

# MyConstructionline Support Article

## Reporting an issue

The MyConstructionline App enables your users to report issues quickly and easily, allowing your organisation to take swift and effective action to safe guard your workforce.

You can raise an issue from several places within the mobile app, but mainly from a site page, (either your current location or from the location menu) or from the "Quick Links" tab on the Home screen.

Below are two examples of where the "Report an Issue" button can be located.

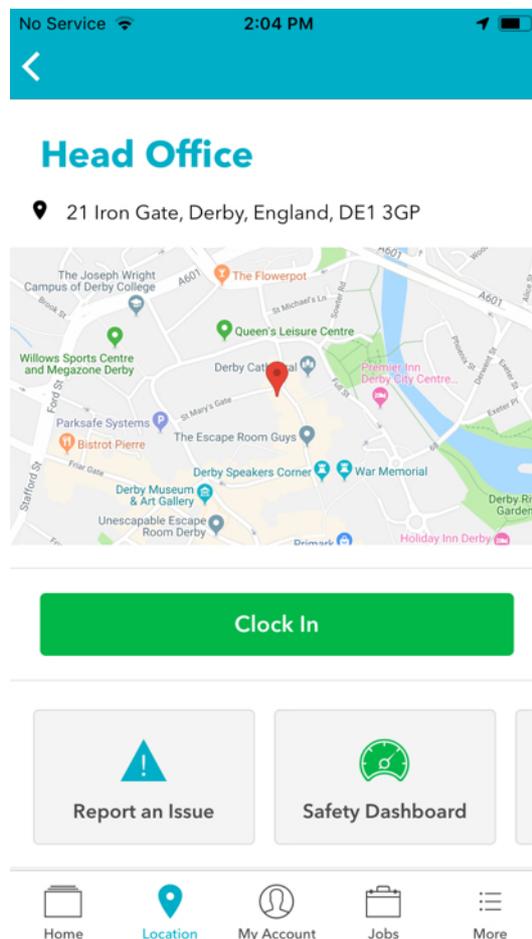
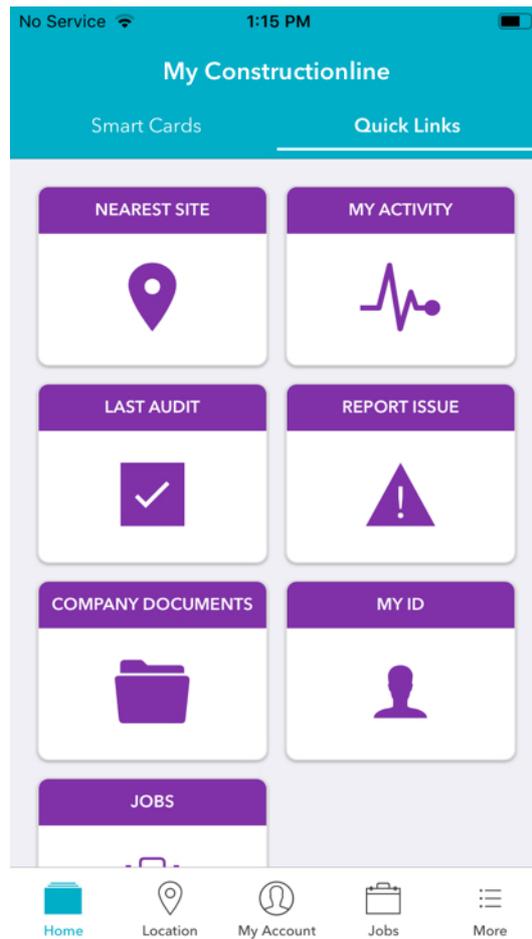


Image 1: Site Page



*Image 2: "Quick Links" tab, Home page*

If you report an issue via a site page the mobile app will automatically assign the issue to this site. If you select the "Quick Link" you will be asked to confirm the location of your incident or concern.

You will then be asked what type of issue you wish to report:

No Service 1:16 PM Cancel

**What type of incident would you like to report?**

- Concern**  
For issues that haven't occurred but could potentially cause an incident.
- Near Miss**  
For issues that have occurred but didn't cause an incident.
- Incident**  
For issues that caused an incident where no personal injury was sustained.
- Accident**  
For issues that caused personal injury.
- Ill Health**  
For issues where ill health was the cause.

Next

Each of these options has a unique series of questions you will need to complete so a detailed report of the issue you are recording is captured.

### **Concern and Near Miss**

Concerns and Near Miss reporting will allow you to capture details of potential issues and concerns so action can be taken to prevent incidents or injury in the future. Both these options will ask you to describe the issue as well as define what category the issue falls into.

Examples of categories can be seen in the image below:

No Service 2:03 PM

< Cancel

### What category would you put this near miss into?

Search

- Behaviours
- Competency
- Confined Spaces
- Documentation
- Driving
- Housekeeping
- Electrical
- Environmental

Next

## Incident

Reporting an Incident will require you to detail the type of incident, whether it is Property Damage, Service Damage, Environmental Incident or Crime and specifically what the damage or circumstances are.

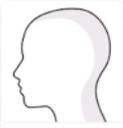
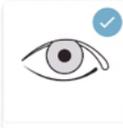
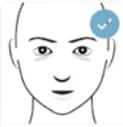
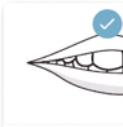
## Accident

For an Accident you will be asked questions regarding the injury, such as who was injured, the location, the severity and level of treatment or First Aid provided. An example can be seen in the image below:

No Service 1:16 PM Cancel

**Where is the injury?**  
You may select more than 1

Head

 Head	 Eye - Left	 Ear - Left
 Face	 Teeth	 Nose
 Mouth	 Eye - Right	 Ear - Right

Next

### Ill Health

Like an accident reporting Ill Health will require you to provide details of the illness, who was affected and what (if any) treatment was provided.

Once you have completed these questions all issue reports will allow you to attach photographs in support or reference to the issue you are reporting.