orange color, until you have performed the search.

The results displayed in the list depend both on the selection criteria you have chosen and on the units and occurrence types you have permission to. If you did not choose any selection criteria, everything that you are authorized to see is displayed. If you combine several criteria, only results that meet all of them will be shown in the list of results. In section [3.1.6.2 Information displayed in the occurrence list](#) you can see which information is displayed in the list.

6. By default, the list displays 50 results. To see more results, increase the number in the **Show** field and press **Enter**.
7. In the list of results, you can click on the small arrows next to a column heading to sort the results in increasing or decreasing order. When sorting, IA goes through all search results, even those that are not displayed on the page. That is the case when your search resulted in more results than chosen in the **Show** field. Therefore, you may see different search results depending on if you sort the list in increasing or decreasing order.
8. To remove a selection criterion, reset it by clicking on the cross to the right of your selected value or by deselecting the checkbox. If you want to remove all selection criteria, click on the **Delete** button. Then click on **Visa** or press **Enter** to reload the search results.
9. If you want to export the displayed search results to Excel, click on the **Export** button. The Excel file contains more columns than those displayed on the screen, for example a column for occurrence manager and a column for employment unit.
10. Click on an occurrence in the list to open it.

3.1.6.1 Selection criteria in the occurrence list

The table displays all selection criteria that are available in the occurrence list, in alphabetical order.

Selection criterion	Description	How to use
Category of injured/person reporting	Is used to narrow the search to a certain category of injured persons or persons reporting: Own staff: Only occurrences that	Click in the field and select an alternative.

Selection criterion	Description	How to use
	<p>were reported by own staff or where own staff was injured are included.</p> <p>Contractors only: Only occurrences that were reported by contractors or where contractors were injured are included.</p> <p>Other persons: Those occurrences that were neither reported by own staff nor by contractors, and where neither own staff nor contractors were injured are included. For example, that can be occurrences where customers or visitors were injured.</p>	
Contacted OHS representative	<p>Is used to search for occurrences where the selected person is contacted OHS representative.</p> <p>You can also search for occurrences where no contacted OHS representative has been chosen.</p>	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person you are looking for. You can only select one person at a time.
Fire	Is used to search for occurrences with fires. The criterion Fire is only displayed if your sector uses the Fire module.	The checkbox is selected right away when you choose this criterion.
Hide completed	<p>Is used to filter out completed occurrences.</p> <p>Deselect this checkbox if you want to include them again in the list.</p>	The checkbox is selected right away when you choose this criterion.
ID	Is used to quickly find a specific occurrence.	Enter the ID in the format 2000-1 and press Enter.
Injured/Person reporting	<p>Is used to search for occurrences related to a certain person.</p> <p>You can search for Name, Search tag/Employee no.⁴ and E-mail address. Swedish companies can also search for Personal ID number.⁵</p>	<p>Enter the criterion you want to search for.</p> <p>If you combine several of these criteria, only the occurrences that meet <u>all of them</u> will be displayed.</p>
Occurrence manager	<p>Is used to search for occurrences where the selected person is occurrence manager.</p> <p>You can also search for occurrences</p>	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person you are looking for. You can

⁴ Since your local IA administrator can set the name of this field, it may have a different name in your system.






⁵ **Information applicable for Swedish companies only:** Since personal ID numbers only can be specified for accident, commuting accident and work-related illness type occurrences, no other occurrence types will be displayed in the occurrence list, if you enter a personal ID number.

Selection criterion	Description	How to use
	where no occurrence manager has been chosen.	only select one person at a time.
Occurrence type	Determines the types of occurrences that are included in the search. All that you are authorized to see, are preselected.	Click in the field and select one or more alternatives.
Period	Is used to search for all occurrences that happened or have been reported during the selected period. Use the Period type criterion to specify if you want to search for occurrence period or registration period.	Click in the fields and select a start and end date. Enter just an end date if you want to search for all occurrences until that date. Enter just a start date if you want to search for all occurrences from that date on.
Period type	Is used to specify if you want to search for occurrence period or registration period. Is combined with the Period criterion.	Click in the field and select an alternative.
Restricted access	Is used if you only want to view occurrences that have restricted access.	The checkbox is selected right away when you choose this criterion.
Risk assessment	If your company uses the risk assessment module you can search for occurrences with a risk value (i.e. the product of probability and consequence) that is less than, equal to or greater than the number you enter (from 0 to 25). If your company uses the simplified risk assessment module, you can search for the three risk values red, yellow and green. In both cases you can choose to search for risk values before or after actions have been carried out. Find out more about the risk assessment module in section 3.2.6 Risk assessment and risk matrix .	If you are using the advanced risk assessment module, click in the list, select an alternative and enter a number. If you are using the simplified risk assessment module, click in the list and select a risk value. If you want to search for the risk after actions, select the checkbox for after actions .
Search tag / Employee number	Since your local IA administrator can set the name of this field, it may have a different name in your system. Is used to search for a search tag or an employee number that you have specified in the occurrences.	Enter a search tag/employee number.
Sick leave	Is used to search for occurrences that have caused sick leave or that have	Click in the field and select an alternative.

Selection criterion	Description	How to use
	not caused sick leave. Is only applicable for accident, commuting accident and work-related illness type occurrences.	
Source of occurrence	<p>Is used to search for occurrences that have been registered in a particular way:</p> <p>App: Information applicable for Swedish companies only. Displays all occurrences that have been reported with the IA app.</p> <p>Reporting account: Displays all occurrences that have been reported through a reporting account.</p> <p>Other role: Displays all occurrences that have been reported by users that were logged in with their personal login.</p> <p>Risk management: Displays all occurrences that have been created from a risk management. It is possible to further narrow the search by selecting from which risk management type or risk management template the occurrences were created.</p>	Click in the field and select an alternative.
Status	<p>Is used to search for occurrences with a certain status.</p> <p>You cannot use this list if you have selected Hide completed.</p>	<p>Click in the field and select an alternative.</p> <p>If this field is inactive, you first have to deselect Hide completed.</p>
Title / Full-text search	<p>Is used to quickly find a certain occurrence.</p> <p>The search is performed in occurrence title, course of events and object ID in all occurrences that meet your other selection criteria.</p>	<p>Type a word or parts of it and press Enter.</p> <p>The search is not case-sensitive, and you can use wildcards (for example %).</p>
Unit	<p>Is used to search for occurrences related to a particular occurrence- or employment unit.</p> <p>If your local IA administrator has registered in which units your users are employed, you can also use the criterion unit responsible. This will list all occurrences of occurrence managers employed in that unit.</p>	Select occurrence unit, employment unit or unit responsible. Then click in the empty field to select a unit from your organization chart.

3.1.6.2 Information displayed in the occurrence list

The table shows all columns that are displayed in the occurrence list:

Column	Description
ID	Displays the ID of the occurrence. When you point at it, the title of the occurrence and the course of events are displayed as a tooltip.
Date	Displays the date when the occurrence happened.
Status	Displays which status an occurrence has. You can read more about the different statuses in section 3.1.5 Occurrence status .
Title	Displays the title of the occurrence. When you point at the title, the course of events is displayed as a tooltip.
Injured/Person reporting	In this column you will see the name of the injured if the occurrence is an accident, commuting accident or work-related illness. For all other types of occurrences, the name of the person reporting the occurrence is displayed. The symbol (*) next to a name indicates that the person is not an employee. If you have selected Hide personal records on top of the page, no names are displayed in the column Injured/Person reporting .
Unit	Shows the unit where the occurrence happened. Even if you have selected an employment unit for the Unit criterion, this column displays the occurrence units for the occurrences that match your selection criteria.
Type	Displays the type of each occurrence. An (S) next to the occurrence type indicates that it is an occurrence with sick leave.
	Displays the number of completed actions and the total number of actions.
	Displays how many attachments an occurrence has.
	Displays how many notes an occurrence has.
	Displays the number of occurrences and/or risk managements that the occurrence is related to.
	Click on that icon to open a PDF file of the occurrence.

3.1.6.3 Why can't I find my occurrence in the list?

If you cannot find a particular occurrence in the list, this can be due to the following reasons:

- Only 50 results are displayed by default. To see all results you have to change the number in the **Show** field.
- If the occurrence has the status **Completed**, you have to deselect the checkbox for **Hide completed** to be able to see it in the list.

- If you do not have permission for the occurrence type or the unit where the occurrence was registered, you cannot see the occurrence.
- If you have permission to the employment unit, but not the occurrence unit that is selected in the occurrence, you have to select **Employment unit** in the **Selection** panel to display the occurrence.
- If the occurrence has **Restricted access** you can see it only if you have a function in the occurrence or are a super user.
- If you have selected the checkbox for **Hide personal records**, you cannot see work-related illness type occurrences.
- If you have access to multiple companies within your group of companies you have to select the correct company in the **Company** list.
- If someone has deleted the occurrence, you cannot find it in the list and it is not possible to restore it.
- Which occurrences are visible for the **Reporting account**, is decided by your local IA administrator. He/she can decide that the reporting account only can be used to report but not to read occurrences.

3.1.7 Opening occurrences

Click on an occurrence in the occurrence list to open it. You can also open occurrences, for which you have a function, directly from **My IA** on the main page.

3.1.8 Deleting occurrences

If you are authorized to delete occurrences, the **Delete** button will be visible when you have opened an occurrence. If the occurrence has the status **Completed** or **Completed (not approved)**, you have to click on the **Investigation** or **Actions & Follow-up** tabs to see the **Delete** button.

Note:

It is not possible to restore a deleted occurrence!

When you click on **Delete**, all information about the occurrence will be irrevocably deleted, even the information registered in the **Investigation**, **Actions & Follow-up** and **Log** tabs.

3.1.9 Flagging occurrences

It is possible to flag occurrences that are of particular interest to your company, group of companies or whole sector. A flagged occurrence is marked with a red border in the news stream. If you are authorized to flag occurrences, you will see the **Flag** button when you open an occurrence that does not have the status **Reported**.

1. Click on **Flag** if you want to highlight an occurrence.
2. The news function opens.
3. IA suggests the occurrence title as news title. Change it if you are not satisfied with it.
4. Write a description.

5. Decide if the flagged occurrence should be visible within your company, your group of companies or to the whole sector.
6. Click on **Save**. The flagged occurrence is shown in the news panel.

When someone clicks on the flagged occurrence in the news stream, your description and the **View occurrence** button is shown. Clicking on **View occurrence** opens the occurrence in the **Analysis** function. To distinguish flagged occurrences in the Analysis function, they are marked with a red border.

If you want to unflag the occurrence, click on the **News** heading in the news stream. Then click on the edit icon to the right of the flagged occurrence. The news function opens and you can edit your description or remove the flag.

Note:

When you click on **Delete** in the news function, you will not delete the occurrence itself. You will only remove the flag that you have added to the occurrence.

3.1.10 Printing occurrences

You can print an occurrence directly from the list of occurrences by clicking on the PDF icon to the right of the occurrence. When you have opened an occurrence you can print it by clicking on the **Create PDF** button at the bottom of the page.

In both cases a PDF file opens, that contains a compilation of the occurrence and the images that were added to the occurrence.

You can save or print the PDF file.

3.1.11 Attachments

You can add pictures, sketches and other kinds of documentation to each occurrence to make the description more complete and accurate. Whether an occurrence has attachments, is displayed in the column with the paperclip icon in the occurrence list. Thumbnails of the attachments are displayed in the occurrence itself and in the Analysis function.

3.1.11.1 Adding an attachment to an occurrence

1. Open the occurrence and click on the **Attachments** button. The button is displayed on the **Occurrence**, **Investigation** and **Actions & Follow-up** tabs and moves as you scroll down the page.
2. The attachment module opens.
3. Click on the **Browse** button. If the occurrence has the status **Completed** or **Completed (not approved)**, the browse button will not be displayed since it is not possible to add attachments in that case.
4. The file explorer on your computer opens and lets you choose the file you want to add. Select the file and click on **Open** or double-click on the file.
5. You are now back in the attachment module and can add a **Description** of the file.
6. Specify the attachment's properties by selecting:

- if the attachment contains information/photo that can identify a person
- if the attachment should be displayed for your reporting account
- if the attachment should be displayed for other organizations (in the Analysis function)

If you selected **Contains information/photo that can identify a person**, you cannot select that this attachment should be displayed for your reporting account or other organizations.

7. Click on **Add**.
8. Repeat steps 3 to 7 if you want to add more attachments.
9. All the documents attached to an occurrence are shown in a table in the attachment module. The icons in the table indicate the properties of each attachment. You can click on an attachment in the table if you want to change its properties.
10. Click on the cross in the upper right corner to close the attachment module. The attachments are shown as miniatures above the occurrence.

Note:

An attachment cannot be larger than 20 MB.

IA supports the following file types: gif, jpg, bmp, doc, docx, xls, xlsx, ppt, pptx, pdf, htm, html, png, tif, 3g2, 3gp, asf, avi, mov, mp4, mpg, wmv och zip.

3.1.11.2 Removing an attachment from an occurrence

1. Open the occurrence and click on the **Attachments** button. The button is displayed on the **Occurrence**, **Investigation** and **Actions & Follow-up** tabs and moves as you scroll down the page.
2. Click on the trash can icon next to the attachment you want to remove.
3. Click on the cross in the upper right corner to close the attachment module.

3.1.12 Log tab: Change log, access log and notes



The **Log** tab is about the occurrence that you are currently viewing. It contains the e-mail log (as described in the next section), a change log for the occurrence, a log of who has accessed the occurrence and a function that allows you to add notes to the occurrence. The Log tab is displayed as soon as you save the occurrence, but only if you are authorized to view it. Even if you are authorized to read the log, it will be hidden if you have selected the checkbox for **Hide personal records**.

The **Change log** lists all changes relating to the occurrence, except for changes to personal data. The entries are in chronological order with the most recent at the top. Click on a column heading to sort the list. It is possible to search the change log by entering criteria and clicking on **View**.

In the **Access log** panel you can see a list of users who have opened the occurrence and seen personal data. The list shows if they have seen the injured person's or the reporting person's name. It also shows on which page in IA they have seen this information. Only pages containing personal data are documented in the access log.

The **Notes** function can be used to note information that is related to the occurrence, but which cannot or must not be registered in the Occurrence tab. The notes can only be read by users within your

company. However, it is possible to make private notes that only you can read. You can add an unlimited number of notes.

The  icon next to the occurrence status indicates that the occurrence has notes that are not private. You can also see this in the  column on the occurrence list.

Follow these steps to create a note:

1. Open the occurrence and click on the **Log** tab.
2. Scroll down to the **Notes** panel.
3. Click on the **New note** button.
4. Write your note in the text field.
5. If the note is for you alone, select the checkbox for **Private note**.
6. Click on the disk icon to save.

3.1.13 E-mails about occurrences

To ensure that no occurrences are overlooked, IA sends an e-mail to all persons who have some kind of responsibility for an occurrence, for example, the occurrence manager, the OHS representative and the investigator.

The e-mail contains a link that takes you directly to the occurrence, if you are logged in to IA. If you are the person reporting the occurrence, your e-mail will not contain a link due to technical reasons. This applies regardless if you used the reporting account or the app-account.

Note:

When you change from one responsible person to another one, for example, when you change the occurrence manager, an e-mail is sent to the new responsible as soon as you save the occurrence. However, no notification is sent to the previous responsible to inform that he/she no longer is responsible.

3.1.13.1 E-mail log

If you want to check who has received an e-mail about a particular occurrence, open the occurrence and click on the **Log** tab. The Log tab appears as soon as you have saved the occurrence. In the **E-mail log** panel everybody who has received an e-mail about the occurrence is listed.

The log contains the following columns:

- **Date:** Shows the date when the e-mail was sent. If there is no date, the e-mail was not sent, for example if there is no e-mail address registered for the user. However, IA will display a date even if the e-mail was sent to a misspelled e-mail address.
- **User:** The name of the user whom the e-mail was sent to. If you hover over the name you can see the e-mail address that the e-mail was sent to.
- **Reason for e-mail:** The action that triggered the e-mail, for example creating a new occurrence or selecting a step in the occurrence as completed:
 - **New/edited occurrence:** Indicates that e-mails were sent because somebody created a new occurrence or made a change to an existing occurrence (like choosing an investigator or adding an action to an occurrence).
 - **Reminder investigation:** Indicates that a reminder about an investigation has been sent. When the reminder is sent depends on the e-mail settings that your local IA administrator has made.
 - **Reminder action:** Indicates that a reminder about an action has been sent. When the reminder is sent depends on the e-mail settings that your local IA administrator has made.
 - **Reminder follow-up:** Indicates that a reminder about a follow-up has been sent. When the reminder is sent depends on the e-mail settings that your local IA administrator has made.
 - **Investigation completed:** Indicates that e-mails were sent because the investigation was marked as completed.
 - **Action completed:** Indicates that e-mails were sent because an action was marked as completed.

- **Approved by OHS representative:** Indicates that the OHS representative has done his/her follow-up and selected **Yes** beneath the heading **OK**.
- **Not approved by OHS representative:** Indicates that the OHS representative has done his/her follow-up and selected **No** beneath the heading **OK**.
- **Occurrence completed:** Indicates that e-mails were sent because the occurrence has reached the status **Completed**.
- **Manually sent:** Indicates that e-mails were sent manually.
- **Recipient is:** The reason why an e-mail is sent to the user, for example if he/she has a function in the occurrence or has chosen to subscribe to certain occurrences. Several reasons may be true for one user. In this case all reasons are listed in the column. If you hover over the column, you can see more information, for example which subscriptions the user has that apply to this occurrence.

3.1.13.2 Default settings for e-mails about occurrences

In the table below you can see the default settings for when e-mails about occurrences are sent and to whom. However, your local IA administrator may have changed these settings. The table applies for all types of occurrences.

E-mails marked with red text are sent by night. E-mails marked with black text are sent directly when the occurrence is saved.

Type of user	The person reporting an occurrence (via Reporting account, personal login or App-user account ¹⁾)	Occurrence manager ²⁾	Contacted OHS representative ³⁾	Investigator ⁴⁾	Action owner ⁵⁾	Manager and notifyee in the same occurrence or employment unit	Manager and notifyee higher up in the organization
Type of e-mail							
New occurrence	x	x	x			x	x
Information to the chosen investigator				x			
Information to the chosen action owner					x		
Reminder about investigation	x ⁶⁾	x ⁶⁾	x ⁶⁾	x ⁶⁾			
Investigation completed	x	x	x				
Reminder about action	x ⁶⁾	x ⁶⁾	x ⁶⁾		x ⁶⁾		
Action completed	x	x	x				
Reminder about follow-up (also applies to follow-up by OHS representative)	x ⁶⁾	x ⁶⁾	x ⁶⁾				

Type of user	The person reporting an occurrence (via Reporting account, personal login or App-user account ¹⁾	Occurrence manager ²⁾	Contacted OHS representative ³⁾	Investigator ⁴⁾	Action owner ⁵⁾	Manager and notifyee in the same occurrence or employment unit	Manager and notifyee higher up in the organization unit
Type of e-mail							
Approved/Not approved by OHS representative	x	x	x				
Occurrence completed	x	x	x				

- 1) E-mails to the injured or the person reporting are only sent if he/she enters an e-mail address when reporting the occurrence. The app-user receives only an e-mail when the occurrence is registered and when it is completed. He/she does not receive any e-mails about investigations, actions or follow-ups.
- 2) This applies only to the occurrence manager that the occurrence has been assigned to. For persons that are possible occurrence managers in the occurrence and employment unit where the occurrence happened, the settings in the column **Manager and notifyee in the same occurrence or employment unit** apply.
- 3) This applies only to the OHS representative that has been chosen as the **Contacted OHS representative** in the occurrence. For persons that are possible OHS representatives in the occurrence and employment unit where the occurrence happened, the settings in the column **Manager and notifyee in the same occurrence or employment unit** apply.
- 4) This applies only to the person that has been selected as investigator in the occurrence. For persons that are possible investigators in the occurrence and employment unit where the occurrence happened, the settings in the column **Manager and notifyee in the same occurrence or employment unit** apply.
- 5) This applies only to the persons that have been selected as action owners in the occurrence. For persons that are possible action owners in the occurrence and employment unit where the occurrence happened, the settings in the column **Manager and notifyee in the same occurrence or employment unit** apply.
- 6) When the reminder is sent, depends on the settings that your local IA administrator has made. The reminder is only sent once. If you move the estimated date of completion forward, no more reminder will be sent if it already has been sent.

3.1.13.3 Send e-mails about occurrences manually

It is possible to send e-mails about occurrences manually, for example to inform further persons in your organization about what has happened.

Follow these steps to send an e-mail manually:

1. Open the occurrence and click on the **Log** tab. The **Log** tab appears as soon as you have saved the occurrence.
2. Click on the **New e-mail** button in the **E-mail log** panel.
3. The e-mail module opens.

4. On top you can see a list of e-mail recipients. On the left hand side you see all users in your organization that have an e-mail address registered in IA. On the right hand side you see all users that have already got e-mail about the occurrence.

Add additional recipients by selecting their names on the left hand side and clicking on the green button with arrows. Remove recipients by selecting them on the right hand side and clicking on the orange button with arrows.

5. You can change the **E-mail subject** if necessary.
6. Beneath the heading **E-mail message** a preview of the message is displayed. When the e-mail is sent, it will be adjusted to include the recipient's function. The message will always contain your name so that the recipient knows who sent this message from IA.
7. You can add information in the **Intro** field.
8. Click on **Send**.

If you want to send an e-mail only to the person who was injured or reported the occurrence, you can click on the envelope icon next to the e-mail address in the **Reported by** or **Injured person** panel. The envelope icon appears as soon as you have entered an e-mail address in the **E-mail** field. When you click on the envelope icon an empty e-mail opens.

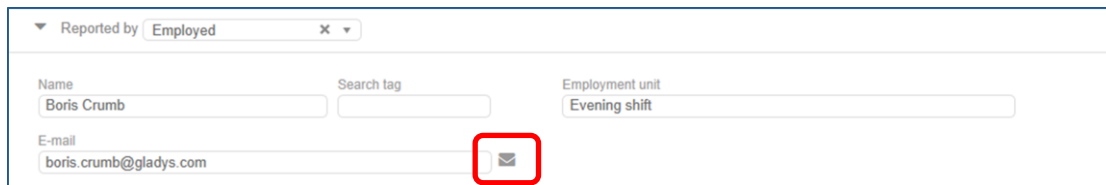


Figure 2: E-mail link

3.2 IA's process for occurrences

The figure illustrates the process that occurrences in IA follow. The process is described step-by-step in the following sections.

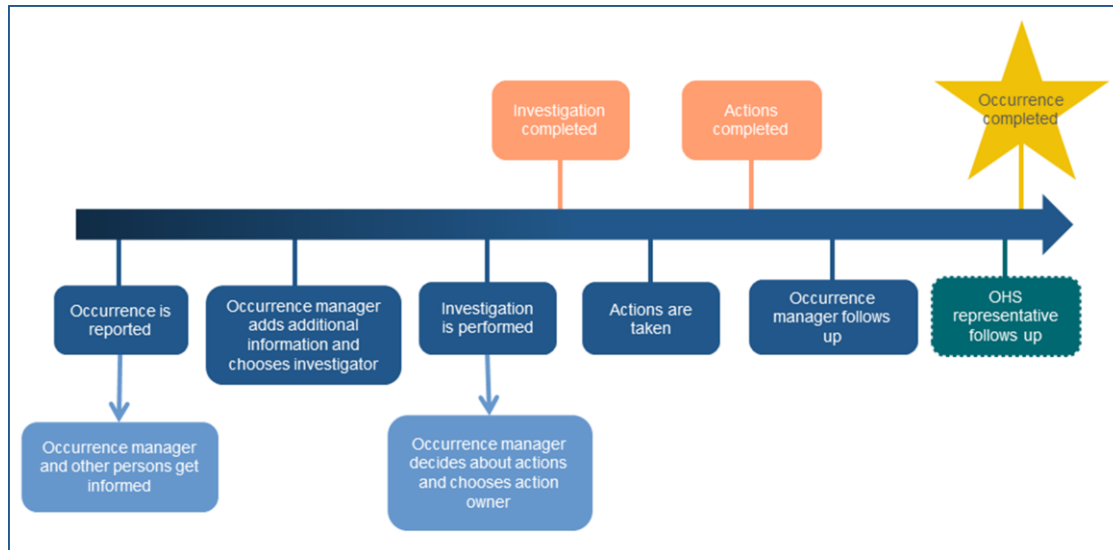


Figure 3: Illustration of IA's occurrence process

3.2.1 Reporting an occurrence

There are four ways to report an occurrence in IA:

1. If you have your own login and permission to register occurrences, point at **Occurrences** and click on the **New occurrence** submenu. This brings you to the registration page where you can fill in a complete report. If you do not have permission to register occurrences, you cannot see the **New occurrence** submenu.
2. The second way is to use the so called **Reporting account**. This means that all employees in your company can access the registration page via a link on your intranet and fill in a less comprehensive report which will be completed by the occurrence manager.
3. The third way is to create an occurrence from a risk management, for example a health and safety inspection. Find out more about this in sections [4.2.5 Performing a risk management with a template without checkpoints \(on the web\)](#) and [4.2.6 Performing a risk management with checkpoints \(on the web\)](#).
4. The fourth possibility is to use the IA app, and is described in section [3.2.2.2 Reporting an occurrence with the app](#).

This section describes the first two ways, but the information is largely true for the third one as well.

Whichever of the first two ways you choose, the following fields will appear:

The screenshot shows a registration form with a title bar 'Registration'. Below the title bar, there are four input fields: 'When?' (a date picker), 'Time' (a time picker), 'Where?' (a text field with a globe icon to its right), and 'What?' (a dropdown menu).

Figure 4: Registration

1. Fill in **when** the occurrence took place.
2. Click on the **Where?** field to open the organization chart. Choose the unit where the occurrence took place. If the coordinates are not added automatically, you can add the exact geographic position using Google Maps:
 - (1) Click on the globe icon to the right of **Where?**
 - (2) Click on the magnifying glass to the right of the coordinate fields **Lat(N)** and **Long(O)**.
 - (3) Google Maps opens in a new window. If you cannot see the map but a pop-up with the information *Only secure content is displayed* click on **Display all content**.
 - (4) If the map does not show the correct position, enter the city and address in the search field and click on **Search**.
 - (5) Drag the marker to the correct position.
 - (6) Click on **Use these coordinates**. Google Maps closes and the coordinates are inserted in **Lat(N)** and **Long(O)**.
3. Specify which type of occurrence you want to report in **What?** Your company determines which types of occurrences you can select.
4. As soon as you have completed these fields, more panels will open. The fields displayed depend on the selected occurrence type and on whether you are using the reporting account or a personal account.
5. When you report a work injury (accident, commuting accident or work-related illness), you have to provide more information about the injured person and the physical consequences of the injury. **Information applicable for Swedish companies only:** *This information is automatically inserted into the claim notification forms to the Swedish Social Insurance Agency (Försäkringskassan) and AFA Insurance's Work Injury Insurance (TFA or TFA-KL).*
6. Enter the personal data. **Information applicable for Swedish companies only:** *If you have protected identity, replace the last four digits in your personal ID number by -0000 or enter 19121212-1212 instead of your personal ID number.*
7. Provide your e-mail address, if you want to be informed about the processing of your occurrence via e-mail.
8. Select the **Employment unit** by clicking in the field. The units that are available for you to select will depend on your level of authorization. This means that the organization chart may look different to the one you saw when you selected the occurrence unit in the **Where?** field.
9. Write a title for your occurrence in **Occurrence title**.
10. Describe the occurrence in detail in **Course of events**.

Note:

The names of the persons involved must not be entered in **Occurrence title** and **Course of events**, as other companies have access to the information in these fields via Analysis.

11. Categorize the occurrence using the lists:

- **Operating situation** or **Type of operation**
- **Activity** or **Work step**
- **Location, Place** or **Stage/Phase**
- **Reason for injury** or **Injury risk**
- **Object involved, Object/person involved** or **Machine/Tool/Substance**⁶
- **Object ID**

Users in your company and other companies can search all details that you register in these lists using the Analysis function. In order to make the occurrences comparable, the same lists are used by all companies within your sector.

12. If you have contacted an OHS representative, select his/her name in the list **Contacted OHS representative**. Otherwise, leave this field blank.

13. If the occurrence was an accident, a commuting accident or a work-related illness you have to specify its consequence. The details that you register in the **Consequence** panel will be shown in the Analysis function as well as in the reports Overview, Occurrences per month and Injured body parts. For more information about this, see chapters [6 Reports](#) and [7 Analysis](#).

14. Click on the **Attachments** button if you want to add attachments, for example, pictures of the scene of the accident.

15. If the occurrence contains information that is so sensitive that only persons who have a function in the occurrence should have access to it, i.e. the occurrence manager, the contacted OHS representative, the chosen investigator and the chosen action owner(s), you should select the checkbox for **Restricted access**.

16. When you have completed all the fields, click on **Send** – if you are using the reporting account – or **Save**. If you try to send or save an occurrence without filling in all the mandatory fields, an error message will be displayed.

17. Information about the occurrence is sent by e-mail to those responsible in your company.

3.2.1.1 Creating a copy of an occurrence

The **Save a copy** button will appear at the bottom of the page as soon as you have saved an occurrence.⁷ You can click on this button to create several occurrences with similar information, for example, if several persons were injured in the same accident or if an occurrence resulted in injury to a person and a threat to the environment.

The new occurrence is saved as soon as you press the button. This is indicated by a green occurrence ID. However, you may change the information in the new occurrence if you wish and then save it again.

⁶ Since several objects can be involved in an occurrence, it is possible to select more than one option in this selection list. You can click in the list several times or hold down the **Ctrl** key to select multiple alternatives.

⁷ This does not apply if you are using the reporting account.

3.2.2 Reporting an occurrence using the IA app

Your company determines whether you can use the IA app or not. The app allows a simplified registration of occurrences and is available for IOS, Android and Windows Phone. It has an offline mode, which means that you can fill in an occurrence without being connected to the internet. As soon as you retrieve internet connection the occurrence is sent to IA automatically.

3.2.2.1 Installing the app and logging in

1. Download the app from Google Play, Appstore or Windows Store. In Google Play and Appstore you can search for *AFA Försäkring* to find the app. In Windows Store you can search for *IA*.
2. Click on the link, that you received from your administrator, to log in to the app. You can also log in with the app-user account's username and password. Note that these are not the same username and password that you use to sign in to the web version of IA.
3. Enter your name, e-mail address, employment unit and type of employment. This information is saved in the app so that you do not have to provide it each time you report an occurrence.
4. If you are going to report occurrences to several companies, click on **Add account** and enter the user information for the next app-user account.
5. Tap on **Done** to save your settings.

3.2.2.2 Reporting an occurrence with the app

1. Tap the edit icon in the upper right corner and select **New occurrence** from the list, except if you want to report a safety observation. In this case, select **New safety observation** from the list.
2. If you are using several app-user accounts, select beneath **Send to** to which organization you want to report the occurrence. The selected organization is indicated by a blue check mark.
3. Tap on **What?** and select the type of occurrence you want to report. Your company determines which types of occurrences you can select.
4. Tap on **Where (Unit)?** to select where the occurrence has happened. If you have used the app before, the latest chosen unit is preselected. Tap on its name, if you want to select a different unit.
5. Tap on the map at the top of the page, if you want to change the location. When you have opened the map, you can alter between map view and satellite view.
6. If you are reporting an accident where somebody else was injured, change the name in the **Injured person** field.
7. Tap the camera icon if you want to take pictures and add them to the occurrence.
8. Tap on **When?** to change time or place.
9. Describe what happened below the heading **Course of events**.
10. If you want to enter the reason for injury, your opinion on the cause and your proposal for actions, tap **Cause and action**. Tap on **Back** when you have filled in this information.
11. Tap on **Send** at the bottom of the page.

3.2.2.3 Following an occurrence that has been reported via the app

You can follow those occurrences, which you reported via the IA app, in the **History** list in the app. There you can see the IDs that your occurrences got in IA, as well as which status they currently have. You can click on an occurrence in the list to open it and look at the information that you have reported.

3.2.2.4 Copying an occurrence that has been reported via the app

If you are using several app-user accounts, you can send one occurrence to several organizations. This is useful if you work as a contractor for several organizations that use IA.

Follow these steps to send an occurrence to several organizations:

1. Go to the **History** list in the app.
2. Tap on the occurrence that you want to send to several organizations.
3. Scroll down and click on the **Copy** button.
4. Select beneath **Send to** to which organization you want to send the copy. You cannot send a copy to the organization that already got the occurrence.
5. Edit the information about the occurrence if necessary.
6. Tap on **Send** at the bottom of the page.

3.2.2.5 Deleting an occurrence from the app

You can remove an occurrence, which you reported via the app, from the History list in the app if necessary.

1. Go to the **History** list in the app.
2. Tap on the occurrence that you want to delete.
3. Scroll down and click on the **Delete** button.

Note:

Note that the occurrence will be deleted from the app only, not from IA!

3.2.3 Troubles when reporting occurrences

3.2.3.1 Why is no occurrence manager selected?

This means that there is no user that has an occurrence manager authorization for the occurrence or employment unit that are selected in the occurrence. Your local IA administrator has to create at least one user that can become occurrence manager in the particular occurrence or employment unit or one of the units above them.

3.2.3.2 Can I select a different occurrence manager?

If the occurrence has been assigned to the wrong occurrence manager, you can manually change the **Occurrence manager**, as well as the **Occurrence unit (Where?)** and/or the **Employment unit**. You can only change to units that you yourself are authorized to. If you are logged in to the reporting account, you cannot select or change the occurrence manager.

3.2.3.3 Reporting via app: Why is the error message "Alternatives missing" displayed when I tap on Type of divergence?

Most likely, you did not select an occurrence type under the heading **Where?**
However, this can also be due to the fact that your local IA administrator has not yet chosen any types of divergence for the particular occurrence type.

3.2.4 Confirming and completing occurrences

If an occurrence is reported through a reporting account, the occurrence manager has to confirm the information. Users with other roles, who have permission to edit occurrences in the particular occurrence or employment unit, can also complete the occurrence information. However, only the occurrence manager (and the super user) can view all personal data.

1. Open the occurrence. The **Occurrence** tab is active.
2. Add the missing information.
3. Change the text in **Occurrence title** and **Course of events** if it contains personal data.
4. Click on **Attachments** to add pictures, sketches and other documents about the occurrence.
5. Click on **Save**. The occurrence's status changes to **Registration in progress**.
6. If you are the occurrence manager, open the **Investigation** tab and register the person who should investigate the occurrence.
7. Select the person in the **Investigator** field. The persons listed have permission to investigate occurrences in either the occurrence unit or the employment unit.
8. In the **Other investigator** field, you can type the name of an investigator who is not an IA user, for example, the distributor of the machine that caused the injury. However, you have to inform this person manually about his/her responsibility. This is not done by IA.
9. IA automatically enters an **Estimated completion date** for the investigation. You can change the date manually, if necessary.
10. Click on **Save**. The status of the occurrence changes to **Investigation in progress**.

3.2.5 Reporting occurrences to external parts

As an occurrence manager you are responsible for reporting an occurrence to all authorities who have to be informed about it. At your service you have the **Claims** tab in each occurrence, where all links to online claim notifications are brought together. There you can find all links that your local IA administrator has created. The **Claims** tab appears as soon as you have saved the occurrence.

Swedish companies can also find the links to the claim notifications of the Swedish Social Insurance Agency (Försäkringskassan), AFA Insurance's Work Injury Insurance (TFA), the Swedish Work Environment Authority (Arbetsmiljöverket) and the National Electrical Safety Board (Elsäkerhetsverket) on this tab.

Information applicable for Swedish companies only!

Your local IA administrator can give all employees the possibility to submit a claim to AFA Insurance's Work Injury Insurance (TFA) electronically via the reporting account. The employees can also fill in the claim notification form of the Swedish Social Insurance Agency (Försäkringskassan). However, they cannot send it. This has to be done by a user that is authorized to send applications to the Swedish Social Insurance Agency.

The reporting account does not have the Claims tab. Instead, it has checkboxes (at the bottom of the page) that have to be selected before clicking on Send. This will open the forms and send the report to IA, simultaneously:

Open claim application: ☐ FK ☐ TFA

Figure 5: Link to claim notifications from the reporting account

3.2.5.1 Sending an electronic claim notification to external parts

Your local IA administrator can create links to different online claim notifications that are relevant for your work. For example, this can be claim notifications to the police, to municipal or to regional authorities.

1. To make a claim notification, click on the **Claims** tab when you have completed and saved the occurrence and scroll down to the **Claim on external parts** panel.
2. Select the application you want to make in the list beneath the heading **External part**.
3. Click on the **Open claim notification** button to open the form.
4. Fill in the form and send it.
5. Go back to IA and select the checkbox for **Claim sent**. You can also add a comment.
6. Click on **Save**.

3.2.5.2 Sending an electronic claim notification to the Swedish Social Insurance Agency (Försäkringskassan)

Information applicable for Swedish companies only!

If an employee suffers from a work injury (accident, commuting accident or work-related illness) you have to report this to the Swedish Social Insurance Agency (Försäkringskassan). Follow these steps to report the work injury electronically:

1. *Click on the Claims tab as soon as you have completed and saved the occurrence.*
2. *Then click on the e-claim FK button beneath the heading Claim on Försäkringskassan (FK). If you do not have permission to register claims on the Swedish Social Insurance Agency (Försäkringskassan), you cannot see the e-claim FK button. Neither will it be displayed if you have selected the checkbox Hide personal records.*
3. *A pop-up window with the form that is similar to the page anmalarbetsskada.se opens and the matching information is transferred there. To the left you see the claim notification fields and to the right you can always see the information from IA. The claim notification is in Swedish only.*
4. *Examine the information that has been filled in automatically and add the information that is missing.*
5. *You can use the buttons at the bottom of the page to clear the form and transfer the information from IA again. You can also save a copy of the application, if you or someone else will edit it later.*
6. *Select the checkboxes for the persons who have participated in the application. If and which checkboxes you can select depends on your permissions.*
7. *When the application is completed, click on the Granska och skicka till FK button. When you click on this button a copy of the application is saved.*
8. *A preview opens to give you the possibility to examine the information once more before you send it to Försäkringskassan.*
9. *Click on Skicka till FK when you are satisfied with the claim notification. You can only send it once.*
10. *When you have sent the application, a receipt from the Swedish Social Insurance Agency (Försäkringskassan) opens in a pop-up window. The receipt is a PDF file.*

Note:

This receipt is only displayed once. However, you can save it or print it.

11. In IA you can see checkboxes that display how the handling of the application proceeds. You cannot select or deselect the checkboxes manually.

Note:

The names of the persons who have to select the checkboxes for Employer participated, OHS representative participated or The injured participated are not given in IA. For that reason IA does not send any e-mail notifications about this responsibility. Neither is it displayed in the My IA table on the start page. Therefore, it is important that you check the submenu FK/TFA claims in the action plan regularly, to avoid that applications are left behind. For more information about the action plan, see chapter 5.

3.2.5.3 Sending an electronic claim notification to AFA Insurance's Work Injury Insurance (TFA or TFA-KL)

Information applicable for Swedish companies only!

For all work injuries (accident, commuting accident or work-related illness) reported in IA you can send an online claim notification to AFA Insurance's Work Injury Insurance (TFA or TFA-KL) directly from IA. Your company determines which users can send a report to TFA or TFA-KL.

1. *Click on the Claims tab as soon as you have completed and saved the occurrence.*
2. *Then click on the e-claim TFA button beneath the heading Claim on AFA Insurance (TFA). If you do not have permission to register claims on AFA Insurance, you cannot see the e-claim TFA button. Neither will it be displayed if you have selected the checkbox Hide personal records.*
3. *AFA Insurance's online claim notification opens and the matching information is transferred there. The claim notification is in Swedish only.*
4. *Control the information that is already filled in and add the information that is not available in IA, for example specifications about visits to the doctor or hospital.*
5. *Examine your claim notification and then click on Skicka anmälan.*
6. *The injured person will receive a confirmation letter containing all the information that was entered in the claim notification.*
7. *If the injured person has a Swedish electronic ID verification he/she can log in to AFA Insurance's customer website at www.afaforakring.se at any time and add information about the costs he/she has incurred as a result of the injury. It is also possible to send this information without an electronic ID verification at www.afaforakring.se/om-afa-forakring/kontakta-oss/skicka-in-dokument/kompletteringsformular.*
8. *AFA Insurance contacts your company to confirm the employment details of the injured person.*

9. In IA you can see a checkbox that displays if the online claim notification has been sent to AFA Insurance. Beneath the checkbox you can see when the claim notification was sent and by whom. It is possible to select the checkbox manually if the claim notification was not sent via IA.
10. Click on Save.

3.2.5.4 Sending an electronic claim notification to the Swedish Work Environment Authority (Arbetsmiljöverket)

Information applicable for Swedish companies only!

Serious accidents and serious near misses have to be reported to Arbetsmiljöverket. You can find the link to Arbetsmiljöverket's electronic claim notification in the module Claim on external parts. Which users that are able to see the link to the application is decided in your company.

1. Click on the Claims tab as soon as you have completed and saved the occurrence and scroll down to the Claim on external parts panel.
2. Select Arbetsmiljöverket in the list beneath the External part heading.
3. Click on the Open claim notification button to open the form.
4. Fill in the form and send it.

Note:

If you have made an electronic claim notification to Försäkringskassan according to the instructions in section 3.2.5.2 Sending an electronic claim notification to the Swedish Social Insurance Agency (Försäkringskassan), you do not have to perform step 2 on the page [anmalarbetsskada.se \(https://anmalarbetsskada.se/P2/AllvarligOlyckastegett/\)](https://anmalarbetsskada.se/P2/AllvarligOlyckastegett/).

5. Go back to IA and select the checkbox for Claim sent. You can also add a comment.
6. Click on Save.

3.2.5.5 Sending electronic claim notification to the National Electrical Safety Board (Elsäkerhetsverket)

Information applicable for Swedish companies only!

Electrical accidents and near misses have to be reported to Elsäkerhetsverket. You can find the link to Elsäkerhetsverket's electronic claim notification in the module Claim on external parts. Which users that are able to see the link to the application is decided in your company.

1. Click on the Claims tab as soon as you have completed and saved the occurrence and scroll down to the Claim on external parts panel.
2. Select Elsäkerhetsverket in the list beneath the heading External part.
3. Click on the Open claim notification button to open the form.
4. Fill in the form and send it.
5. Go back to IA and select the checkbox for Claim sent. You can also add a comment.
6. Click on Save.

3.2.6 Risk assessment and risk matrix

If your organization has chosen to use the risk assessment module, the risk assessment before action is shown in the **Investigation** tab and the risk assessment after action is shown in the **Actions & Follow-up** tab.

If you use the **advanced risk assessment model** you assess the risk by estimating the probability of an occurrence happening again and the consequences that would have. You can set values from 1 to 5 for probability and consequence. IA calculates the risk value as the product of these two.

The screenshot shows a web interface for 'Risk assessment'. It contains three dropdown menus on the left: 'Probability that it happens (again)', 'Consequence if happens (again)', and 'Cost estimation'. To the right of these is a 'Risk matrix' visualized as a 4x4 grid of colored squares. The colors range from green (low risk) to red (high risk), with yellow representing intermediate risk levels. The grid shows a diagonal pattern of increasing risk from bottom-left to top-right.

Figure 6: Advanced risk assesment model

If your company uses the **basic risk assessment model** you rate if the risk is low, moderate or high.

The screenshot shows a web interface for 'Risk assessment'. It features a dropdown menu with a green square icon and the text 'Låg (L)'. Below this, a list of options is displayed: 'Låg (L)' with a green square, 'Medel (M)' with a yellow square, and 'Hög (H)' with a red square. The 'Låg (L)' option is currently selected.

Figure 7: Basic risk assessment model

Regardless of which risk assessment model you use, the risk assessment is done together with the investigation and after the actions have been carried out. That makes it possible to estimate if the actions had effect and the possibility that the occurrence happens again actually has decreased.

3.2.7 Relating occurrences to each other or to risk managements

Sometimes it can be necessary to relate occurrences to each other, for example:


- when you have an accident with several injured persons
- when you have similar occurrences and want to make the investigation and actions in only one of them
- when you have an occurrence that is both an accident and an environmental incident
- when you want to relate an occurrence to a risk management

If you want to show that occurrences are related to each other, you can use the **Relate occurrence** panel on the **Investigation** tab.

1. Open the occurrence and click on the **Investigation** tab.
2. Click on the **Relate occurrence** button in the **Investigation** panel to open the panel where you can relate the occurrence to other occurrences and risk managements.
3. Select if you want to relate the occurrence to an occurrence or to a risk management.
4. Enter the ID of the occurrence or risk management in the **With ID** field and click on the magnifying glass. The selected occurrence's or risk management's title is displayed at the bottom of the panel.
5. When you relate the occurrence to another occurrence, you can select the checkbox for **Select if occurrence x is the origin to this occurrence**, if the occurrence that you chose is the principal occurrence. Original occurrence/principal occurrence means the occurrence where you will enter the investigation and actions. It is optional to specify an original occurrence.
6. When you relate the occurrence to a risk management that contains checkpoints, you can select to which **Checkpoint** you want to relate the occurrence. We recommend selecting a checkpoint, since the link to the occurrence will be displayed in the selected checkpoint in the risk management.
7. You can enter a comment.
8. Click on the floppy disk icon to save the relation.
9. Repeat steps 3 to 8 if you want to relate the occurrence to multiple occurrences or risk managements.

All relations are displayed in a list in the **Relate occurrence** panel. Even occurrences that are copies of other occurrences, and occurrences that have been created from risk managements are displayed in the list.

You can click on an occurrence or risk management in the list to open it.

The number of occurrences and risk managements an occurrence is related to is also displayed in the occurrence list, in the column with the  icon.

3.2.8 Investigating occurrences

The reason for the occurrence has to be investigated after it has been reported and confirmed. The investigation panel consists of three modules: **Investigation**, **Barriers** and **Causes**. Your company determines which modules that are displayed for you.

If you are responsible for the investigation you follow these steps:

1. Open the occurrence and click on the **Investigation** tab.
2. If the person who reported the occurrence has given his/her opinion on the cause, this will be displayed at the head of the Investigation panel. This information is meant to provide input to the investigation.
3. IA suggests the occurrence title as title for the investigation. Change the **Title** if you are not satisfied with it.
4. In the **Investigator** field your name is displayed. If you are not supposed to be the investigator, you can select someone else from the list. The list displays all persons that are authorized to be investigators in the occurrence or employment unit that are selected in the occurrence.

In the **Other investigator** field, you can type the name of an investigator who is not an IA user, for example, the distributor of the machine that caused the injury. However, you have to inform this person manually about his/her responsibility. This is not done by IA.

It is always the person chosen in the **Investigator** field who is responsible for carrying out the investigation.

5. Enter the persons that participated in the investigation In the **Participants** field.
6. The **Estimated completion date** field shows when the investigation is expected to be completed. IA uses this date to calculate when to send reminders about the investigation. If the investigation is not completed by this date the occurrence is given the status **Overdue**. This is displayed with orange color in the **Investigation in progress** chart on the main page and with an orange exclamation mark in **My IA**, the occurrence list, the action plan and next to the status icon in the occurrence.
7. Use the text box **Investigation** to write down why the occurrence happened. Depending on your company settings, you can use the **5?** button, the **barrier analysis** and/or the **cause analysis** as an aid to your investigation.
 - a. The **5?** button opens a pop-up window, where you will be asked a question and the answer to that question becomes the next question. This is repeated until you get to the root of the problem. When you click on **Finish**, your questions and answers appear in the textbox **Investigation**. It is only possible to answer a maximum of 5 questions, but you can use the **5?** button several times. If you want to, you can add free text in the textbox even though you have used **5?**.
 - b. In the **Barrier analysis** you examine the physical and organizational barriers that exist to prevent, stop or reduce the consequences of occurrences, for example protective covers, protective clothing or written instructions. You analyze which barriers that worked, failed or are missing. The barriers are classified with **O** for organizational and **T** for technological barriers.
 - (1) Select a **Barrier** by clicking in the selection list.
 - (2) Then select if it is a **Working**, **Failing** or **Missing barrier**. If a barrier exists, but has not been used, it is classified as failing barrier.
 - (3) Add a **Description** to specify what you mean.

- (4) Click on the **plus sign** next to Barrier to add multiple barriers.
- (5) Click on the **wrench icon** to add an action to a barrier. You will be relocated to the **Actions & Follow-up** tab, where the barrier and your description automatically are filled in in the **Action** field. Go back to the **Investigation** tab when you are finished creating the action.
- (6) Click on the **paperclip icon** to add an attachment to the barrier.
- c. In the **Cause analysis** you analyze the occurrence's main cause and the causes contributing to it. The causes are classified with **H** for human, **O** for organizational and **T** for technological causes.
 - (1) Select a **Cause** by clicking in the selection list.
 - (2) Then select if it is a **Main cause** or a **Contributing cause**.
 - (3) Add a **Description** to specify what you mean.
 - (4) Click on the **plus sign** next to Cause to add multiple causes.
 - (5) Click on the **wrench icon** to add an action to a cause. You will be relocated to the **Actions & Follow-up** tab, where the cause and your description automatically are filled in in the **Action** field. Go back to the **Investigation** tab when you are finished creating the action.
 - (6) Click on the **paperclip icon** to add an attachment to the cause.

Note:

The names of the persons involved must not be entered in **Title** and **Investigation** as well as in the **Descriptions** of barriers and causes, as other companies have access to this information via the Analysis function.

8. To get even more input for your investigation, you can study similar occurrences within your company or group of companies, by clicking on the **Show similar occurrences** button. This opens the **Analysis** function and all occurrences that have been categorized with the same alternatives in the lists **Operating situation** or **Type of operation**, **Activity** or **Work step**, **Location**, **Place** or **Stage/Phase**, etc. are displayed.

At least two alternatives must have been selected in the particular occurrence to use this function. If you have selected several list alternatives, only occurrences that contain all of them will be shown in the search results in the **Analysis** function. Click on the blue **Occurrence button** (next to **Contact information**) to get back to your occurrence.

9. If you want to relate the occurrence to one or more other occurrences or risk managements, click on the **Relate occurrence** button. Find out more about this function in the previous section.
10. Click on **Attachments** to add pictures, sketches and other documents about the occurrence.
11. Select the checkbox for **Completed** when the investigation is completed. IA automatically enters today's date as the **Date of completion** and changes the occurrence's status to **Action in progress**. You can change the **Date of completion** manually if necessary.
12. Click on **Save**.

If the occurrence does not have to be investigated, select the checkbox for **No investigation** and explain your decision in the textbox that opens.

3.2.9 Adding actions

Based on the investigation you can decide which actions should be taken. An occurrence can have any number of actions.

1. Open the occurrence and click on the **Actions & Follow-up** tab. One action is already open to make it easier for you to fill it in.
2. If the person who reported the occurrence has provided suggestions for actions or reported actions that have been taken, this will be displayed at the head of the **Actions** panel. This information is meant to provide input to the actions.
3. Enter a **Title** for the action.
4. Write what should be done in the textbox **Action**.

Note:

The names of the persons involved must not be entered in **Title** and **Action**, as other companies have access to this information via the Analysis function.

5. Select the person to implement the action from those listed in **Action owner**. The list displays all persons that are authorized to be action owners in the occurrence or employment unit that are selected in the occurrence.

In the **Other action owner** field, you can type the name of an action owner who is not an IA user, for example, the distributor of the machine that caused the injury.

It is always the person chosen in the **Action owner** field who is responsible for carrying out the actions.

6. IA automatically enters an **Estimated completion date** for the action. You can change the date manually, if necessary. IA uses this date to calculate when to send reminders about the action. If the action is not completed by this date the occurrence is given the status **Overdue**. This is displayed with orange color in the **Action in progress** chart on the main page and with an orange exclamation mark in **My IA**, the occurrence list, the action plan and next to the status icon in the occurrence.
7. Enter perhaps a **Work order number**.
8. Enter perhaps one of the five **Action steps**: Elimination, Substitution, Engineer controls, Signage/warnings and/or administrative controls and Personal protective equipment.
9. Click on **Attachments** to add pictures, sketches and other documents about the occurrence.
10. Click on **Save**.

To add more actions to the occurrence, click on the **New action** button and repeat steps 3 to 11.

When an action has been completed, you have to select the checkbox for **Completed**. IA automatically enters today's date as date of completion. You can change the date manually, if necessary. As soon as all actions have been marked as completed, the status of the occurrence changes to **Follow-up in progress**.

If no actions have to be taken, select the checkbox for **No actions** and explain your decision in the textbox that opens.

3.2.10 Following up occurrences

Once all actions have been implemented, they should be followed up to establish whether they achieved the desired results. The date for the follow-up is set automatically when the last action is marked as completed. It is set a month ahead, but you can enter a different date. If the follow-up is not completed by this date the occurrence is given the status **Overdue**. This is displayed with orange color in the **Follow-up in progress** chart on the main page and with an orange exclamation mark in **My IA**, the occurrence list, and next to the status icon in the occurrence.

IA suggests the occurrence manager as responsible for the follow-up. It is possible to choose a different user to be responsible for the follow-up, as long as this user has the role of **Occurrence manager**, **Manager** or **Manager 3** in the occurrence or employment unit or one of the units above them.

Follow these steps to follow-up an occurrence:

1. Open the occurrence and click on the **Actions & Follow-up** tab.
2. If your organization has chosen to use the risk matrix, you can make a **Risk assessment after actions**.
3. Indicate whether the actions achieved the desired results by marking the checkbox for **Yes** or **No** below the heading **Actions have had effect**.
4. You can add a comment to the follow-up.
5. Select the checkbox for **Completed** when you have finished and save. If your company uses the **OHS representative follow-up** function, the occurrence is given the status **Completed (not approved)**, otherwise it is given the status **Completed** and a star appears. If the actions have not achieved the desired results the occurrence is also given the status **Completed (not approved)**.

As soon as you have selected the checkbox for **Completed** the fields in the occurrence are locked and can no longer be edited. If you need to edit an occurrence that has the status **Completed**, you have to deselect the checkbox for **Completed** first.

You cannot follow-up the occurrence before the investigation and all actions are marked as completed. If they are not completed, information about this will be displayed at the head of the **Follow-up** panel and the checkbox for **Completed** will be disabled.

3.2.11 OHS representative follow-up

If your company has determined that the OHS representative should follow-up occurrences, **accidents, near misses, risk observations** and **work-related illnesses** will not become completed unless they have been followed up by both the occurrence manager and the OHS representative.

If you have been selected as the **Contacted OHS representative**, you will receive an e-mail notification when it is time to follow up the occurrence.

1. Check how the occurrence has been handled.
2. Click on the **Actions & Follow-up** tab.
3. If it has been handled well, select the checkbox for **Yes** below the heading **Ok**. If it has not been handled well, select the checkbox for **No**.
4. You can add a comment to the OHS representative follow-up.
5. Click on **Save**. If the occurrence has been handled well, the status changes to **Completed** and a star appears. If it has not been handled well the status changes to **Completed (not approved)**.

4. Risk management

4.1 General information about risk management

IA supports proactive occupational health and safety management by providing checklists for different types of risk management, such as risk analyses or safety rounds, in the **Risk management** function. Your company determines whether you are authorized to read and create risk managements.

4.1.1 Risk management types

Several types of risk managements can be processed in IA. Your company determines which types you can use.

- Audit
- Coordination
- Development
- Emergency drills
- Environmental inspection
- Environmental risk assessment
- Fire safety inspection
- Health and safety inspection
- Improvement audit
- Inspection
- Personal risk analysis for app
- Project/Action plan
- Review of safety rules and risk assessments
- Risk analysis
- RM inspection
- Safety group meeting
- Safety inspection
- Safety moment
- SBO
- Working environment audit
- Working environment inspection
- Working environment inventory
- Other

4.1.2 Templates for risk management

When you perform risk management, you often follow a step-by-step checklist. Your local IA administrator can create different types of risk management templates in IA. However, it is also possible to perform risk managements in IA without a checklist.

4.1.3 Responsible for risk management

A person is designated to be responsible for each risk management. Only users with an **Occurrence manager**, **Manager** and **Manager 3** role can be responsible for risk managements and only if their role is applicable to the particular unit or a unit above it.

4.1.4 Occurrence unit, employment unit and unit responsible

When you search for risk managements in the list, you can select occurrence unit, employment unit or unit responsible as search criteria. **Occurrence unit** and **Employment unit** refer to the unit where the risk management is performed. **Unit responsible** lists all risk managements by responsible persons that are employed in that unit. However, to search for Unit responsible works only if your local IA administrator has registered employment units for the users.

4.1.5 Searching for risk managements in the risk management list

In the risk management list you can see a list of those risk managements that are planned or completed and that you have permission to read. You can also search for risk management rows.

1. Point at **Risk management** and click on the **List risk management** or **List risk management rows** submenu.
2. You can narrow your search by using different selection criteria. Which submenu you chose, determines which selection criteria you can use. Section 4.1.5.1 Selection criteria in the risk management list displays all selection criteria that are available for the two submenus.
 - a) You can click on one of the column headings to open the selection criteria that are related to that column. That way you can filter the results quickly.
 - b) To see all selection criteria, click on the **Selection criteria** button and select an alternative from the list. You can search in the list to quickly find the selection criterion you are looking for.
3. Depending on the criterion you choose, a text field, a selection list or a checkbox will be displayed. Fill in the text field or select a list value, respectively. If you chose a checkbox it will be selected right away.
4. Add perhaps more selection criteria by repeating steps 2 and 3.
5. Click on **View** or **Enter** to perform the search. The latest added criteria are displayed with orange color, until you have performed the search.

The results displayed in the list depend both on the selection criteria you have chosen and on the units and occurrence types you have permission to. If you did not choose any selection criteria, everything that you are authorized to see is displayed. If you combine several criteria, only results that meet all of them will be shown in the list of results. In section 4.1.5.2 Information displayed in the risk management list you can see which information is displayed in the list.

6. By default, the list displays 50 results. To see more results, increase the number in the **Show** field and press **Enter**.
7. In the list of results, you can click on the small arrows next to a column heading to sort the results in increasing or decreasing order. When sorting, IA goes through all search results, even those that are not displayed on the page. That is the case when your search resulted in more results than chosen in the **Show** field. Therefore, you may see different search results depending on if you sort the list in increasing or decreasing order.
8. To remove a selection criterion, reset it by clicking on the cross to the right of your selected value or by deselecting the checkbox. If you want to remove all selection criteria, click on the **Delete** button. Then click on **Visa** or press **Enter** to reload the search results.
9. If you want to export the displayed search results to Excel, click on the **Export** button.
10. If you switch to a different submenu beneath **Risk management** or **Action plan**, the criteria you selected will apply to the new submenu as well (if they are available for this submenu).
11. Click on a risk management in the list to open it. You can click in the **Type** column to get to the **Planning** tab of this risk management. Click in any of the other columns to get to the **Performance** tab of the risk management.

4.1.5.1 Selection criteria in the risk management list

The table displays all selection criteria that are available for the different submenus beneath **Risk management**, in alphabetical order. In the **Available for** column you can see which criteria are available for which submenu.

Selection criterion	Description	How to use	Available for
Hide completed	Is used to filter out completed risk managements. Risk managements that have been performed but where actions and follow-up are not completed will still be displayed in the list. Deselect this checkbox if you want to include completed risk managements again in the list.	The checkbox is selected right away when you choose this criterion.	List risk managements
ID	Is used to quickly find a specific risk management or all of its rows.	Enter the ID in the format 2000-1 and press Enter.	List risk managements and List risk management rows
Mine only	For <u>Risk managements</u> : Is used if you only want to view the risk managements where you are responsible, participant or responsible for follow-up. For <u>Risk management rows</u> : Is used if you only want to view the risk managements where you are responsible, participant, action owner or responsible for follow-up.	The checkbox is selected right away when you choose this criterion.	List risk managements and List risk management rows
Include N/A	Is used to include risk management rows that have been indicated as not applicable (N/A).	The checkbox is selected right away when you choose this criterion.	List risk management rows
Object	Is used to search for the Object that the risk management applies to.	Type a word or parts of it and press Enter. The search is not case-sensitive, and you can use wildcards (for example %).	List risk managements and List risk management rows
Period	Is used to search for risk managements that have been performed or are planned to be performed during the selected period.	Click in the fields and select a start and end date. Enter just an end date if you want to search for all risk managements until that date.	List risk managements and List risk management rows

Selection criterion	Description	How to use	Available for
		Enter just a start date if you want to search for all risk managements from that date on.	
Person responsible	Is used to search for risk managements or rows from risk managements that the selected person is responsible for. You can also search for risk managements or rows from risk managements where no responsible has been chosen.	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person you are looking for. You can only select one person at a time.	List risk managements and List risk management rows
Restricted access only	Is used if you only want to view risk managements or rows from risk managements that have restricted access.	The checkbox is selected right away when you choose this criterion.	List risk managements and List risk management rows
Risk assessment completed	Is used to search for risk management rows where you have done a risk assessment.	Click in the field and select an alternative.	List risk management rows
Risk interval	Is used to search for risk management rows with a certain risk value. Applies if your organization uses the advanced risk assessment model . Is displayed only after you have made a selection for the Risk assessment completed criterion.	Enter an interval between 0 and 25 and press Enter. Then select an alternative for Risk assessment .	List risk management rows
Risk level	Is used to search for risk management rows with a certain risk level. Applies if your organization uses the basic risk assessment model . Is displayed only after you have made a selection for the Risk assessment completed criterion.	Click in the field and select an alternative.	List risk management rows
Risk management type	Determines the types of risk managements that are included in the search.	Click in the field and select one or more alternatives.	List risk managements and List risk management rows
Row / Full-text search	Is used to find a certain risk management row quickly. The search is performed in all text fields of the risk management rows	Type a word or parts of it and press Enter. The search is not case-sensitive, and you can	List risk management rows




Selection criterion	Description	How to use	Available for
	that that meet your other selection criteria.	use wildcards (for example %).	
Row number	Is used to search for rows with a specific number.	Type a number and press Enter.	List risk management rows
Source	<p>Is used to search for risk managements that have been created in a particular way:</p> <p>Only App: Displays the risk managements that have been created with the IA-app.</p> <p>Without App: Displays the risk managements that have not been created with the app.</p>	Click in the field and select an alternative.	List risk managements and List risk management rows
Status	Is used to search for risk managements or rows from risk managements with a certain status.	Click in the field and select an alternative.	List risk managements and List risk management rows
Template	Is used to search for risk managements or rows from risk managements that have been created with a certain template.	<p>Click in the field and select one or more alternatives.</p> <p>If you want to search for a template that is filed or in editing mode, you can select the checkbox for Include all templates. The templates that are filed or in editing mode are marked with (*) in the selection list.</p>	List risk managements and List risk management rows
Title / Full-text search	<p>Is used to find a certain risk management quickly.</p> <p>The search is performed in title, description and object of the risk managements, but not in title and description of the used templates. The search is performed in all risk managements that meet your other selection criteria.</p>	<p>Type a word or parts of it and press Enter.</p> <p>The search is not case-sensitive, and you can use wildcards (for example %).</p>	List risk managements
Unit	Is used to search for risk managements or rows from risk managements from a particular	Select occurrence unit, employment unit or unit responsible. Then click in the empty field to	List risk managements and List risk management



Selection criterion	Description	How to use	Available for
	<p>occurrence- or employment unit.</p> <p>If your local IA administrator has registered in which units your users are employed, you can also use the criterion unit responsible. This lists all risk managements or rows from risk managements where the responsible is employed in the selected unit.</p>	select a unit from your organization chart.	rows
Yes/No	Is used to search for risk management rows whose answer has the selected value.	Click in the field and select an alternative.	List risk management rows

4.1.5.2 Information displayed in the risk management list

The table shows all columns that are displayed for the different submenus beneath **Risk management** in alphabetical order. In the **Available for** column you can see which columns are available for which submenu.

Column	Description	Available for
Date	Displays the date when the risk management has been performed or is planned to be performed.	List risk managements and List risk management rows
ID	<p>Displays the ID of the risk management.</p> <p>If you selected <u>List risk managements</u>, the template that was used for the risk management is displayed if you point at the ID.</p> <p>If you selected <u>List risk management rows</u>, the number of the row is indicated after the colon.</p>	List risk managements and List risk management rows
Person responsible	Displays the person responsible for the risk management.	List risk managements
Status	Displays the status of the risk management. A blue check mark indicates that the risk management has been performed but not yet followed up. A star indicates that the risk management is followed up and completed.	List risk managements and List risk management rows
Title	<p>If you selected <u>List risk managements</u>, the title of the risk management is displayed in this column.</p> <p>If you selected <u>List risk management rows</u>, the text contained in the first text field of the particular row and the section heading belonging to this row are displayed.</p>	List risk managements and List risk management rows

Column	Description	Available for
Type	Displays the type of the risk management. Click in this column to open the Planning tab of the risk management.	List risk managements
Unit - Object	Shows the unit where the risk management has been performed or is planned to be performed. The information that has been entered in the Object field is displayed, too.	List risk managements and List risk management rows
	If you have made a risk assessment, the risk before and after actions is displayed in these columns.	List risk management rows
?	<p>If you selected <u>List risk managements</u>, you can see the number of rows that have been answered with No and the total number of rows. If you point at the numbers you can also see how many rows that have been answered with Yes or been indicated as not applicable (N/A). If the risk management has been done without template, or if the template does not contain Yes- and No-questions, a hyphen is displayed along with the total number of rows that the risk management contains.</p> <p>If you selected <u>List risk management rows</u>, you can see if the answer to the row is Yes, No or Not specified. If the risk management has been performed without a template, or if the template does not contain Yes and No questions, a hyphen is displayed.</p>	List risk managements and List risk management rows
	<p>If you selected <u>List risk managements</u>, you can see the number of completed occurrences and the total number of occurrences that are related to the risk management.</p> <p>If you selected <u>List risk management rows</u>, you can see the number of completed occurrences and the total number of occurrences related to the particular row.</p> <p>Click in the column to open the occurrence list.</p> <p>If you do not have any template containing the function to create occurrences, the column with the lightning icon will not be displayed.</p>	List risk managements and List risk management rows
	<p>If you selected <u>List risk managements</u>, you can see the number of completed actions and the total number of actions that have been created in the risk management.</p> <p>If you selected <u>List risk management rows</u>, you can see the number of completed actions and the total number of actions related to the particular row.</p>	List risk managements and List risk management rows

Column	Description	Available for
	<p>If you selected <u>List risk managements</u>, you can see how many attachments a risk management has.</p> <p>If you selected <u>List risk management rows</u>, you can see the number of attachments that are linked to the particular row.</p>	List risk managements and List risk management rows
	Click on that icon to open a PDF file of the risk management.	List risk managements

4.1.5.3 Why can't I find my risk management in the list?

If you cannot find a particular risk management in the list, this can be due to the following reasons:

- Only 50 results are displayed by default. To see all results you have to change the number in the field **Show**.
- If the risk management has the status **Completed**, you have to deselect the checkbox for **Hide completed** to be able to see it in the list.
- If you do not have permission for the unit where the risk management was registered, you cannot see it.
- If the risk management has **Restricted access** you can see it only if you have a function in the risk management or are a super user.
- If you have access to multiple companies within your group of companies you have to select the correct company in the **Company** list.
- If someone has deleted the risk management, you cannot find it in the list and it is not possible to restore it.

4.1.6 Opening a risk management

Click on a risk management or risk management row in the list to get to the **Performance** tab of the risk management. If you selected the **Risk managements** submenu, you can click in the **Type** column to get to the **Planning** tab of this risk management.

4.1.7 Deleting a risk management

Open a risk management and click on the **Planning** tab. If you are authorized to delete risk managements, you will see the **Delete** button at the bottom of the page.

Note:

It is not possible to restore a deleted risk management!

When you click on **Delete**, the risk management will be irrevocably deleted, including the information registered in the **Planning**, **Performance**, **Follow-Up**, **E-mail** and **Log** tabs.

4.1.8 Printing risk management templates

You may have different reasons for printing a risk management template, for example, if it has to be filled in manually or if a completed template has to be signed by the parties involved. Therefore, there is a print dialog box in IA where you can adjust some of the print settings. All print-outs are opened as PDF files and you print them from Adobe Reader. You can also save them to your computer.

Except for a compilation of the risk management the PDF also includes the images that have been added to the risk management.

Follow these steps to print a risk management:

1. When you have opened a risk management you can print it by clicking on the **Create PDF** button. You can also print a risk management directly from the list of risk managements by clicking on the PDF icon to the right of the risk management. Furthermore, you can print an empty template by choosing the template as **Selection criteria** and clicking on the PDF icon that appears next to the **Template** selection list.⁸
2. IA's print dialog box opens.
3. Change the row height if necessary:
 - When you print a risk management that is not marked as completed, the row height is preset to 150 pixels. This setting optimizes the printed output for filling manually. However, it is possible to change the row height.
 - When you print a completed risk management, the checkbox for **Set row height automatically (slimmed)** is preselected. This optimizes the printed output to be large enough for the content. However, it is possible to change the row height by deselecting the checkbox for **Set row height automatically (slimmed)**. The checkbox for Include signatures is also preselected in this case.
4. If the printed template has to be signed, you can select the checkbox for **Include signatures**. You can also change the titles for the signatures. When you print a completed risk management, the checkbox for **Include signatures** is also preselected. You can deselect it if you do not want to include signatures.
5. If your template contains risk assessment and you want to have the risk matrix and its definitions included in your print, select the checkbox for **Include definitions for risk assessment (applicable only if the template contains risk assessment)**.
6. Click on **Create PDF** when you are done with your settings.
7. As soon as the file has been created, you can choose to save or open it.
8. When you choose Open, the risk management template is opened in Adobe Reader. Click on the print icon or on **File** and **Print** to print the template.
9. A print dialog box opens where you can change the settings for your printer. When you are satisfied with the settings, click on **OK** to start printing.

4.1.9 Attachments

You can add pictures, sketches and other kinds of documentation to each risk management to make the description more complete and accurate. Whether a risk management has attachments, is displayed in the column with the paperclip icon in the risk management list. Thumbnails of the attachments are displayed in the risk management.

⁸ The PDF icon is not displayed when you have selected multiple templates or when you have selected a filed template.

4.1.9.1 Adding an attachment to a risk management

1. Open the risk management and click on the **Attachments** button to add an attachment that is relevant for the whole risk management. The button is displayed on the **Planning**, **Performance** and **Follow-up** tabs and moves as you scroll down the page. If you want to add an attachment to a certain checkpoint you can also click on the paperclip icon next to this checkpoint (when you have opened the **Performance** tab).
2. The attachment module opens.
3. Click on the **Browse** button. If the risk management has the status **Completed**, the browse button will not be displayed since it is not possible to add attachments in that case.
4. The file explorer on your computer opens and lets you choose the file you want to add. Select the file and click on **Open** or double-click on the file.
5. You are now back in the attachment module and can add a **Description** of the file.
6. Specify the attachment's properties by selecting:
 - if the attachment contains information/photo that can identify a person
 - if the attachment should be displayed for your reporting account

If you selected **Contains information/photo that can identify a person**, you cannot select that this attachment should be displayed for your reporting account.

7. If you did not use the paperclip icon but the **Attachments** button, you can still link the attachment to a certain checkpoint in the template by choosing it in the **Checkpoint** list. And if you want to regret this step, you can click on the empty row at the head of this selection list to empty the **Checkpoint** field. This will link the attachment to the template as a whole instead.
8. Click on **Add**.
9. Repeat steps 3 to 8 if you want to add more attachments.
10. All the documents attached to a risk management are shown in a table in the attachment module. The icons in the table indicate the properties of each attachment. In the table you also can see to which checkpoints an attachment is linked. If no information is shown in the **Checkpoint** column the attachment is linked to the template as a whole. You can click on an attachment in the table if you want to change its properties.
11. Click on the cross in the upper right corner to close the attachment module. Thumbnails of the attachments linked to the whole risk management are shown in the panel that displays information about the risk management. Thumbnails of the attachments linked to certain checkpoints are displayed next to the row that they belong to.

Note:

An attachment cannot be larger than 20 MB.

IA supports the following file types: gif, jpg, bmp, doc, docx, xls, xlsx, ppt, pptx, pdf, htm, html, png, tif, 3g2, 3gp, asf, avi, mov, mp4, mpg, wmv och zip.

4.1.9.2 Removing an attachment from a risk management

1. Open the risk management and click on the **Attachments** button. The button is displayed on the **Planning**, **Performance** and **Follow-up** tabs and moves as you scroll down the page.

2. Click on the trash can icon next to the attachment you want to remove.
3. Click on the cross in the upper right corner to close the attachment module.

4.1.10 Log tab: Change log and access log

The **Log** tab is about the risk management that you are currently viewing. It contains a change log for the risk management and a log of who has accessed the risk management. The **Log** tab is displayed as soon as you save a risk management, but only if you are authorized to read it. Even if you are authorized to read the log, it will be hidden if you have selected the checkbox for **Hide personal records**.

The **Change log** lists all changes relating to the risk management. The entries are in chronological order with the most recent at the top. Click on a column heading to sort the list. It is possible to search the change log by entering criteria and clicking on **View**.

In the **Access log** panel you can see a list of users who have opened the risk management.

4.1.11 E-mails about risk managements

To ensure that no risk managements are overlooked, IA sends an e-mail to all participants and to all persons who have some kind of responsibility for a risk management. The information is sent as a calendar appointment or a regular e-mail, depending on the settings that your local IA administrator has made. The calendar appointment function works with Outlook and Lotus Notes, but only if the person that planned the risk management entered the time for when the risk management should be performed. Otherwise, the information is sent as a regular e-mail message.

Note:

When you change from one responsible person to another one, an e-mail is sent to the new responsible as soon as you save the risk management. However, no notification is sent to the previous responsible to inform that he/she no longer is responsible.

4.1.11.1 E-mail log

If you want to check who has received an e-mail about a particular risk management, open the risk management and click on the **E-mail** tab. The **E-mail** tab appears as soon as you have saved the risk management. In the **E-mail log** panel everybody who has received an e-mail about the risk management is listed.

The log contains the following columns:

- **Date:** Shows the date when the e-mail was sent. If there is no date, the e-mail was not sent, for example if there is no e-mail address registered for the user. However, IA will display a date even if the e-mail was sent to a misspelled e-mail address.
- **User:** The name of the user whom the e-mail was sent to. If you hover over the name you can see the e-mail address that the e-mail was sent to.
- **Reason for e-mail:** The action that triggered the e-mail, for example creating a new risk management:

- **New/edited risk management:** Indicates that e-mails were sent because somebody created a new risk management or made a change to an existing risk management (like adding an action).
- **Reminder risk management:** Indicates that a reminder was sent because the date of the risk management is approaching.
- **Reminder action:** Indicates that a reminder about an action has been sent. When the reminder is sent depends on the e-mail settings that your local IA administrator has made.
- **Action completed:** Indicates that e-mails were sent because an action was marked as completed.
- **Manually sent:** Indicates that e-mails were sent manually.
- **Recipient is:** The reason why an e-mail is sent to the user, for example if he/she is responsible for the risk management or is a participant. Several reasons may be true for one user. In this case all reasons are listed in the column. Even if there are several reasons why the very same user should get an e-mail about an occurrence, IA only sends one e-mail.

4.1.11.2 Default settings for e-mails about risk managements

In the table below you can see the default settings for when e-mails about risk managements are sent and to whom. However, your local IA administrator may have changed these settings. The table applies for all types of risk managements.

E-mails marked with red text are sent by night. E-mails marked with black text are sent directly when the risk management is saved.

Type of user	Participant ¹⁾	Responsible ¹⁾	Action owner ¹⁾
Type of e-mail			
Invitation	x ²⁾	x ²⁾	
Registration of checklist in the app		x ²⁾	
Reminder about risk management	x ³⁾	x ³⁾	
Information to the chosen action owner			x
Reminder about action		x ⁴⁾	x ⁴⁾
Action completed		x	x

- 1) This applies only to the persons that have been chosen as participants in the risk management, responsible for the risk management or action owner for actions in the particular risk management.
- 2) According to your company settings, this information is sent as a calendar appointment or a regular e-mail. If the checklist is done via app, a regular e-mail message is sent. It is also sent as a regular e-mail message, if you do not enter a time when you plan the risk management.

- 3) When the reminder is sent depends on the settings that your local IA administrator has made. The reminder is only sent once. If you move the date of the risk management forward, no more reminder will be sent if it already has been sent.
- 4) When the reminder is sent depends on the settings that your local IA administrator has made. The reminder is only sent once. If you move the estimated date of completion forward, no more reminder will be sent if it already has been sent.

4.1.11.3 Send e-mails about risk managements manually

It is possible to send e-mails about risk managements manually, for example to inform further persons in your organization.

Follow these steps to send an e-mail manually:

1. Open the risk management and click on the **E-mail** tab. The **E-mail** tab appears as soon as you have saved the risk management.
2. Click on the **New e-mail** button in the **E-mail log** panel.
3. The e-mail module opens.
4. On top you can see a list of e-mail recipients. On the left hand side you see all users in your organization that have an e-mail address registered in IA. On the right hand side you see all users that have already got e-mail about the risk management.

Add additional recipients by selecting their names on the left hand side and clicking on the green button with arrows. Remove recipients by selecting them on the right hand side and clicking on the orange button with arrows.

5. You can change the **E-mail subject** if necessary.
6. Beneath the heading **E-mail message** a preview of the message is displayed. When the e-mail is sent, it will be adjusted to include the recipient's function. The message will always contain your name so that the recipient knows who sent this message from IA.
7. You can add information in the **Intro** field.
8. Click on **Send**.

4.2 IA's process for risk managements

The figure illustrates the process for risk managements in IA. The process is described step-by-step in the following sections.

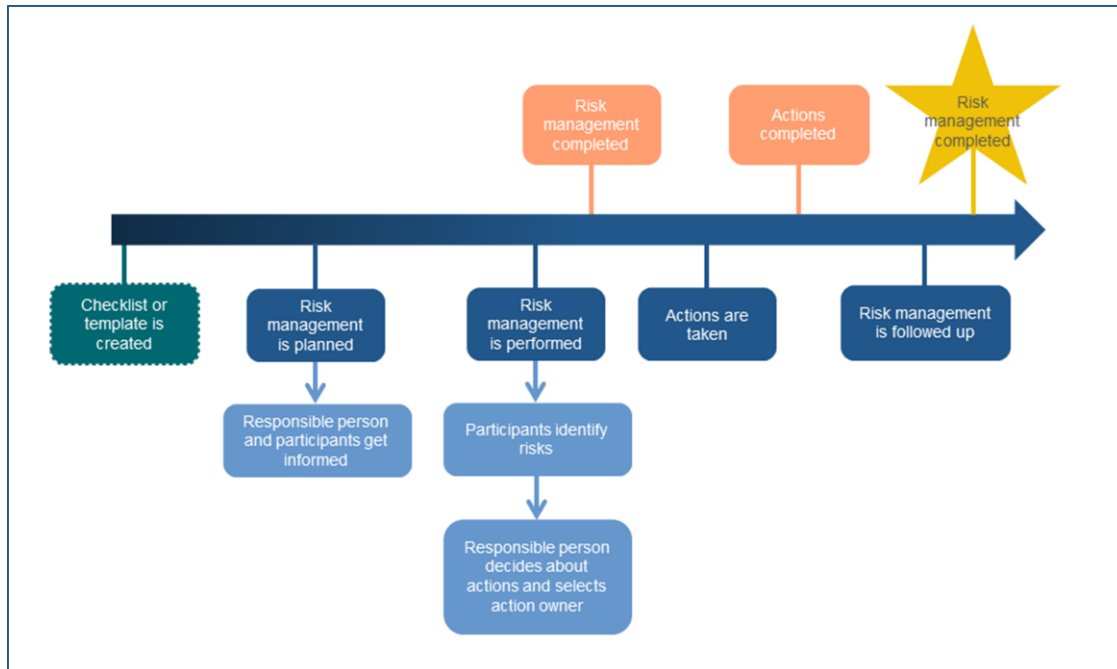


Figure 8: Illustration of IA's risk management process

4.2.1 Planning a risk management

Start by planning when, where and by whom the risk management should be performed. Then adjust the template that will be used for this risk management.

1. Point on **Risk management** and click on the **New risk management** submenu. If you do not have permission to create risk managements, you cannot see the **New risk management** submenu.
2. Fill in **when** the risk management should be performed.
3. Click in the **Where?** field to open the organization chart. Choose the unit where the risk management should be performed. You can also specify which **Object** the risk management applies to.
4. If the coordinates are not added automatically, you can add the exact geographic position using Google Maps:
 - (1) Click on the globe icon to the right of **Where?**
 - (2) Click on the magnifying glass to the right of the coordinate fields **Lat(N)** and **Long(O)**.
 - (3) Google Maps opens in a new window. If you cannot see the map but a pop-up with the information *Only secure content is displayed* click on **Display all content**.
 - (4) If the map does not show the correct position, enter the city and address in the search field and click on **Search**.

- (5) Drag the marker to the correct position.
- (6) Click on **Use these coordinates**. Google Maps closes and the coordinates are inserted in **Lat(N)** and **Long(O)**.
5. Specify the type of the risk management in **What?**
6. Once you have filled in these fields, more panels will open.
7. Enter a **Title** and a **Description**. This information will be included in the e-mail to the participants and when you print the risk management.
8. Select the persons that should participate in the risk management. Users with **Occurrence manager**, **Manager**, **Manager 3** and **OHS representative** roles in the unit where the risk management is performed are automatically added as participants. If you want to add more persons, select them from **Select participants**. This lists all users who are authorized to participate in risk managements in the chosen unit.
- To select multiple options in different places in the list: hold down the **Ctrl** key and select one at a time.
 - To select multiple options in a row: hold down the **Shift** key and select first and last options.
- Click on the green button with arrows to move them to the **Participants** list on the right hand side.
9. To remove a participant, mark his/her name in the **Participants** list on the right hand side and click on the orange button with arrows.
10. In the **Other participants** field, you can type the names of persons who are not IA users. These persons are not informed by IA. Instead, you must inform these persons manually, for example by forwarding the e-mail or calendar appointment that you yourself got from IA.
11. The responsible and all participants, except for those you registered in **Other participants**, are automatically informed about the risk management. According to your company settings, this information is either sent as a calendar appointment or as a regular e-mail. The calendar appointment function works with Outlook and Lotus Notes, but only if the person that planned the risk management entered the time for when the risk management should be performed. Otherwise, the information is sent as a regular e-mail message. Information about the risk management is also shown on the responsible's and the participants' main page in the **My IA** table.
12. If you already know which template you want to use, select one from **Select template**. Otherwise, you can leave this field empty and select a template when you perform the risk management. If you do not want to use a template, leave the field empty.
- Note:**
- You cannot change the template once you have saved the risk management.
13. If you create a new risk management of the same type, in the same unit, for the same object and with the same template as before, IA checks if there are incomplete actions in the prior risk management. If there are, you will be asked if you want to copy them to the new risk management.
14. When you have completed all fields, click on **Save**. If you want to edit the template you can click on **Save and open template** instead. If you are not using a template and want to create actions directly click on **Add actions without template**.

15. Once you have saved the risk management, you can add pictures, sketches and other documents by clicking on the **Attachments** button.
16. If the risk management contains information that is so sensitive that only persons who have a function in it should have access to it, i.e. the responsible person, the participants and the chosen action owner(s), you should select the checkbox for **Restricted access**.
17. If you want to create several risk managements with similar information but different dates you can use the **Save a copy** button. Find out more about this in the next section.

4.2.2 Creating a copy of a risk management

When you have planned and saved a risk management, the **Save a copy** button is displayed at the bottom of the page. By means of that button you can create several risk managements with similar information, for example if you want to plan this year's health and safety inspections in advance. You can copy planned, ongoing as well as completed risk managements. However, you cannot copy a risk management if its template is filed.

Follow these steps to copy a risk management:

1. Open the risk management and click on the **Planning** or **Follow-up** tab if it is not already open.
2. Click on **Save a copy**. If the template has been filed by your local IA administrator the **Save a copy** button will not be displayed since it is not possible to copy the risk management in that case.
3. A box, where you can make settings for the copy, opens. You can choose to copy the risk management with **Empty template** or **Template with given values**:
 - **Empty template** means that the copied template will not contain any answers or actions. It will still contain all questions/checkpoints as well as other functionality that is a part of this template.
 - **Template with given values** means that you copy the template including all answers that have been entered in the risk management that you replicate. If you select **Template with given values** and the risk management contains actions, you have to decide if you want to copy **All actions**, **Not completed actions** or **No actions**. If you choose to copy the actions this does not affect the actions in the risk management that you replicate. Therefore they will not be marked as completed in it.

Note:

Do not copy the actions, if you want them to be marked as completed in the replicated risk management. There is a specific function to do that. This function will be displayed as soon as you have copied the risk management and moved the date forward.

If you copy the actions and then use this function, the new risk management will contain duplicates of all the uncompleted actions.

4. Click on **Save a copy** in the copy settings box.
5. A new risk management is created with the information that you have chosen. However, you may change the information in it, if you wish, and then save it again.

-
6. If you postpone the date of the new risk management (without changing risk management type, unit, object and template) and save, IA will ask you if you want to copy the uncompleted actions to the new risk management and mark them as completed in the previous one. Select the checkbox, which is displayed in the **Template** panel, if you want to do so. Then click on **Save** again.

4.2.3 Performing a risk management

When it is time to perform a planned risk management, you open it in IA. Planned risk managements can only be opened in the web version of IA, not in the IA app. The way in which you perform the risk management will vary, depending on whether you are using a template and whether the template contains checkpoints or not. You can read about the different ways to perform a risk management on the web in the following three sections.

If you want to perform a risk management with the app instead, see section [4.2.7 Performing a risk management using the IA app](#).

4.2.4 Performing a risk management without a template (on the web)

Follow these steps to perform a risk management without a template:

1. Open the risk management by clicking on it in the risk management list or directly in **My IA**. Click on the **Performance** tab if it is not already open.
2. In the first panel you can see information about the risk management, including its title, when and in which unit it will be performed, the responsible and the participants. You can also see the status of the risk management.
3. In the next panel you create the actions. If some of the actions already are completed, you can hide them by selecting the checkbox for **Hide completed actions** next to the heading **Show**.

Create new actions by following these steps:

- (1) Click on **New action**.
- (2) Enter a **Title** and describe the action in the **Action** field.
- (3) Select the person to implement the action from those listed in **Action owner**. The list displays all persons that are authorized to be action owners in the unit where the risk management is performed.
- (4) If you want to enter an action owner who is not an IA user, type his/her name in the **empty field** below **Action owner**. Please note that you have to inform this person manually about his/her responsibility. This is not done by IA.
- (5) It is always the person chosen in the **Action owner** field who is responsible for carrying out the action.
- (6) Enter perhaps a **Work order number**.
- (7) Enter perhaps one of the five **Action steps**: Elimination, Substitution, Engineer controls, Signage/warnings and/or administrative controls and Personal protective equipment.
- (8) Beneath the heading **Type of action** you decide whether the action should be performed instantly, or planned to be done in the future. IA sets today's date as estimated completion date for instant actions, and the date a month ahead for planned actions.
- (9) You can change the estimated completion date manually by clicking in the date field beneath the heading **Date**. IA uses this date to calculate when to send reminders about the action. If the action is not completed by this date it is given the status **Overdue**. This is displayed with an orange exclamation mark in **My IA** and in the action plan.
- (10) Select the checkbox for **Completed** if the action is done.

4. Click on the **Attachments** button to add pictures, sketches and other documents relevant to the risk management. To simplify the handling of long risk managements, the **Attachments** button moves as you scroll down the page.
5. Click on **Save**. To simplify the handling of long risk managements, the **Save** button moves as you scroll down the page.
6. When the risk management is completed, select the checkbox for **Completed** in the **Performance** panel, and save. Now the risk management is no longer displayed in the **My IA** list of the participants and the responsible. However, all actions not marked as completed are still displayed in each action owner's **My IA**.


4.2.5 Performing a risk management with a template without checkpoints (on the web)

If you are using a template without checkpoints, you create a new row and/or a new action for each risk you identify. A template without checkpoints may contain headings, text fields, risk assessment and cause analysis (5?). You may also have the possibility to create occurrences from the items that you add and decide with items are not applicable.

1. Open the risk management by clicking on it in the risk management list or directly in **My IA**. Click on the **Performance** tab if it is not already open.
2. In the first panel you can see information about the risk management, including its title, when and in which unit it will be performed, the responsible and the participants. You can also see the status of the risk management.

In the next panel you see the template and information about the template. If the template contains risk assessment the risk assessment model is displayed in a separate panel. If the template contains a reference to relevant documentation, this reference will be displayed next to the heading **Linked document**. Click on the arrow next to the title of the template if the heading **Linked document** is not displayed.

Beneath the link the **Description of or instruction for the template** is displayed. Read this information before you start creating rows.

3. Decide how you want to view the page by using the selection criteria next to the heading **Show**.
4. If you identified a new item or risk, create a new row following these steps:
 - (1) Click on **New row**. If your template contains sections or headings you can add a new row at the bottom of each section by clicking on the arrow  next to the section or heading.
 - (2) Fill in all the fields that open. If the template contains automatic numbering, IA will number all rows that you add.

If the template does not contain automatic numbering, you have to number all rows by yourself. Please note, that the rows will not be sorted according to your numbering.
 - (3) Perform risk assessment and cause analysis (5?) if they are included in the template.
 - (4) If the template contains the possibility to create actions linked to a row, click on the **wrench icon** next to the row. Actions created using this icon are placed directly beneath the row to which they belong.

You can also create actions by using the **New action** button. Actions created with this button are placed at the bottom of the page. Whichever of the two ways you choose, you follow the steps in number 6, to fill in the actions.

- (5) If the template contains the possibility to create occurrences linked to a row, click on the **lightning icon**. Follow the steps in number 5. to fill in the occurrence.
5. Follow these steps to create an occurrence linked to a row:
- (1) Click on the **lightning icon** next to a row to create an occurrence. If you cannot see the lightning icon, the template does not contain this function. In that case you can create actions instead of occurrences.
 - (2) The occurrence opens and is saved directly. If IA cannot fill in the occurrence and/or employment unit automatically, the organization chart is shown to give you the possibility to choose the units before the occurrence is opened.
- The following fields are automatically filled in by IA:
- The date of the risk management is entered in the **When?** field.
 - If the unit where the risk management is performed is a possible occurrence unit, it is entered in the **Where?** field.
 - The occurrence type that your local IA administrator preselected for the risk management template is entered in the **What?** field.
 - If your local IA administrator has registered in which unit you are employed, or if the unit where the risk management is performed is a possible employment unit, it is entered in the **Employment unit** field.
 - Your name is entered in the **Name** field.
 - If your e-mail address is registered in IA, it is entered in the **E-mail** field.
 - The **Occurrence title** is chosen from one of the row's text fields. The text from the rightmost text field is chosen primarily. If this field is empty the one left of it is chosen, and so on.
 - The text from all of the row's text fields is entered in the **Course of events** field, except for the information from the **Reference**⁹ column.
 - If the risk management template contains the **Injury risk** or **Divergence type** fields the information from these fields is entered in the corresponding fields in the occurrence.
- (3) Adjust the information in these fields if necessary, and fill in the other fields in the occurrence.
 - (4) If you already know which actions you need to perform, click on the **Actions & Follow-up** tab and add them.
 - (5) Save the occurrence again when you have added all information.
 - (6) To get back to your risk management, go to the **Investigation** tab and click on the risk management in the **Relate occurrence** panel. The occurrence ID is automatically entered in the row from which the occurrence was created.
6. Create actions by following these steps:
- (1) Click on **New action**. If the template contains the function to link actions to rows, you can click on the **wrench icon** next to a row to create a new action.
 - (2) Enter a **Title** and describe the action in the **Action** field.

⁹ If the template contains the **Reference** column and the title of this column are decided upon by your local IA administrator.

- (3) Select the person to implement the action from those listed in **Action owner**. The list displays all persons that are authorized to be action owners in the unit where the risk management is performed.

If you want to enter an action owner who is not an IA user, type his/her name in the **empty field** below **Action owner**. Please note that you have to inform this person manually about his/her responsibility. This is not done by IA.

It is always the person chosen in the **Action owner** field who is responsible for carrying out the action.
 - (4) Enter perhaps a **Work order number**.
 - (5) Enter perhaps one of the five **Action steps**: Elimination, Substitution, Engineer controls, Signage/warnings and/or administrative controls and Personal protective equipment.
 - (6) Beneath the heading **Type of action** you decide whether the action should be performed instantly, or planned to be done in the future. IA sets today's date as estimated completion date for instant actions, and the date a month ahead for planned actions.
 - (7) You can change the estimated completion date manually by clicking in the date field beneath the heading **Date**. IA uses this date to calculate when to send reminders about the action. If the action is not completed by this date it is given the status **Overdue**. This is displayed with an orange exclamation mark in **My IA** and in the action plan.
 - (8) Select the checkbox for **Completed** if the action is done.
7. Click on the **Attachments** button to add pictures, sketches and other documents relevant to the risk management. To simplify the handling of long risk managements the **Attachments** button moves as you scroll down the page.

You can also add attachments to each row you have created by clicking on the **paperclip icon** next to it.
 8. Click on **Save**. To simplify the handling of long risk managements the **Save** button moves as you scroll down the page.
 9. When the risk management is completed, select the checkbox for **Completed** in the **Performance** panel, and save. Now the risk management is no longer displayed in the **My IA** list of the participants and the responsible. However, all actions not marked as completed are still displayed in each action owner's **My IA**.

4.2.6 Performing a risk management with checkpoints (on the web)


If you are using a template with checkpoints or questions, follow them item by item and fill in all fields:

1. Open the risk management by clicking on it in the risk management list or directly in **My IA**. Click on the **Performance** tab if it is not already open.
2. In the first panel you can see information about the risk management, including its title, when and in which unit it will be performed, the responsible and the participants. You can also see the status of the risk management.

In the next panel you see the template and information about the template. If the template contains risk assessment the risk assessment model is displayed in a separate panel. If the template contains a reference to relevant documentation, this reference will be displayed next

to the heading **Linked document**. Click on the link to open the material. Click on the arrow next to the title of the template if the heading **Linked document** is not displayed.

Beneath the link the **Description of or instruction for the template** is displayed. Read this information before you start filling in the template.

3. Decide how you want to view the page by using the selection criteria next to the heading **Show**.
4. Follow the template item by item:
 - (1) Answer the question and/or write a comment.
 - (2) Perform risk assessment and cause analysis (5?) if they are included in the template.
 - (3) If you identified an item that is not included in the template, click on **New row**. If your template contains sections or headings you can add a new row at the bottom of each section by clicking on the arrow  next to the section or heading.
 - (4) If the template contains the possibility to create actions linked to a row, click on the **wrench icon** next to the row. Actions created using this icon are placed directly beneath the row to which they belong.

You can also create actions by using the **New action** button. Actions created with this button are placed at the bottom of the page. Whichever of the two ways you choose, you follow the steps in number 6. to fill in the actions.
 - (5) If the template contains the possibility to create occurrences linked to a row, click on the **lightning icon**. Follow the steps in number 5. to fill in the occurrence.
5. Follow these steps to create an occurrence linked to a row:
 - (1) Click on the **lightning icon** next to a row to create an occurrence. If you cannot see the lightning icon, the template does not contain this function. In that case you can create actions instead of occurrences.
 - (2) The occurrence opens and is saved directly. If IA cannot fill in the occurrence and/or employment unit automatically, the organization chart is shown to give you the possibility to choose the units before the occurrence is opened.

The following fields are automatically filled in by IA:

- The date of the risk management is entered in the **When?** field.
- If the unit where the risk management is performed is a possible occurrence unit, it is entered in the **Where?** field.
- The occurrence type that your local IA administrator preselected for the risk management template is entered in the **What?** field.
- If your local IA administrator has registered in which unit you are employed, or if the unit where the risk management is performed is a possible employment unit, it is entered in the **Employment unit** field.
- Your name is entered in the **Name** field.
- If your e-mail address is registered in IA, it is entered in the **E-mail** field.
- The **Occurrence title** is chosen from one of the row's text fields. The text from the rightmost text field is chosen primarily. If this field is empty the one left of it is chosen, and so on.

- The text from all of the row's text fields is entered in the **Course of events** field, except for the information from the **Reference**¹⁰ column.
 - If the risk management template contains the **Injury risk** or **Divergence type** fields the information from these fields is entered in the corresponding fields in the occurrence.
- (3) Adjust the information in these fields if necessary, and fill in the other fields in the occurrence.
 - (4) If you already know which actions you need to perform, click on the **Actions & Follow-up** tab and add them.
 - (5) Save the occurrence again when you have added all information.
 - (6) To get back to your risk management, go to the **Investigation** tab and click on the risk management in the **Relate occurrence** panel. The occurrence ID is automatically entered in the row from which the occurrence was created.
6. Create actions by following these steps:
- (1) Click on **New action**. If the template contains the function to link actions to rows, you can click on the **wrench icon** next to a row to create a new action.
 - (2) Enter a **Title** and describe the action in the **Action** field.
 - (3) Select the person to implement the action from those listed in **Action owner**. The list displays all persons that are authorized to be action owners in the unit where the risk management is performed.
- If you want to enter an action owner who is not an IA user, type his/her name in the **empty field** below **Action owner**. Please note that you have to inform this person manually about his/her responsibility. This is not done by IA.
- It is always the person chosen in the **Action owner** field who is responsible for carrying out the action.
- (4) Enter perhaps a **Work order number**.
 - (5) Enter perhaps one of the five **Action steps**: Elimination, Substitution, Engineer controls, Signage/warnings and/or administrative controls and Personal protective equipment.
 - (6) Beneath the heading **Type of action** you decide whether the action should be performed instantly, or planned to be done in the future. IA sets today's date as estimated completion date for instant actions, and the date a month ahead for planned actions.
 - (7) You can change the estimated completion date manually by clicking in the date field beneath the heading **Date**. IA uses this date to calculate when to send reminders about the action. If the action is not completed by this date it is given the status **Overdue**. This is displayed with an orange exclamation mark in **My IA** and in the action plan.
 - (8) Select the checkbox for **Completed** if the action is done.
7. Click on the **Attachments** button to add pictures, sketches and other documents relevant to the risk management. To simplify the handling of long risk managements the **Attachments** button moves as you scroll down the page.

¹⁰ If the template contains the **Reference** column and the title of this column are decided upon by your local IA administrator.

You can also add attachments to each row you have created by clicking on the **paperclip icon** next to it.

8. Click on **Save**. To simplify the handling of long risk managements the **Save** button moves as you scroll down the page.
9. When the risk management is completed, select the checkbox for **Completed** in the **Performance** panel, and save. Now the risk management is no longer displayed in the **My IA** list of the participants and the responsible. However, all actions not marked as completed are still displayed in each action owner's **My IA**.

4.2.7 Performing a risk management using the IA app

Your company determines whether you can use the IA app or not. The app makes it possible to carry out risk managements by means of checklists and is available for IOS, Android and Windows Phone. It has an offline mode, which means that you can fill in a checklist without being connected to the internet. As soon as you retrieve internet connection the checklist is sent to IA automatically.

4.2.7.1 Installing the app and logging in

1. Download the app from Google Play, Appstore or Windows Store. In Google Play and Appstore you can search for *AFA Försäkring* to find the app. In Windows Store you can search for *IA*.
2. Click on the link, that you received from your administrator, to log in to the app. You can also log in with the app-user account's username and password. Note that these are not the same username and password that you use to sign in to the web version of IA.
3. Enter your name, e-mail address, employment unit and type of employment. This information is saved in the app so that you do not have to provide it each time you send a checklist.
4. If you are going to send checklists to several companies, click on **Add account** and enter the user information for the next app-user account.
5. Tap on **Done** to save your settings.

4.2.7.2 Using a checklist

1. Tap the edit icon in the upper right corner and select **New checklist** from the list.
2. If you are using several app-user accounts, select beneath **Send to** to which organization you want to send the checklist. The selected organization is indicated by a blue check mark.
3. Tap on **Checklist** and select the checklist you want to use. If you have used the app before, the latest checklist is preselected. Tap on the title of the checklist if you want to select a different one. Your company determines which checklists you can select.
4. Tap on **Where (Unit)?** to select where you want to perform the checklist. If you have used the app before, the latest chosen unit is preselected. Tap on its name, if you want to select a different unit.
5. Tap on the map at the top of the page, if you want to change the location. When you have opened the map, you can alter between map view and satellite view.
6. Tap the camera icon if you want to take pictures and add them to the checklist.
7. Specify which **Object** the checklist applies to.

8. Fill in the checklist by answering the questions. You can answer **Yes**, **No** or **N/A** to each question, where N/A means Not applicable. You can add a comment or pictures to each question by clicking on the camera and speech bubble icon. Tap on **Back** when you have filled in this information.
9. Tap on **Send** at the bottom of the page, when you have completed the checklist.

4.2.7.3 Displaying a sent checklist in the app

You can see those checklists, which you reported via the IA app, in the **History** list in the app. There you can see the IDs that your checklists got in IA, as well as which status they currently have. You can click on a checklist in the list to open it and look at the information that you have sent.

4.2.8 Following up a risk management

When the risk management is performed and all actions are completed, you can follow up the risk management by following these steps:

1. Open the risk management and click on the **Follow-up** tab.

The following criteria must be met before you can follow up the risk management:

- If the risk management contains questions, all of them must have been answered by **Yes**, **No** or **N/A** (Not applicable).
- If the risk management contains actions, all of them must have been selected as **Completed**.

This is true whether the risk management is done with or without a template. At the top of the **Follow-up** panel you can see how many rows out of the total number of rows, and how many actions out of the total number of actions, that are completed. If the template contains risk assessment, you can also see for how many rows the risk assessment is done before and after actions.

2. Select your name in the **Responsible for follow-up** list. The list displays all persons that are authorized to be responsible for follow-up in the unit where the risk management is performed.
3. Select the checkbox for **Completed**. IA automatically enters today's date as **Date completed**. You can change the date manually.
4. You can add a comment to the follow-up.
5. Click on **Save**. The risk management is given the status **Completed** and a star appears. The fields in the risk managements are locked and can no longer be edited. If you need to edit a risk management that has the status **Completed**, you have to deselect the checkbox for **Completed** first.

In the risk management list the completed risk managements are displayed with a star in the **Date** column. If you see a blue check mark, the risk management has been performed but is not yet completed. That is true if you, for example, have performed a health and safety inspection but not carried out all actions that were identified during the inspection.

4.2.9 Links between risk managements and occurrences

As described in sections [4.2.5 Performing a risk management with a template without checkpoints \(on the web\)](#) and [4.2.6 Performing a risk management with checkpoints \(on the web\)](#), it is possible to

create occurrences from a risk management. It is also possible to relate existing occurrences to a risk management, as described in section 3.2.7 Relating occurrences to each other or to risk managements. If there are occurrences related to a risk management, you can see this in the column with the **lightning icon** in the risk management list. Click in this column to be transferred to the occurrence list and see a list of all occurrences that were created from this specific risk management. If you also want to see the occurrences that were not created from the risk management, but are related to it, select **All** in the **Source of occurrence** field.

5. Action plan

Here you can find all actions, investigations, follow-ups and risk assessments that have to be done in your company and that you have permission to read. Swedish companies can also find a list of claims sent to the Swedish Social Insurance Agency (Försäkringskassan) and AFA Insurance's Work Injury Insurance (TFA) in the action plan.

5.1 Searching for information in the action plan

Follow these steps to search for information in the action plan:

1. Point at **Action plan** and click on one of the following submenus:
 - a) **Investigations**: Displays all investigations that you are authorized to see and that match your selection criteria.
 - b) **Actions**: Displays all actions – both from occurrences and risk managements – that you are authorized to see and that match your selection criteria.
 - c) **Risk assessments**: Displays all risk assessments – both from occurrences and risk managements – that you are authorized to see and that match your selection criteria. Please note that the list does not display occurrences and risk managements where risk assessment has been done only after actions.
 - d) **Follow-ups**: Displays all follow-ups – both from occurrences and risk managements – that you are authorized to see and that match your selection criteria.
 - e) **FK/TFA claims**: **Information applicable for Swedish companies only!** *Displays all accidents, commuting accidents and work-related illnesses that you are authorized to see and that match your selection criteria. Is used to check for which occurrences claims have been sent to the Swedish Social Insurance Agency (Försäkringskassan) and AFA Insurance's Work Injury Insurance (TFA).*
2. You can narrow your search by using different selection criteria. Which submenu you chose, determines which selection criteria you can use. Section [5.1.1 Selection criteria in the action plan](#) displays all selection criteria that are available for the different submenus.
 - a) You can click on one of the column headings to open the selection criteria that are related to that column. That way you can filter the results quickly.
 - b) To see all selection criteria, click on the **Selection criteria** button and select an alternative from the list. You can search in the list to quickly find the selection criterion you are looking for.
3. Depending on the criterion you choose, a text field, a selection list or a checkbox will be displayed. Fill in the text field or select a list value, respectively. If you chose a checkbox it will be selected right away.
4. Add perhaps more selection criteria by repeating steps 2 and 3.
5. Click on **View** or **Enter** to perform the search. The latest added criteria are displayed with orange color, until you have performed the search.

The results displayed in the list depend both on the selection criteria you have chosen and on the units and occurrence types you have permission to. If you did not choose any selection criteria, everything that you are authorized to see is displayed. If you combine several criteria, only results that meet all of them will be shown in the list of results. In section [5.1.2 Information displayed in the action plan](#) you can see which information is displayed in the list.

6. By default, the list displays 50 results. To see more results, increase the number in the **Show** field and press **Enter**.
7. In the list of results, you can click on the small arrows next to a column heading to sort the results in increasing or decreasing order. When sorting, IA goes through all search results, even those that are not displayed on the page. That is the case when your search resulted in more results than chosen in the **Show** field. Therefore, you may see different search results depending on if you sort the list in increasing or decreasing order.
8. To remove a selection criterion, reset it by clicking on the cross to the right of your selected value or by deselecting the checkbox. If you want to remove all selection criteria, click on the **Delete** button. Then click on **Visa** or press **Enter** to reload the search results.
9. If you want to export the displayed search results to Excel, click on the **Export** button.
10. If you switch to a different submenu beneath **Action plan** or **Risk management**, the criteria you selected will apply to the new submenu as well (if they are available for this submenu).
11. Click on a row in the list to go directly to the occurrence or risk management that the investigation, action, risk assessment, follow-up or FK/TFA belongs to. For risk managements you can click in the **Type** column to get to the **Planning** tab of this risk management. Click in any of the other columns to get to the **Performance** tab of the risk management.

5.1.1 Selection criteria in the action plan

The table displays all selection criteria that are available for the different submenus in the action plan, in alphabetical order. In the **Available for** column you can see which criteria are available for which submenu.

Please note: The **FK/TFA claims** submenu is only available for Swedish companies. Criteria that are exclusive for this submenu are shown in italic in the table.

Selection criterion	Description	How to use	Available for
Action owner	<p>For <u>Actions</u>: Is used to search for actions (from occurrences and risk managements) where the selected person is action owner.</p> <p>You can also search for actions where no action owner has been chosen.</p> <p>For <u>Follow-ups</u>: Is used to search for follow-ups from occurrences and risk managements where the selected person is action owner.</p> <p>You can also search for follow-ups from occurrences and risk managements where no action owner has been chosen.</p>	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person you are looking for. You can only select one person at a time.	Actions and Follow-ups
Action period	Is used to search for actions (from occurrences and risk managements) that have been done or are planned to be done	Click in the fields and select a start and end date. Enter just an end date if	Actions

Selection criterion	Description	How to use	Available for
	during the selected period.	<p>you want to search for all actions until that date.</p> <p>Enter just a start date if you want to search for all actions from that date on.</p>	
Action status	Is used to search for actions (from occurrences and risk managements) with a certain status.	Click in the field and select an alternative.	Actions
Action step	Is used to search for actions (from occurrences and risk managements) which have been classified by the selected action step.	Click in the field and select an alternative.	Actions
Action type	Is used to search for instant or planned actions (from occurrences and risk managements).	Click in the field and select an alternative.	Actions
Actions have had effect	Is used to search for investigations, actions, risk assessments, follow-ups and FK/TFA claims from occurrences where the Actions have had effect field has the selected value.	Click in the field and select an alternative.	Investigations, Actions, Risk assessments, Follow-ups and FK/TFA claims
Contacted OHS representative	<p>Is used to search for investigations, actions, risk assessments, follow-ups and FK/TFA claims from occurrences where the selected person is contacted OHS representative.</p> <p>You can also search for investigations, actions, risk assessments, follow-ups and FK/TFA claims where no contacted OHS representative has been chosen.</p>	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person you are looking for. You can only select one person at a time.	Investigations, Actions, Risk assessments, Follow-ups and FK/TFA claims
FK: OHS representative has participated	<p>Information applicable for Swedish companies only!</p> <p>Is used to check how the process for the FK claims proceeds. This criterion is displayed only after you have selected No or e-claim started for the Sent to Försäkringskassan (FK) criterion.</p>	Click in the field and select an alternative.	FK/TFA claims

Selection criterion	Description	How to use	Available for
FK: The employer has participated	<p>Information applicable for Swedish companies only!</p> <p><i>Is used to check how the process for the FK claims proceeds. This criterion is displayed only after you have selected No or e-claim started for the Sent to Försäkringskassan (FK) criterion.</i></p>	Click in the field and select an alternative.	<i>FK/TFA claims</i>
FK: The injured/other person has participated	<p>Information applicable for Swedish companies only!</p> <p><i>Is used to check how the process for the FK claims proceeds. This criterion is displayed only after you have selected No or e-claim started for the Sent to Försäkringskassan (FK) criterion.</i></p>	Click in the field and select an alternative.	<i>FK/TFA claims</i>
Follow-up by OHS representative OK	<p>Is used to search for investigations, actions, risk assessments, follow-ups and FK/TFA claims from occurrences where the OHS representative's follow-up has the selected value.</p> <p>Please note that an OHS representative's follow-up only can be done for accidents, near misses, risk observations and work-related illnesses.</p>	Click in the field and select an alternative.	Investigations, Actions, Risk assessments, Follow-ups and FK/TFA claims
Follow-up period	Is used to search for follow-ups (from occurrences and risk managements) that have been done or are planned to be done during the selected period.	<p>Click in the fields and select a start and end date.</p> <p>Enter just an end date if you want to search for all follow-ups until that date.</p> <p>Enter just a start date if you want to search for all follow-ups from that date on.</p>	Follow-ups
OHS representative responsible for follow-up	<p>Is used to search for investigations, actions, risk assessments, follow-ups and FK/TFA claims from occurrences where the selected person is responsible for the OHS representative's follow-up.</p> <p>You can also search for investigations, actions, risk assessments, follow-ups and</p>	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person you are looking for. You can only select one person at a time.	Investigations, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i>

Selection criterion	Description	How to use	Available for
	FK/TFA claims where no one has been chosen as responsible for the OHS representative's follow-up.		
Hide completed	Is used to filter out completed investigations, actions or follow-ups. Deselect this checkbox if you want to include them again in the list.	The checkbox is selected right away when you choose this criterion.	Investigations, Actions and Follow-ups
ID	Is used to quickly find an investigation, action, risk assessment, follow-up or FK/TFA claim from a specific occurrence or risk management.	Enter the ID in the format 2000-1 and press Enter.	Investigation, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i>
Investigation period	Is used to search for investigations that have been done or are planned to be done during the selected period.	Click in the fields and select a start and end date. Enter just an end date if you want to search for all investigations until that date. Enter just a start date if you want to search for all investigations from that date on.	Investigation
Investigation status	Is used to search for investigations with a certain status.	Click in the field and select an alternative.	Investigation
Investigator	Is used to search for investigations where the selected person is investigator. You can also search for investigations where no investigator has been chosen.	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person you are looking for. You can only select one person at a time.	Investigation
Location	Is used to search for investigations, actions and follow-ups from occurrences where the Location field has the selected value.	Click in the field and select an alternative.	Investigation, Actions, Follow-ups
Mine only	For <u>Investigations</u> : Is used if you only want to view investigations from occurrences where you are investigator, occurrence manager, responsible for follow-up or contacted OHS representative.	The checkbox is selected right away when you choose this criterion.	Investigation, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i>

Selection criterion	Description	How to use	Available for
	<p>For <u>Actions</u>: Is used if you only want to view actions from occurrences where you are action owner, occurrence manager, responsible for follow-up, contacted OHS representative or OHS representative responsible for follow up as well as actions from risk managements where you are responsible, action owner or responsible for follow-up.</p> <p>For <u>Risk assessments</u>: Is used if you only want to view risk assessments from occurrences where you are investigator, action owner, occurrence manager, responsible for follow-up, contacted OHS representative or OHS representative responsible for follow up as well as risk assessments from risk managements where you are responsible, participant, action owner or responsible for follow-up.</p> <p>For <u>Follow-ups</u>: Is used if you only want to view follow-ups from occurrences where you are occurrence manager, responsible for follow-up, contacted OHS representative or OHS representative responsible for follow up as well as follow-ups from risk managements where you are responsible or responsible for follow-up.</p> <p>Information applicable for Swedish companies only!</p> <p>For <u>FK/TFA claims</u>: Is used if you only want to view accidents, commuting accidents and work-related illnesses where you are occurrence manager, responsible for follow-up, contacted OHS representative or OHS representative responsible for follow up.</p>		
Occurrence manager	Is used to search for investigations from occurrences where the selected person is occurrence manager.	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person	Investigation

Selection criterion	Description	How to use	Available for
	You can also search for investigations from occurrences where no occurrence manager has been chosen.	you are looking for. You can only select one person at a time.	
Occurrence period	<p>Information applicable for Swedish companies only!</p> <p><i>Is used to search for FK/TFA claims from accidents, commuting accidents and work-related illnesses that have happened during the selected period.</i></p>	<p><i>Click in the fields and select a start and end date.</i></p> <p><i>Enter just an end date if you want to search for all occurrences until that date.</i></p> <p><i>Enter just a start date if you want to search for all occurrences from that date on.</i></p>	FK/TFA claims
Occurrence source	<p>Is used to search for investigations, actions, risk assessments and follow-ups from occurrences that have been created in a particular way:</p> <p>Information applicable for Swedish companies only!</p> <p>App: <i>Displays investigations, actions, risk assessments or follow-ups from occurrences that have been reported with the IA app.</i></p> <p>Other role: Displays investigations, actions, risk assessments or follow-ups from occurrences that have been reported by users that were logged in with their personal login.</p> <p>Reporting account: Displays investigations, actions, risk assessments or follow-ups from occurrences that have been reported through a reporting account.</p> <p>Risk management: Displays investigations, actions, risk assessments or follow-ups from occurrences that have been created from a risk management. It is possible to further narrow the search by</p>	Click in the field and select an alternative.	Investigation, Actions, Risk assessments and Follow-ups

Selection criterion	Description	How to use	Available for
	selecting from which risk management type or risk management template the occurrences were created.		
Occurrence type	<p>Determines the types of occurrences that are included in the search. All that you are authorized to see, are preselected.</p> <p>Information applicable for Swedish companies only! <i>For FK/TFA claims only accidents, commuting accidents and work-related illnesses are displayed in the list of results, even if you selected other occurrence types.</i></p>	Click in the field and select one or more alternatives.	Investigation, Actions, Risk assessments, Follow-ups and FK/TFA claims
Period	Is used to search for risk assessments from occurrences that have happened during the selected period or from risk managements that have been performed or are planned to be performed during the selected period.	<p>Click in the fields and select a start and end date.</p> <p>Enter just an end date if you want to search for all occurrences and risk managements until that date.</p> <p>Enter just a start date if you want to search for all occurrences and risk managements from that date on.</p>	Risk assessments
Person responsible	<p>For <u>Actions and Risk assessments</u>: Is used to search for actions or risk assessments from occurrences and risk managements that the selected person is responsible for.</p> <p>You can also search for actions or risk assessments from occurrences and risk managements where no responsible has been chosen.</p> <p>Information applicable for Swedish companies only! <i>For FK/TFA claims: Is used to search for accidents, commuting accidents and work-related illnesses where the selected person is occurrence manager.</i></p> <p><i>You can also search for FK/TFA</i></p>	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person you are looking for. You can only select one person at a time.	Actions, Risk assessments and FK/TFA claims

Selection criterion	Description	How to use	Available for
	<i>claims from occurrences where no occurrence manager has been chosen.</i>		
Responsible for follow-up	Is used to search for follow-ups (from occurrences and risk managements) where the selected person is responsible for follow-up. You can also search for follow-ups where no responsible for follow-up has been chosen.	Click in the field and select a person or the <Missing> alternative. You can write a name to quickly find the person you are looking for. You can only select one person at a time.	Follow-ups
Restricted access only	For <u>Investigations</u> : Is used if you only want to view investigations from occurrences that have restricted access. For <u>Actions, Risk assessments and Follow-ups</u> : Is used if you only want to view actions, risk assessments or follow-ups from occurrences and risk managements that have restricted access. Information applicable for Swedish companies only! For <u>FK/TFA claims</u> : Is used if you only want to view accidents, commuting accidents and work-related illnesses that have restricted access.	The checkbox is selected right away when you choose this criterion.	Investigation, Actions, Risk assessments, Follow-ups and FK/TFA claims
Risk assessment completed	Is used to search for occurrences and risk management rows where you have done a risk assessment.	Click in the field and select an alternative.	Risk assessments
Risk interval	Is used to search for occurrences and risk management rows with a certain risk value. Applies if your organization uses the advanced risk assessment model . Is displayed only after you have made a selection for the Risk assessment completed criterion.	Enter an interval between 0 and 25 and press Enter. Then select an alternative for Risk assessment .	Risk assessments
Risk level	Is used to search for occurrences and risk management rows with a certain risk level. Applies if your organization uses the basic risk assessment model . Is displayed only after you have made a selection for the Risk assessment	Click in the field and select an alternative.	Risk assessments

Selection criterion	Description	How to use	Available for
completed criterion.			
Risk management type	Determines the types of risk managements that are included in the search.	Click in the field and select one or more alternatives.	Actions, Risk assessments and Follow-ups
Sent to AFA Insurance (TFA)	Information applicable for Swedish companies only! <i>Is used to search for accidents, commuting accidents and work-related illnesses that have been or have not been reported to AFA Insurance.</i>	<i>Click in the field and select an alternative.</i>	<i>FK/TFA claims</i>
Sent to Försäkringskassan (FK)	Information applicable for Swedish companies only! <i>Is used to search for accidents, commuting accidents and work-related illnesses that have been or have not been reported to Försäkringskassan.</i>	<i>Click in the field and select an alternative.</i>	<i>FK/TFA claims</i>
Status of follow-up	Is used to search for follow-ups (from occurrences and risk managements) with a certain status.	Click in the field and select an alternative.	Follow-ups
Template	Is used to search for actions, risk assessments or follow-ups from risk managements that have been created with a certain template.	Click in the field and select one or more alternatives. If you want to search for a template that is filed or in editing mode, you can select the checkbox for Include all templates . The templates that are filed or in editing mode are marked with (*) in the selection list.	Actions, Risk assessments and Follow-ups
Title / Full-text search	Is used to find a certain investigation, action, risk assessment, follow-up or FK/TFA claim quickly. The search is performed in all occurrences and risk managements that meet your other selection criteria. The search is performed in the following fields:	Type a word or parts of it and press Enter. The search is not case-sensitive, and you can use wildcards (for example %).	Investigations, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i>

Selection criterion	Description	How to use	Available for
	<p>For <u>Investigations</u>: in investigation title, investigation text, involved's opinion on the cause and object ID in occurrences.</p> <p>For <u>Actions</u>: in action title and action text in both occurrences and risk managements, in involved's proposal or action performed and object ID in occurrences as well as in the object field in risk managements.</p> <p>For <u>Risk assessments</u>: in occurrence title, course of events and object ID in occurrences, in title, description and object in risk managements, as well as in text field 1 and text field 2 in risk management rows.</p> <p>For <u>Follow-ups</u>: in occurrence title, course of events and object ID, as well as the comment on the follow-up and the OHS representative's follow-up in occurrences.</p> <p>Information applicable for Swedish companies only! For <u>FK/TFA claims</u>: in occurrence title, course of events and object ID in occurrences.</p>		
Unit	<p>Is used to search for investigations, actions, risk assessments, follow-ups or FK/TFA claims from a particular occurrence- or employment unit.</p> <p>If your local IA administrator has registered in which units your users are employed, you can also use the criterion unit responsible. This will list the following:</p> <p>For <u>Investigation</u>: all investigations of investigators employed in that unit.</p> <p>For <u>Actions</u>: all actions of action owners employed in that</p>	<p>Select occurrence unit, employment unit or unit responsible. Then click in the empty field to select a unit from your organization chart.</p>	<p>Investigation, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i></p>



Selection criterion	Description	How to use	Available for
	<p>unit.</p> <p>For <u>Risk assessments</u>: all risk assessments from occurrences and risk managements where the responsible is employed in that unit.</p> <p>For <u>Follow-ups</u>: all follow-ups of follow-up responsables employed in that unit.</p> <p>Information applicable for Swedish companies only! <i>For FK/TFA claims: All accidents, commuting accidents and work-related illnesses where the occurrence manager is employed in that unit.</i></p>		
Work order number	Is used to search for the work order number that you have entered for the action.	Type the work order number and press Enter.	Actions



5.1.2 Information displayed in the action plan

The table shows all columns that are displayed for the different submenus beneath **Action plan** in alphabetical order. In the **Available for** column you can see which columns are available for which submenu.

Please note: The **FK/TFA claims** submenu is only available for Swedish companies. Columns that are exclusive for this submenu are shown in italic in the table.

Column	Description	Available for
Action owner	Displays the person selected as action owner.	Actions
Date	Displays the date when the occurrence happened or when the risk management has been performed.	Risk assessments and <i>FK/TFA claims</i>
Estimated completed	<p>Displays the date when the investigation or the action should be completed. If it is completed, the completion date is displayed instead.</p> <p>If the investigation or action is completed, a blue checkmark is displayed. If it is overdue, an orange exclamation mark is displayed.</p>	Investigations and Actions
FK sent	<p>Information applicable for Swedish companies only! <i>Displays if the occurrences has or has not been</i></p>	<i>FK/TFA claims</i>

Column	Description	Available for
	<i>reported to Försäkringskassan.</i>	
ID	Displays the ID of the occurrence, risk management, risk management row or action. If you point at the ID the title of the occurrence or risk management is displayed.	Investigations, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i>
Injured person	Information applicable for Swedish companies only! <i>Displays the name of the person that has been injured. If you have selected Hide personal data at the top of the page, no names will be displayed in the Injured person column.</i>	<i>FK/TFA claims</i>
Investigator	Displays the person selected as investigator.	Investigations
OHS representative	For Follow-ups: the OHS representative responsible for the follow-up is displayed. Information applicable for Swedish companies only! <i>For <u>FK/TFA claims</u>: the contacted OHS representative is displayed.</i>	Follow-ups and <i>FK/TFA claims</i>
Person responsible	Displays the person responsible for the occurrence or the risk management. For <u>Follow-ups</u> the person responsible for the follow-up is displayed.	Investigations, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i>
Status	Displays the status of the occurrence. You can read more about the different statuses in section <u>3.1.5</u> Occurrence status.	Follow-ups and <i>FK/TFA claims</i>
TFA sent	Information applicable for Swedish companies only! <i>Displays if the occurrences has or has not been reported to AFA Insurance's Work Injury Insurance (TFA or TFA-KL).</i>	<i>FK/TFA claims</i>
Title	Displays the title of the investigation, action, or occurrence or the follow-up comment.	Investigations, Actions, Risk assessments, Follow-ups
Type	Displays the type of the occurrence or the risk management. An (S) next to the occurrence type indicates that it is an occurrence with sick leave.	Investigations, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i>
	If you have risk assessed an occurrence or a risk management row, the risk before and after actions is displayed in these columns.	Investigations, Actions, and Risk assessments,
	Displays the number of completed actions and the total number of actions.	Investigations, Risk assessments, Follow-ups

Column	Description	Available for
	Displays how many attachments an occurrence or risk management has.	Investigations, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i>
	Click on that icon to open a PDF file of the occurrence or risk management.	Investigations, Actions, Risk assessments, Follow-ups and <i>FK/TFA claims</i>

5.1.3 Why can't I find the information I'm looking for in the list?

If you cannot find a particular investigation, action, risk assessment, follow-up or FK/TFA claim in the list, this can be due to the following reasons:

- Only 50 results are displayed by default. To see all results you have to change the number in the **Show** field.
- If you have selected the checkbox for **Hide completed**, completed investigations, actions and follow-ups are not displayed in the list. Risk assessments and FK/TFA claims are not displayed in the list, if the occurrence or risk management that they belong to has status Completed and you have selected the checkbox for **Hide completed**.
- If you do not have permission for the occurrence type that the investigation, action, risk assessment, follow-up or FK/TFA claim belongs to, you cannot see it in the list.
- If you do not have permission for the unit of the occurrence or risk management that the investigation, action, risk assessment, follow-up or FK/TFA claim belongs to, you cannot see it in the list.
- If the occurrence or risk management that the investigation, action, risk assessment, follow-up or FK/TFA claim belongs to has **Restricted access**, you can see it only if you have a function in the occurrence or risk management or if you have the super user role in IA.
- If you have access to multiple companies within your group of companies you have to select the correct company in the **Company** list.
- If someone has deleted the occurrence or risk management that the investigation, action, risk assessment, follow-up or FK/TFA claim belongs to, you cannot find it in the list. Neither is it possible to restore it.
- Which information is visible for the **Reporting account**, is decided by your local IA administrator. He/she can decide that the reporting account only can be used to report occurrences but not to read occurrences and risk managements.

6. Reports

IA offers five different kinds of reports: **Overview**, **Per unit**, **Injured body parts**, **Occurrences per month** and **Risk rating**. Some sectors also have a special sector report. This report is available for Swedish companies only.

The content in each report can be adapted to your needs. The **Overview**, **Injured body parts** and **Occurrences per month** reports are available for different organizational levels: a particular unit, the whole company or your group of companies. Swedish companies can also select the whole sector. The levels that are available for you to select will depend on your level of authorization.

The numbers in the reports include occurrences with restricted access.

In each report, you can select which category of persons you want to include in the report: **All**, **Own staff**, **Other persons** or **Contractors only**.

6.1 Overview

The report is an overview of all the occurrences that took place during a specified period of time.

1. Point at **Reports** and click on the **Overview** submenu.
2. In the **Selection** panel, select the organizational level for which you want to create the report: a certain unit, your company or your group of companies. Swedish companies can also select the whole sector. The levels that are available for you to select will depend on your level of authorization.
3. Use the **Selection criteria** panel to adapt the report to your needs. Click on the arrow next to the heading if the panel is not displayed. You can combine several selection criteria to narrow your search:
 - Select the **Period** you wish to view and if you want to base the report on **Occurrence period** or **Registration period**. For both alternatives you will find several predefined periods to choose from. If you want to enter a period not listed, select **User defined period** and enter the dates.
 - Use the **Occurrence type** list to select which types of occurrences should be included in the report:
 - To select multiple options in the list: hold down the **Ctrl** key and select one at a time.
 - To select or deselect *all* alternatives: select or deselect the checkbox next to the selection list.
 - To deselect one alternative: click on the cross to the right of this alternative.
 - Beneath the heading **Injured/Person reporting**, select which occurrences should be included in the report:
 - **All**: All occurrences that meet your other selection criteria are included.
 - **Own staff**: Only occurrences that were reported by own staff or where own staff was injured are included.
 - **Contractors only**: Only occurrences that were reported by contractors or where contractors were injured are included.
 - **Other persons**: Those occurrences that were neither reported by own staff nor by contractors, and where neither own staff nor contractors were injured

are included. For example, that can be occurrences where customers or visitors were injured.

- Occurrences with the status **Reported** are included by default. If you do not want to include them in the report, deselect the checkbox for **Include occurrences with the status "Reported"**.
4. Click on **Create report**.
 5. You can view the report directly in your browser or export it. To export it, click on the **disk icon** and select the file format that best suits your needs. When you have exported the report, you can save it or print it.

6.1.1 Content in the Overview report

The information and charts displayed in the report will depend on the organizational level and the occurrence types that you have chosen. Since the information in the report is anonymous you might see information about occurrence types that you are not authorized to otherwise.

Information about accidents, near misses and risk observations is displayed in relation to each other (if you selected at least two of them). All the other occurrence types have their own section in the report. The table below displays which charts could be included in the report. The charts displayed to you depend on your selection criteria and on the information that you have registered in your occurrences. For example, if you have not registered an activity in any of your occurrences, the Activity chart will not be displayed in the report.

Information applicable for Swedish companies only: Swedish companies can also select the whole sector. The sector report only displays information about accidents, near misses and risk observations.

Chart	Description	Available for the following levels	Available for the following occurrence types
Location / Place / Stage/Phase	Displays what has been selected in the Location / Place / Stage/Phase field in the occurrences.	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident and safety observation.
Activity / Work step	Displays what has been selected in the Activity / Work step field in the occurrences.	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident and safety observation.
Reason of injury/risk	Displays what has been selected in the Reason for injury or Injury risk field in the occurrences.	Sector, Group, Organization, Unit	Accident, near miss and risk observation.
Object involved / Object/person involved / Object / Machine/Tool/Substance	Displays what has been selected in the Object involved / Object/person involved / Object / Machine/Tool/Substance field in the occurrences.	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident and safety observation.
Cause of illness	Displays what has been selected in the Cause of illness field in the occurrences.	Group, Organization, Unit	Work-related illness
Estimated sick leave	Sums up the estimated sick leave. All accidents in which Sick leave was set to None or is empty are	Sector, Group, Organization, Unit	Accident, commuting accident and work-related

Chart	Description	Available for the following levels	Available for the following occurrence types
	included in the No sick leave slice. All accidents in which Sick leave was set to Probably 1-3 Days , Probably 4-14 Days , Probably >14 Days or Death are included in the slice Sick leave .		illness.
Actual number of sick days	Displays the actual number of sick days. The figures are based on the numbers that were entered in the Actual sick days field in the occurrences.	Sector, Group, Organization, Unit	Accident, commuting accident and work-related illness.
Accidents with LTI (Lost Time Injury)	If your organization uses LTI (Lost Time Injury) the number of occurrences where Yes was selected in the LTI (Lost Time Injury) field is displayed.	Sector, Group, Organization, Unit	Accident
Type of injury	Displays what has been selected in the Type of injury field in the occurrences.	Sector, Group, Organization, Unit	Accident and commuting accident.
Type of illness	Displays what has been selected in the Type of illness field in the occurrences.	Group, Organization, Unit	Work-related illness
Injured body part	Displays what has been selected in the Injured body part field in the occurrences.	Sector, Group, Organization, Unit	Accident, commuting accident and work-related illness.
Type of divergence	Displays what has been selected in the Type of divergence field in the occurrences.	Group, Organization, Unit	Environment, quality, property/security and other divergence.
Claim reported	Displays to which external parts claims have been sent to by listing the Type of links that have been selected on the Claims tab in the occurrences.	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for safety observation.

6.2 Per unit

Reports per unit show numbers for a specified period of time according to the units in your organization chart:

- The **numbers without brackets** specify the number of occurrences in a unit.
- The **numbers within brackets** specify the total number of occurrences in a unit and its sub-units.

As the reports are interactive, you can click on the numbers and access the list of occurrences or risk managements on which the numbers in the reports are based.

All your selections are saved in cookies so that when you next log in to IA from the same computer, you will see these selections and can easily recreate the same report

1. Point at **Reports** and click on the **Per unit** submenu.
2. Select a report:

- **Occurrences by occurrence type:** shows occurrences per occurrence type and unit
- **Occurrences by status:** shows occurrences per status and unit
- **Risk management by risk management type:** shows risk managements per risk management type and unit
- **Risk management by status:** shows risk managements per status and unit
- **Risks:** shows the number of risks in each unit. Each occurrence and each risk management row with at least one action counts as one (1) risk. Furthermore, each action in a risk management that is not connected to a risk management row, counts as one (1) risk. A risk is considered as completed as soon as all actions in that occurrence or risk management row are marked as completed. A risk is considered overdue as soon as one of the actions is overdue.
- **Risk assessed occurrences & risk management rows by risk level:** shows occurrences and risk management rows that are risk assessed both before and after actions. They are shown according to their risk value and per unit.
- **Occurrence investigation by investigation status:** shows all investigations per status and unit
- **Actions by action status:** shows all actions per status and unit
- **Average handling times:** shows the handling times for **completed occurrences**. Since there may be a difference between the date when an occurrence happened and the date when it was reported, you can choose if the calculation should be based upon the **Occurrence date** or the **Registration date**.

The handling time is the time from registration of an occurrence until the last action is completed. The time for follow-up and OHS representative follow-up is not included, since they can be carried out quite some time after the last action is completed.

You can choose if you want to see a report about the **Average** or the **Median**. The column **Number of completed occurrences** shows how many occurrences the numbers in the report are based upon.

The result is displayed in **Number of days**. Number 1 in the report means that something has been done the same day, for example that the investigation was completed the same day that the occurrence was reported.

- Use the **Selection criteria** panel to adapt the report to your needs. Click on the arrow next to the heading if the panel is not displayed. You can combine several selection criteria to narrow your search:
 - Select the **Period** you wish to view and if you want to base the report on **Occurrence period** or **Registration period**. For both alternatives you will find several predefined periods to choose from. If you want to enter a period not listed, select **User defined period** and enter the dates.
 - Use the **Occurrence type** and/or **Risk management type** lists to select which types of occurrences and/or risk managements should be included in the report:
 - To select multiple options in the list: hold down the **Ctrl** key and select one at a time.
 - To select or deselect *all* alternatives: select or deselect the checkbox next to the selection list.
 - To deselect one alternative: click on the cross to the right of this alternative.

- For reports about occurrences, you can select if unit should refer to occurrence or employment unit.
- Beneath the heading **Injured/Person reporting**, select which occurrences should be included in the report:
 - **All**: All occurrences that meet your other selection criteria are included.
 - **Own staff**: Only occurrences that were reported by own staff or where own staff was injured are included.
 - **Contractors only**: Only occurrences that were reported by contractors or where contractors were injured are included.
 - **Other persons**: Those occurrences that were neither reported by own staff nor by contractors, and where neither own staff nor contractors were injured are included. For example, that can be occurrences where customers or visitors were injured.
- 4. If the report does not update automatically click on **View**.
- 5. The report is displayed in your browser and lists all units in your organization. Inactive units are displayed as well, if they have registered occurrences that meet your selection criteria, for example if you selected **All** for **Occurrence period**.
- 6. If you want to export the search results displayed on your screen, click on the **Export to Excel** button. You can also print the report.
- 7. You can click on the numbers in the report to access the list of occurrences or risk managements on which the numbers are based.

Note:

The number of listed items may be less than the number you see in the report. This depends on your level of authorization; the listed items only include the occurrences and risk managements that you are authorized to view, while the report sums up all of them.

6.3 Injured body parts

This report shows which body parts have been injured in accidents during a specified period of time.

1. Point at **Reports** and click on the **Injured body parts** submenu.
2. In the **Selection** panel, select the organizational level for which you want to create the report: a certain unit, your company or your group of companies. The levels that are available for you to select will depend on your level of authorization.
3. Use the **Selection criteria** panel to adapt the report to your needs. Click on the arrow next to the heading if the panel is not displayed:
 - Enter an **Occurrence period**.
 - Select which accidents should be included in the report:
 - **All**: All accidents that meet your other selection criteria are included.
 - **Own staff**: Only accidents where own staff was injured are included.

- **Contractors only:** Only accidents where contractors were injured are included.
 - **Other persons:** Only accidents where neither own staff nor contractors were injured are included. For example, that can be occurrences where customers or visitors were injured.
 - Occurrences with the status **Reported** are included by default. If you do not want to include them in the report, deselect the checkbox for **Include occurrences with the status "Reported"**.
4. Click on **Create report**. The report opens in a pop-up window and shows an image of a body with the injured body parts marked out.
 5. To print the report, click on **Print**.

6.4 Occurrences per month

This report displays the number of occurrences that have happened each month or week during a specified period of time.

1. Point at **Reports** and click on the **Occurrences per month** submenu.
2. In the **Selection** panel, select the organizational level for which you want to create the report: a certain unit, your company or your group of companies. Swedish companies can also select the whole sector. The levels that are available for you to select will depend on your level of authorization.
3. Use the **Selection criteria** panel to adapt the report to your needs. Click on the arrow next to the heading if the panel is not displayed. You can combine several selection criteria to narrow your search:
 - Select if you want to display the information **Per month** or **Per week**.
 - Select the year, and month or week, until which you want to view the numbers.
 - Indicate the number of months or weeks you want to view in the report (from 1 to 13).
 - Use the **Occurrence type** list to select which types of occurrences should be included in the report. You can select accidents, near misses, risk observations, commuting accidents, work-related illnesses and safety observations:
 - To select multiple options in the list: hold down the **Ctrl** key and select one at a time.
 - To select or deselect *all* alternatives: select or deselect the checkbox next to the selection list.
 - To deselect one alternative: click on the cross to the right of this alternative.

When you select **accidents**, the report will display **accidents with sick leave**, **accidents without sick leave** and **accidents (total)**. If your company uses **Lost Time Injury (LTI)**, this will also be displayed in the report.

- Beneath the heading **Injured/Person reporting**, select which occurrences should be included in the report:
 - **All:** All occurrences that meet your other selection criteria are included.
 - **Own staff:** Only occurrences that were reported by own staff or where own staff was injured are included.

- **Contractors only:** Only occurrences that were reported by contractors or where contractors were injured are included.
 - **Other persons:** Those occurrences that were neither reported by own staff nor by contractors, and where neither own staff nor contractors were injured are included. For example, that can be occurrences where customers or visitors were injured.
 - Occurrences with the status **Reported** are included by default. If you do not want to include them in the report, deselect the checkbox for **Include occurrences with the status "Reported"**.
4. The chart is updated after every selection that you make. You can point the mouse on a column to see an explanation. You can click on the icon in the upper right corner of the chart to export or print the image.
 5. If you want to see the report in Excel, click on **Export to Excel** and then on **Open** or **Save**. When you have opened the report in Excel you have to click on **Enable Editing** before you can edit the file.

The report contains three worksheets: The first one shows a chart of the number of occurrences per month; the second one shows a chart of the accumulated number of occurrences per month; and the third one shows the data on which the report is based upon.

6.5 Template report

Here you can create a report about all risk managements that have been done with a certain template. The report displays a summary of all entered answers on checkpoint, heading and section level as well as for the template as a whole.

By default, completed, ongoing as well as planned risk managements are included in the report. However, risk managements with **Restricted access** are not included.

Actions are included if they are linked to a row, but not if they are linked to the risk management as a whole.

Follow these steps to create the report:

1. Point on **Report** and click on the **Template report** submenu.
2. In the **Template report** list, select which template you want to create the report for.
3. You can narrow your search by using different selection criteria. Click on the **Selection criteria** button to do so.

6.6 Risk rating

You can only create this report if your local IA administrator has registered the numbers, on which this report is based upon, in IA. The report shows a chart of your risk rating either per working hours or per number of employees.

1. Point at **Reports** and click on the **Risk rating** submenu.
2. In the **Selection** panel, select the organizational level for which you want to create the report: your company or a certain employment unit. The levels that are available for you to select will depend on your level of authorization.

3. Use the **Selection criteria** panel to adapt the report to your needs. Click on the arrow next to the heading if the panel is not displayed. You can combine several selection criteria to narrow your search:
 - Use the **Occurrence type** list to select which types of occurrences should be included in the report. You can select accidents, near misses, risk observations, commuting accidents, work-related illnesses and safety observations:
 - To select multiple options in the list: hold down the **Ctrl** key and select one at a time.
 - To select or deselect *all* alternatives: select or deselect the checkbox next to the selection list.
 - To deselect one alternative: click on the cross to the right of this alternative.

When you select **accidents**, the report will display **accidents with sick leave**, **accidents without sick leave** and **accidents (total)**. If your company uses **Lost Time Injury (LTI)**, this will also be displayed in the report.
 - Beneath the heading **Injured/Person reporting**, select which occurrences should be included in the report:
 - **All**: All occurrences that meet your other selection criteria are included.
 - **Own staff**: Only occurrences that were reported by own staff or where own staff was injured are included.
 - **Contractors only**: Only occurrences that were reported by contractors or where contractors were injured are included.
 - **Other persons**: Those occurrences that were neither reported by own staff nor by contractors, and where neither own staff nor contractors were injured are included. For example, that can be occurrences where customers or visitors were injured.
 - Occurrences with the status **Reported** are included by default. If you do not want to include them in the report, deselect the checkbox for **Include occurrences with the status "Reported"**.
 - Beneath the heading **Risk rating per**, indicate whether you want to view the risk rating per **Hours worked** or **Number of employees**. If you want to use a different factor than the default one, simply change the number. The choices you can make beneath **Risk rating per** depend on the numbers that your local IA administrator has registered in IA.
 - Beneath the heading **Distribution**, select whether you want to see the numbers per year, quarter or month and up to which year the numbers should be displayed. The choices you can make beneath **Distribution** depend on the numbers that your local IA administrator has registered in IA.
4. The chart is updated after every selection that you make. You can point the mouse on a column to see an explanation. You can click on the icon in the upper right corner of the chart to export or print the image.
5. If you want to see the report in Excel, click on **Export to Excel** and then on **Open** or **Save**. When you have opened the report in Excel you have to click on **Enable Editing** before the chart is displayed.

The report contains two worksheets: one that shows the chart and one that shows the data on which the chart is based upon. The **Data** tab in the Excel-file displays both **Number** and **Risk**

rating of each occurrence type. When you select a field in the **Risk rating** column, you can see how the value was calculated.

Regardless of if you look at the report in IA or in Excel, the following equation is used to calculate the risk rating (if you did not change the default factor):

Hours worked:

Risk rating = (Number of occurrences / Number of working hours) * Factor 1 000 000

Number of employees:

Risk rating = (Number of occurrences / Number of employees) * Factor 1000

6.7 Sector statistics (PIA, MIA, GRIA AND ENIA)

6.7.1 Registering sector statistics

Information applicable for Swedish companies only!

Only users with the Super user and Registrator of sector statistics roles can register information for the sector statistics.

Follow these steps to register information for the sector statistics:

1. Point at Occurrences and click on the Sector statistics submenu.
2. The numbers in the table are based upon the occurrences that were registered in your company the previous year. Occurrences with the status Reported are not included.
3. Click on Transfer IA values to transfer the numbers to the editable fields.
4. Control the numbers and edit them if necessary. Click on Save repeatedly.
5. When you have controlled and corrected the report, select the checkbox for The report is now complete and can be downloaded by a sector representative.

Note:

Once you have sent the report, you can no longer edit it. Therefore, control the report carefully, before you send it.

6. Click on Send report.

6.7.2 Creating a sector report

Information applicable for Swedish companies only!

The sector report shows information about occupational health and safety occurrences, i.e. near misses, accidents, commuting accidents and work-related illnesses. The report is defined by branch representatives.

Follow these steps to create the report:

1. Point at Reports and click on the Sector statistics submenu.
2. Select for which Occurrence year you want to create the report. Which years you can select, is determined by the years that you have registered sector statistics for.
3. Select if you want to create the report for the whole sector or for your company.
4. Click on Create report.

7. Analysis

The Analysis function lets you view almost all occurrences that have been reported in IA in your organization. It can be used to compile a base for risk analyses, or to collect facts before rebuilding or buying a new machine. Since it is possible to create charts based on most variables, you can use the Analysis function as a complement to the Reports function. Swedish companies can also use the Analysis function to compare themselves to their sector and to learn from each other's experiences.

Furthermore, the Analysis function contains a function to export information about all your occurrences to Excel, to give you the possibility to process your data according to your own needs.

7.1 Searching for occurrences in the Analysis function

In the Analysis function you can search for occurrences in a certain unit, in your company, in your group of companies and in your sector¹¹. Not all occurrences are displayed in the Analysis function. Therefore, the number of occurrences may differ from the number of occurrences in the occurrence list. Which rules apply and which occurrences are not included, is displayed in the table:

Rule	Explanation
Only own staff	You can <u>only</u> see occurrences that have been reported by own staff, or where own staff was injured.
Restricted access is excluded	Occurrences with Restricted access are not included in the analysis. This is due to their sensitive nature.
Work-related illness is excluded	Occurrences of the Work-related illness type are not included in the analysis. This is due to their sensitive nature.
Status Reported is not included on sector level	Information applicable for Swedish companies only! Occurrences with the status Reported are only displayed if you have selected your group, your organization or a unit within your organization. Occurrences are not displayed for your sector until they have received the status Registration in progress.
Commuting accidents are not included on sector level	Information applicable for Swedish companies only! Occurrences of the Commuting accident type are not included in searches on the sector level.
Permission for occurrence types	You can see all of the following work environment occurrences: accident, commuting accident, near miss and risk observation. Of the other occurrence types you can only see those that you have permission to.
Limited number of columns in charts	Due to technical reasons, the number of columns in the charts is limited. Therefore, you may see fewer columns than your number of variables. If this is true, the information "X occurrences have other information about Y noted" is displayed below the chart.

Follow these steps to search for occurrences:

1. Point at **Analysis** and click on the **Selection** submenu.

¹¹ The sector level is available for Swedish companies only.

2. In the **Selection** panel, select the organizational level for which you want to create the report: a certain unit, your company or your group of companies. Swedish companies can also select the whole sector. The levels that are available for you to select will depend on your level of authorization.
3. In the **Selection criteria** panel, select the types of occurrences you want to view. The types of occurrences that are available for you to select will depend on the organizational level you are viewing and your level of authorization.

For accidents and commuting accidents, you can select to view occurrences **With** or **Without sick leave** or both.

4. You can narrow your search by adding one or more **Selection criteria**. The criteria correspond to the information that is registered in your occurrences. Section [7.1.1 Selection criteria in the Analysis function](#) lists all selection criteria that are available for the different occurrence types and levels. If you combine several criteria, only occurrences that contain all of them will be shown in the search results. For most of the search criteria you can choose to search for occurrences that contain certain information and for occurrences that do not contain certain information.

Some selection criteria are only available for certain types of occurrences. If you select one of these criteria, only those occurrence types that contain it will be displayed in the result list, even if you have selected other occurrence types as well.

Information applicable for Swedish companies only! *Some criteria are not displayed when you have selected the sector level, since the occurrence types that they are linked to are not shared within the sector.*

5. When you have chosen a selection criterion you have to click on **Add criteria** to use it for your search. Some of the criteria can be used several times with different values by clicking on **Add criteria** after each selection. That way, you can, for example, search for occurrences where the age bracket is 40-49, 50-59 and ≥ 60 .
6. Click on **View details** to view a list of the occurrences that match your selection criteria.

To make the search function as fast as possible, IA only displays the first 50 hits. The number inside brackets shows how many hits your selection criteria matched. Even if you did not search for flagged occurrences specifically, flagged occurrences are always shown with a red border in the list of results.

For occurrences within your own company, you can see in which unit they have taken place. You also see the names of the occurrence manager, OHS representative, investigator and action owner. This information is never displayed to other companies and you are therefore not able to see this information for occurrences in other companies. However, information about investigations and actions is shared between companies.

No personal records, except for age bracket and sex, are displayed in the search results. You can open occurrences within your own company directly by clicking on the occurrence ID.

If you want to get to know more about an occurrence from another company, follow these steps:

- (1) Click on the company's name.
- (2) The e-mail function opens in a pop-up window.
- (3) The e-mail subject contains the ID of the occurrence. You can change the subject.
- (4) Enter your message. You cannot see the name of the company or the e-mail recipient. Instead the recipient will receive your contact information to be able to get back to you.

- (5) Click on **Send**. If an error message is displayed, the company that you are trying to contact has not specified an external contact.
7. To view the search results as a chart, select the criterion you want to see from the list in **View**. Then select the **Type of graph** and whether you want to view the results **Accumulated** or **Summarized by year**. Click on **Display chart**. To make the charts readable, not all values are shown for some variables, for example Occupation, Activity and Location.
8. When you have specified coordinates for your occurrences, you can view the search results on a map. This option is available, if you have selected your group, your organization or a unit within your organization beneath the heading **Selection**:
 - (1) Click on **Show on map**. If you cannot see the map, but a pop-up window with the information *Only secure content is displayed*, click on **Display all content**.
 - (2) Google Maps opens in a new window and shows a pin for each occurrence with specified coordinates.
 - (3) Click on a pin to view information about the particular occurrence.
9. You can print the list with details, the charts and the map.

7.1.1 Selection criteria in the Analysis function

The table displays all selection criteria that are available for the different occurrence types and organizational levels. In the **Available for these levels** and **Available for these occurrence types** columns you can see which criteria are available for which level and for which occurrence type, respectively. Please note: The **sector** level is only available for Swedish companies.

Apart from the criteria listed below your local IA administrator may have created user-defined fields for your occurrences. These are also displayed in the **Selection criteria** list and you can use them the same way as the built in selection criteria. However, they are only available when you have selected your organization or a specific unit.

Criterion	Description	Available for these levels	Available for these occurrence types
Action description	Is used to search for the information that has been entered in the Action field in the occurrences.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Actions steps	Is used to search for the action steps that have been entered for the actions.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Activity	Is used to search for the information that has been registered in this field in the occurrences. Is called Work step in some sectors.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident and safety observation.
Actual number of sick days	Is used to search for the number of sick days that has been entered in the Actual sick days field in the occurrences. You	<i>Sector</i> , Group, Organization,	Accident and commuting accident.

Criterion	Description	Available for these levels	Available for these occurrence types
	can search for an interval between 0 and 9999. If you only want to search for a single digit, enter it in both search fields.	Unit	
Age	Is used to search for the age bracket that the injured person belongs to.	Sector, Group, Organization, Unit	Accident and commuting accident.
Behavior	Is used to search for safety observations with safe or unsafe behavior.	Group, Organization, Unit	Safety observation
Cause	Is used to search for the factors that contributed to the occurrences.	Sector, Group, Organization, Unit	Risk observation, near miss, accident, commuting accident, property/security, improvement proposals and safety observation.
Course of events or title	Is used to search for the information that has been registered in the Course of events and Occurrence title fields in occurrences.	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Death	Is used to filter the occurrences that have led to death.	Sector, Group, Organization, Unit	Accident (with sick leave) and commuting accident (with sick leave).
Description or title	Is used to search for the information that has been registered in the Description and Title fields in safety observations.	Group, Organization, Unit	Safety observation
Divergence type	Is used to search for the divergence types that have been entered in the occurrences.	Group, Organization, Unit	Environment, property/security, quality and other divergence.
Estimated number of sick days	Is used to search for the intervals that have been selected in the Sick leave list in the occurrences.	Sector, Group, Organization, Unit	Accident (with sick leave) and commuting accident (with sick leave).
External place	Is used to search for the information that has been entered in the External place field in occurrences.	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Flagged	Is used to search for flagged occurrences. They are marked with a red border in the list of results. Even if you did not search for flagged occurrences specifically, flagged	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .

Criterion	Description	Available for these levels	Available for these occurrence types
	occurrences are always shown with a red border in the list of results		
Gender	Is used to search for the gender that the injured persons have.	Sector, Group, Organization, Unit	Accident and commuting accident.
ID	The IDs of occurrences in IA consist of the year and a sequence number. You can use ID to search for the sequence number by entering an interval between 0-99. If you want to search for a single digit, enter it in both search fields. The search results show this ID for all years that you have been using IA. <i>Example: If you enter 3 - 3 the results will show occurrences with the Ids 2015-3, 2014-3, 2013-3 and so on.</i>	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Injured body parts	Is used to search for one or more injured body part.	Sector, Group, Organization, Unit	Accident and commuting accident.
Injury type	Is used to search for one or more types of injuries.	Sector, Group, Organization, Unit	Accident and commuting accident.
Investigation description	Is used to search for information that has been registered in the Investigation field in the occurrences.	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Location	Is used to search for the information that has been registered in this field in the occurrences. Is called Place or Stage/Phase in some sectors.	Sector, Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident and safety observation.
LTI (Lost Time Injury)	If your company uses the classification of work injuries, LTI, you can search for if LTI is Yes , No or Unknown .	Group, Organization, Unit	Accident (with sick leave)
Machine/Tool/ Substance	Is used to search for one or more objects that have been involved in the occurrences. Is called Object involved or Object/person involved in some sectors.	Sector, Group, Organization, Unit	Risk observation, near miss, accident, and property/security.

Criterion	Description	Available for these levels	Available for these occurrence types
Medically treated	Is used to search for the information that has been registered in the Medically treated field in the occurrences.	<i>Sector</i> , Group, Organization, Unit	Accident (with sick leave) and commuting accident (with sick leave).
No actions	Is used to search for occurrences where no actions need to be taken.	Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
No investigation	Is used to search for occurrences that do not need to be investigated.	Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Observation type	Is used to search for the observation types that have been registered in safety observations.	Group, Organization, Unit	Safety observation
Object (free text)	Is used to search for the information that has been entered in the fields Object ID (Internal number etc.) or Machine/Tool/Substance code , respectively, in the occurrences. Is called Object/person involved (free text) in some sectors.	<i>Sector</i> , Group, Organization, Unit	Risk observation, near miss, accident and property/security.
Object involved	Is used to search for one or more objects that have been involved in the occurrences. Is called Object/person involved or Machine/Tool/Substance in some sectors.	<i>Sector</i> , Group, Organization, Unit	Risk observation, near miss, accident, and property/security.
Object/person involved	Is used to search for one or more objects that have been involved in the occurrences. Is called Object involved or Machine/Tool/Substance in some sectors.	<i>Sector</i> , Group, Organization, Unit	Risk observation, near miss, accident, and property/security.
Object/person involved (free text)	Is used to search for the information that has been entered in the fields Object ID (Internal number etc.) or in the occurrences. Is called Object (free text) in some sectors.	<i>Sector</i> , Group, Organization, Unit	Risk observation, near miss, accident and property/security.
Occupation	Is used to search for one or more occupations that the injured persons have.	<i>Sector</i> , Group, Organization,	Accident and commuting accident.

Criterion	Description	Available for these levels	Available for these occurrence types
		Unit	
Occurrence period	Is used to search for occurrences that have happened between the dates you enter.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Occurrence time	Is used to search for occurrences that have happened a certain time of the day.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Occurrence unit	Is used to search for one or more occurrence units in your organization chart. The list of results displays all occurrences where these units have been selected as occurrence unit.	Organization	All occurrence types that are displayed beneath Selection criteria .
Operating situation	Is used to search for the information that has been registered in this field in the occurrences. Is called Operation or Type of operation in some sectors.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident, improvement proposals and safety observation.
Operation	Is used to search for the information that has been registered in this field in the occurrences. Is called Operating situation or Type of operation in some sectors.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident, improvement proposals and safety observation.
Place	Is used to search for the information that has been registered in this field in the occurrences. Is called Location or Stage/Phase in some sectors.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident and safety observation.
Reason for injury/risk	Is used to search for the information that has been registered in the Reason for injury and Injury risk fields in the occurrences. You will get a search result only if you have chosen accident , commuting accident , near miss or risk observation as occurrence types	<i>Sector</i> , Group, Organization, Unit	Risk observation, near miss, accident or commuting accident.
Registration period	Is used to search for occurrences that have been registered between the dates	<i>Sector</i> , Group, Organization,	All occurrence types that are displayed beneath Selection

Criterion	Description	Available for these levels	Available for these occurrence types
	you enter.	Unit	criteria.
Stage/Phase	Is used to search for the information that has been registered in this field in the occurrences. Is called Location or Place in some sectors.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident and safety observation.
Status	Is used to search for occurrences that have a certain status.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Type of employment	Is used to search for the type of employment that the injured persons or the persons reporting the occurrence have.	<i>Sector</i> , Group, Organization, Unit	Risk observation, near miss, accident or commuting accident.
Type of employment (for safety observations)	Is used to search for the safety observations that have been reported by own staff or contractors.	Group, Organization, Unit	Safety observation
Type of link	Is used to see which occurrences have been reported to external parts via the links that your local IA administrator has created.	Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria .
Type of operation	Is used to search for the information that has been registered in this field in the occurrences. Is called Operation or Operating situation in some sectors.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident, improvement proposals and safety observation.
Working hours	Is used to search for which working hours the injured persons have.	<i>Sector</i> , Group, Organization, Unit	Accident and commuting accident.
Works within unit	Is used to search for one or more occurrence units in your organization chart. The list of results displays all occurrences where these units have been selected as employment unit.	Organization	All occurrence types that are displayed beneath Selection criteria .
Work step	Is used to search for the information that has been filled in in this field in the occurrences. Is called Activity in some sectors.	<i>Sector</i> , Group, Organization, Unit	All occurrence types that are displayed beneath Selection criteria , except for commuting accident and

Criterion	Description	Available for these levels	Available for these occurrence types
			safety observation.
Years of experience	Is used to search for how many years of experience the injured persons have within their occupation.	Sector, Group, Organization, Unit	Accident and commuting accident.

7.2 Exporting data

It is possible to export all information about your occurrences to Excel. You can use this Excel file to filter out the data you are interested of and create your own charts and reports based on it.

The table shows the rules that apply to the export to Excel:

Rule	Explanation
Maximum of one year	Data can be retrieved for a maximum of one year at a time, but data can be retrieved multiple times to collect information from several years back.
Restricted access is excluded	Occurrences with Restricted access are not included in the export. Therefore the number of occurrences may differ between the Excel file and the occurrence list in IA.

Follow these steps to create the Excel file:

1. Point at **Analysis** and click on the **Export data** submenu. It depends on your level of authorization in IA, whether you can see the **Export data** submenu.
2. Select the whole company or a certain unit. The units that are available for you to select will depend on your level of authorization.
3. Select if the period should refer to **Occurrence period**, **Registration period** or **Update period**.
4. Enter the period. You can select a maximum of one year.
5. Select which **version** of the export function you want to use. Whenever we update the export we create a new version (for example when new fields are added to IA). Select the highest number to get the latest version. Select a lower number to be able to compare the data with a previous Excel file.
6. Select the checkbox for **Show static columns** if you are using the Excel file in a program. This ensures that the Excel file always contains the same tab and column names, even if they have been changed in IA.
7. Click on **Export to Excel**.
8. Choose **Open** or **Save**.

The report contains one tab for each type of occurrence. Furthermore, it contains one tab for all actions and one tab for all user-defined fields from these occurrences as well as one tab that shows all relations that these occurrences have. The actions, user-defined fields and

relations are tagged with the occurrence's ID, to enable you to search for all actions, all user-defined fields and/or all occurrences and risk managements that are related to a certain occurrence.

7.3 More information about the Analysis function

7.3.1 Contact other organizations

If you want to contact other companies that use IA, point at **Analysis** and click on the **Selection** submenu. Then click on the **Contact information** button. This will open a pop-up window, where you can see all IA users within your sector in the **Company** selection list. Select a company to view its contact information.

7.3.2 Sectors that share information

Information applicable for Swedish companies only!

Sectors that share information with each other can only see organization names within their own sector in the search results. For organizations in other branches the branch name is displayed instead. If you want to get more information about a certain occurrence, click on the branch name above the search result to contact the organization where this occurrence was reported.

8. Tips and tricks

Here we have gathered tips that show how you can filter certain types of information in an easy way.

8.1 See the occurrence managers or units that have overdue occurrences

1. Point at **Occurrences** and click on the **List occurrences** submenu.
2. Click on the column heading **Status** to open the **Status** field.
3. Select **Overdue** in the **Status** field.
4. You can use additional selection criteria to filter the search results.
5. Change the number in the **Show** field if necessary.
6. Click on **View** and then on **Export**. Only the search results displayed in the list will be exported.
7. Select **Open** or **Save**.
8. Click on **Enable editing** in **Excel**.
9. In the Excel file you can see a column with the heading **Occurrence manager**. In this column you can see which occurrence managers have occurrences that are overdue. If you rather want to see which units that have overdue occurrences, you look at the **Occurrence unit** or **Employment unit** columns.
10. Click on **Sort and filter** and select **Filter** if you want to be able to sort the rows alphabetically.

8.2 Calculating the time for handling occurrences

1. Point at **Analysis** and click on the **Export data** submenu. It depends on your level of authorization in IA, whether you can see the **Export data** submenu.
2. Select the whole company or a certain unit.
3. Enter an **Occurrence**, **Registration** or **Update period**.
4. Click on **Export to Excel**.
5. Choose **Save as** and save the file on your computer.
6. Then click on **Open**.
7. Hide the columns that are not relevant. Keep **ID**, **Date of registration** and **Date of follow-up** as well as other columns that you are interested of.
8. Add a column that calculates the total time that it took to handle an occurrence (Total time = Date of follow-up – Date of registration).

	A	B	E	AF	AG	AL
1	Occurrence period					
2						
3						
4						
5	Type of occurrence	ID	Date of registration	Date of follow-up	Follow-up completed	Total time = Date of follow-up - Date of registration
6	Risk observation	2015-4	2015-01-19	2015-04-03	Yes	74
7	Risk observation	2015-5	2015-01-19	2015-01-29	Yes	10
8						
9						

Figure 9: Calculation of the time for handling occurrences

8.3 Create your own charts

You may need to create specific charts that display the variables your organization is interested in. To do this you can use the function PivotTable in Excel.

1. Point at **Analysis** and click on the **Export data** submenu. It depends on your level of authorization in IA, whether you can see the **Export data** submenu.
2. Select the whole company or a certain unit.
3. Enter an **Occurrence, Registration** or **Update period**.
4. Click on **Export to Excel**.
5. Choose **Save as** and save the file on your computer.
6. Then click on **Open**.
7. Edit the data in the file. You have to copy all occurrence types that you want to have in the same chart to one tab.
8. Select the data that you want to use in your chart.
9. Click on **Insert** and select **PivotTable**.
10. Select the checkboxes for all variables that you want to use in your chart. In our example we want to look at the divergence types per units and occurrence types. Therefore we selected Occurrence unit, Occurrence type and Type of divergence as **Rows**.
11. Select for which variables you want to see numbers by dragging them into the **Values** box. In our example we dragged Type of divergence into this box. You do not have to use the same variables that you selected as rows.
12. Click on **Analyze** and then on **PivotChart**.
13. Adjust the layout of the chart to fit your needs.

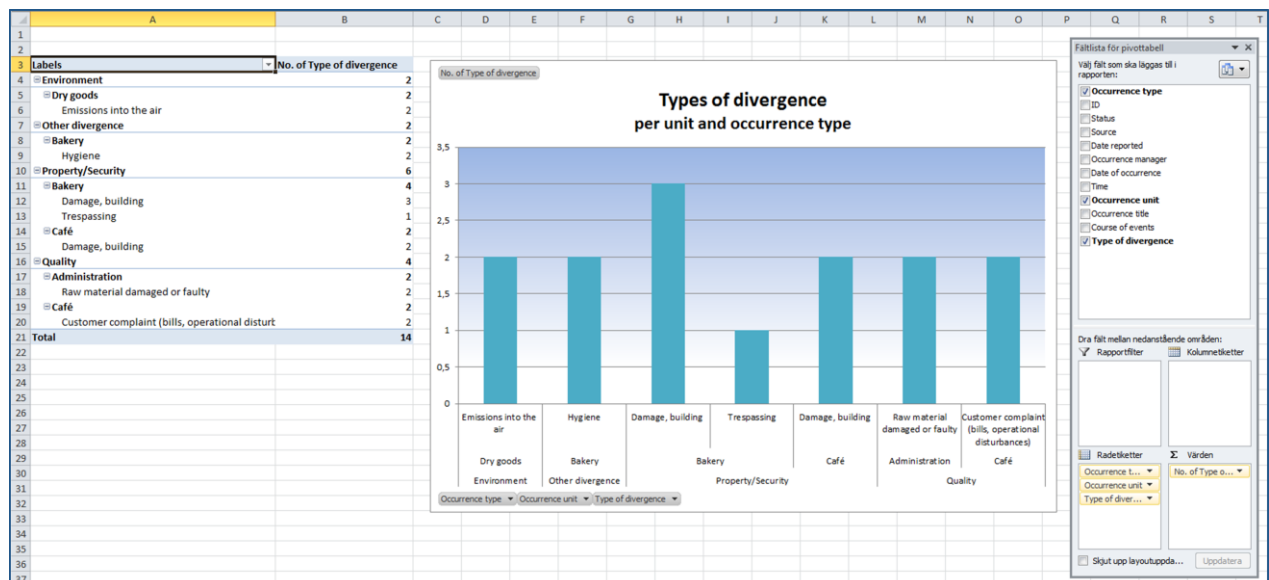


Figure 10: Example for a PivotChart