

#### **QRisk Consultant Quick Guide**

The Qrisk Offline Application is a means by which Consultants and Surveyors can complete risk management activities. Once an activity is downloaded, the consultant is able to work offline, save their work and submit the activity when they next have an internet connection.

For any queries on how to use QRisk enquires, please feel free to contact a member of the Global Risk Solutions Centre by emailing <u>QRisk.support@qbe.com</u>. For technical or system issues please contact the QBE Service Desk (see page 6).

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# **Downloading the QRisk Offline Application**

Type in: <a href="http://qriskdist.qbe.com/Setup.exe">http://qriskdist.qbe.com/Setup.exe</a> in to the address bar of your web browser and enter.	l press
ج (ج) له http://qriskdist.qbe.com/Setup.exe	>
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Click on the <b>'Run'</b> button for any dialogue box that may appear.	
Do you want to run or save setup.exe (487 KB) from qriskuat.msmsoftware.com?	×
It is type of file could harm your computer.	Run Save  Cancel
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When asked if you want to install the application, click **'Install'**. This will initiate the download and you will be able to see the progress of the installation as below.

Amplication Install - Security Warning	
Do you want to install this application?	(11%) Installing QRisk – — X Installing QRisk This may take several minutes. You can use your computer to do other tasks during the installation.
Name:         ORisk         From (Hover over the string below to see the full domain):         griskdist.qbe.com         Publisher:         OBE Insurance Group Limited         Install	Name: <u>QRisk</u> From: <b>qriskdist.qbe.com</b> Downloading: 11.8 MB of 105 MB
While applications from the Internet can be useful, they can potentially harm your computer. If you do not trust the source, do not install this software. <u>More Information</u>	Cancel





## Synchronising

Once the installation is complete, the application will open automatically and you will be prompted to synchronise. Enter your username and password and click **'Start Synchronisation'.** Once the synchronisation is complete, you may close the dialogue box.

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Once Synchronised, the application will open your Homepage as above. Outstanding activities will be listed in the **'Current Activities'** section. In the respective row please enter **Scheduled date** of appointment and provide any **Reason for SLA non compliance** if you are unlikely to complete by **Report Due Date**. The **'Quick View'** section shows survey instructions for each activity. Please note any additional persons wanting to attend and review **Supporting Documents** and instructions in **Additional Information**. Survey instructions and the report template can be printed from **Reference Activity** and **Print** pdf symbols.

To open an activity to write your report, click on the **Activity ID** or on the **'Open'** Button.





### **Completing, Saving, Exporting and Submitting**

When you open an activity, to complete the report, a tab will be created at the top of the page. You can open and switch between multiple activities and your homepage. The list on the left hand side displays the different sections for the activity you are completing. Click on any section and you will be presented with the questions you need to complete. Should the report be a QRisk resurvey then all questions will be prefilled from the previous visit and simply need to be updated.

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My Activities >> Client: 'BAU Dem	o', Activity 1200000369, F	ocus 'EL Survey Accomm'	
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Contacts, time and expenses	Activity Type	Initial Survey	
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At any point, you are able to save your work by clicking the **'Save'** button. Clicking **Export** will generate a word document of your written report so far – useful for sharing with others for peer review. Once you have completed the survey/activity, click **'Submit'**. If all mandatory questions are answered you will synchronise to submit report. Your report may be held **For Review** but will disappear once with QBE. It may reappear if **Rejected** and you will receive an email confirming the **Reason**, which is also displayed on homepage. Please then amend and resubmit your report.





## **Technical Support**

#### **Trade Code Selection**

When searching for a trade description within a report, we suggest you start at level 3 using a keyword if the trade description is not already populated. For further tips and guidance on selecting the correct trade level description see the *Trade Description Guide* <u>here</u>.

**Top Tip** – Always synchronise when you open the offline application and before you close it, even if you do not have a completed report to submit. This end of day synchronisation backs up any inprogress reports to the main server plus notifies us of any scheduled dates or Service Level Agreement (SLA ) reasons you may have entered.

#### Server Wins Rule

There is a small possibility that data entered in our online internal system may have been edited and is more up to date than corresponding data in your offline application. Examples of when this might occur are; when amendments to survey instructions or the SLA reason is being updated by your supplier administrator, or when your report has been completed on two different PCs / laptops and is out of sync. In this situation, a 'server wins' rule will overwrite conflicting data in the offline application. Should this occur you will be presented with the system warning message below that another user has edited your activity record. Accepting this warning in this scenario will most likely just overwrite the old data, but if you see this message appear when you have just written up a report then we **strongly recommend** you abort the synchronisation and contact us as there is a risk that you could lose any written report data since your last synchronisation. The QRisk offline application stores a local backup on your PC / laptop when you press **Save** in the application from which we can retrieve your written report.

QRisk	
<u>^</u>	Warning - other QRisk users may have changed your client report details since you last synchronised. Continuing to synchronise will download changes made by another user and may result in report data you have entered since your last synchronisation being lost. Please click Yes if you accept this risk and wish to continue synchronising. If you believe no other user could have amended your report / client details then please click No to abort the synchronisation and call the QBE Service Desk on +44 (0)207 105 5000 for investigation of this issue.
	<u>Y</u> es <u>N</u> o

Regular synchronising as per the **Top Tip** reduces this risk.





#### System Issues

Occasionally you may have issues opening and synchronising the application. For support please log a Service Desk call by calling the relevant telephone number listed below.

• We will ask for details of your PC / laptop and for an error log file, which resides in the following file directory:

C:\Users\Your PC user name\AppData\Roaming\QRISKOfflineClientLog.txt

- Note: If you cannot see the 'Appdata' folder on your PC then it may be 'hidden'. The steps to isolder will vary according to your operating system. We suggest using a Google search to find out how to do this, for example: "Show hidden files for Windows 10" (if you use the Windows 10 operating system).
- Please provide the service desk with details of what you were doing that caused the error plus any screenshots.

We recognise it is frustrating when you are prevented from submitting a report, so we endeavour to respond to any service request within an hour and will keep you informed of the ultimate resolution time. Please escalate any concerns you may have via <u>QRisk.support@gbe.com</u>.

Should there be any underlying system fault or technical issue, this will also need to be raised with the IT service desk by logging it in the QBE Service Now portal (internal users) or by calling your divisional Service Desk on the telephone number listed below.

QBE Service Desk (English)

EO: (+44 (0)207 105 5000

LATAM: ( +1 877 435 7442

If you do not speak English then a colleague will need to speak to the Service Desk on your behalf. If you are unable find anyone to help you then ask your local Risk Solutions team for assistance or email <u>QRisk.support@qbe.com</u>.





### **Complete Uninstall & Reinstall of the Application**

Do not attempt to uninstall the application if you have reports which are in-progress and have yet to synchronise, as during the reinstallation process such report data will be <u>lost</u>.

Occasionally an uninstall and reinstall of the offline application will be recommended, the steps to achieve this fully are below.

1. Go to Control Panel of your PC or do a Google search for uninstalling programs for your operating system and follow those steps to uninstall QRisk. Click OK to confirm you would like to remove the application from your computer (see example message below).

QRisk Maintenance	
QRisk Choose the type of maintenance you need.	)
<ul> <li>Restore the application to its previous state.</li> <li>Remove the application from this computer.</li> </ul>	
OK Cancel More Information	-

2. Go to C:\Users\*Your PC user name*\AppData\Roaming\QRISKOfflineClientLog.txt and delete the QRiskOfflineClientLog.txt file

QRISKOfflineClientLog.txt

- Go to C:\Users\Your PC user name\AppData\Local and delete the OfflineConfigurationsettings.xml and QRiskOfflineDatabase.sdf files that will be present like below.
  - OfflineConfigurationSettings.xml
  - 📸 QRISKOfflineDatabase\_d046ddcf-6bf1-4f40-ad78-ce6c1c73ec20.sdf
- 4. Reinstall the application as per instructions earlier in this guide.