

## HOW TO RECORD AN INCIDENT ON ASSURE

Team Leaders or Managers are responsible for recording an incident on the system.

### How to record an Incident on the system

**Step 1:** Access the Portal using the following link: <https://www.sheassure.net/coventrycc/Portal/Portal/Index>

**Step 2:** Determine which Form you need to complete:

## Portal

### Coventry City Council Portal

Welcome to the Health & Safety Management System

## Questionnaires

- [Violence and Aggression Form](#)
- [Near Miss Form](#)
- [Accident Form](#)
- [Young Person Accident Form](#)

**Accident Form:** To report accidents to employees and anyone else (except school public and children in care) that have sustained; an injury as a direct result of activities undertaken on the behalf of the council or due to the condition of the premises.

**Violence and Aggression:** To record acts of violence and aggression against council employees.

**Near Miss Form:** To record an unplanned event that did not result in injury, but had the potential to do so. (E.g. items falling near to a person or employee striking an underground service cable)

**Young Person Form:** To report incidents to anyone under the age of 21 (**not** employed by the council)

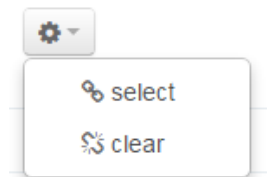
### Step 3

Click on the form you need to complete. In this example, we have selected the Accident Form. In every form you select, you will always be presented with the Org Unit field which requires selection:

A screenshot of a web form showing a dropdown menu for 'Org Unit'. The dropdown is open, displaying a search bar with the text 'Org Unit\*' and a list of options. A gear icon is visible on the right side of the dropdown menu.

### Step 4

Click on the cog wheel and it will display the following:



## Step 5

Click on the Select option. You will be presented with the Coventry City Council's organisation structure. You will need to select the service area / team of the employee that you are raising an incident for.

**Step 6** Follow the hierarchy down: click on relevant Directorate, then Service Area and then find the team name. See below:



## Step 7

When selected, a yellow outline will appear on the box containing the team. Click on the Select button select the chosen team

## Step 8

Complete the form making sure all fields are completed. Please note, field marked with a red \* asterisk are mandatory.

## Step 9

Once all fields have been completed, click on the Save and Close button

Once you have submitted the form, you will receive an automated email confirmation, see example below:



SHE Assure Portal  
Submission.msg

If you have completed the wrong form by mistake the form will be rejected and you will receive the following email



SHE Assure Portal  
Rejection.msg

You will need to go back into the Portal and resubmit the record using the correct form.

If you have made any errors on the form, you will receive the following email detailing what action you need to take:



SHE Assure Action  
Notification.msg

**Please go to the How to Guide for Managing Your Actions**