

# EHS360 IT SYSTEM AIMS USER GUIDE FOR INFORMANTS

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# 1 OBJECTIVE



1. All safety and health related incidents which happen in NUS, or in the course of work/study for NUS, are to be reported centrally to OSHE within 24 hours.
2. These include accidents, near misses and safety concerns (unsafe acts/conditions).
3. Any NUS staff and student may report an incident.
4. To report an incident, the staff or student is required to submit an incident notification in the **Accident and Incident Management System (AIMS)**

## 2 BEFORE LOGGING IN



Before logging into the system, you should have the following ready:

1. NUSNET login and password
2. VIP Access (2FA application) registered and installed on your smartphone/computer
3. Details of incident (e.g. date, time, location, etc.)
4. Details of injured person (if any)

### **Important note before you proceed:**

- Due to the logic designed into the system, the role of the informant and investigator cannot be performed by the same person.
- If you are likely to be assigned as the investigator of the incident, please seek the assistance of another person to report the incident on your behalf.

# 3 LOGGING IN



## If you are a staff:

- Go to Staff Portal > eServices menu > Select AIMS
- Alternatively, go to the e-Services section on OSHE's staff portal

### Staff Portal

The screenshot shows the 'eServices' menu in the Staff Portal. It features a header with 'Expand All' and 'Collapse All' options. Below the header, there is a list of services, each with a red arrow icon and a help icon. The services listed are: myWorklist, Faculty ePortfolio, 2FA Service Portal, IMMS, Internal Career Portal, HR Interaction Portal, Business Intelligence, Facilities Booking, Leave, Salary, Performance Mgmt(Acad), and Performance Mgmt(Exec&Prof).

### OSHE Portal

The screenshot shows the 'e-Services' menu in the OSHE Portal. It features a list of services, each with a red arrow icon and an 'Apply' button. The services listed are: Integrated Online Research Compliance (iORC) System, Temporary Change of Use Permit Application (TPA), Accident & Incident Reporting System (AIRS), Anonymous Safety Concern Reporting, Non-lab based declaration, Safety Suggestion through VOICE, and OSHE Customer Feedback.

## If you are a student:

- Go to Student Portal > Quick Links > Select AIMS

### Student Portal

The screenshot shows the 'Quick Links' menu in the Student Portal. It features a list of links, each with a red arrow icon. The links are organized into two columns. The first column includes: Academic Calendar, Acceptance Record, Accident / Incident Reporting System (AIRS), Circulars to Students, Centre for Future-ready Graduates, Code of Student Conduct, Copying of Library Materials, Examination Directory, Financial Aid, Finance-related Forms, Health Service, Integrated Virtual Learning Environment (IVLE), Library Portal, and Message of the Day. The second column includes: myEmail, myISIS, NUS Bulletin Online, NUS Do-Not-Call (DNC) Policy, NUS Personal Data Notice for Students, NUS Student Data Protection Policy, NUS Student Work Scheme, Safety & Security, Student Account Enquiry, Student Service Centre, Statutes and Regulations, The Effective Student (A Guide to Learning), and University Intellectual Property Policies.

Note: If you are a staff, you will need to login to WebVPN first in order to access the Staff Portal from outside NUS network (e.g. from your personal internet connection).

# 3 LOGGING IN

1. From the AIMS webpage, select the login link.



The screenshot shows the AIMS webpage with the following content:

**myEMAIL IVLE LIBRARY MAPS CALENDAR SITEMAP CONTACT**

**NUS** National University of Singapore

Search  in  **GO**

**HOME SAFETY, SECURITY & SUSTAINABILITY**

**Office of Safety, Health & Environment**

## AIMS

### Introduction

The Accident and Incident Management System (AIMS, previously known as AIRS), is an online platform used by the University to manage safety and health related incidents on campus. Staff and students are encouraged to report all occupational-related safety and health related incidents, near-misses and unsafe acts/conditions centrally to the Office of Safety, Health and Environment (OSHE), within 24 hours of occurrence.

The AIMS module in EHS 360 is an integrated system that allows for:

1. Incidents, near-misses and unsafe acts/conditions to be reported to a centralised
2. Management of investigations and follow-up by respective departments-in-charge
3. Tracking of corrective and preventive actions
4. Monitoring of statistics and trends for identification of possible intervention and prevention programmes

### Tools

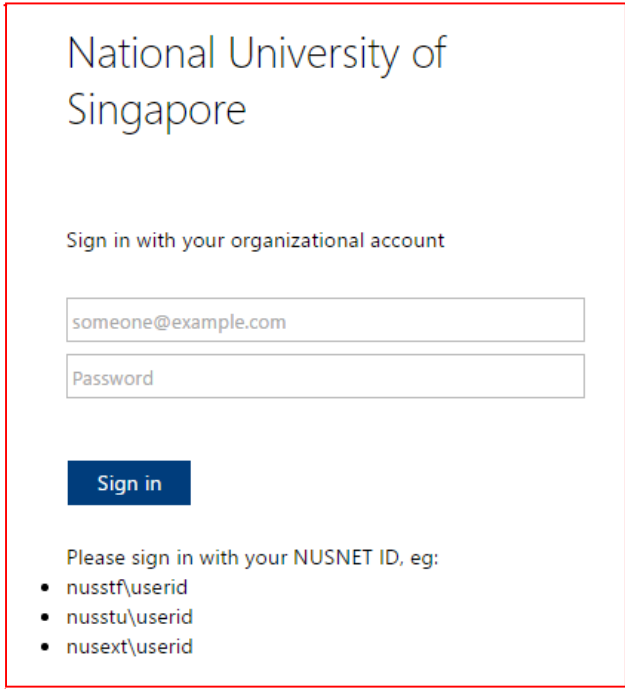
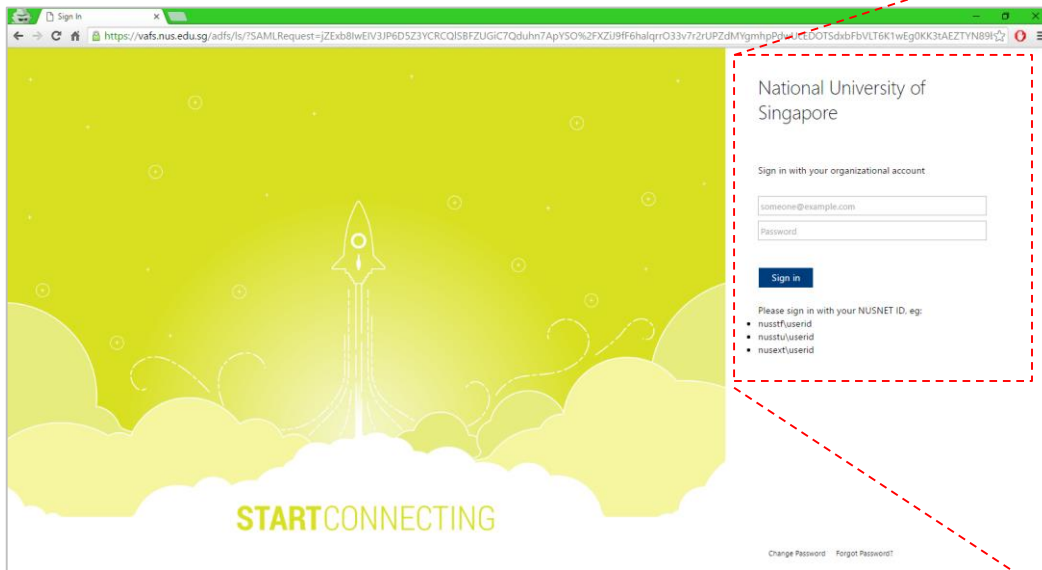
To report an incident, near-miss or safety concern using your NUSNET account	<a href="#">Login here</a>
Root Cause Analysis Templates	<a href="#">.....</a>
NUS Accident / Incident Reporting and Investigation Standard	<a href="#">View standard</a>
User Guide for AIMS	<a href="#">.....</a>
Training Slides	<a href="#">.....</a>

### FAQs

This section contains some Frequently Asked Questions (FAQs) about AIMS. Please check here before contacting support for more information.

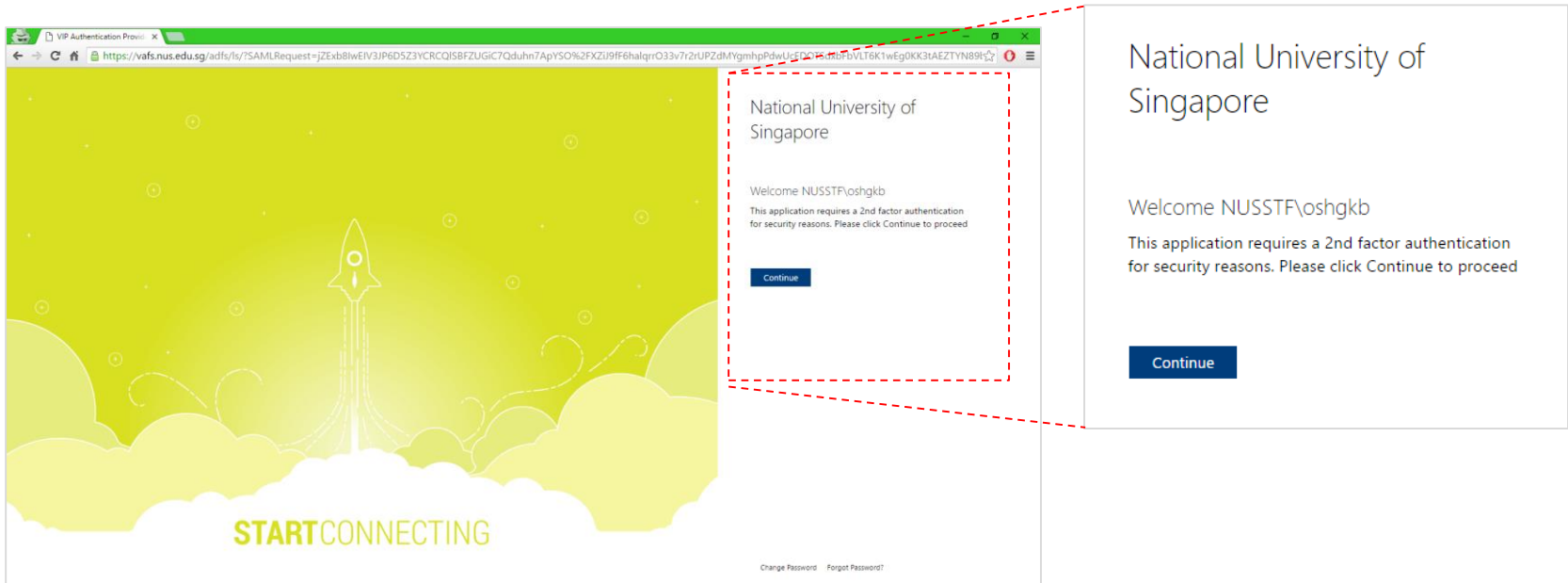
# 3 LOGGING IN

2. Depending on your location or browser, you may be prompted to log in with your NUSNET ID and password.



# 3 LOGGING IN

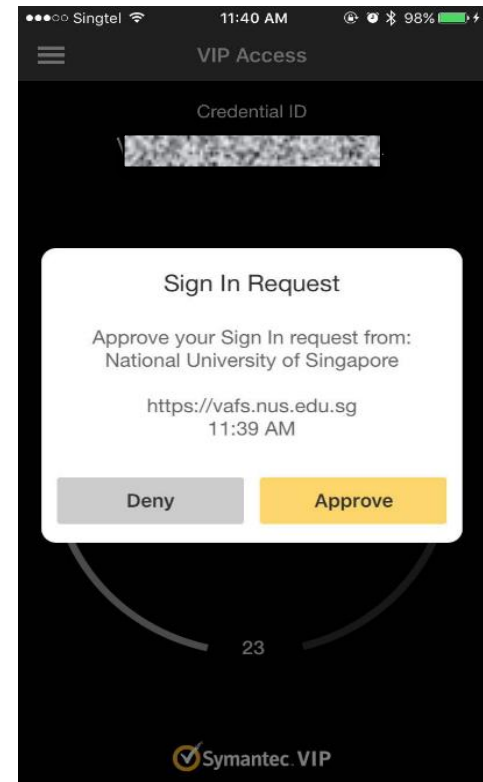
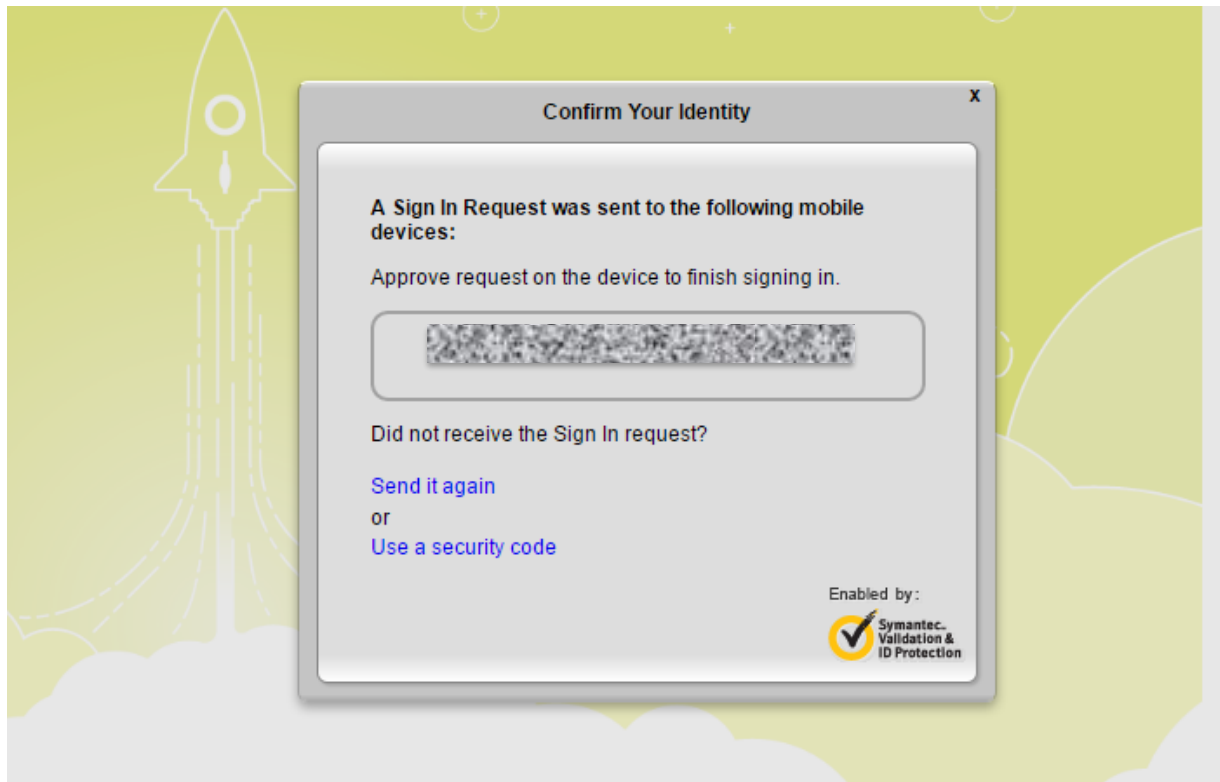
3. You will be prompted that 2FA is required. Click on the Continue button to proceed.





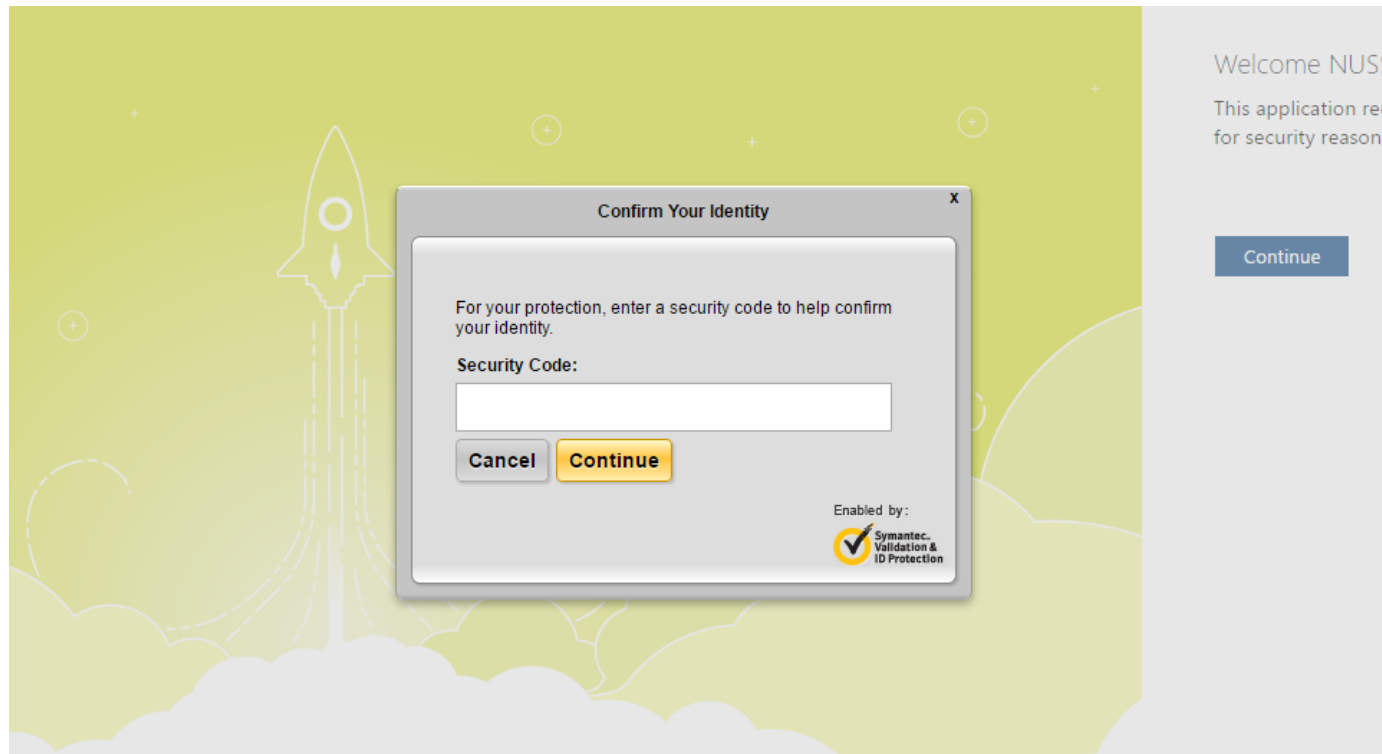
# 3 LOGGING IN

- A sign in request will be sent to your mobile device (if you are using a 2FA mobile token). Approve the sign in request on your mobile device to continue.



# 3 LOGGING IN

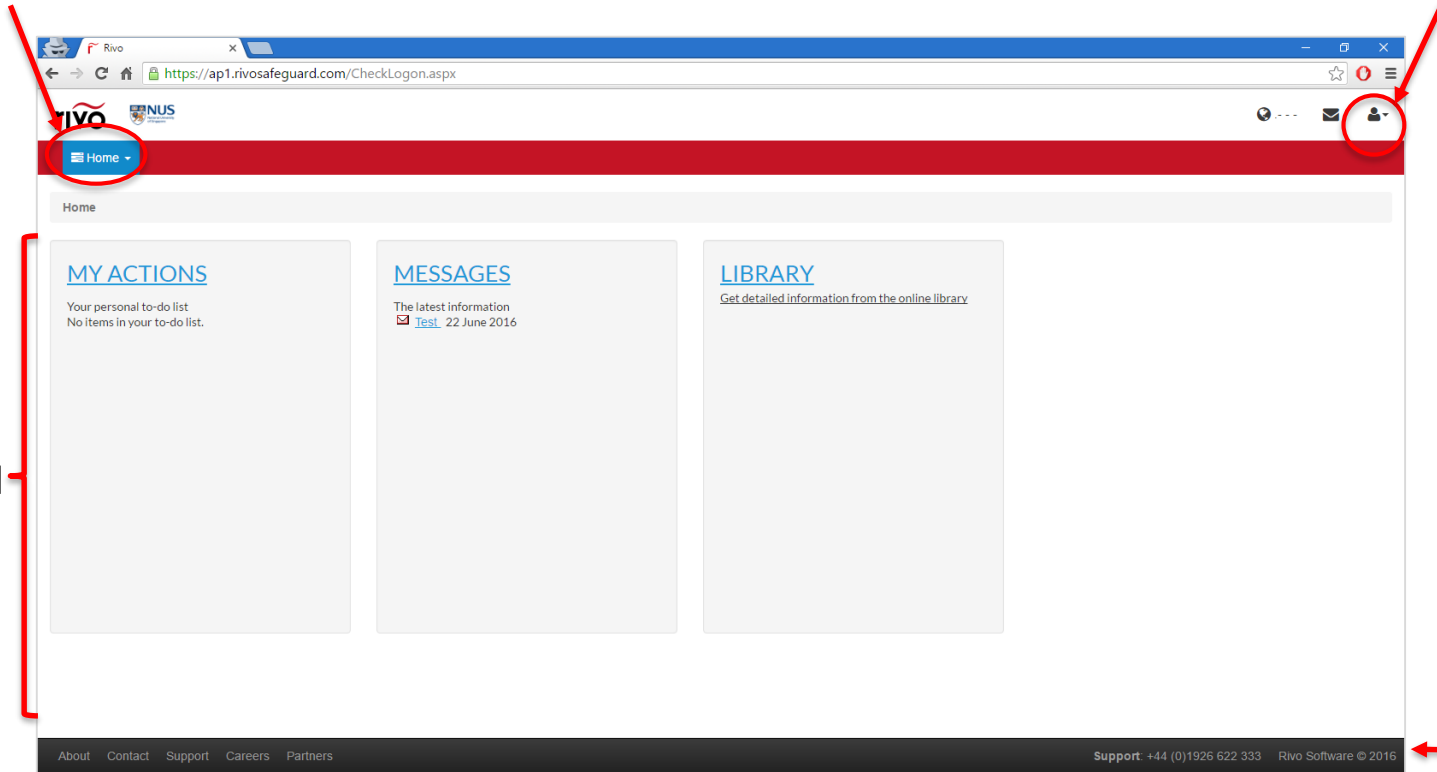
- 4. If you are using desktop 2FA or if the push notification on your mobile device is not successful, click “Use a Security Code” and enter the security code indicated on your 2FA token.



# 4 USER INTERFACE

## 1. Selection Menu

## 2. User Preferences

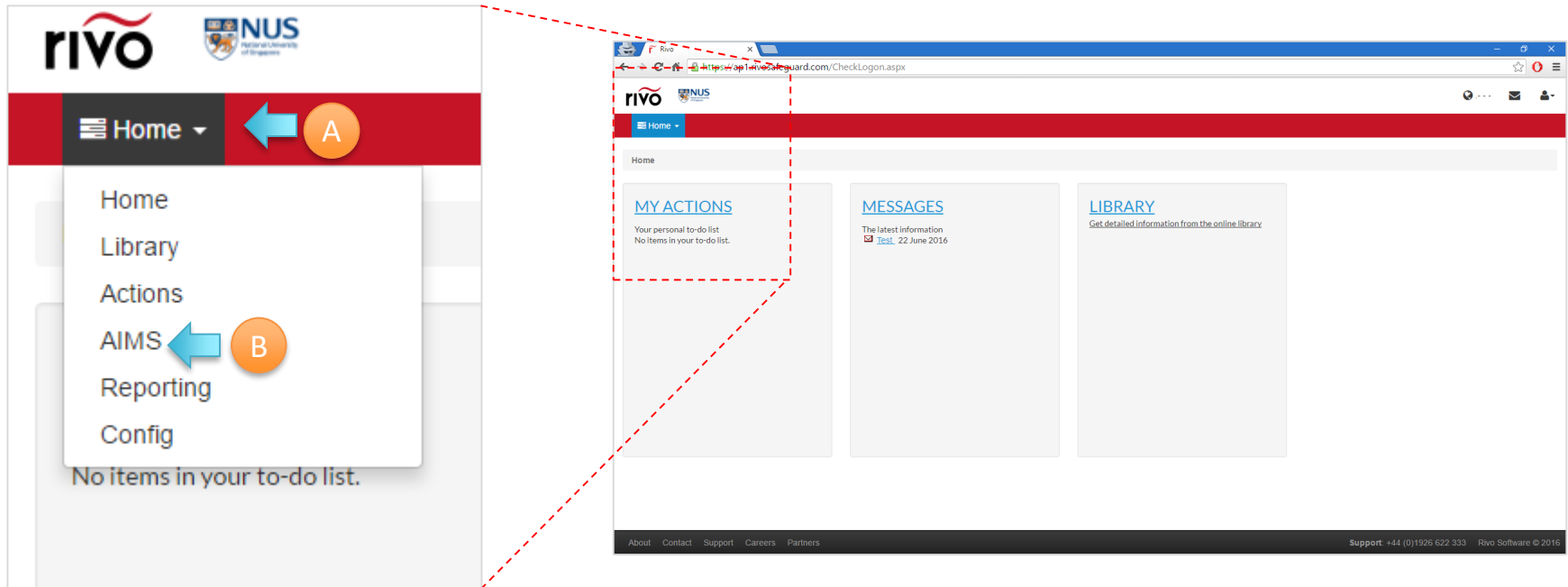


## 3. Dashboard

Ignore footer information

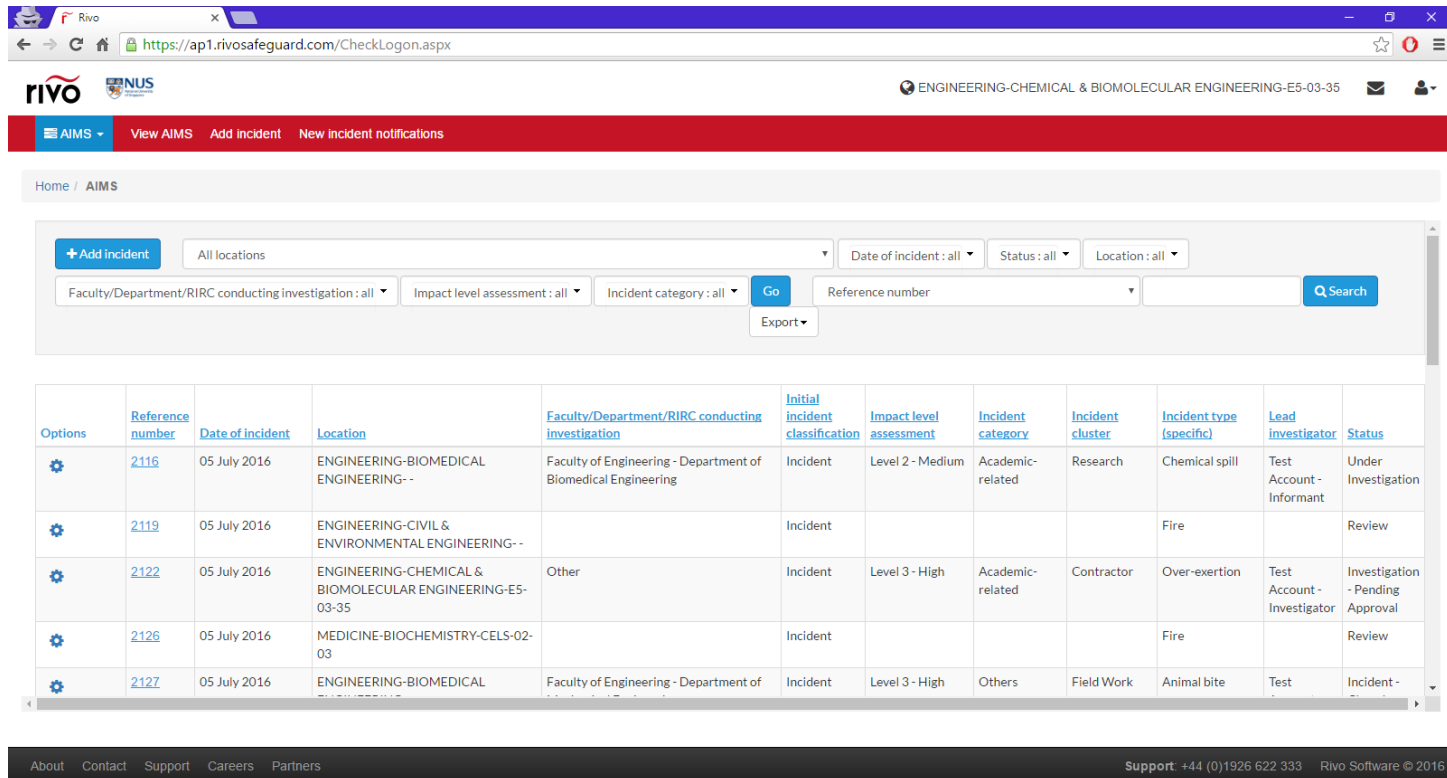
# 4 USER INTERFACE

To access the AIMS module, select AIMS from the menu dropdown.



# 4 USER INTERFACE

This is the tabular view in the AIMS module which shows all the incidents which have been reported by you.



The screenshot displays the RIVO AIMS module interface. At the top, there is a navigation bar with 'AIMS' and options like 'View AIMS', 'Add incident', and 'New incident notifications'. Below this is a search and filter section with dropdown menus for 'All locations', 'Date of incident', 'Status', 'Location', 'Faculty/Department/RIRC conducting investigation', 'Impact level assessment', and 'Incident category'. A 'Go' button and a search input field are also present. The main content area features a table with the following data:

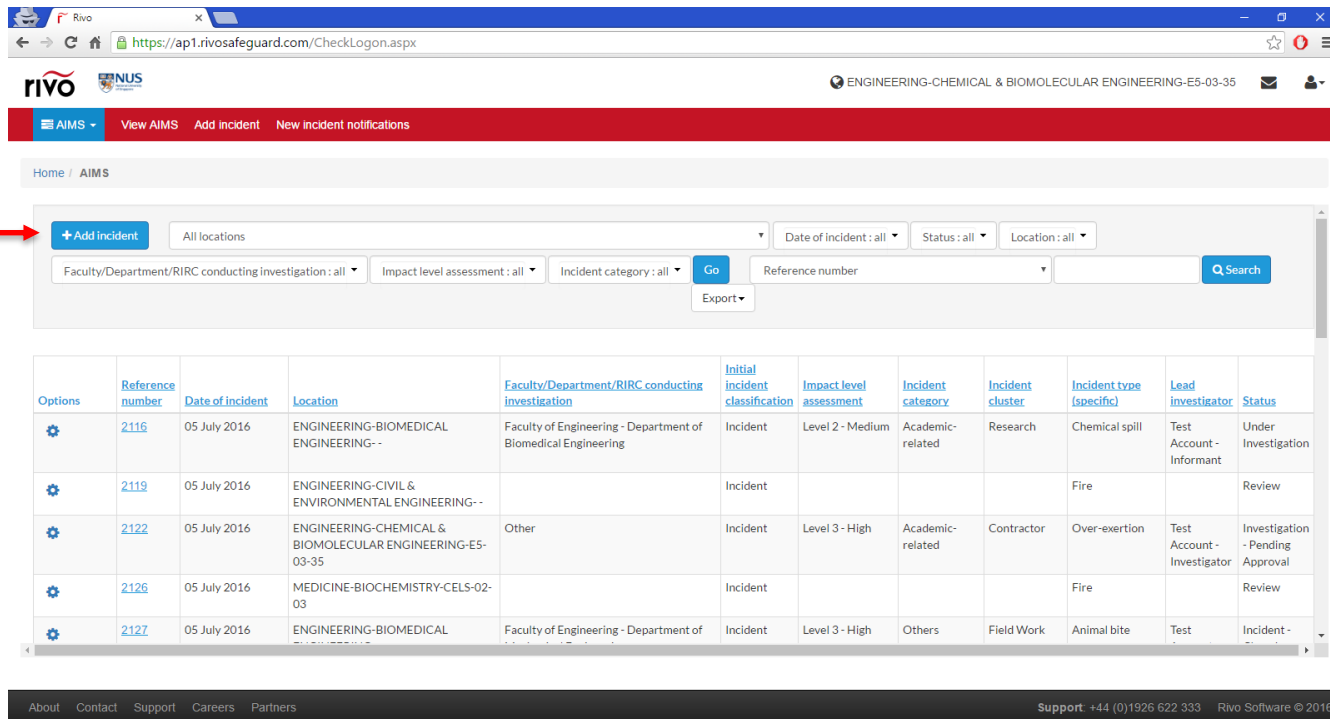
Options	Reference number	Date of incident	Location	Faculty/Department/RIRC conducting investigation	Initial incident classification	Impact level assessment	Incident category	Incident cluster	Incident type (specific)	Lead investigator	Status
	<a href="#">2116</a>	05 July 2016	ENGINEERING-BIOMEDICAL ENGINEERING--	Faculty of Engineering - Department of Biomedical Engineering	Incident	Level 2 - Medium	Academic-related	Research	Chemical spill	Test Account - Informant	Under Investigation
	<a href="#">2119</a>	05 July 2016	ENGINEERING-CIVIL & ENVIRONMENTAL ENGINEERING--		Incident				Fire		Review
	<a href="#">2122</a>	05 July 2016	ENGINEERING-CHEMICAL & BIOMOLECULAR ENGINEERING-E5-03-35	Other	Incident	Level 3 - High	Academic-related	Contractor	Over-exertion	Test Account - Investigator	Investigation - Pending Approval
	<a href="#">2126</a>	05 July 2016	MEDICINE-BIOCHEMISTRY-CELS-02-03		Incident				Fire		Review
	<a href="#">2127</a>	05 July 2016	ENGINEERING-BIOMEDICAL	Faculty of Engineering - Department of	Incident	Level 3 - High	Others	Field Work	Animal bite	Test	Incident -

At the bottom of the interface, there is a footer with navigation links (About, Contact, Support, Careers, Partners) and contact information: Support +44 (0)1926 622 333, Rivo Software © 2016.

# 5 REPORT AN INCIDENT

1. To report a new incident, click on the “Add incident” button.

+ Add incident





Options	Reference number	Date of incident	Location	Faculty/Department/RIRC conducting investigation	Initial incident classification	Impact level assessment	Incident category	Incident cluster	Incident type (specific)	Lead investigator	Status
	2116	05 July 2016	ENGINEERING-BIOMEDICAL ENGINEERING- -	Faculty of Engineering - Department of Biomedical Engineering	Incident	Level 2 - Medium	Academic-related	Research	Chemical spill	Test Account - Informant	Under Investigation
	2119	05 July 2016	ENGINEERING-CIVIL & ENVIRONMENTAL ENGINEERING- -		Incident				Fire		Review
	2122	05 July 2016	ENGINEERING-CHEMICAL & BIOMOLECULAR ENGINEERING-E5-03-35	Other	Incident	Level 3 - High	Academic-related	Contractor	Over-exertion	Test Account - Investigator	Investigation - Pending Approval
	2126	05 July 2016	MEDICINE-BIOCHEMISTRY-CELS-02-03		Incident				Fire		Review
	2127	05 July 2016	ENGINEERING-BIOMEDICAL	Faculty of Engineering - Department of	Incident	Level 3 - High	Others	Field Work	Animal bite	Test	Incident -

About Contact Support Careers Partners Support +44 (0)1926 622 333 Rivo Software © 2016


# 5 REPORT AN INCIDENT



2. Fill in the form with the required information. Mandatory fields are marked with an asterisk (\*).
3. Help text for certain fields can be displayed by clicking the help button 

Part 1: Incident notification 

Incident reference number  
Reference number: 2144

Incident classification \* 

Incident  Safety Concern

About the incident \*

On what date did the incident occur?

At what time?  :

# 5 REPORT AN INCIDENT



## Incident fields

Part 1: Incident notification

Incident reference number

Reference number: 2144

Incident classification \*

Incident  Safety Concern

### Incident Reference Number:

Unique reference number.  
Use this number to reference to this incident case.

### Incident classification:

Incident – Any undesired safety & health-related event that resulted or could have resulted in any harm to human, property or environment

Safety Concern – Any unsafe act or condition which could potentially result in an incident.

The choice of “Incident” or “Safety Concern” will cause the form to automatically display the relevant fields to be filled in.




# 5 REPORT AN INCIDENT

## Incident fields

**About the incident \***

On what date did the incident occur? At what time?

None specified  00 ▾ : 00 ▾

### About the incident:

Date and time of occurrence for the incident.

**Particulars of informant \***

Full Name

Contact number

Email address

### Particulars of informant:

By default, it will display the name, contact number and email address of the informant

# 5 REPORT AN INCIDENT



## Incident fields

### Incident location:

The location where the incident happened in the following format:

**Faculty | Department | Building | Unit**

- If you are not sure of the exact location where the incident happened, leave the last 2 fields blank. E.g. Faculty | Department | <blank> | <blank>
- For locations within NUS which are not in the list, select **OTHER NUS**  
E.g. Common areas such as bus stop, corridors, etc.
- For locations outside NUS, select **OUTSIDE NUS**  
E.g. Hospitals, field trip areas, etc.

Incident location

Please select the location at which the incident occurred.

ENGINEERING ▾ CHEMICAL & BIOMOLECULAR ENGINEERING ▾ E5 ▾ 03-35 ▾

Location information

Please provide additional details on the location of incident

### Location information:

Enter additional information which may be useful for investigators to pinpoint the location of the incident

# 5 REPORT AN INCIDENT

## Incident fields

Accident / Near Miss details \*

Incident type (General)  
 Accident  Near Miss

Incident type (Specific)  
Please select... ▼

### Accident/Near Miss details:

Incident Type:

Accident: Any event which has resulted to injury, ill-health or fatality.

Near Miss: Any event where no injury, ill-health or fatality occurs but had the potential to do so

Description of incident / near miss:

### Description of incident/near miss:

Provide a description of how the incident occurred. Guidelines on how to describe the incident are provided.

# 5 REPORT AN INCIDENT

## Incident fields

**Is there an Injury? \***

Is there an injury?

Name of person who was injured or affected:

Email address([userid@nus.edu.sg](mailto:user@nus.edu.sg)):

Contact number:

Supervisor of injured person

What initial treatment was given to the injured person?

How many days of medical leave were given?

Please report subsequent additional medical leave to [ehs360@nus.edu.sg](mailto:ehs360@nus.edu.sg)

Are there additional injured persons?

### Is there an injury?

If there is an injury, a form to fill in the particulars of the injured person will be displayed.

Note: For medical leave, please indicate the medical leave officially received till date. For additional days of medical leave received from subsequent medical consultation, please report them through [ehs360@nus.edu.sg](mailto:ehs360@nus.edu.sg)

# 5 REPORT AN INCIDENT



## Incident fields

**Late Reporting**

Check here if this reporting is done more than 24 hours after the incident

Please select reason for late reporting:

Delay of information to reporter ▼

Please select...

Delay of information to reporter

Not aware incident has to be reported

Not aware of 24hrs reporting requirement

Technical problems

Other reasons

### Late Reporting?

If the incident case was submitted more than 24 hours after its occurrence, please provide a reason for the late reporting.

Note: This is a survey to understand the reasons behind the late reporting of incidents and will not be used in a manner which may be detrimental to the informant.

# 5 REPORT AN INCIDENT

## Incident fields

Related documents ?

Date uploaded	Document uploaded by	Filename	Delete
---------------	----------------------	----------	--------

To attach a document - select the button below and select the file.

No file chosen

### Related Documents:

You may use this utility to upload any files which may be useful for the relevant department to investigate and follow up, such as photos of a safety concern, aftermath of the incident, etc.

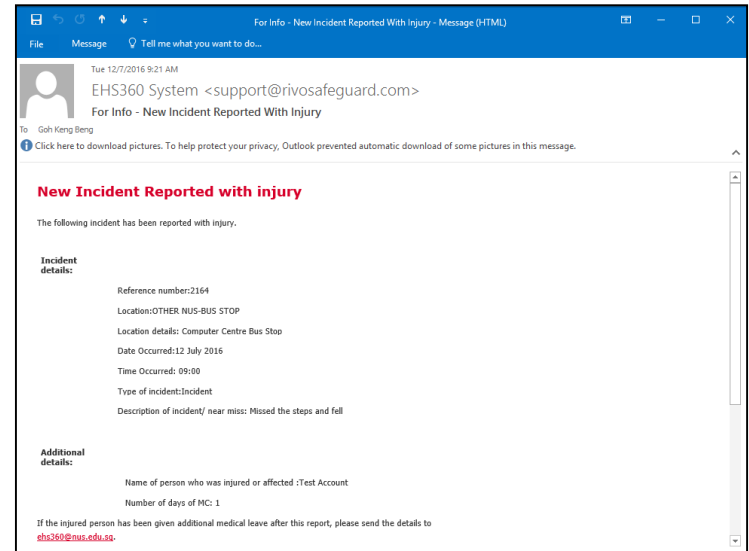
Tip: Please limit file sizes to below 1 MB. Large images should be resized before uploading.



Click  after all relevant information has been filled in.

# 5 REPORT AN INCIDENT

You should receive an email notification on the successful submission of the incident report.

The logged incident will also be visible in the table of incidents in the AIMS module.



Options	Reference number	Date of incident	Location	Faculty/Department/RIRC conducting investigation	Initial incident classification	Impact level assessment	Incident category	Incident cluster	Incident type (specific)	Lead investigator	Status
	2116	05 July 2016			Incident	Level 2 - Medium	Academic-related	Research	Chemical spill	Test Account - Informant	Under Investigation

# Thank you

Refer to Frequently Asked Questions  
on the AIMS Homepage if you have questions.

For further enquiries about AIMS, please contact

[ehs360@nus.edu.sg](mailto:ehs360@nus.edu.sg)