



# User Guide: Mandatory Questions

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Last Updated: March 3, 2021

## Setting Up Mandatory Questions

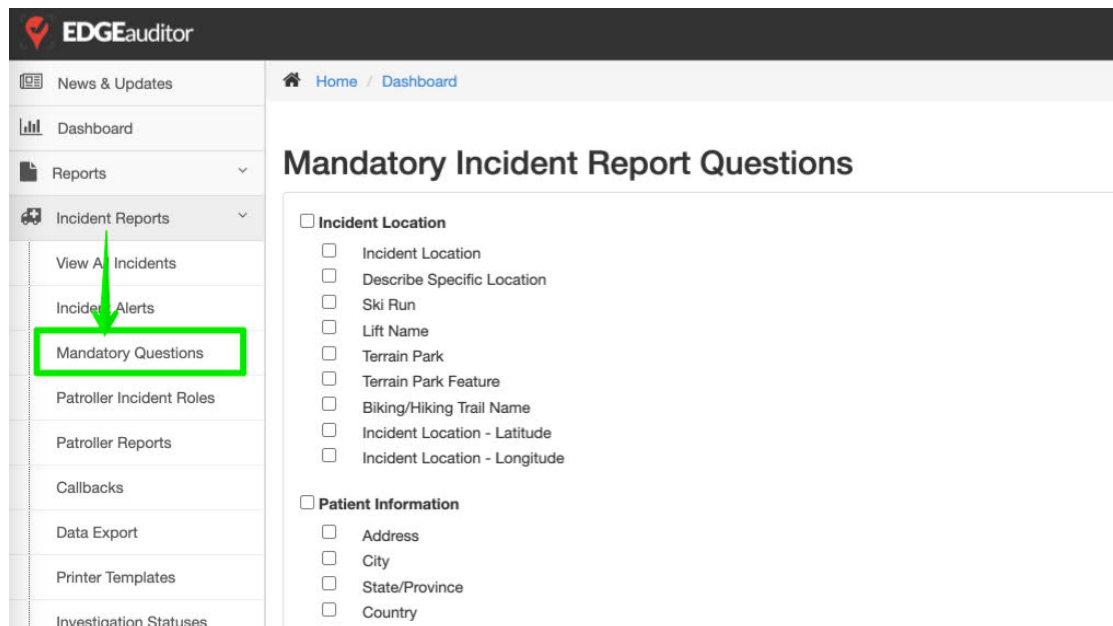
On the incident report, the only questions that are currently mandatory in order to *Save and Close Out Report to Cloud* are *Incident Date*, *Incident Time*, *Patient First Name*, and *Patient Last Name*. To allow resorts more control over which questions are required as part of the incident reporting process, EDGEauditor has implemented a new feature called **Mandatory Questions**. To use this new feature, it must be first enabled through the manager dashboard.

### Manager Dashboard

On the manager dashboard you can access **Mandatory Questions** by selecting *Incident Reports* > *Mandatory Questions* from the side navigation (or by going directly to [https://resort.edgeauditor.com/location\\_accident\\_questions](https://resort.edgeauditor.com/location_accident_questions)). You will then see a list of incident report questions you can choose to mark as mandatory.

Go through and select the questions you want patrollers to always complete when filling in an incident report, and then click the green *Save* button at the bottom of the screen to save your changes.

**Regardless of whether you choose to use this new feature, *Incident Date*, *Incident Time*, *Patient First Name*, and *Patient Last Name* will always be mandatory questions. For this reason, they are hidden from this template.**



The screenshot shows the EDGEauditor Manager Dashboard. The side navigation menu on the left includes 'News & Updates', 'Dashboard', 'Reports', 'Incident Reports', 'View All Incidents', 'Incident Alerts', 'Mandatory Questions' (highlighted with a green box and a green arrow), 'Patroller Incident Roles', 'Patroller Reports', 'Callbacks', 'Data Export', 'Printer Templates', and 'Investigation Statuses'. The main content area is titled 'Mandatory Incident Report Questions' and contains two sections: 'Incident Location' and 'Patient Information'. Each section has a checkbox to select it as mandatory, followed by a list of specific questions with checkboxes.

Category	Question	Selected
Incident Location	Incident Location	<input type="checkbox"/>
	Describe Specific Location	<input type="checkbox"/>
	Ski Run	<input type="checkbox"/>
	Lift Name	<input type="checkbox"/>
	Terrain Park	<input type="checkbox"/>
	Terrain Park Feature	<input type="checkbox"/>
	Biking/Hiking Trail Name	<input type="checkbox"/>
	Incident Location - Latitude	<input type="checkbox"/>
	Incident Location - Longitude	<input type="checkbox"/>
	Patient Information	Address
City		<input type="checkbox"/>
State/Province		<input type="checkbox"/>
Country		<input type="checkbox"/>

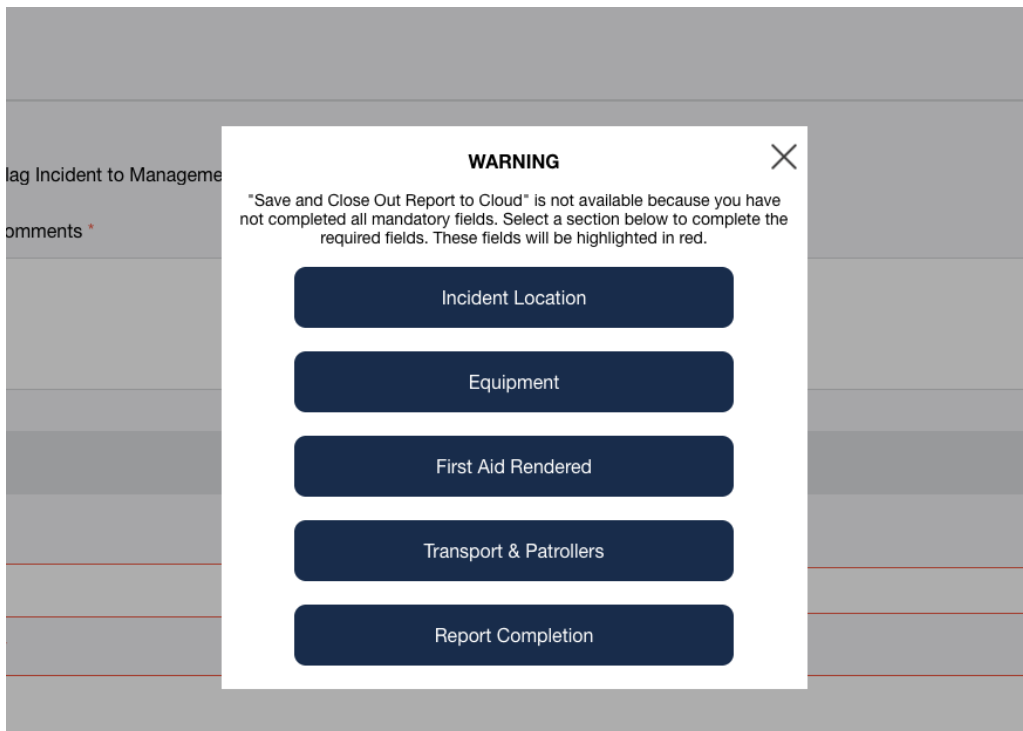
### Important Notes Regarding Mandatory Questions Functionality:

- Patrollers and other users can still select save options of *Save Incomplete Report to this Device* and *Save Incomplete Report to Cloud* without answering all mandatory questions. This will allow them to save the report as they go (current functionality that exists today).
- If an incident report was completed before **Mandatory Questions** were enabled and that report is Rejected on the manager dashboard or is sitting in the Rejected Reports section of the app, when the incident report is reopened the **Mandatory Questions** will be enforced.

### App - Incident Report

Patrollers will navigate to *New Report > Incident Report* to start a new incident report just as they always have. All mandatory questions will be marked with an asterisk (\*).

If a patroller does not answer a question that was marked as mandatory and selects *Save and Close Out Report to Cloud* a warning popup will appear. This will inform the patroller that not all mandatory questions have been answered and will include a link to the section(s) where the unanswered mandatory questions are. These questions will be outlined in red so they can be easily identified.



## Technical Escalation Process

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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](mailto: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](mailto:support@edgeauditor.com)**