

FlinSafe Frequently Asked Questions

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General

G1. When clicking on the FlinSafe Field Trips button it takes me to Okta but does not have a FlinSafe Field Trips button?

A1. Click on the 'Add Apps' button in Okta and under 'Apps Managed by Flinders University', click on the 'Add' button next to FlinSafe Field Trips in the list. Click on the Home button and the FlinSafe Field Trips button should be in your list of buttons.

G2. I cannot find the field trip I started any more. Where has it gone?

A2.

- a) The field trip is most likely saved. When logging onto the FlinSafe Field Trips portal, navigate to Field Trips > Field Trip Leader > My Open field Trips and click on the blue button with the field trip number that was saved.
- b) Please make sure you click the save button before logging off to keep your most current details.
- c) Contact the WHS Unit on whs@flinders.edu.au and describe the issue in detail (including screenshots).

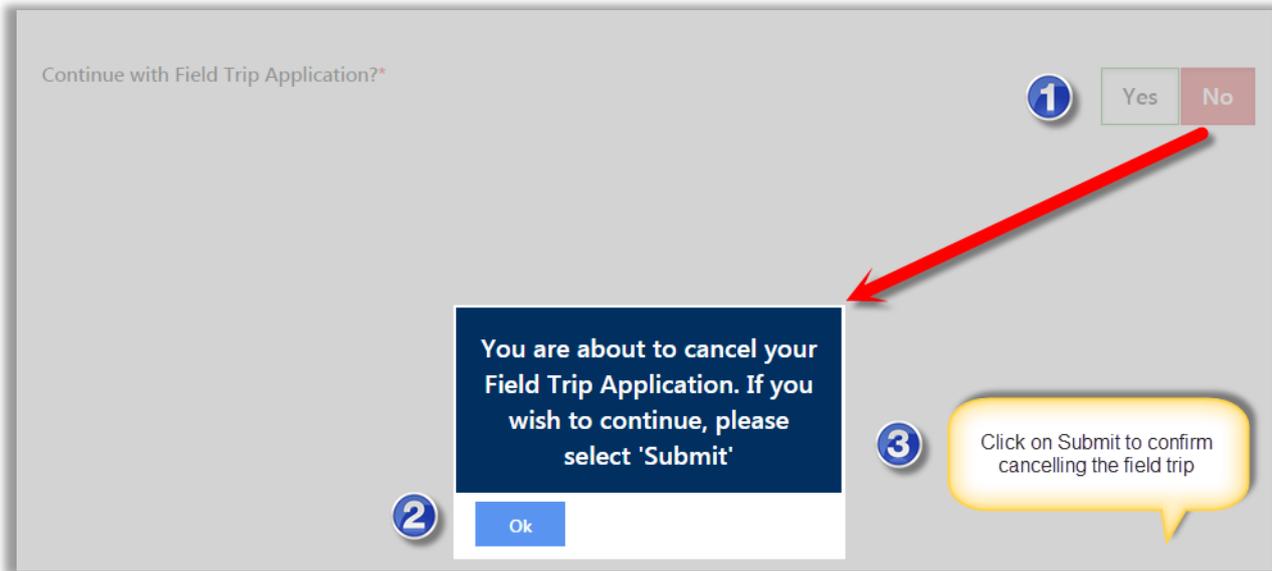
G3. My field trip is still open under 'My Open Field Trips' but the field trip is over and I no longer need it. How do I close it off?

A3. Log into the FlinSafe Field Trips system, go to Field Trips > Field Trip Leader > My Open field Trips and open the field trip you wish to close. As long as the End Date for the field trip has elapsed, go to the '10. Submit' tab and scroll to the bottom of the tab. Click 'Yes' to Complete Field Trip? The field trip can still be viewed and copied by the Field Trip Leader by going to the 'My Completed Field Trips' menu option (same menu level as 'My Open Field Trips.')

G4. How do I cancel the field trip record (I no longer wish to submit the field trip)? What happens to it when I cancel it?

A4. As long as the field trip has not been submitted for approval (marked 'Ready for Sign Off = Yes'), then on the Submit tab click 'No' to the question 'Continue with Field Trip Application?' Doing so will show a message reminding you that clicking on the Submit button at the bottom of the tab will cancel the field trip (this cannot be undone; however you can copy the field trip, which will copy most of the field trip details apart from the Tier 1 and 2 checklist and Risk Assessment Attachments tabs).

To stop this process, click the Close button instead and click Yes to continue (the field trip will then remain open).

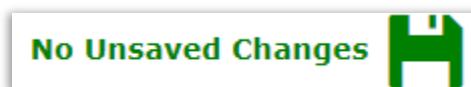


G5. FlinSafe Field Trips system will not let me move from the tab and asks me to ‘Complete Required fields’

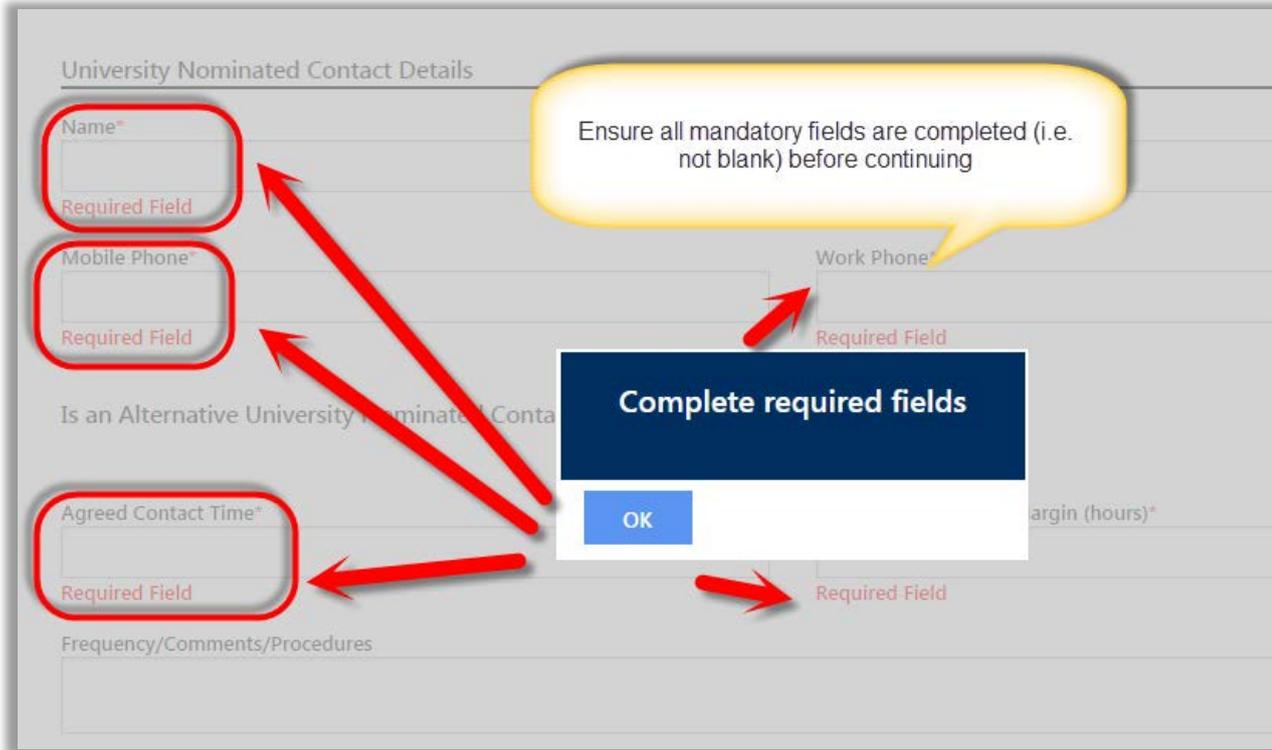
A5. There are usually two reasons for this occurring.

- 1) Not all of the mandatory details have been filled in (the details that have a ‘*’ by the name of the box). Make sure to fill all of these out as they cannot be blank before continuing.
- 2) Some details have been updated, changed, deleted and the ‘Save status’ button has changed to a red ‘Unsaved Changes’ button. All that is required is to click that button (underneath the tab headings on the right), which will revert it back to a green ‘No unsaved changes’ button. This allows you to save the tab and close without losing information.

Two states of the ‘Save Status’ button



Complete required fields message



University Nominated Contact Details

Name*
Required Field

Mobile Phone*
Required Field

Work Phone*
Required Field

Is an Alternative University Nominated Contact

Agreed Contact Time*
Required Field

margin (hours)*
Required Field

Frequency/Comments/Procedures

Complete required fields

OK

Ensure all mandatory fields are completed (i.e. not blank) before continuing

G6. Can I complete only part of the field trip details and come back to it later when I have the rest of the details?

A6. Yes, this is exactly what the system allows.

As per the answer to Q8, ensure the mandatory details of the tab you are on are completed and saved. Click on the Close button. A message will appear asking you if you really wish to close the record for now. Ensure the 'Save Status' button shows 'No Unsaved Changes' and click Yes to the message.

Note: Remember, when logging onto the FlinSafe Field Trips portal, navigate to Field Trips > Field Trip Leader > My Open field Trips and click on the blue button with the field trip number that was saved

G7. If I click on my name (top right corner of the screen) and choose to log out, will my changes be saved?

A7. The answer depends on the status of the 'Save Status' button. If the status is a green 'No Unsaved Changes' then the details are already saved and you can log out without losing details. If the status is 'Unsaved Changes' and in red, then whatever details on the tab not already saved will be lost. For example, if you changed the Field Trip Title and logged out without saving it would revert back to the details before the change.

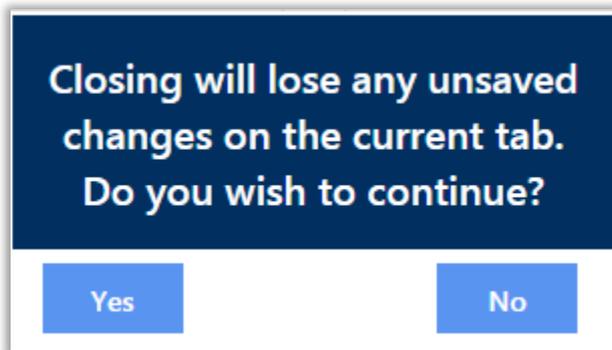
G8. How much of the field trip do I need to complete before I can save and close it to come back to it later?

A8. The Summary tab only. However, if you move to the next tab the system will expect the mandatory fields on that tab to be filled out. To only complete the current tab and close the field trip record for now, click on the 'Save Status' button to make it a green 'No Unsaved Changes' button (if it is not already) and then click the Close button in the middle bottom of the tab.

G9. Saving – When clicking Close I still receive a message 'Closing will lose any unsaved changes on the current tab. Do you wish to continue?' even though I have saved the details. What will happen?

A9. This question is asking if you wish to continue. If you have saved your details already then the details will not be lost. Check the 'Changes' button is a green 'No Unsaved Changes' before clicking Yes to the message. There needs to be a message to remind you before possibly losing information if pressing the save button beforehand has been forgotten.

The Closing will lose changes message



G10. Adding Details – How do add a detail such as an attachment, new destination or participant?

A10. Click on the Add button which has a '+' sign on it. It should look like a page with a curled corner and a '+' sign in the bottom right corner of the icon.

The Add button



G11. My login does not work and I cannot go into the FlinSafe Field Trips Portal

A11. There are a few options to try. Everyone has access to the field trips system.

- a) Check your password and try again
- b) Make sure the CAPS Lock key is not engaged / on as passwords are case sensitive
- c) Logins are by FAN and password only. Please check this.
- d) Password is incorrect. Need to contact the IDS HelpDesk on ext 12345 to reset the password.
- e) The system is currently down for maintenance or there is a system issue (in this case you will not even reach the login screen). Please contact the WHS unit on whs@flinders.edu.au. Please provide details and a screenshot (print screen on the keyboard and paste into email or Word).

G12. I cannot access a field trip in the FlinSafe Field Trips system

A12. It is most likely you are not approver or in a Full User role. These are only granted to certain users for certain functions as the number of licences are limited.

- a) Another issue may be clicking on an email notification link for another field trip if approving/endorsing multiple field trips. Check the email notification is for the correct field trip and try again.
- b) There may be a system issue. Please contact the WHS unit on whs@flinders.edu.au. Please provide details and a screenshot (print screen on the keyboard and paste into email or Word).

G13. I have Volunteers on my field trip. How do I enter them on the system?

A13. Volunteers are covered by another form and do not have a FAN to login by default. They are required to fill out a Volunteer Engagement form and this must be attached to the Attachments tab. It is good practice to leave a note in the comments section on the Declarations tab to let approvers/endorsers know volunteers are on the field trip. It should also be noted in the Itinerary tab when the numbers of volunteers are disclosed for each Destination.

Summary Tab

S1. Summary Tab – My field trip occurs a number of times over a long period of time such as 6 months where I might perform field work every week, fortnightly, monthly or other timeframe. Do I have to submit a separate field trip for each instance I go out?

A1. No, FlinSafe Field Trips allows a field trip to be recorded that is classed as 'multi-instance' (i.e. repeat visit) as long as the following is acknowledged:

- 1) The field trip purpose does not change
- 2) The risk level and risk assessment of the field trip remain relevant and the same.

If these points are satisfied then each instance can be recorded under the following tabs:

- a) Summary, 'Is this a multiple instance field trip?' is selected as Yes.

- b) Participants, the participants going on the particular instance have the 'Date Out' recorded as the start date of that instance of the field trip. For example, going on the second field trip instance on 7 August 2017. The Date Out should be changed to 7/8/2017.
- c) Itinerary, add a destination with the relevant dates and details, including contact details.
- d) Check-In Contact, add a contact log with the check-in date and time and contact method.
- e) Any other tab such as Vehicles and Permits / Licences are updated and attach documents as required.

Note: Part of the Field Trip Leader's responsibilities is to confirm with the University Nominated Contact(s) know about each instance of the field trip, so they can update the check-in log when you check-in.

Participants Tab

P1. Participants Tab – Is there an easier way to change the Date Out for more than one participant at a time?

A1. Yes, next to each participant there is a check box next to their name (on the left). When the first person is ticked a button 'Edit Date Out' appears. Continue to select each participant that will be going on the instance of the field trip and then click the 'Edit Date Out' button. Change the date and click Save.

P2. Participants Tab – What is the Reminder Period, Due Date and Due Time on the Participants tab for?

A2. The reminder period is when the participants are sent a reminder to complete their participant forms before the field trip starts. This is a 'set and forget' for the field trip leader as the system will remind the participants automatically when the reminder date and time are set. Be mindful that the reminder should still allow enough time to complete the participant safety acknowledgement forms and complete the approval process.

P3. Participant – why do I have to include my contact phone details? I do not intend taking my phone with me.

A3. Contact details are very important to keep everyone safe and for emergency contact. Each participant must include a contact number they can be contacted on while on the field trip.

P4. Participants Tab – Can I sort the list of participants at all?

A4. Yes, click on the heading of the Participants table that is highlighted in blue to sort the list ascending or descending on that column. Column headings that can be sorted on include Participant name, Status, Participant Type, Participant Phone, Medical Conditions?, Medical Consent?, Under Age? And Date Out.

Tip: A useful method of knowing which participants have medical conditions = Yes is to sort by that column so the 'Yes' answers are at the top.

Itinerary Tab

I1. Itinerary Tab – Why do I need the number of staff, students and volunteers / others for each destination?

A1. The FlinSafe Field Trips system needs to cater for every field trip as best as it can. Some field trips can have the participant numbers change during a field trip instance or, in the case of a multiple instance field trip, after each instance. This helps know how many participants should have a date out to match the current destination. This is especially useful to staff supporting the field trip back at the University. The other aspect is knowing how many to report to emergency services should this be required.

Some examples of changing numbers on a field trip:

- 1) Some people join the field trip after the starting date
- 2) Some people are at a different location while on the field trip on the same day(s)
- 3) Some people may leave the field trip earlier

Note: A Field Trip Leader's responsibility is to maintain supervision of the participants for the duration of the field trip, which includes knowing who is where and why.

I2. Itinerary Tab – Do I need to include emergency details for each destination?

A2. Yes, at least one emergency contact must be entered. This is preferably a nearby hospital. The number of emergency contact details is practically limitless, which means as many details as is needed can be entered.

I3. Itinerary Tab – What is the arrival and departure date in the destination for? I thought the field trip summary start and end date were all I needed?

A3. The arrival and departure date for each destination are required to let everyone know where you will be and when, particularly if you have several destinations. If there is only one destination, then the start and end date entered as the arrival and departure date are required still to indicate this. This allows for flexibility of use particularly in multiple instance field trips where the same destination may be entered but with different dates during the field trip's start and end date period.

Check-In Contact Tab

C1. Check-In Contact Tab – Do I need an Alternative University Nominated Contact?

A1. This depends on your field trip type, duration and the availability of your main University Nominated Contact. While this is optional, it is recommended to maintain contacts

C2. Check-In Contact tab – I am entering contact log details and I can add the check-in, contact method and Date/Time Check-in to Occur. What is the Contact Log details for? What should I do here? Who does what?

A2. The contact log details are used to record the check-in contacts that will occur as agreed with the University Nominated Contact.

Details for each Check-in Contact record should be entered by:

- a) Field Trip Leader – Date/Time check-in to occur and Contact Method (possibly Any likely changes to occur)
- b) University Nominated Contact – Checked in? (when the contact has actually occurred for the expected date/time) and Any likely changes (changes the field trip leader may communicate to you).

Note: A Field Trip Leader should never click on ‘Checked-in?’ as this defeats the purpose of logging the contact

C3. Check-In Contact tab – As a University Nominated Contact I am concerned I need to enter the details of the check-in contact straight away. Does the system force me to do this?

A3. No, FlinSafe Field Trips system will not force a specific time to enter this in. However, this should be entered as soon as possible to indicate it has occurred, especially if an emergency arises during the field trip. The contact log can be useful to know when contact stopped. It is also good practice to agree to reasonable check-in times with the field trip leader taking into consideration the field trip activities.

C4. Check-In Contact tab – Am I restricted to one contact log per day?

A4. No, the system allows as many contacts as required each day and also at the frequency required for the field trip. For instance, daily contact may be three times day, once a day or once every few days. The timeframe needs to be appropriate for the type of field trip and agreed to by your University Nominated Contact(s).

Vehicles Tab

V1. Vehicles Tab – Why is there only one question?

A1. This occurs if you have left the answer as ‘No’. Once the question is answered ‘Yes’ more questions appear and the details of vehicles need to be listed.

V2. Vehicles Tab – What vehicles can I list on this tab?

A2. Any vehicles that will be used on the field trip. Some examples include aircraft, boat, car, trailer, truck, bus, van. Motorcycle, drone, train or other (to cover any vehicle types missed).

V3. Vehicles tab – Why do I need to enter a number of details about the vehicle?

A3. For emergencies as many details are required to assist in search and rescue if this was ever needed. Most details are optional taking into consideration the different types of vehicle. It is always best to enter as many details as possible and at least the mandatory fields need to be completed.

Permits/Licences Tab

PL1. Permits/Licences Tab – Why is there only one question?

A1. This occurs if you have left the answer as 'No'. Once the question is answered 'Yes' more questions appear and the details of permits/licences need to be listed.

PL2. Permits/Licences Tab – What permits/licences can I list on this tab?

A2. Any permits/licences that will be used on the field trip. Some examples include certificate, council permit, ethics approval, land owner approval, licence, national park permit, state government permit or other (to cover any permit/licence types missed).

Checklist Tabs

CT1. Tier 1 tab – Why do the answers cause the Tier 2 and Risk Assessment Attachments tab to appear?

A1. The idea of answering the compulsory Tier 1 checklist questions is to determine the risk level of the field trip. A field trip that only requires Tier 1 is considered low risk and a field trip requiring a Tier 2 is considered to be higher than low risk and requires further risk assessment(s). The Tier 2 checklist will appear to gather more details to help the approvers/endorsers understand what will be used, what will occur and what the risk level is of the field trip and how well that risk is managed.

Attachments (including Risk Assessment Attachments)

AT1. Risk Assessment Attachments Tab – What is this tab used for?

A1. The risk assessment attachments tab is used to record the details of the risk assessment expected for the field trip when it is registered as a Tier 2 field trip. Make sure to click the Add button to add a document to attach to this tab.

AT2. Risk Assessment Attachments Tab – Why do I need to enter details about the risk assessment document?

A2. The details entered are used to search for risk assessments in the FlinSafe Field Trips system, which is beneficial to find the elusive risk assessment from last year or beyond.

AT3. Attachments Tab – What is the warning message for and what does it mean? The message reads “Warning! Please make sure you upload/download attachments whilst connected to your local network only (i.e. not in a remote area or area with limited connectivity).”

A3. The warning message is indicating that trying to upload documents without a proper connection to a computer network may cause what is uploaded to the system to potentially be lost. For instance, if you are in the middle of nowhere and attempt to upload a document and the wireless network or internet cuts out halfway through the document will not be uploaded.

AT4. Attachments (General) – What can I attach and how big can it be (i.e. file size)?

A4. Generally most common document types are acceptable to attach to the field trip. The file size of each file cannot exceed 5 Megabytes (MB). Some example file type that can be attached include Word documents, Excel spreadsheets, Powerpoint presentations and Photos.

AT5. Documents – I cannot open any documents in Attachments or Risk Assessment Attachments tabs. What can I do?

A5. Please contact the WHS unit on whs@flinders.edu.au. Please provide details and a screenshot (print screen on the keyboard and paste into email or Word).

AT6. Documents – My document will not attach to the field trip record. What is wrong?

A6. There are a few reasons this can occur.

- a) The file is too large. If the file size is larger than 5MB it will not attach. Try files that are smaller than 5MB.
- b) The file is a type recognised as a potential virus. This file cannot be attached.
- c) The file is corrupt or damaged. Try repairing the file and trying again.
- d) There is a system issue. Please contact the WHS unit on whs@flinders.edu.au. Please provide details and a screenshot (print screen on the keyboard and paste into email or Word).

Declaration Tab

D1. I thought the field trip process allowed me to choose the Vice-President and Executive Dean/Portfolio Head. Why is this missing?

A1. This is not missing. Only the College dean/Portfolio Director can choose to escalate the field trip application to the Vice-President and Executive Dean/Portfolio Head. They have this option in their section of the Submit tab.

D2. Declaration Tab – What is the acknowledgement section used for?

A2. The acknowledgement section is included to verify the Field Trip Leader understands the information they are providing is a true and accurate representation of the field trip details to assist approvers/endorsers in approving/endorsing their field trip.

D3. Declaration Tab – What is the ‘Is Dean the supervisor?’ question?

A3. This question is used to determine if the Dean is also your supervisor. If this is the case the system can intelligently ensure the Dean only signs off once if holding both these roles. However, if the Dean is the University Nominated Contact, they will need to sign off for that role as well as the Dean’s role. It is not recommended to have the same person undertaking multiple roles unless it is absolutely unavoidable.

D4. Declaration tab – What is the WHS Trained Person role?

A4. The WHS Trained Person is someone who can understand a risk assessment enough to determine if the field trip and risk assessment adequately covers the health and safety aspects of the field trip. This may include someone who has had training in undertaking risk assessments and particular WHS aspects relevant to the field trip. The supervisor should have already checked and been happy with the field trip and risk assessment.

D5. Declaration Tab – The University Marine Safety Officer is not on the list. Why not and what should I do for my boating and/or diving trip?

A5. During the development of the system the role was not formalised and was not included at the time. The field trips and boating and diving processes are both complex and the idea was to setup field trips first to understand this process.

The University Marine Safety Officer (formerly the University Boating and Diving Officer) is required to approve any boating and diving operation including those that occur on field trips. The University Marine Safety Officer must be contacted if your field trip includes boating and/or diving.

D6. Declaration Tab – Why is the University Nominated Contact and Alternative University Nominated Contact greyed out? How can I change them before I submit the field trip?

A6. These roles are entered on the Check-In Contact tab and should be changed there. The roles are included on this tab (and repeated) to show all the approvers/endorsers together for ease of knowing who has been assigned what role.

D7 Declaration Tab – Can I change the approver/endorsers I the Declaration Tab

A7. Yes; however there is an exception. An approver/endorser can only be changed if they have not approved/endorsed the field trip in their section. For instance, if the supervisor has signed their section but the University Nominated Contact has not signed off yet, the University nominated Contact can be changed on the Declarations tab. In this instance the supervisor could not be changed as they have signed off their section already.

Submitting and Approval

SA1. Submitting and Approval – How will I know when my field trip is approved?

A1. Each time an approver/endorser signs off on your field trip there will be an email notification to let you know this has occurred. From this it is easier to keep track of where the approval process is and who is left to approve/endorse the field trip. When the end of the process is completed, the last email will involved indicating the field trip is approved. This will either be the College Dean / Portfolio Director or the Vice-President and Executive Dean/Portfolio Head.

SA2. Submitting and Approval – I received an email from one of my approvers/endorsers that is requesting more information. What should I do?

A2. The email will have a link to take you to your field trip. Click on this and access your field trip and update the details that were requested in the email. Once updated, the field trip can be resubmitted to that approver again on the Submit tab.

SA3 Submit Tab – When does the Approval Process start?

A3. As soon as the Ready for Sign Off toggle button is changed to a 'Yes' and the Submit button is clicked.

SA4 Submit Tab – I have submitted my field trip for sign off, can I change any of the details?

A4. Yes, details can be edited during the approval process. It is best to only submit a field trip for approval once you are certain all details have been entered. If details need to be updated, some suggestions may be:

- 1) Contact the first approver/endorser who has not already approved/endorsed the field trip yet and the update it after informing them.

- 2) Wait until an approver/endorser requests more information before changing details. This will be in the form of an email notification asking for more information.
- 3) Other circumstances may include updating field trip details while on field trip (which may be done by the field trip leader or the approvers themselves), adding more participants, destinations and check-in contacts for a multiple instance field trip.

SA5 Submit Tab – Why can I not update the Tier 1 / Tier 2 checklist?

A5. Once the Dean has signed off on the field trip the risk assessment components (Tier 1 and 2 checklist and Risk Assessment Attachments) and Summary tabs are locked out. This is to protect the approvers and the field trip leader in an understanding that at the time the Dean signed off on the field trip they accepted the details listed in the risk assessment and field trip summary, including its duration.

SA6 Submit Tab – What if I need to update the duration of the field trip (i.e. due to bad weather) after the Dean signs off?

A6. The dates cannot be changed as part of the protection of the system; however there are numerous comments sections throughout the field trip record tabs. A suggestion might be to update the comments on the Declarations tab and notify the approvers of the updated details.

Note: It is particularly important for the University Nominated Contact to know of the changes to expected check-in contact logs as they have the capacity to raise an emergency search and rescue unnecessarily if expected check-ins do not occur to agreed dates/times.

Menus

M1. How do I copy a field trip?

A1. Navigate to the menu Field Trips > Field Trip Leader > Copy Field Trip. Click on the Field Trip Reference number (blue button with the number on it). The new field trip will open with the copied details.

Note: Care should be taken to copy the correct field trip otherwise the incorrect field trip details may be copied. If this occurs, the field trip details can be edited as if you were starting from scratch. All field trip details can be edited prior to submitting to the Approval Process.

M2. When I copy my field trip some of the details are missing. Why is this?

A2. When a field trip is copied the risk assessment components (Tier 1 and 2 checklists and Risk Assessments tabs) are not copied. This is by design as it is a requirement that the risk assessment is consciously answered to accurately represent the field trip details.

M3. Can I copy someone else’s field trip?

A3. No. Only a Field Trip Leader can copy their own field trips.

M4. How do I search for a field trip?

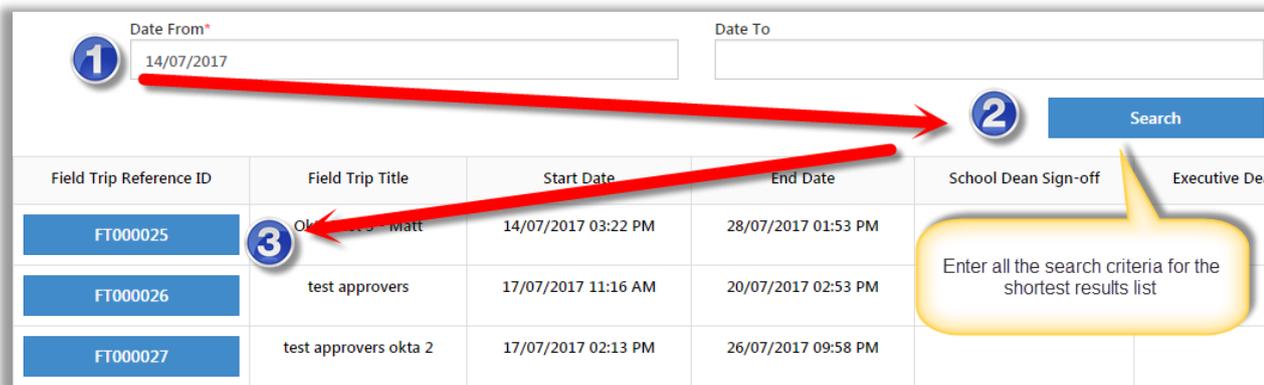
A4. In the menu structure choose a menu option that has a Search button. The following have search options:

- a) Field Trip Leader > My Open Field Trips
- b) Field Trip Leader > My Closed Field Trips
- c) Field Trip Leader > Copy Field Trip
- d) Field Trip Approver > Field Trips Ready for Sign-off
- e) Field Trip Approver > Field Trips Sign-off History

The search options vary depending on being a Field Trip Leader or Approver. Field Trip Leaders can search by Date from and Date To. Field trip Approvers can search by those details as well as Field Trip Leader Name.

To search, enter the details in at least the Date From field and click the Search button. The field trips matching the search criteria will be displayed. From there, choose a field trip by clicking on the blue button with the Reference ID of the field trip required.

The search option



M5. How do I approver/endorse my section of the field trip leader’s field trip?

A5. Click on the link in the email notification you would have received. This will take you straight to the field trip record that requires approving/endorsing. Click on the Submit tab and scroll to the section where you are required to sign off (the part that can be updated). Add comments and decide on the sign off options.

An indirect method (if the email has been deleted or lost), is to log into the FlinSafe Field Trips system and navigate to the following menu option Field Trips > Field Trip Approver > Field Trips Ready for Sign-off

M6 – As an approver/endorser can I not approve/reject a field trip?

A6. Only certain roles can reject/not approve a field trip. These are the field Trip Leader's supervisor, Dean and Vice-President and Executive Dean.

M7. What if my role does not have the 'not approved' option?

A7. Note your concerns in the comments section and mark your section as Signed Off = Yes. If you are especially concerned, then a verbal conversation with an approver that can reject the field trip might be the best path. An approver who can reject a field trip can only decide on this based on the information they have. It is normally best to request more information to determine any misunderstanding or lack of information for fair consideration rather than seek to reject a field trip.

M8. As an approver I rejected a field trip leader's field trip by mistake. Can I reverse this decision?

A8. No this decision cannot be reversed. The only recourse is the Field Trip Leader must copy the field trip and re-enter the details and resubmit for approval again.

M9 – What if my field trip is rejected? What happens then?

A9. Depending on why it was rejected the details are still in the FlinSafe Field Trips system. The action to take will depend on why the approver rejected the field trip. It is best to discuss any further options with the approver that rejected the field trip.

M10. Can I look through my previous field trips?

A10. Yes and where to find them depends on if the field trip is still open or has been closed.

- a) Open Field Trips – Field Trips > Field Trip Leader > My Open Field Trips
- b) Completed Field Trips – Field Trips > Field Trip Leader > My Completed Field Trips

M11. As an approver/endorser, can I look through field trips assigned to me?

A11. Yes and where to find them depends on if the field trip is still has been signed off or is ready for sign off. This can also depend on if you have multiple sign off roles for a field trip.

- a) Ready for Sign-off – Field Trips > Field Trip Approvers > Field Trips Ready for Sign-off
- b) Field Trips already Signed-off – Field Trips > Field Trip Approvers > Field Trips Sign-off History
- c) Either option above if you have multiple roles and you have signed off one role but not signed off on the second or subsequent role.