# User Guide:
# NSAA Incident Report

Last Updated: May 20, 2021

# Table of Contents

# Overview

## Welcome to EDGEauditor!

EDGEauditor helps resorts remove their reliance on paper-based forms, waivers and more by transitioning all of these pertinent documents into digital form. Whether you're a small family-operated resort or an operation with thousands of employees, this digitized tool will improve efficiency and accuracy while decreasing administrative overhead and mitigating risk.

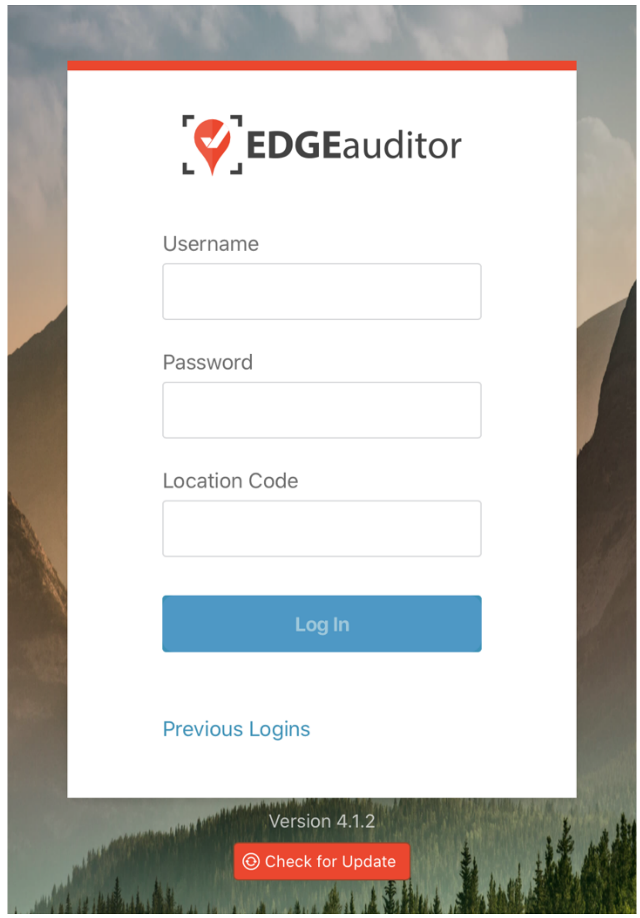
Some of the many benefits to using EDGEauditor are:

- Helping you maintain more consistent, complete and accurate reports with additional information that's just not possible with paper.
- Never having to deal with legacy versions of the software, or people using different versions. EDGEauditor is a SaaS (Software as a Service) solution so every update made to the software is automatically applied to every user.
- Desktop-based manager dashboard provides administrative users with a full 360-degree view of all reports, ability to approve or reject reports, add new sections or criteria to reports, export data and much more!
- Easily manage security and access permissions to each individual user so there's no need to worry about things going missing or being altered.
- Enable email and text alerts for incident reporting based on the criteria you set.
- Saving incident reports, daily logs, inspections and other reports locally on a tablet and then upload later when an internet connection is available.
- Through tablets and smartphones, your staff can start to catalog every piece of risk mitigation you have on your property.

# Login

The login screen is a single point of entry into EDGEauditor. The EDGEauditor app is what frontline staff will use to complete and submit reports and is what we will review first. The EDGEauditor manager dashboard (reviewed later) is an online website where managers review and approve submitted reports.

## Accessing the EDGEauditor App




**Mobile Device:**

1. Download the EDGEauditor app from download.edgeauditor.com. You'll want to choose one of the download options that appears directly beneath the EDGEauditor RESORT logo.
2. Launch the app and on the login screen, enter your username, password and location code (case sensitive).
3. Tap the *Log In* button to log into the EDGEauditor application.

*IMPORTANT:* If you are using an iOS device, before you can access the app for the first time you will need to go into *Settings > General > Profile (or Device Management) > CloudStorm Solutions > Trust "CloudStorm" > Trust*.

**Desktop Computer:**

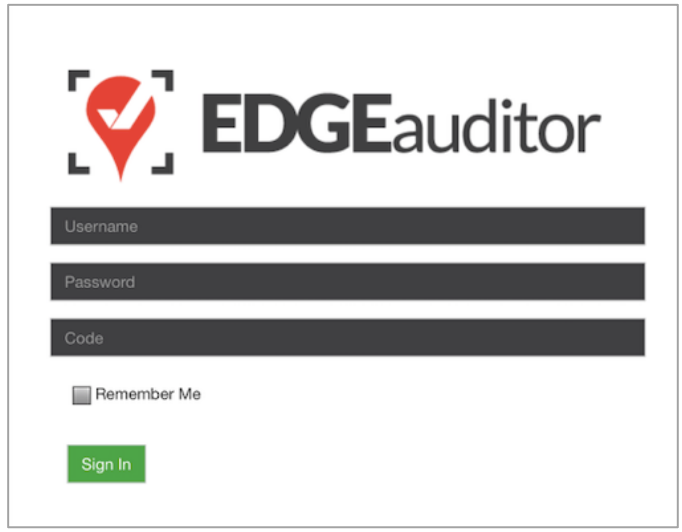
1. Open Chrome browser and go to browser.edgeauditor.com.
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the 'Log In' button to log into the EDGEauditor application.

EDGEauditor

## Accessing the EDGEauditor Manager Dashboard

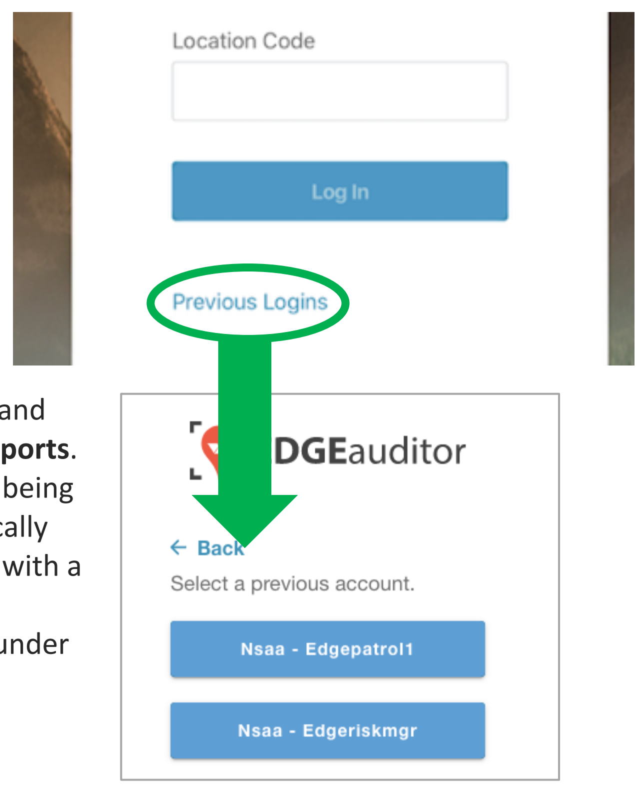
**Desktop Computer:**

1. Open Chrome browser and go to resort.edgeauditor.com.
2. On the login screen, enter your username, password and location code (case sensitive).
3. Click the *Sign In* button to log into the website.




## Additional Notes

- Both the manager dashboard and the browser-based version of the app are optimized to work with Chrome browser.
- On the EDGEauditor app, if a previous login is saved it will be shown when you select *Previous Logins* located beneath the *Log In* button.
- You can then select the username and just add the password as a shortcut to login as that user. A maximum of 2 previous logins can be saved. If logging in with a third user, it will clear the other logins.
    - If either of those previous users have reports saved locally, the app will not be able to clear them until the user(s) logs in and clears the report(s) from **Pending Local Reports**. This login "failsafe" prevents reports from being accidentally deleted. If both users have locally saved reports you will not be able to login with a new user until one of the existing users submits/deletes the reports saved locally under their profile.

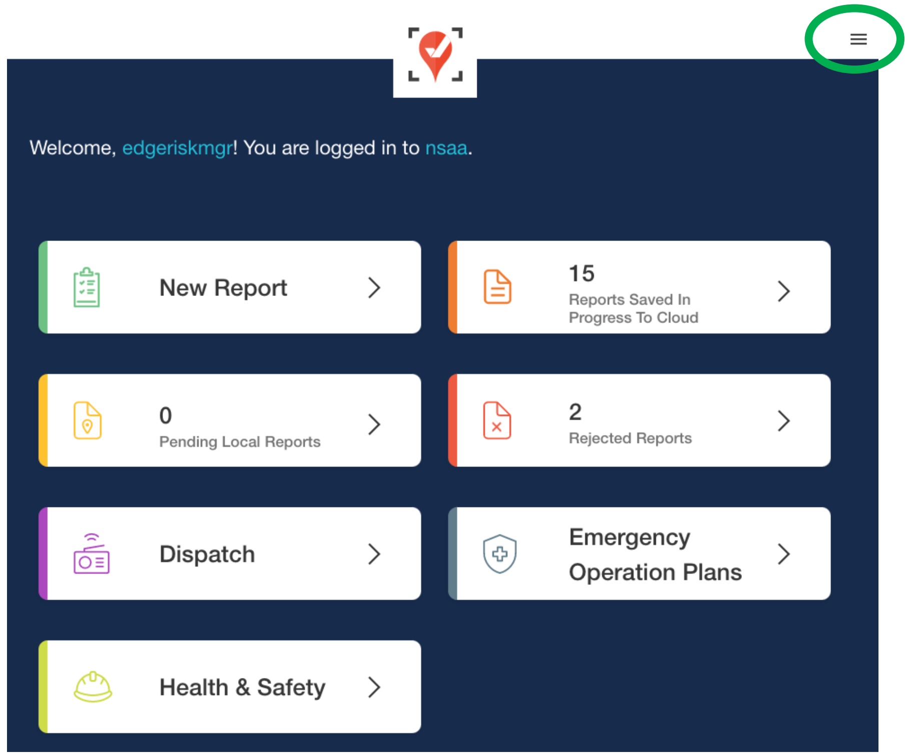


# Getting Started

Upon successful login, you will be taken directly to the app home screen that shows each of the modules your user profile has access to. Access to specific modules are determined by the user permissions setup by your manager or those being used by your resort so you may not see all of these when logged in.

To access the settings for your account, select the menu icon located at the top right-hand corner of the main screen (circled in green on the image to the right). From settings you can:

- View your username and location.
- Log out of the app (be sure to do this every time you're finished using the app; this is a security feature to prevent unauthorized access to your account).
- Change your password – if your user profile allows for this (make sure you either memorize it or write it down and keep it in a safe place so you have it when needed).



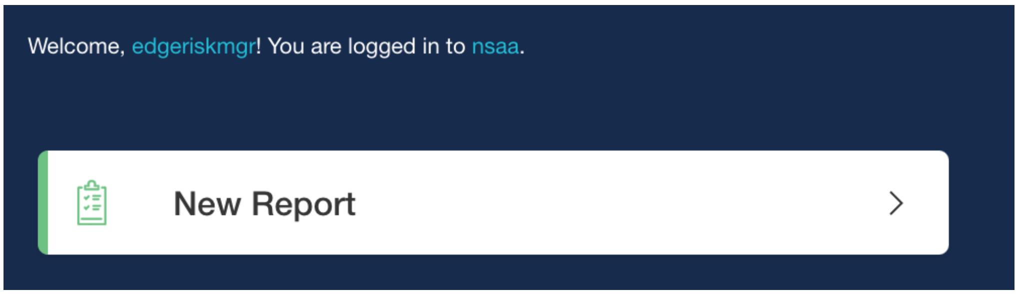

## Online / Offline Mode

The mobile app version of EDGEauditor that can be used on a phone or tablet allows you to use certain features even without an internet or cellular connection. <u>The only modules that can be used in OFFLINE mode are **Reports** (incident report and other reports), **Emergency Operation Plans** and **Health & Safety**.</u> However, functionality may be limited (e.g., location mapping will not be available on the incident report). You will know whether your device is connected by the ONLINE / OFFLINE icon that appears in the top right-hand corner of most screens on the app. If your connection status changes, the icon will change to reflect this. Depending on the screen size of your device, you may just see the connected/disconnected icon.

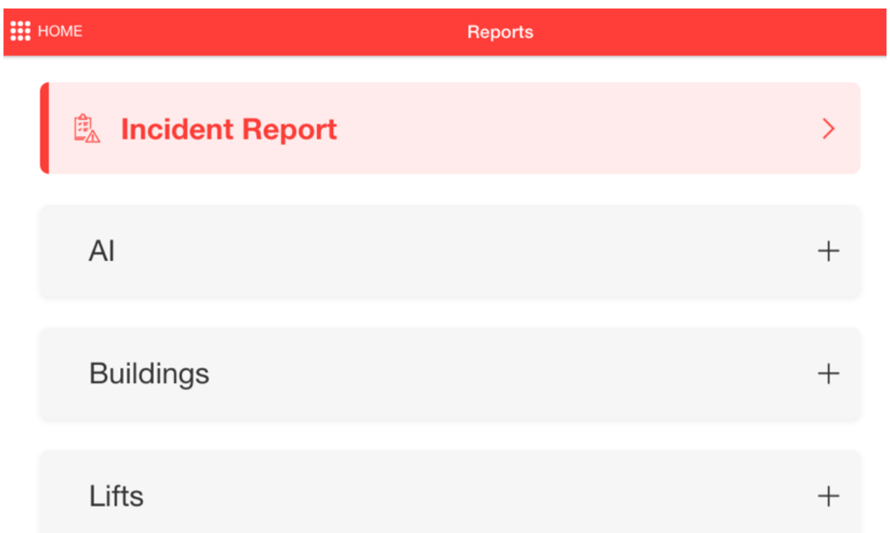

The **New Report** module is where you will likely spend the bulk of your time in the EDGEauditor app. Most, if not all, of the forms and reports you see here should be familiar if you used the paper-based ones previously. This is because EDGEauditor has taken copies of all these reports and digitized them. To start, we're going to review the Incident Report.

## Starting a New Incident Report:

1. Select **New Report** from the app home screen.




2. On the next screen, select *Incident Report*. This will be the very first report at the top of the list (if you have other reports listed on this screen).



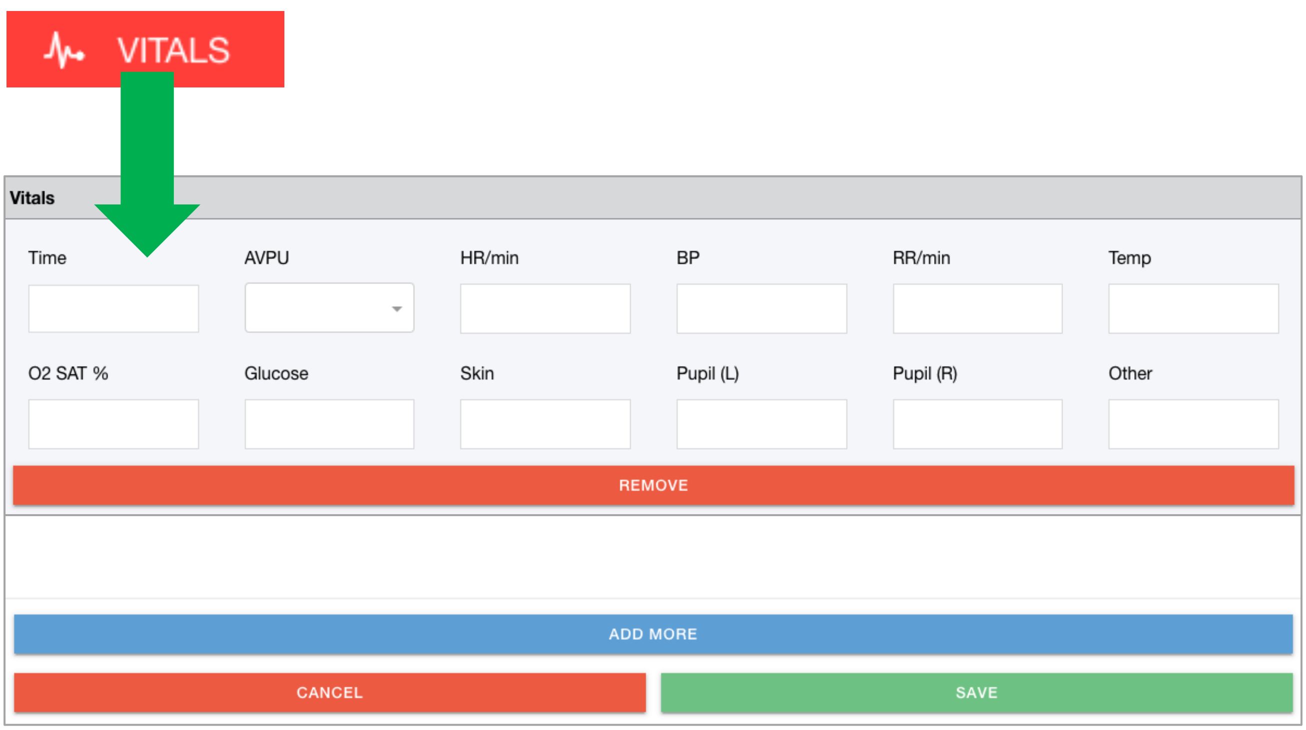
# Incident Report: General Functionality Overview

The incident report in EDGEauditor is a digitized version of the National Ski Areas Association (NSAA) form that your resort was using previously. Some fields have been updated or modified from the paper-based version in order to stay current with industry standards.

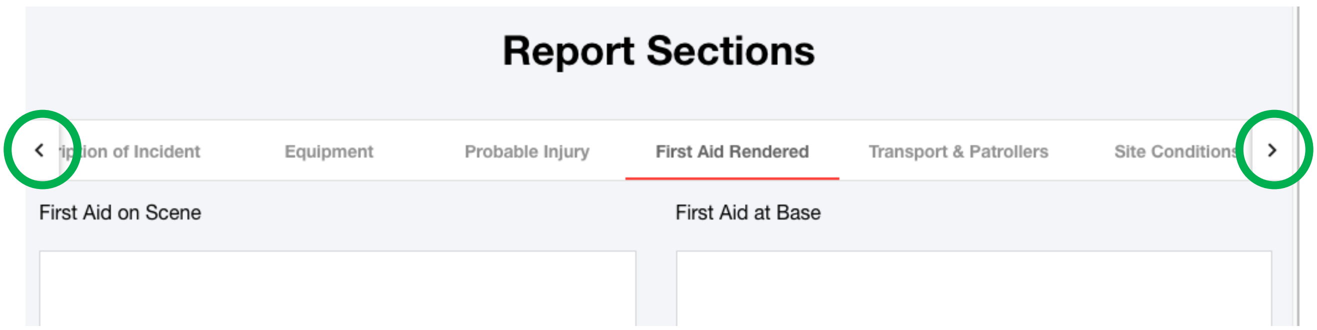
## Incident Report Main Screen

- By default, a new Report ID will always be generated for you and will appear at the top of the report.

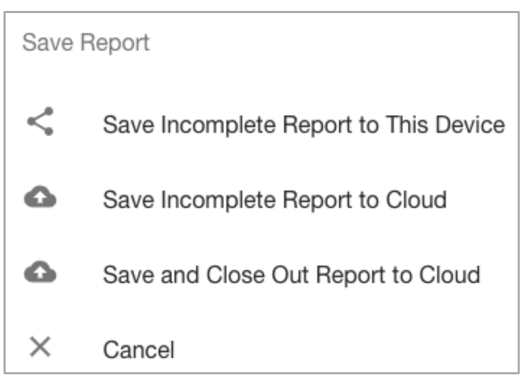

- If your location has the Vitals add-on enabled, you will see a button in the top left-hand corner that looks like a “pulse”. Depending on the screen size of the device you’re using it may also have the word VITALS next to the icon. Selecting this button will open the Vitals screen where you can record various vitals for the patient. To record multiple vitals at different intervals, choose the ADD MORE button.
  - Each time you make a change to vitals recorded, ensure you select the green SAVE button at the bottom of the Vitals screen to save your changes.



- As you scroll down passed *Incident Time, Incident Date* & *Incident Location* fields, you will see a heading labelled “Report Sections”. Choosing any of the headings will open that specific report section so you can fill in the required information. The section you have open will have a red underline beneath the section name.
    - To toggle back and forth between the sections use the arrows located to the right and left of the report headings to scroll through and access each section that is not visible.
    - As you scroll down in a section the report section headings remain visible so you can toggle between sections without having to scroll all the way up.




- Selecting the green *SAVE* button at the bottom of the incident report home screen will display 3 options for saving. <u>You won’t be able to save until you input the Incident Date, Incident Time, Patient First Name & Patient Last Name.</u> Until these fields have been filled in the green *SAVE* button will be greyed out. After these fields have been completed you can choose to save the incident report as many times as you like.

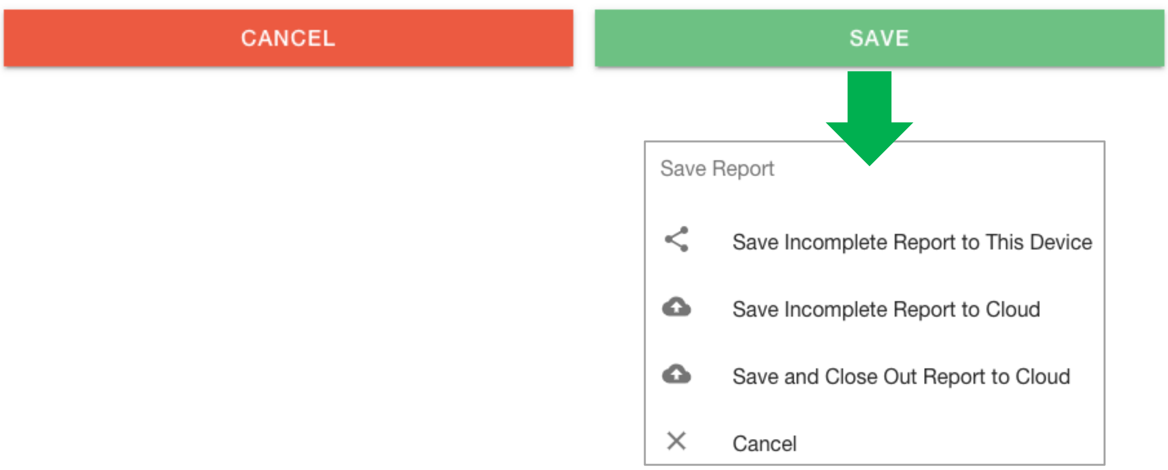



- *Save Incomplete Report to this Device >* Selecting this option saves the report to the specific device you are using, meaning to access the report again you would have to use the same computer, tablet or phone. To access this report again you would select **Pending Local Reports** from the app home screen.
    - Some resorts may not have *Save Incomplete Report to this Device* enabled so this option may be hidden.
- *Save Incomplete Report to Cloud >* Selecting this option saves the incomplete report to the cloud, meaning you can complete the report on any device with the EDGEauditor app

installed. To access this report again you would select **Reports Saved In Progress To Cloud** from the app home screen and then choose *Incident Reports In Progress*.

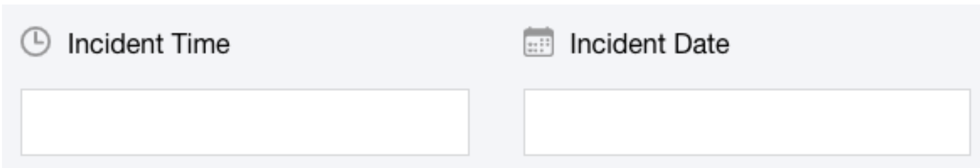
  - *Save and Close Out Report to Cloud >* Selecting this option indicates you have completed the report in its entirety and are ready to submit it for approval.

- Regardless of the option you choose, you will receive a prompt confirming your selection.
- Choosing "Cancel" from within the save menu will simply close the save menu.
- Selecting the *CANCEL* button that sits beside the *SAVE* button will either not save any changes you've made since your last save, or erase any data you've entered if you've never saved the report prior. If you choose *CANCEL* by mistake, there will be a prompt asking you to confirm your selection.

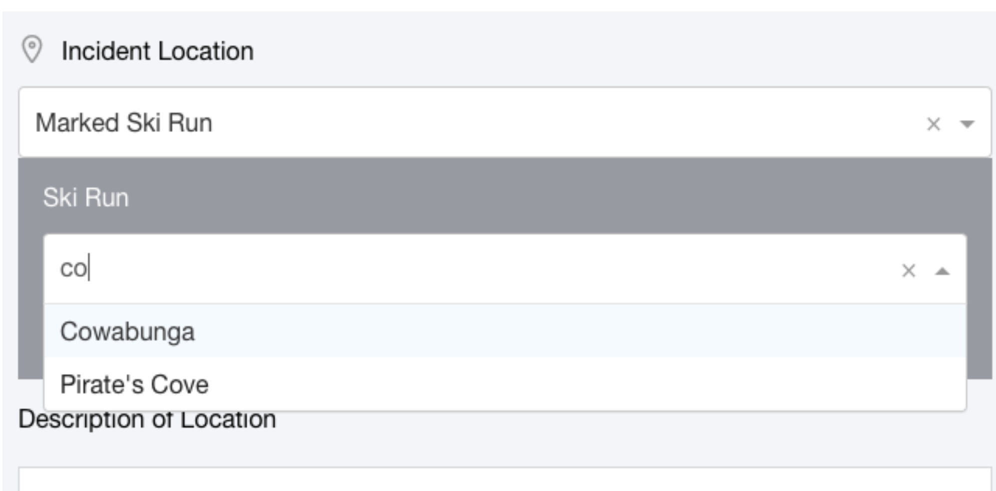


# Incident Report: Completing the Report Sections

1. From the incident report home screen, enter the *Incident Time* and *Incident Date* (if the incident report was initiated via dispatch, these fields should already be filled out).
    - IMPORTANT NOTE: <u>*Incident Time* & *Incident Date* are 2 of 4 mandatory fields that are required before an incident report can be saved.</u>

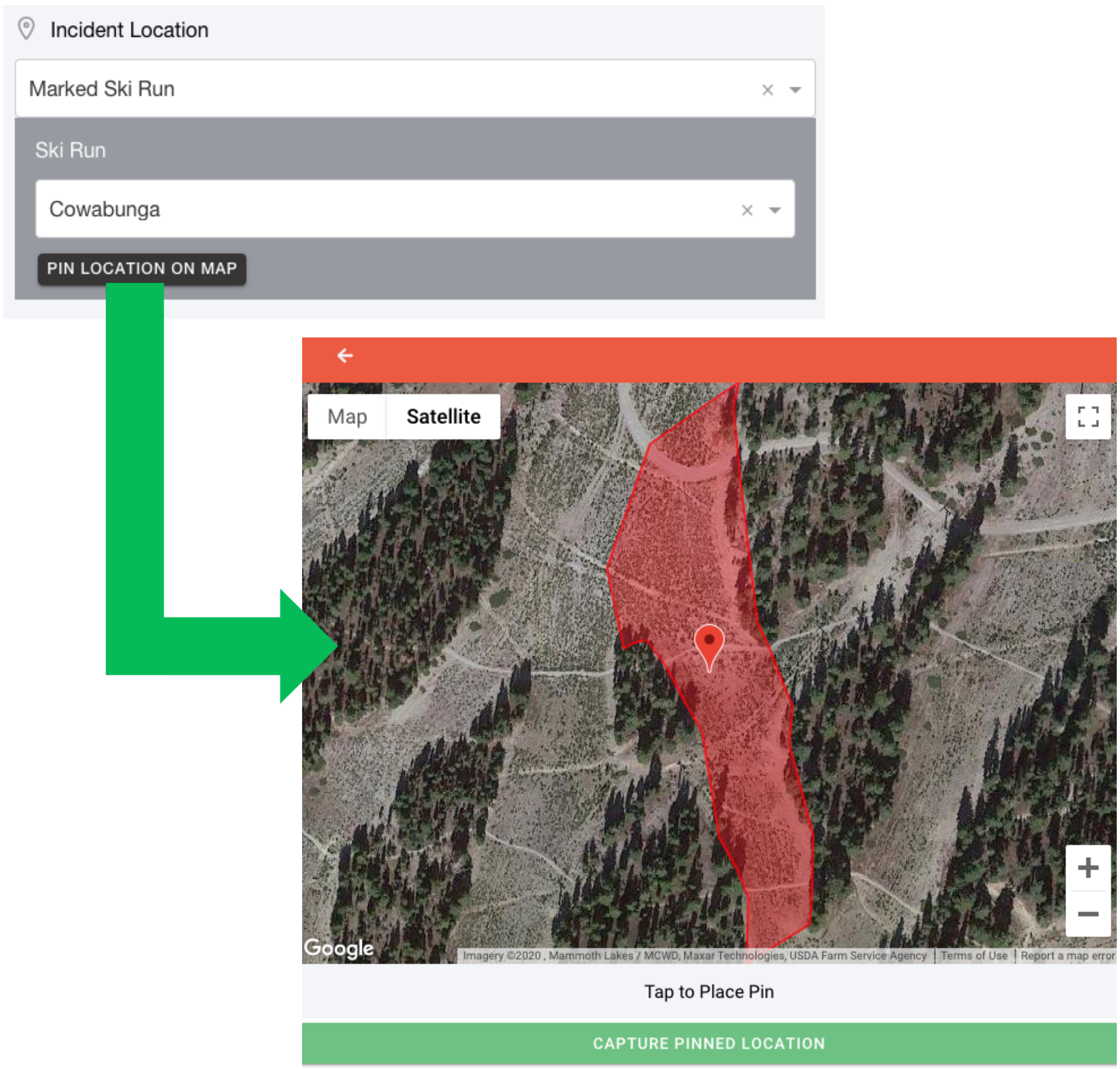



2. After entering incident time and incident date, you will then proceed to select the specific incident location. Note, additional fields may appear based on the selection you make under INCIDENT LOCATION. For example, if you select *Marked Ski Run* a dependent drop down will appear allowing you to choose the specific ski run by name.
    - *Helpful Hint:* Start typing the name of the ski run, terrain park/terrain park feature or lift to filter the results based on what you type.
    - Ski runs, freestyle terrain, lifts and hiking/biking trails will only display by name if they have been previously mapped on the manager dashboard.
    - A text box below the Incident Location drop down(s) allows you to write the specifics of the incident location (e.g., "beside the fence at the last turn of Cowabunga").



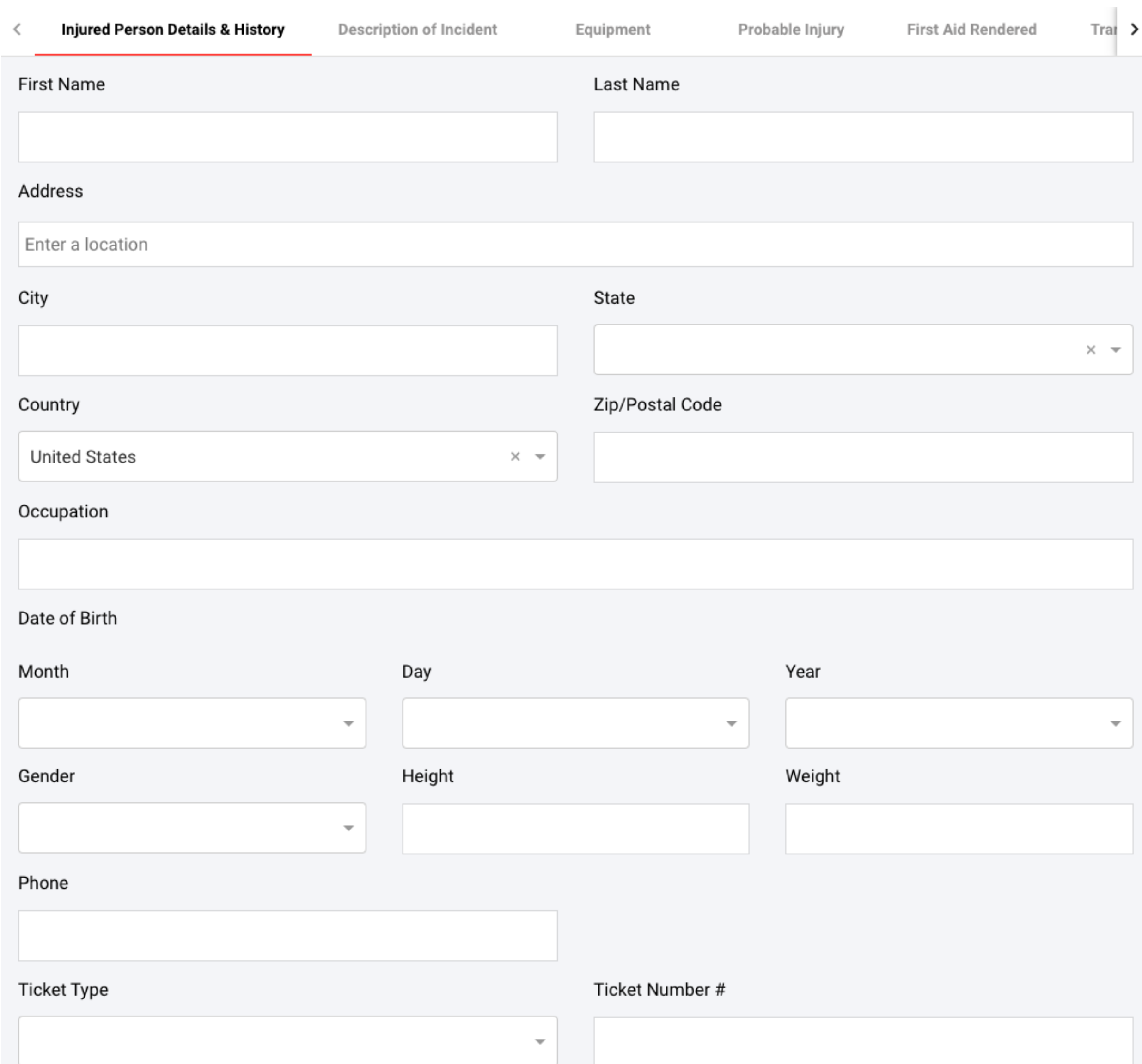

3. After selecting your incident location, select the PIN LOCATION ON MAP (if this feature is enabled for your resort), which will allow you to geo locate the specific area where the incident occurred. Use the map screen to zoom in and move the map marker to the correct location. Simply tap the screen with your finger (or click with your mouse) on the spot where you want to drop the map pin.

- Once you have chosen the correct spot, choose CAPTURE PINNED LOCATION to close the map. You will now see your longitude and latitude coordinates have been recorded.
- If you need to change the coordinates, select RESET PIN LOCATION to move the map pin to another location.

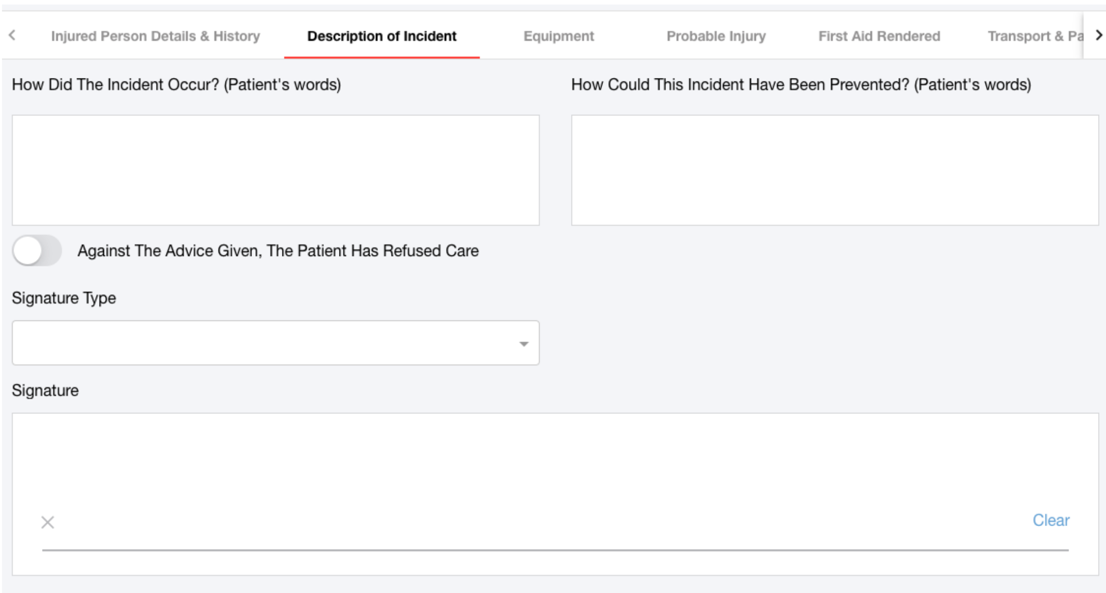



4. Next, you'll proceed to complete each of the relevant incident report sections. You can complete the sections in any order. Just remember, you can't save until you also input the *Patient First Name* & *Patient Last Name* from the "Injured Person Details & History" section. For the purposes of this guide, we'll walk through completing the sections in sequential order.

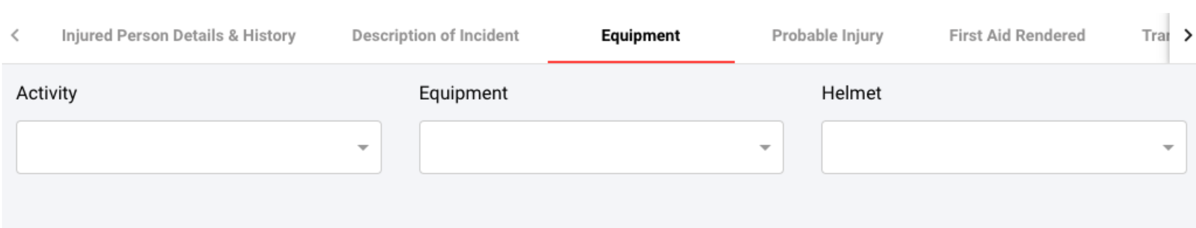
5. Select the Injured Person Details & History section to fill out all the details regarding the injured person.
    - IMPORTANT NOTE: <u>Patient *First Name* & Patient *Last Name* are the other 2 mandatory fields that are required before an incident report can be saved.</u>
    - *Helpful Hint*: For any drop-down type question within the incident report, you can start to type the answer option which will filter the results that display. You will only get a result if your query matches the available answer options. To remove a selection without making another one (so the field will be empty again), simply select the “x” directly beside the drop-down arrow.



6. After completing the patient information, you will then complete the "Description of Incident" section, which you can access either selecting that section name from the scrollable section headers that appear just beneath the heading "Report Sections", or by using the right arrow button located at the top right-hand corner of the screen. To clear and redo a signature, choose the blue "Clear" button to the right of the signature box.




7. The next section to be filled out is "Equipment". Based on the selections you make, additional drop down or text fields may populate for you to complete.



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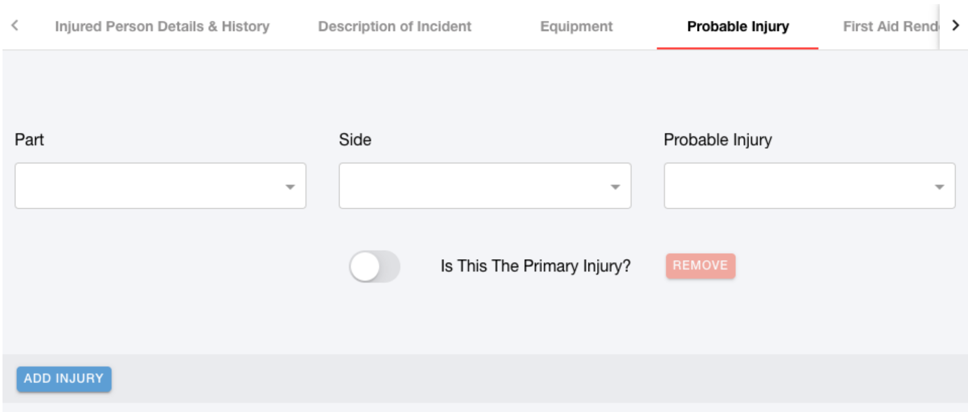
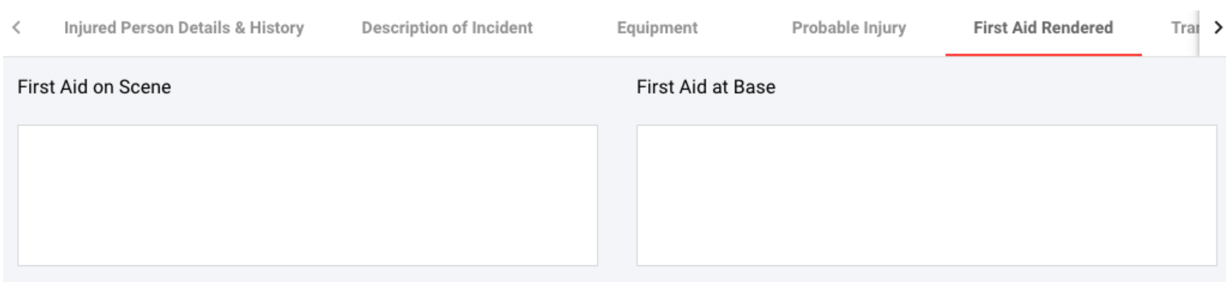
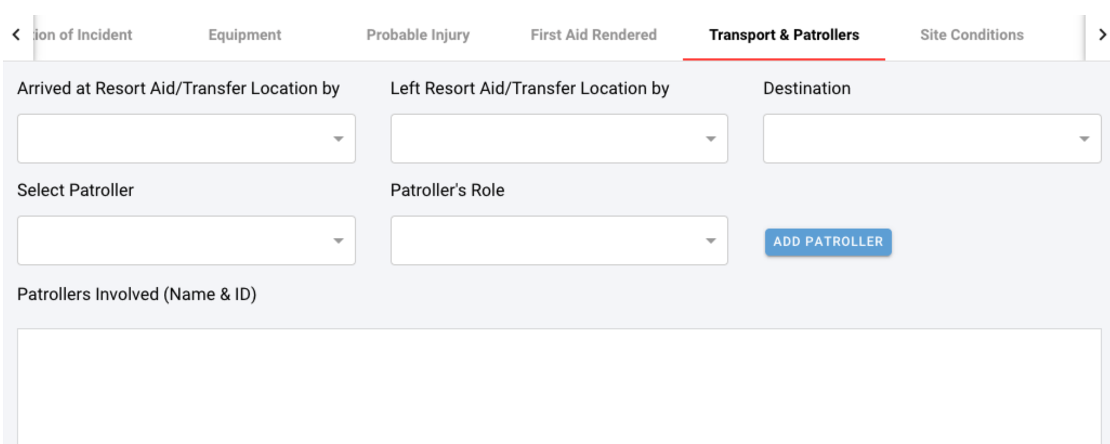
8. Next, you will add any applicable injuries the person sustained by filling out the "Probable Injury" report section. To add more than one injury, select the ADD INJURY button.




9. After you've added any injuries, you will then complete the "First Aid Rendered" section to document any first aid provided on scene and back at base.

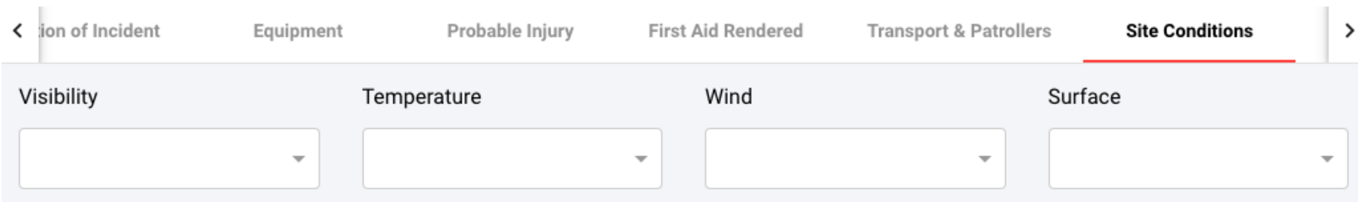



10. Next, you will complete the "Transport & Patrollers" section. This is where you will select all the pertinent details regarding how the injured person arrived at resort aid, the patrollers involved, etc. Based on the selections you make additional drop text fields may populate for you to complete.

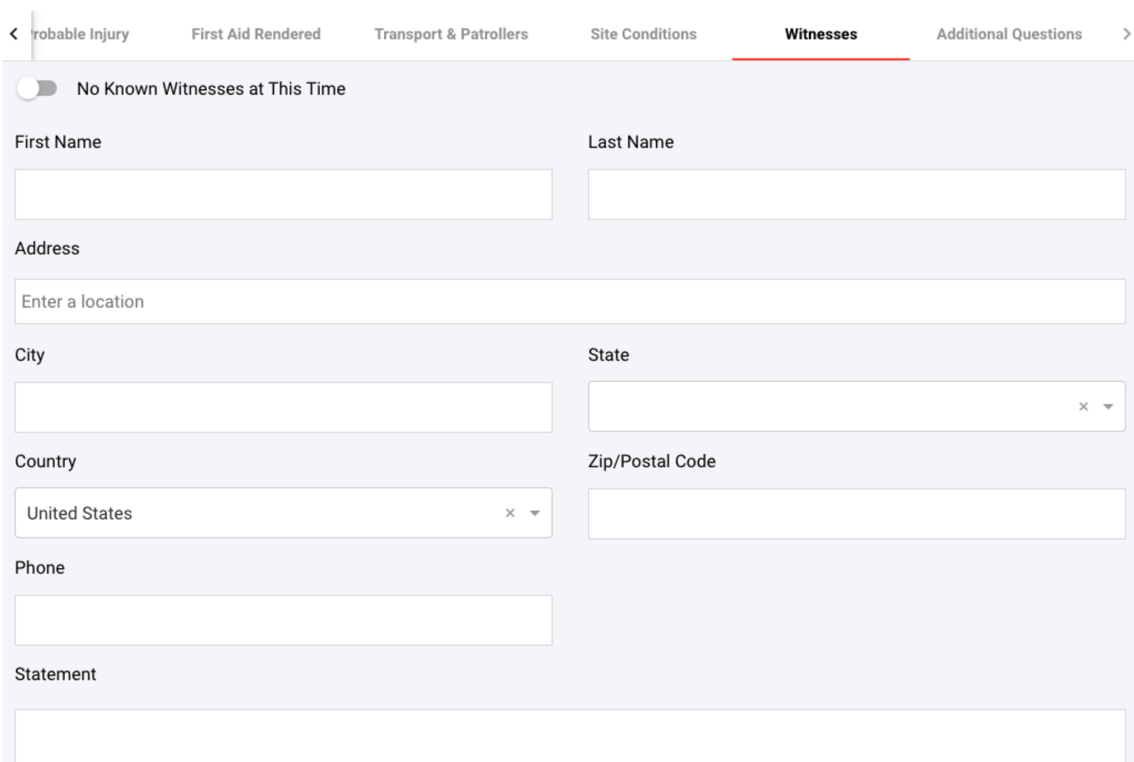


- *Helpful Hint*: For *Select Patroller*, you can start to type the patroller's name which will filter the results that display.
- If the incident report was initiated by dispatch there will already be a patroller assigned to the report.

11. The next section, "Site Conditions", is where you will record information as it relates to outdoor conditions and the type of surface where the incident occurred.

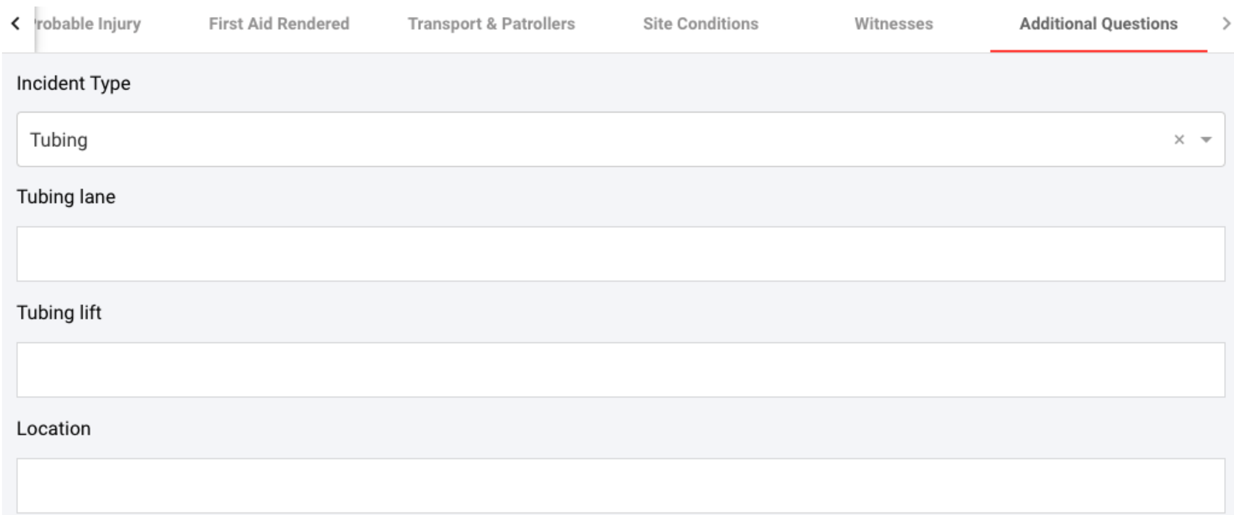



12. The next section to be completed is "Witness".
    - IMPORTANT NOTE: If your resort does not have "Witness" enabled this section will not appear.

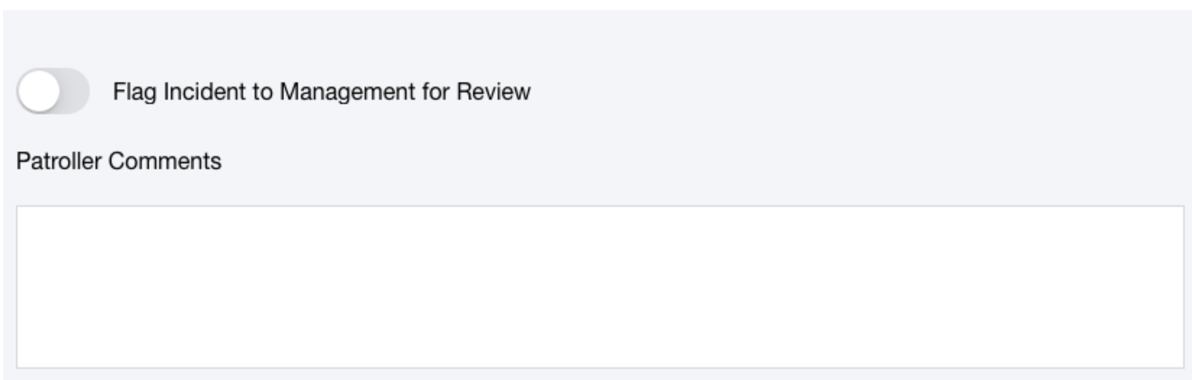



13. The last section of the incident report you will complete is "Additional Questions". Selecting the corresponding *Incident Type* will pre-populate a list of questions to be answered.

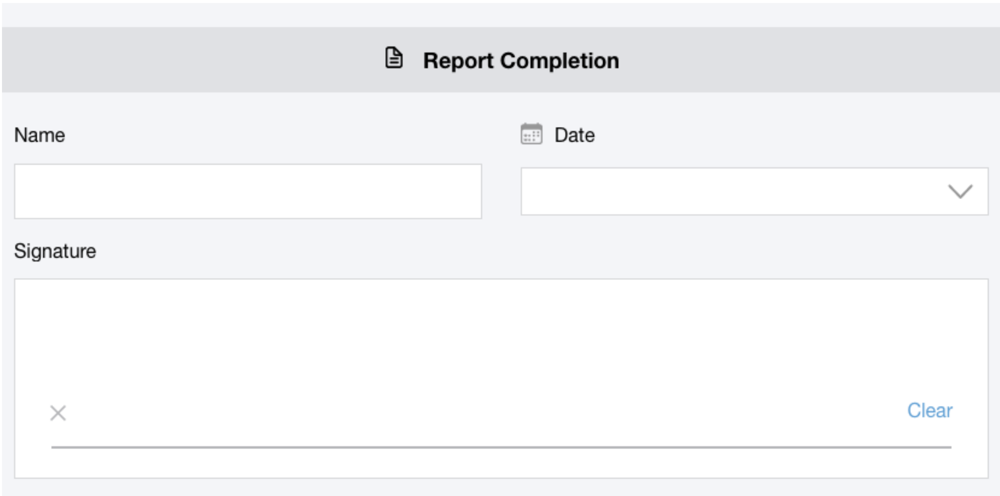
- IMPORTANT NOTE: If your resort does not have "Additional Questions" enabled, this section will not appear.




14. Scroll down to the bottom of the main incident report screen to complete the final remaining questions *Flag Incident to Management for Review* and *Patroller Comments* (if these questions are enabled for your location).

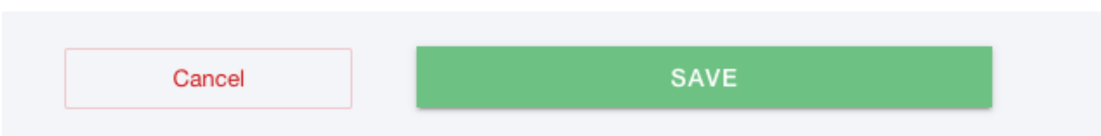


**15.** Under the “Report Completion” heading, add your name, date and signature. To clear and redo your signature, select the blue “Clear” button to the right of the signature box.




**16.** Lastly, select *SAVE* now that you’ve filled out all information regarding the incident. Regardless of the option you choose (*Save Incomplete Report To This Device*, *Save Incomplete Report to Cloud* or *Save and Close Out Report to Cloud*), you will receive a follow up prompt confirming your selection. The next section will go into further detail regarding locally saved reports and reports saved to the cloud (not yet submitted for approval).

- Remember, once you have added the *Incident Date*, *Incident Time*, *Patient First Name* & *Patient Last Name* you can choose to save the incident report to the local device or as in progress to the cloud as many times as you like. You do not have to wait until the report is fully complete in order to save.



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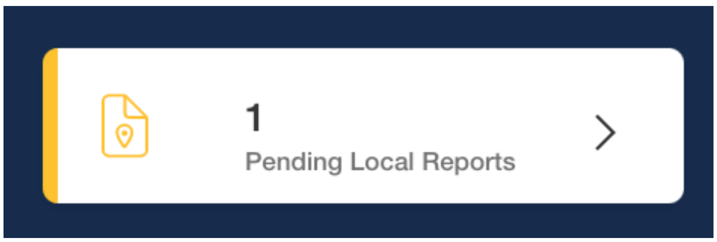
# Pending Local Reports

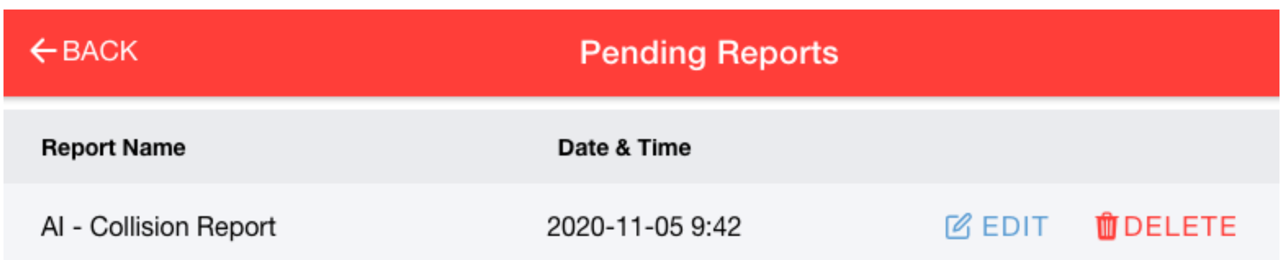
If you started a report and selected *Save Incomplete Report to this Device*, then back on the main screen you will see a numerical valued (e.g., '1') in the **Pending Local Reports** module (as illustrated by the below screen shot).

## Accessing Pending Local Reports:

1. Select **Pending Local Reports** from the app main screen.




2. Find the report you wish to finish from the list and select the edit icon. You can now go through and continue with the report.

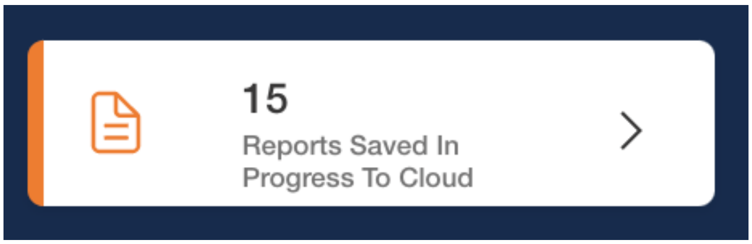


# Incident Reports Saved In Progress To Cloud

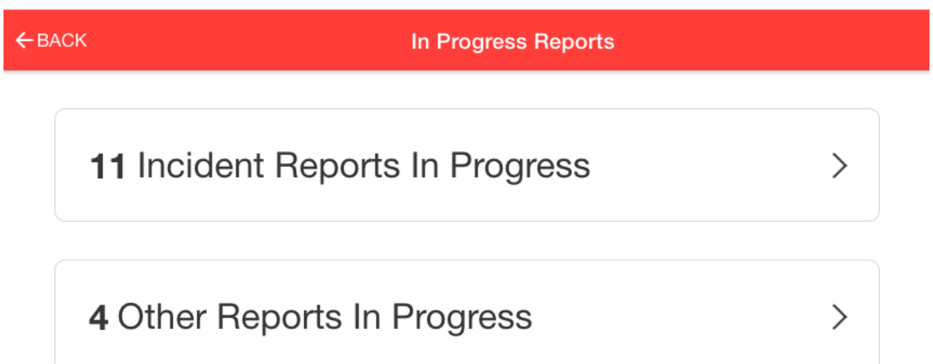
If you started an incident report and selected *Save Incomplete Report to Cloud*, you will see a numerical value in the **Reports Saved In Progress To Cloud** module (as illustrated by the below screen shot).

## Updating Incident Reports Saved In Progress To Cloud:

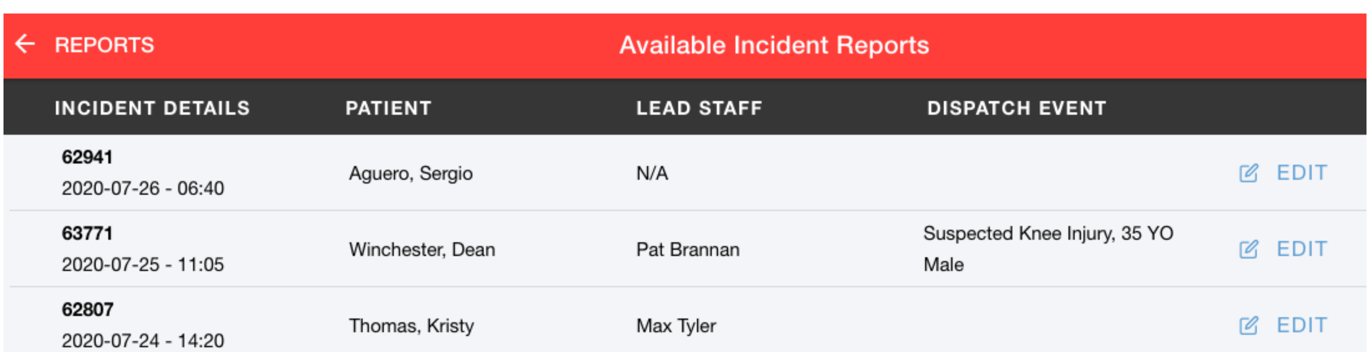
1. From the app home screen select **Reports Saved In Progress To Cloud**.




2. On the next screen select *Incident Reports In Progress*.




3. Find the report you wish to finish from the list and select the edit icon. If the incident report was initiated by dispatch it will also show the name of the dispatch event.


REPORTS
Available Incident Reports

| INCIDENT DETAILS | PATIENT | LEAD STAFF | DISPATCH EVENT | |
|---|---|---|---|---|
| 62941 2020-07-26 - 06:40 | Aguero, Sergio | N/A | | EDIT |
| 63771 2020-07-25 - 11:05 | Winchester, Dean | Pat Brannan | Suspected Knee Injury, 35 YO Male | EDIT |
| 62807 2020-07-24 - 14:20 | Thomas, Kristy | Max Tyler | | EDIT |

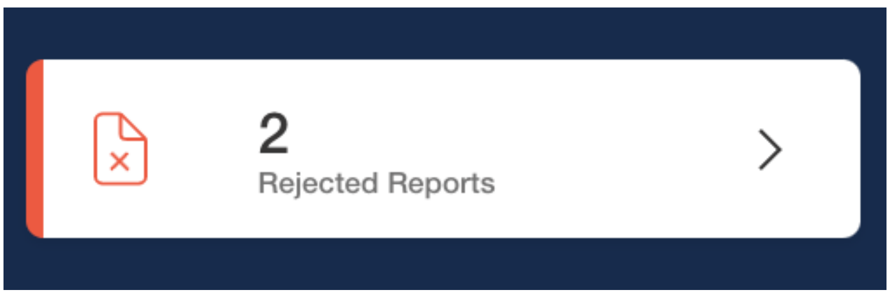
# Rejected Reports

After you've submitted a report (incident report, daily log, checklist, inspection, etc.) for approval by selecting *Save Report > Save and Close Out Report to Cloud*, it will appear on the manager dashboard ([resort.edgeauditor.com](resort.edgeauditor.com)) for supervisor or manager approval. If any reports have been rejected, it will appear as a numerical value on the **Rejected Reports** module on the app main screen (as illustrated by the below screen shot).

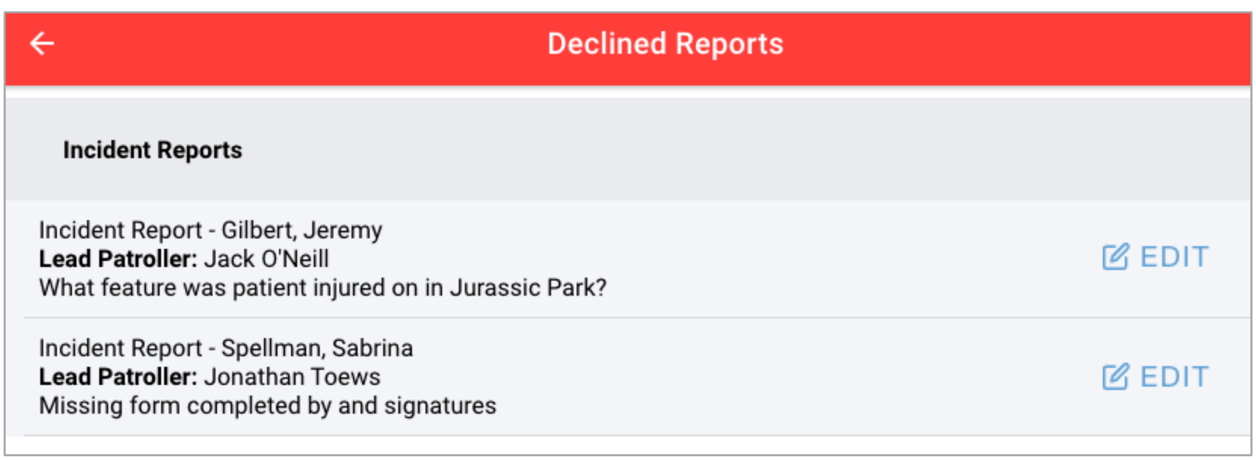
A report can be rejected for any number of reasons. It really depends on the standards set by your resort for report completion. If a report is rejected, the approver has the option to leave a comment so you can quickly tell what needs to be corrected.

## Finding a Rejected Report:

1. Select **Rejected Reports** from the main screen.



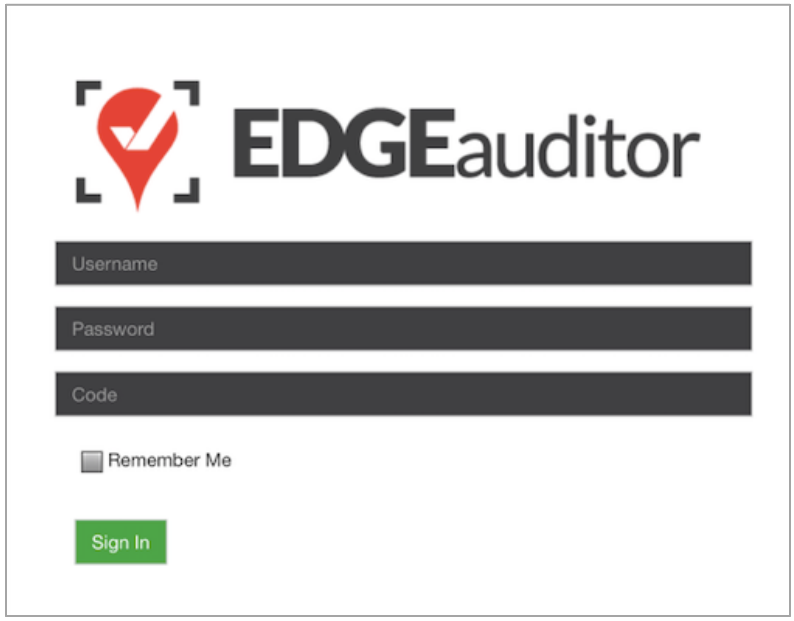

2. Find the rejected report you're looking for and select the edit icon. You can now update/fix the report following the reason given for its rejection and then re-submit for approval by choosing *Save and Close Out Report to Cloud*.



# Reviewing Submitted Incident Reports

After you've submitted a report for approval by selecting *Save Report > Save and Close Out Report to Cloud*, it will appear on the manager dashboard for supervisor/manager approval. Only users who have been given access to the dashboard will be able to review submitted incident reports.

To access submitted incident reports, open Chrome browser and go to [resort.edgeauditor.com](resort.edgeauditor.com). You will login with the same credentials used to access the EDGEauditor app.




After logging in, there are 2 different ways you can view submitted incident reports. Both are explained in detail below.

## Option #1: Reviewing Incident Reports > View All Incidents Screen

From the side navigation, click on *Incident Reports > View All Incidents*. This will display a master list of every incident report ever submitted. You will know which ones require your attention based on the "Status" column. Screenshot to illustrate is on the next page.

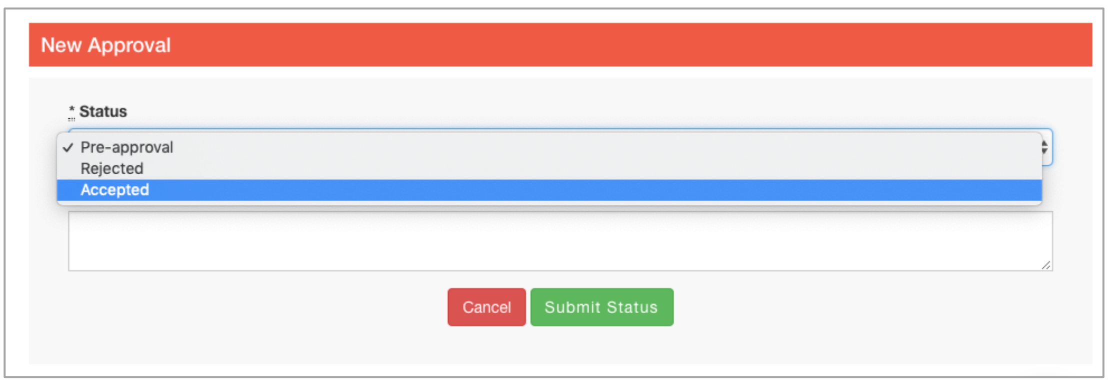
Status Types:

- *Available* > Incident report is in progress and not yet ready for review.
- *Pre-Approval* > Incident report is complete and ready for supervisor/manager review.
- *Rejected* > Supervisor/manager reviewed the incident report and then rejected it for various reasons.
- *Accepted* > Submitted incident report was reviewed and approved by supervisor/manager.

For incident reports with a status of "Pre-approval" click the *Review* button to review the report.

| # | ⚑ | Patient Name | Destination | Incident Date | Form By | Time Submitted to Cloud | Status | Lead Staff | |
|---|---|---|---|---|---|---|---|---|---|
| 43141 | | Ryan Kessler | | 2018-11-22 | | Nov. 22, 2018 10:32 | available | N/A | View Edit Delete |
| 43136 | ⚑ | Andrew Robertson | Hospital | 2018-11-22 | Jonathan Towes | Nov. 22, 2018 09:27 | pre-approval | Jonathan Towes | Review Edit Delete |
| 42949 | | Dana Scully | Clinic | 2018-11-19 | Buffy Summers | Nov. 19, 2018 11:55 | pre-approval | Buffy Summers | Review Edit Delete |
| 42948 | | Nancy M | Doctor | 2018-11-19 | Patrick Roy | Nov. 19, 2018 11:53 | rejected | Patrick Roy | View Edit Delete |
| 42946 | | Eric Lindros | Home | 2018-11-19 | John LeClair | Nov. 19, 2018 11:42 | accepted | N/A | View Edit Delete |
| 42945 | | Sabrina Spellman | Home | 2018-11-18 | Jonathan Towes | Nov. 19, 2018 11:22 | pre-approval | Jonathan Towes | Review Edit Delete |
| 42555 | ⚑ | Sergio Aguero | Hospital | 2018-11-08 | Nancy | Nov. 08, 2018 14:36 | accepted | Kirk Muller | View Edit Delete |

If no changes are required, the user can change the status of the report from “Pre-approval” to “Accepted” under the New Approval section located at the end of the report.

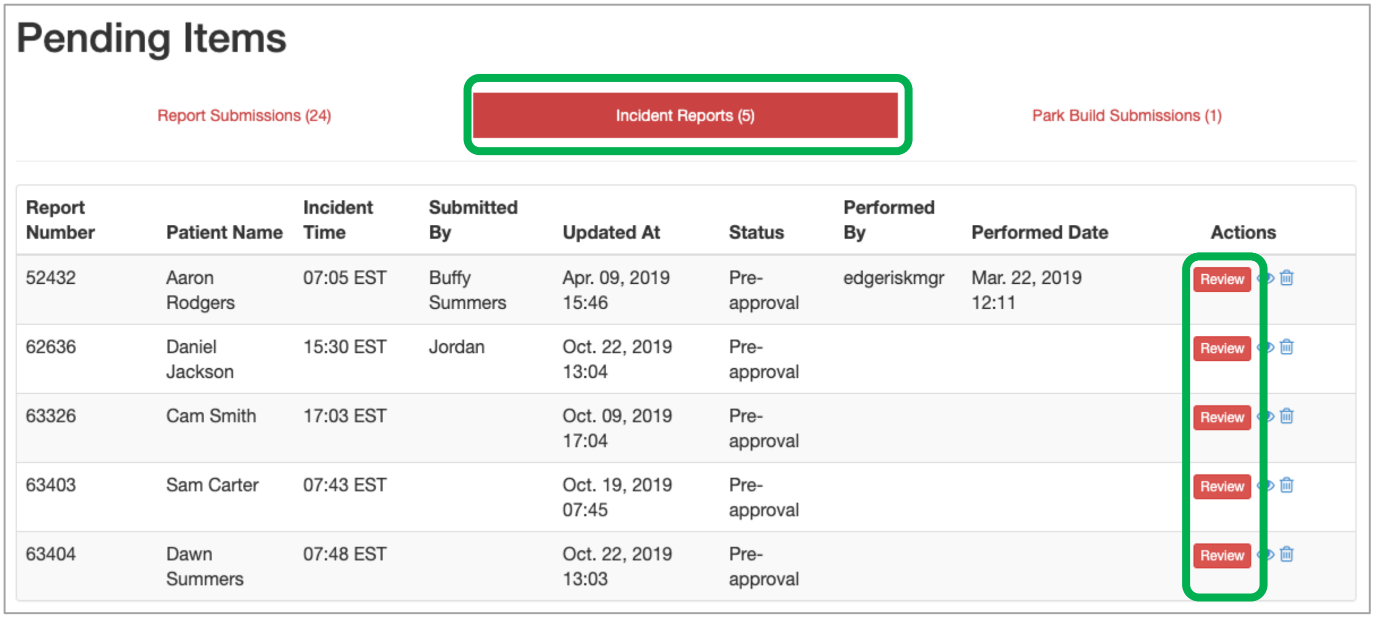



If changes are required, the user can either click the “Edit Report” button located in the top right-hand corner at the top of the incident report to make the modifications, or change the status of the report from “Pre-approval” to “Rejected” and include a comment as to why it was rejected. Once a report has been rejected, it will appear in the **Rejected Reports** module on the app (as explained on page 21).

## Option #2: Reviewing Incident Reports > Pending Submissions Screen

The other way to review a submitted incident reports is by clicking on “Pending Submissions” from the side navigation and then clicking “Incident Reports” from the middle of the Pending Items screen. The Pending Submissions screen will only show incident reports that have a status of “Pre-Approval” or “Rejected”. To review reports with status of “Pre-Approval”, simply click the Review button on the right side of the screen. The review/edit/approval/rejection process is then identical to what was described on the previous pages.

Once a report status is changed from “Pre-Approval” to “Accepted”, it will be removed from the Pending Submissions screen.

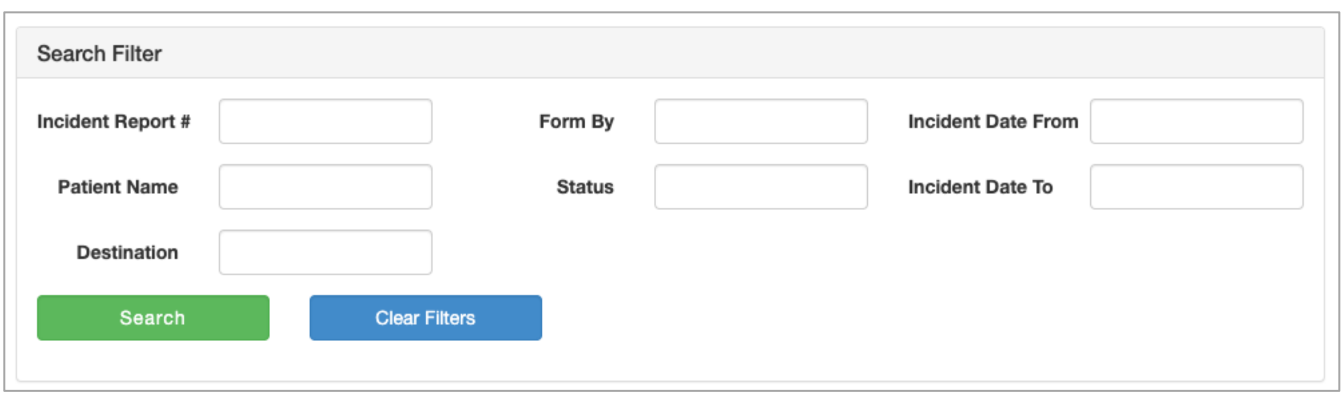

Pending Items

Report Submissions (24) | Incident Reports (5) | Park Build Submissions (1)

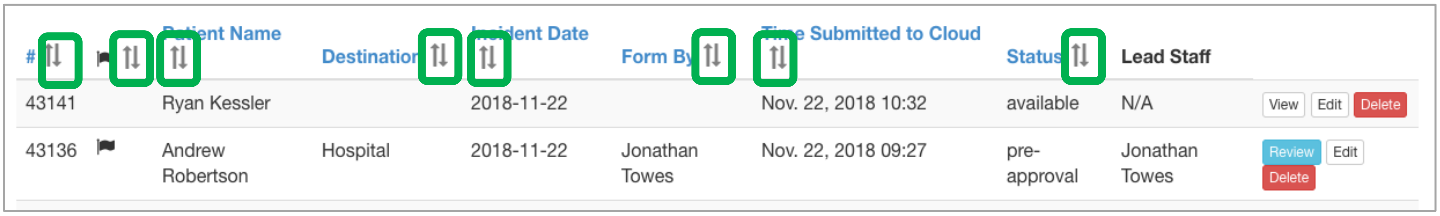
| Report Number | Patient Name | Incident Time | Submitted By | Updated At | Status | Performed By | Performed Date | Actions |
|---|---|---|---|---|---|---|---|---|
| 52432 | Aaron Rodgers | 07:05 EST | Buffy Summers | Apr. 09, 2019 15:46 | Pre-approval | edgeriskmgr | Mar. 22, 2019 12:11 | Review |
| 62636 | Daniel Jackson | 15:30 EST | Jordan | Oct. 22, 2019 13:04 | Pre-approval | | | Review |
| 63326 | Cam Smith | 17:03 EST | | Oct. 09, 2019 17:04 | Pre-approval | | | Review |
| 63403 | Sam Carter | 07:43 EST | | Oct. 19, 2019 07:45 | Pre-approval | | | Review |
| 63404 | Dawn Summers | 07:48 EST | | Oct. 22, 2019 13:03 | Pre-approval | | | Review |

## Using the Incident Search Filter

Since the “View All Incident Reports” screen lists all incident reports ever submitted, you can use the search filters to find a specific incident report. Click the *Search* button to submit your query and click the *Clear Filters* button to remove the filtered results and show all incident reports again.



Alternatively, you can also click the sort arrows for various column headers of the incident report table to sort the information in ascending/descending order.



| # | | Patient Name | Destination | Incident Date | Form By | Time Submitted to Cloud | Status | Lead Staff | |
|---|---|---|---|---|---|---|---|---|---|
| 43141 | | Ryan Kessler | | 2018-11-22 | | Nov. 22, 2018 10:32 | available | N/A | View Edit Delete |
| 43136 | | Andrew Robertson | Hospital | 2018-11-22 | Jonathan Towes | Nov. 22, 2018 09:27 | pre-approval | Jonathan Towes | Review Edit Delete |

# Incident Reports – Additional Features (Dashboard)

On the manager dashboard, the Incident Reports menu contains a number of sub sections related to the incident report. We'll go through each one of these sections next, with the exception of Investigation Packages and Investigation Categories. Those sections are detailed in their own separate user guide.

## Incident Alerts

If you click on *Incident Reports > Incident Alerts* from the side navigation or go to https://resort.edgeauditor.com/accident_alerts you will be able to create alerts that are triggered when certain criteria are met. For example, you can create an alert that triggers every time there is an incident involving a head, neck or back injury.

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1. To create a new alert, click on the green "New Incident Alert" button.
2. Give your alert a name.
3. If you select "*Do not send alert until report has been completed and sent for approval*" the alert will NOT generate until after the incident report has been saved and closed out to the cloud.
4. Use the drop down to choose from a list of available questions to trigger the alert off of. Depending on the question you choose you may see a list of "Field Values" appear directly underneath. These are the answer options for the question you selected.
    - If you choose Ski Run, Lift Name, Biking/Hiking Trail Name or Terrain Park, you will need to input the name of each object exactly as it is stored on its corresponding objects page:
        - Ski Run > https://resort.edgeauditor.com/ski_runs
        - Lift Name > https://resort.edgeauditor.com/lifts
        - Biking/Hiking Trail Name > https://resort.edgeauditor.com/trails
        - Terrain Park > https://resort.edgeauditor.com/parks
    - For all other options where the Field Values is blank, you will enter a value of "True" or "False".
5. If you want your alert to trigger off multiple criteria, click the "Add Another Condition" button. Doing so creates "AND" logic with the alert. This means both conditions have to be met in order for the alert to trigger.
6. Once you have finished adding all your alert criteria, click the "Create Incident Alert" button. You'll receive a confirmation message that your alert was created successfully.
7. To modify or delete an alert, click the "Manage" button under the Actions column from the main incident alerts screen.

### Subscribing/Unsubscribing to Incident Alerts

From the main incident alerts screen (https://resort.edgeauditor.com/accident_alerts), click the green "Subscribe" button under Email Subscription and/or Text Subscription. The alert will be sent to the email address and/or mobile number associated with your user account. To unsubscribe at any time, click the red “Unsubscribe” button to no longer receive notifications for that alert.

You can also subscribe others to alerts by using the drop down to select a specific user and then clicking “Manage Alerts”. You will receive a confirmation message that you are now managing alerts for that user and can proceed to subscribe/unsubscribe them to any existing alerts.

## Patroller Incident Roles

If you click on *Incident Reports > Patroller Incident Roles* from the side navigation or go to https://resort.edgeauditor.com/patroller_roles you will be able to set/modify the roles patrollers can be assigned when they are added to an incident report. If your location uses the dispatch module, you will need to set one of these roles as the “Lead”. Doing so will ensure a patroller is assigned a role each time they are assigned as Lead Responder to an incident report.

## Patroller Reports

If you click on *Incident Reports > Patroller Reports* from the side navigation or go to https://resort.edgeauditor.com/patroller_utilization this is where you can generate a report to see how many times a patroller was assigned a particular role for each incident report they were added to. This can be useful to see if some patrollers are being under or over-utilized in general, or for certain roles.

## Callbacks

If you click on *Incident Reports > Callbacks* from the side navigation or go to https://resort.edgeauditor.com/accident_reports/callbacks, this is where you can see an overview of any outstanding callbacks for your incident reports (if using this feature). You can record additional callbacks or view the incident report from this screen. Callbacks can also be recorded directly from within the incident report.

Once a callback has a status of “Contacted” or “Dismissed” it will be removed from this screen since it is no longer considered pending.

For the “Call Back in” column, this is based on the number of days you set before a customer should be contacted – either for the first time (if an incident report was just created) or after being contacted. The default setting is a callback delay of 4 days but this can be changed. Please email your account manager if you would like this default setting changed.

## Data Export

If you click on *Incident Reports > Data Export* from the side navigation or go to https://resort.edgeauditor.com/accident_export_date_select this is where you can export the raw data from your incident reports, which will allow you to further analyze your data. Choose your date range and enter an email address for the export to be sent to. Depending on the size of the report, this could take several minutes or longer to generate. No guest contact data is included in the raw export.

## Printer Templates

There may be times when you want to send an incident report to another department or even to the guest if they request it. When this happens you may not want to send the full incident report and just wish to include certain sections or even just select questions from these sections. This is where printer templates come into play. You can create an infinite number of templates for each of the different views you require.

To create a printer template click on *Incident Reports > Printer Templates* from the side navigation or go directly to https://resort.edgeauditor.com/printer_templates.

1. To create a new printer template, click the green "New Printer Template" button.
2. Give your printer template a name.
3. Choose the sections and questions to be included.
    - To select all questions within a section simply click on the bolded section name (e.g., Report Details or Patient Information)
4. Once you've chosen all the fields to include, click the green "Create Printer Template" button.
5. To apply your template, find the incident report you wish to apply your template to.
6. At the top of the incident report view page you will see a blue button labelled "Select Printer Template". A drop down will appear for you to choose the printer template to apply. Once you've made your selection, the screen will auto refresh with your template applied. You can then use the "Generate PDF" button to create a PDF copy of your templated incident report.
7. To remove the printer template, simply click the button labelled "Display Default Layout". The screen will then auto refresh to show the full incident report.

# Technical Escalation Process

Escalations may be required when team members encounter technical issues within the application. Before contacting EDGEauditor support, please ensure you:

1. Determine if the issue is isolated to a single or handful of devices or affecting all tablets.
2. Armed with the above information, contact your IT resource so they can do some internal troubleshooting first in the event it is internet related.

If your internal IT department cannot resolve the issue, please follow these steps for incident reporting to EDGEauditor:

- Go to https://edgeauditor.zendesk.com/hc/en-us/requests/new and complete the required information in order to submit your ticket. The more information you are able to provide the easier it will be for the support team to troubleshoot. Otherwise, you can open a ticket by sending an email to support@edgeauditor.com.
- For severity Level 1 Service Incidents (defined below), please call 1-866-485-3571.

## Business Hours Support

- For severity Level 1 Service Incidents, support is available 24 hours a day, seven days a week.
- All other service incidents will be handled during EDGEauditor business hours:
    - 9:00am to 5:00pm ET Monday to Friday (except statutory holidays observed in the province of Ontario, Canada)

## After Business Hours Support

EDGEauditor provides after hours technical support should resorts encounter Level 1 Service Incidents, which are defined as:

- Application is not accessible on all devices.
- Application is accessible but major functions (e.g., saving) are unusable to the extent that the normal business use of the application is significantly impeded.

**For support after hours and during statutory holidays, please call 1-866-485-3571 or send an email to support@edgeauditor.com**