

Oracle  
**Construction Intelligence Cloud  
Advisor for Safety User Guide**

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Oracle Construction Intelligence Cloud Advisor for Safety User Guide

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# About This Guide

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This guide describes how to use the following safety dashboards: Benchmarks and the Risk Forecast. Your access to view these dashboards are set by your administrator.

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## Overview

Construction Intelligence Cloud (CIC) is a smart AI-powered cloud application that identifies potential safety issues associated with construction projects. CIC's construction-trained AI delivers unbiased insights, predicts where to focus your attention, and prescribes specific actions to mitigate safety risk.

## Accessing Construction Intelligence Cloud

When your organization is provisioned with Construction Intelligence Cloud, you will receive the Construction Intelligence Cloud Application URL in a Welcome email.

To sign in for the first time as a user of CIC:

- 1) In your Welcome email, click the application URL available in the format:

*https://<host>:<port>/cicadmin*

where

<host>: The host name or the server IP address of CIC application.

<port>: The unique port number associated with the CIC application.

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**Note:** For a list of supported browser versions, see the *Client System Requirements* document.

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- 2) In the **Username** field, enter the user name assigned to you.
- 3) In the **Password** field, enter a unique alphanumeric password. After your initial sign in, you can proceed to ***Reset Your Password English/admin/admin\_guide/89031.htm***.
- 4) Click **Sign In**.
- 5) Use the **Navigator** pane to explore the menu options available to you. For more details, see ***Navigation Overview English/admin/admin\_guide/89187.htm***.

## About Your Login Credentials

New customers receive an initial email from [no-reply@oracle.com](mailto:no-reply@oracle.com) to activate their Oracle Cloud account. The link has an expiration date mentioned at the bottom of the email. Make sure to activate your account before the link expires.

You will receive a separate welcome email from [no-reply@primavera.oraclecloud.com](mailto:no-reply@primavera.oraclecloud.com) that includes the URL to access Construction Intelligence Cloud.

All other email communications coming from your Construction Intelligence Cloud environment will be sent from [no-reply@primavera.oraclecloud.com](mailto:no-reply@primavera.oraclecloud.com).

### Tips

- ▶ If you do not receive either email, check the spam or junk folder in your email account, or reach out to your customer success manager or CIC administrator.
- ▶ In case you miss the activation window to activate your Construction Intelligence Cloud account, reach out to your customer success manager or CIC Administrator.
- ▶ Add [no-reply@oracle.com](mailto:no-reply@oracle.com) and [no-reply@primavera.oraclecloud.com](mailto:no-reply@primavera.oraclecloud.com) to your address book or list of approved contacts.

## Reset Your Password

You can reset your password for CIC at any time.

To reset your password:

- 1) Navigate to the **Oracle Cloud Account Sign In** page.
- 2) Select the **Need help Signing in? Click here** link.
- 3) On the **Forgot your password** page, enter your username, and then click **Next**.
- 4) Review the on-screen message, and click **Submit**.
- 5) Select **Password Reset** in the email you receive.
- 6) On the **Reset Your Password** page, complete the **New Password** and **Confirm New Password** fields.

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**Note:** The **Confirm New Password** field will not be active until your new password meets the specified criteria.

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- 7) Click **Submit**.
- 8) Select **Click here** to continue to navigate back to the **Oracle Cloud Account Sign In** page, and log in with your new password.

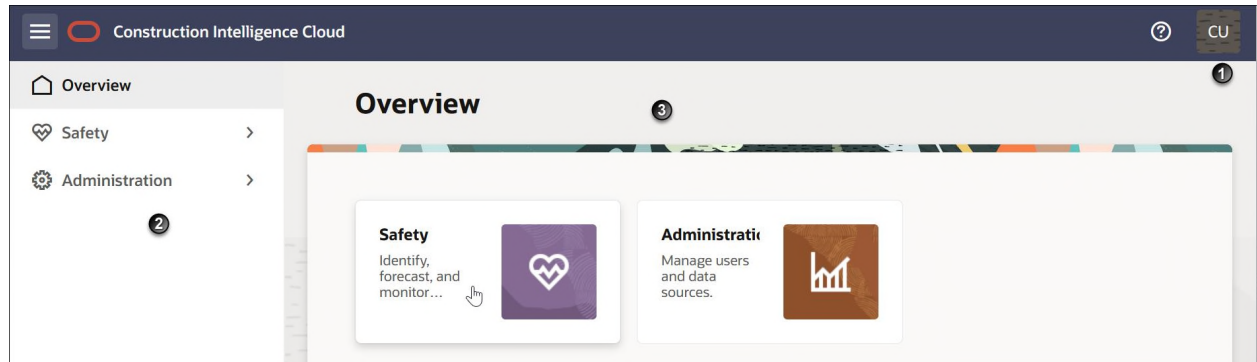
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**Note:** To allow time for system processing, it is recommended that you wait a few minutes before logging in with your new password.

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## Navigation Overview

The **Home** page of the Construction Intelligence Cloud displays the following menu and options.




Menu / Option	Description
 <b>Navigation Menu</b>	Select to expand or collapse the Navigator pane.
 <b>Help</b>	The Help menu displays the following options: <ul style="list-style-type: none"> <li>▶ <b>Oracle Help Center:</b> Select this option to access all guides in the CIC library.</li> <li>▶ <b>Training:</b> Select this option to access training resources available for CIC.</li> <li>▶ <b>Support:</b> Select this option if you need information on how to contact <b>Oracle Support</b> (see "<b>Support</b>" on page 35).</li> <li>▶ <b>About:</b> View the product version and build information of CIC.</li> </ul>
1	Displays the initials of the signed-in user. Select this option to sign out of the application.
2	<b>Navigator</b> The Navigator displays the modules you can access based on your role and the modules your organization has purchased. <ul style="list-style-type: none"> <li>▶ <b>Overview:</b> This is the main landing page.</li> <li>▶ <b>Safety:</b> Select this option to view the safety dashboards.</li> <li>▶ <b>Administration:</b> This option is available only if you are an administrator for Construction Intelligence Cloud. The following options display under Administration: <ul style="list-style-type: none"> <li><b>Data Management:</b> Select this option to set up and manage data sources.</li> <li><b>User Management:</b> Select this option to set up and manage users.</li> </ul> </li> </ul>
3	The selected module page is displayed. You can select the tiles displayed on the page to navigate within the selected module.

## Navigating within the Application

You can navigate within the application using either the Navigator or the tiles on the page.

### Using the Navigator:

- 1) Click the  **Navigation Menu** to display the **Navigator** pane.
- 2) In the **Navigator** pane, select a module.

Examples:

- ▶ To access the Administration module: In the **Navigator** pane, select **Administration**.
- ▶ To access the Benchmarks dashboard in the Safety module: In the **Navigator** pane, select **Safety**, and then select **Benchmarks**.

### Using tiles

From the **Overview** page or from any of the module pages, select the tiles displayed on the pane.

Examples:

- ▶ To select the Administration module: From the **Overview** page, select the **Administration** tile.
- ▶ To access the Benchmarks dashboard in the Safety module: From the **Overview** page, select the **Safety** tile, and then select the **Benchmarks** tile.

## Product Accessibility

For information about Oracle's commitment to accessibility, visit the **Oracle Accessibility Program website** (<https://www.oracle.com/corporate/accessibility/>).

## Keyboard Shortcuts

### General Interactive Keyboard Shortcuts

Action	Keys
Move to the next tab stop	Tab



Move to the previous tab stop	Shift+Tab
Toggle between row selection and cell selection	F8
Open the column header menu, when focus is on the column header	Enter or Space
Increase column width, when focus is on the column header	Windows: Ctrl+Right arrow Mac: Ctrl+Cmd+Right arrow
Decrease column width, when focus is on the column header	Windows: Ctrl+Left arrow Mac: Ctrl+Cmd+Left arrow
Move column to next column position, when focus is on the column header	Shift+Right arrow
Move column to the previous column position, when focus is on the column header	Shift+Left arrow
Sort ascending on the current column, when focus is on the column header	Windows: Alt+Up arrow Mac: Option+ Up arrow
Sort ascending on the current column in addition to the existing search columns, when focus is on the column header	Windows: Shift+Alt+Up arrow Mac: Shift+Option+ Up arrow
Sort descending on the current column, when focus is on the column header	Windows: Alt+Down arrow Mac: Option+ Down arrow
Sort descending on the current column in addition to the existing search columns, when focus is on the column header	Mac: Shift+Option+Down arrow
Move to next tab stop in column header menu, when column header menu is open	Tab
Move to previous tab stop in the column header menu, when column header menu is open	Shift+Tab
Close the column header menu, when the column header menu is open	Escape
Show help (if defined) for an item, when a single row is viewed and focus is on the column	Windows: Alt+F1 Mac: Option+F1

**Date Picker**

Action	Keys
Open the popup, when the input has focus and Display Mode is set to popup	Down arrow
Close the popup and focus the input, when Display Mode is set to popup	Escape
Focus the next element	Tab <b>Note:</b> When the Display Mode is set to popup and the last element is focused, pressing Tab moves focus to the first element
Focus the previous element	Shift+Tab <b>Note:</b> When the Display Mode is set to popup and the first element is focused, pressing Tab moves focus to the last element
Move focus to the same day of the previous week	Up arrow
Move focus to the same day of the next week	Down arrow
Move focus to the previous day	Left arrow
Move focus to the next day	Right arrow
Move focus to the first day of the current week	Home
Move focus to the last day of the current week	End
Change the grid of dates to the previous month	Page Up
Change the grid of dates to the next month	Page Down
Change the grid of dates to the previous year	Shift+Page Up
Change the grid of dates to the next year	Shift+Page Down
Select the focused date, when Show Time is off	Enter or Space

Select the focused date, when Show Time is on	Enter or Space, then Done
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# About Safety Dashboards

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## Benchmarks Dashboard

Use the **Benchmarks** dashboard to view how your project or portfolio of projects are performing against our proprietary benchmarks. The three tabs (Company Level Benchmarks, Project Level Benchmarks, and Project Directory) within the dashboard allow you to view risks at either the company level, project level, or to view performance across your portfolio of projects.

See topic **Benchmarks Dashboards** (on page 13) for a detailed description of each dashboard and the metrics behind the dashboard.

## Risk Forecast Dashboard

Use the **Risk Forecast** dashboard to view projects that are at risk for having a safety incident. Five tabs: (Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance) within the dashboard allow you to track weekly risk predictions at the company level and project level. You can use this dashboard to view project risks along with the corresponding recommended actions, view the detailed data behind the predictions, compare risk mitigation efforts for each week, and monitor the risk trends for the life of your project.

See topic **Risk Forecast Dashboards** (on page 22) for a detailed description of each dashboard.

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## Benchmarks Dashboards

The **Benchmarks** dashboard provides important metrics to help you gain insights into the safety performance of projects your company manages. As a user with access to single or multiple projects, you can use the dashboard to view how projects are performing against company safety benchmarks. In addition to providing key metrics data, the dashboard also provides actions you can take to help the project optimize safety performance.

The dashboard has three tabs: Company-Level Benchmarks, Project Directory, and Project-Level Benchmarks. Use Company Level Benchmarks to view metrics for all projects or a subset of projects. The Project-Level Benchmarks allows you to view metrics for a single project, and the Project Directory tab allows you to view metrics across multiple projects.

## About Benchmark Metrics

The following metrics are displayed in the **Benchmarks** dashboard:

### Work Observation Rate (WOR)

It is the number of worker hours divided by the number of observations made over the same duration. WOR is a measure of workforce engagement by the safety program in place on the project. For example, a project having five workers working 40 hours a week (200 total hours) and engaged in a safety conversation in their work area at least once in that week would result in a WOR of 200 hrs./obs. The target value for the WOR metric is 100 hrs./obs.

### Staff Observation Rate (SOR)

It is the number of worker hours divided by the number of observations made over the same duration. SOR is a measure of how engaged project supervision is in the engagement of a project. For example, a project having four staff employees who all work 40 hours each (160 hours total) perform a total of four observations that same week would result in an SOR of 40 hrs./obs. The target value of the SOR metric is 40 hrs./obs.

### Incident Frequency Rate (IFR)

It is the number of incidents times 100,000 divided by the total number of hours worked over the same duration. IFR is a measure of how frequently incidents of all severity levels are reported on a project. This metric is indicative of a healthy reporting culture and shows that the organization has established a safe environment for reporting all incidents, including minor incidents. The target value of IFR is between 12.0 to 25.0. This equates to a project identifying and reporting an incident for every 4,000 to 8,000 hours worked on a job site.

### Average Incident Severity (AIS)

It is the average severity of all incidents that take place over a fixed duration. AIS measures whether the incident being reported is of the right type. To calculate the AIS, incidents are given a severity score based on their type as indicated below:

Severity (OSHA-USA)	Severity (HSE- UK)	Severity (AUS-WHS)	Score
Near Miss	Near Miss	Near Miss	1
Property Damage	Property Damage	Property Damage	2
First Aid Injury	First Aid Injury	First Aid Injury	3
Recordable Injury	Dangerous Occurrence/Over 3-Day Incapacitation	Dangerous Incident/Serious Injury or Illness	4
Restricted Duty/Transfer	Over 7-Day Incapacitation	Cases or Alternate Work	5
Lost Time	Specified Injuries	Lost Time	6
Fatality	Fatality	Fatality	7

## Company Level Benchmarks

### Access Company Level Benchmarks

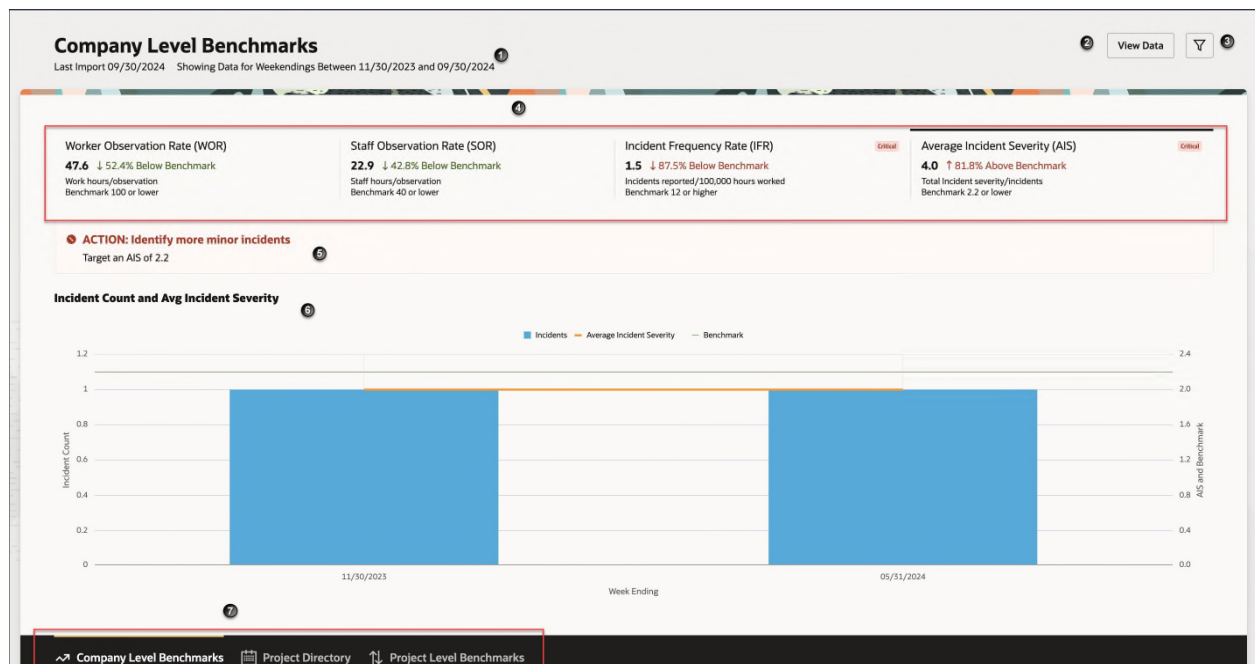
- 1) From the  **Navigation Menu**, click **Safety**, and then select **Benchmarks**.  
The default page **Company Level Benchmarks** is displayed.
- 2) Click the **Company Level Benchmarks** tab.

**Note:** Your access to dashboards is set by your administrator.

### Purpose

Use the **Company Level Benchmarks** dashboard to view metrics across all or a subset of projects. It displays key data to help you evaluate the selected projects against pre-defined benchmarks. You can use this dashboard to:

- ▶ View the safety performance of all your projects at the company-level and compare them against the pre-defined benchmarks.
- ▶ View the following safety metrics for your project: WOR, SOR, IFR, and AIS. For more information, see topic **About Benchmark Metrics**.
- ▶ View recommended actions to take based on the project performance.
- ▶ View the data driving the metric results both in aggregate and over time.



The following screen elements are displayed on the **Company Level Benchmarks** dashboard:

Screen Elements	Description
1	Displays the time the data was imported.
2	<p><b>View Data</b> button. Select to view the data used to generate the dashboard. The following metrics is displayed in the dialog box:</p> <ul style="list-style-type: none"> <li>▶ <b>Incidents:</b> All, Recordables, Average Incident Severity, Average Hours per Incident</li> <li>▶ <b>Observations:</b> Total, Average Users, Risk Observation, Combined Observation Rate</li> <li>▶ <b>Trade Labor:</b> Manpower Entries, Average Number of Trades, Average Number of Workers, Hours</li> <li>▶ <b>Payroll/Time cards:</b> Payroll Entries, Hours, Staff Hours, Craft Hours</li> </ul>
3	<p><b>Filter</b> icon. Select to filter on date range. The options include: Latest Import, All Time, Last Week, Month to Date, Quarter to Date, and Year to Date.</p>
4	<p><b>Metrics Tiles.</b> Each tile displays the following information:</p> <ul style="list-style-type: none"> <li>▶ Name of the metrics</li> <li>▶ Severity badge (Critical, Warning): displays only if the metrics is above the benchmark value.</li> <li>▶ Metrics value</li> <li>▶ Percentage above or below the benchmark</li> <li>▶ Benchmark value</li> </ul> <p>For more information, see topic <b>About Benchmark Metrics</b>.</p>
5	Displays recommend actions if your project metrics is either above or below the benchmark threshold.
6	Displays an interactive graph to view metrics over the time period and compare it against pre-defined benchmark values.
7	Tabs to navigate to the Company Level Benchmark, Project Details and Project Level Benchmarks pages.

### How to use the dashboard


- ▶ Review the high-level metrics displayed on the **Metrics Tiles**.



- ▶ View the metrics graph by selecting a metric from the **Metrics Tiles**. For example, when you click the **Work Observation Rate WOR** tile, the graph for the WOR metric is displayed. It shows the time period (week ending), WOR values, benchmark values, and the observation count.
- ▶ View the data for a specific time period by hovering over the graphic.
- ▶ View the recommended actions under the **Metrics Tiles**.
- ▶ View the data used to generate the graph by clicking the **View Data** button.

## Project Directory

### Access Project Directory

- 1) From the  **Navigation Menu**, click **Safety**, and then select **Benchmarks**.  
The default page **Company Level Benchmarks** is displayed.
- 2) Select the **Project Directory** tab.

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**Note:** Your access to dashboards is set by your administrator.

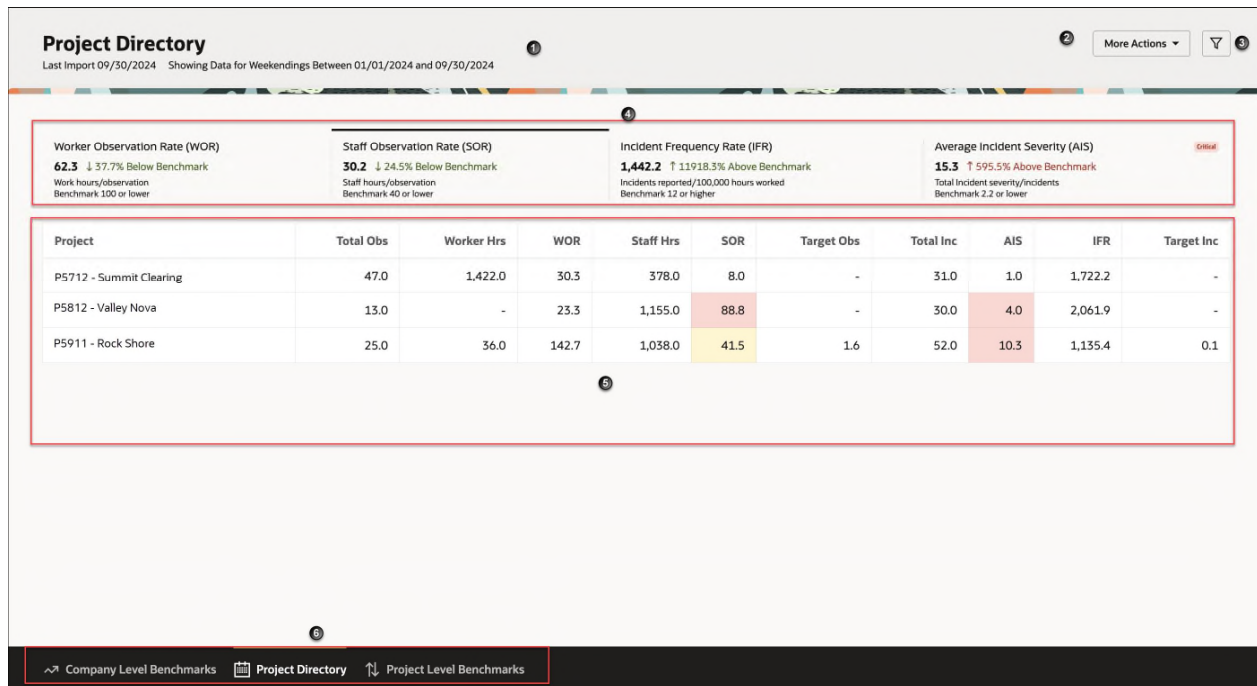
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### Purpose

Use the **Project Directory** dashboard to view safety metrics for a selected list of projects. It displays key data to help you view how projects are performing against pre-defined safety benchmarks. You can use this dashboard to:

- ▶ See how selected projects are comparing against pre-defined safety benchmarks.
- ▶ Identify project safety metrics that are either below or above thresholds. The metrics are color coded for easy identification.
- ▶ Filter the projects list to expand or narrow your search criteria.
- ▶ View the following safety metrics for all selected projects: WOR, SOR, IFR, and AIS. For more information, see topic **About Benchmark Metrics**.

- View the data driving the metric results.



The following screen elements are displayed on the **Project Directory** dashboard:

Screen Elements	Description
1	Displays the time the data was imported.
2	<p><b>More Actions</b> drop-down menu:</p> <ul style="list-style-type: none"> <li>► <b>Select Projects:</b> Opens the <b>Select Projects for Comparison</b> dialog box. You can select the projects you want to view metrics and compare.</li> <li>► <b>View Data:</b> Select to view the data used to generate the dashboard. The following metrics is displayed in the dialog box: <ul style="list-style-type: none"> <li>► <b>Incidents:</b> All, Recordables, Average Incident Severity, Average Hours per Incident</li> <li>► <b>Observations:</b> Total, Average Users, Risk Observation, Combined Observation Rate</li> <li>► <b>Trade Labor:</b> Manpower Entries, Average Number of Trades, Average Number of Workers, Hours</li> <li>► <b>Payroll/Time cards:</b> Payroll Entries, Hours, Staff Hours, Craft Hours</li> </ul> </li> </ul>

3	<b>Filter</b> icon. Select to filter on date range. The options include: Latest Import, All Time, Last Week, Month to Date, Quarter to Date, and Year to Date.
4	<p><b>Metrics Tiles</b> - Each tile displays the following information:</p> <ul style="list-style-type: none"> <li>▶ Name of the metrics</li> <li>▶ Severity badge (Critical, Warning): displays only if the metrics is above the benchmark value.</li> <li>▶ Metrics value</li> <li>▶ Percentage above or below the benchmark</li> <li>▶ Benchmark value</li> </ul> <p>For a description of the metrics, see topic <b>About Benchmark Metrics</b>.</p>
5	<p><b>Metrics Table</b> - Provides detailed statistics for the observations and incidents recorded at the project level. The following information is displayed:</p> <ul style="list-style-type: none"> <li>▶ Project</li> <li>▶ Observations <ul style="list-style-type: none"> <li>▶ Total</li> <li>▶ Worker hours</li> <li>▶ WOR (WOR at project level)</li> <li>▶ Staff hours</li> <li>▶ SOR (SOR at project level)</li> <li>▶ Target Observations</li> </ul> </li> <li>▶ Incidents <ul style="list-style-type: none"> <li>▶ Total Incidents (Count of all incidents on that project)</li> <li>▶ AIS (AIS at project level)</li> <li>▶ IFR (at project level)</li> <li>▶ Target Incidents</li> </ul> </li> </ul>
6	Tabs to navigate to the Company Level Benchmark, Project Details and Project Level Benchmarks pages.


### How to use the dashboard

- ▶ Choose the projects to compare:
  - a. From the **More Actions** drop-down list, choose **Select Projects**.
  - b. From the **Select Projects for Comparison** dialog box, select your projects and click **Apply**.

- ▶ View the high-level metrics for all projects displayed on the **Metrics Tiles**.
- ▶ Compare the metrics for each project. The metrics are color coded for easy identification.
- ▶ View the data used to generate the table. From the **More Actions** drop-down list, choose **View Data**.

## Project Level Benchmarks

### Access Project Level Benchmarks

- 1) From the  **Navigation Menu**, click **Safety**, and then select **Benchmarks**.  
The default page **Company Level Benchmarks** is displayed.
- 2) Select the **Project Level Benchmark** tab.

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**Note:** Your access to dashboards is set by your administrator.

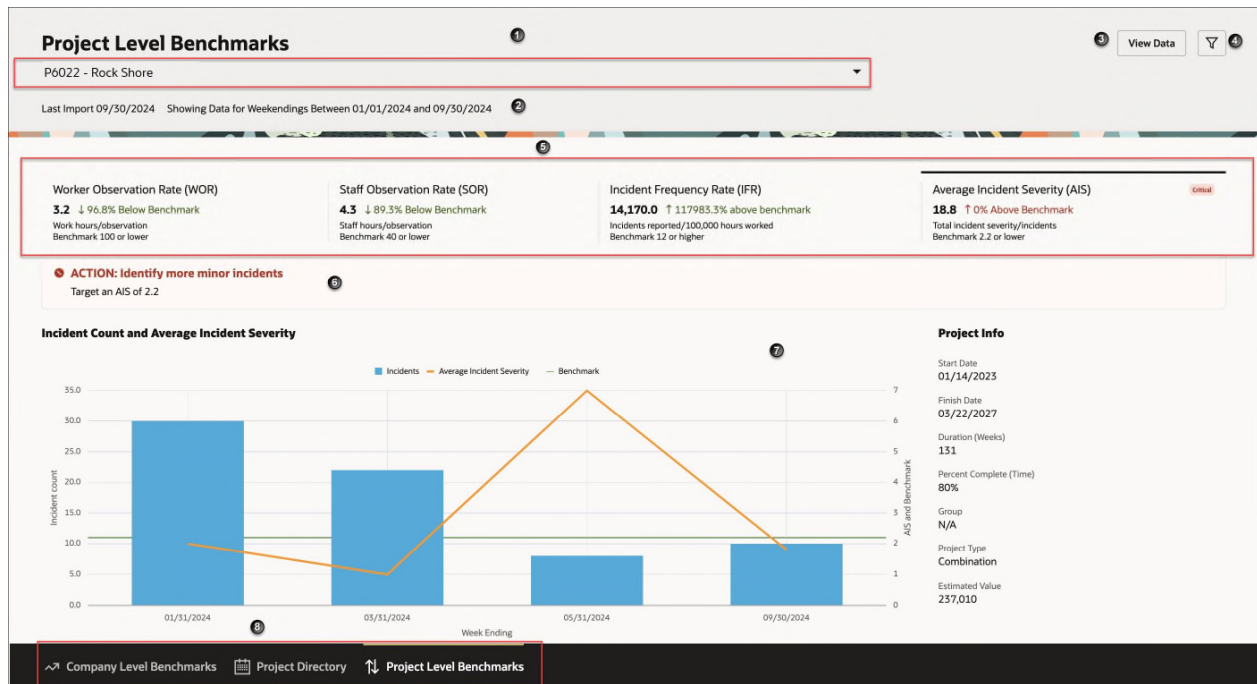
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### Purpose

Use the **Project Level Benchmarks** dashboard to view safety metrics for a specific project. It displays key data to help you view how your project is performing against pre-defined safety benchmarks. You can use this dashboard to:

- ▶ See how your project is comparing against pre-defined safety benchmarks.
- ▶ View the following metrics for your project: WOR, SOR, IFR, and AIS. For more information, see topic **About Benchmark Metrics**.
- ▶ View recommended actions based on project performance.

- View the data driving the metric results both in aggregate and over time.



The following screen elements are displayed on the **Project Level Benchmarks** dashboard:

Screen Elements	Description
1	<b>Project drop-down list.</b> Displays all the project you can access. The projects are sorted in alphabetically order. Use the drop-down to select your project.
2	Displays the time the data was imported.
3	<b>View Data</b> button. Select to view the data used to generate the dashboard. The following metrics is displayed in the dialog box: <ul style="list-style-type: none"> <li>► <b>Incidents:</b> All, Recordables, Average Incident Severity, Average Hours per Incident</li> <li>► <b>Observations:</b> Total, Average Users, Risk Observation, Combined Observation Rate</li> <li>► <b>Trade Labor:</b> Manpower Entries, Average Number of Trades, Average Number of Workers, Hours</li> <li>► <b>Payroll/Time cards:</b> Payroll Entries, Hours, Staff Hours, Craft Hours</li> </ul>
4	<b>Filter</b> icon. Select to filter on date range. The options include: Latest Import, All Time, Last Week, Month to Date, Quarter to Date, and Year to Date.

5	<p><b>Metrics Tiles.</b> Each tile displays the following information:</p> <ul style="list-style-type: none"> <li>▶ Name of the metrics</li> <li>▶ Severity badge (Critical, Warning): displays only if the metrics is above the benchmark value.</li> <li>▶ Metrics value</li> <li>▶ Percentage above or below the benchmark</li> <li>▶ Benchmark value</li> </ul> <p>For a description of the metrics, see topic <b>About Benchmark Metrics</b>.</p>
6	Displays recommend actions if your project metrics is either above or below the benchmark threshold.
7	Displays an interactive graph to view metrics over the time period and compare it against pre-defined benchmark values.
8	Tabs to navigate to the Company Level Benchmark, Project Details and Project Level Benchmarks pages.

### How to use the dashboard

- ▶ From the **Project** drop-down list, select a project.
- ▶ View the high-level metrics displayed on the **Metrics Tiles**.
- ▶ From the **Metrics Tiles**, select a metric to view the graph for the selected metric. For example, when you select the **Work Observation Rate WOR** tile, the graph for the WOR metric is displayed. It shows the week ending, WOR values, benchmark values, and the observation count.
- ▶ Hover over the graphic to view the data for a specific time period.
- ▶ View the recommended actions under the **Metrics Tiles**.
- ▶ View the data used to generate the graph. Click the **View Data** button.

## Risk Forecast Dashboards

Use the **Risk Forecast** dashboards to assess which of your projects are at risk of having a safety incident in the coming weeks. It also shows the factors that are driving the risk and the actions project teams can take to mitigate the risk. Multiple dashboards allow you to view either a high-level list of all projects that are ranked based on their risk score, or view risks levels for individual projects. Use these dashboards to:


- ▶ Monitor your projects closely and track the risk rankings on a weekly basis to see if adequate actions are being taken on the project.

- ▶ Review project priorities and recommended actions to help mitigate safety risks.
- ▶ Track model performance over time with a detailed list of safety incidents and the rank of the project on which they occurred.
- ▶ Compare the risk level with the incident history for your project.
- ▶ View all risk factors applicable to your projects along with their definitions.

The following dashboards are part of the Risk Forecast dashboard: Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance.

## Weekly Safety Risk Summary

### Access Weekly Safety Risk Summary

- 1) From the  **Navigation Menu**, click **Safety** and then select **Risk Forecast**. The default page **Weekly Safety Risk Summary** is displayed.
- 2) Select the **Weekly Safety Risk Summary** tab.

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**Note:** Your access to dashboard tabs is set by your administrator. The tab visibility is based on user roles- a multi-project user has access to all tabs, while a single project user can only access the Weekly Project Risk, Risk Report Card, and the Risk Level vs Incident History tabs.

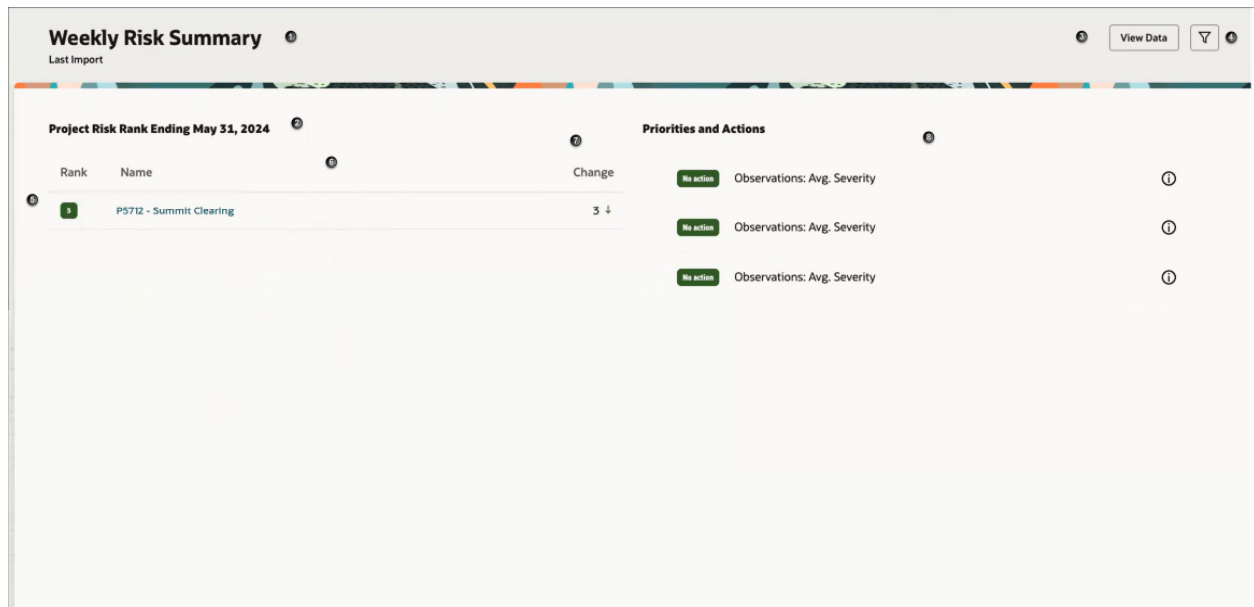
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### Purpose

Use the **Weekly Safety Risk Summary** dashboard to view a high-level list of all projects analyzed by your model that are at risk for having safety incidents. You can use this dashboard to:

- ▶ View the overall risk ranking for the projects in your portfolio. The risk rank is based on the likelihood of an incident occurring in the coming week.
- ▶ Understand the risk factors driving the incident risk on each project.

- ▶ Take action to reduce risk by implementing the recommended actions.



The following screen elements are displayed on the Weekly Safety Risk Summary dashboard:

Screen Elements	Description
1	Displays the date the data was last imported. The dashboard predictions are based on the data for the week prior to this date.
2	Project Risk Rank Ending - Displays the week ending date. The project ranking is calculated for the week ending on the date specified.
3	<p><b>View Data</b> button. Select to view the data used to generate the dashboard. The following metrics is displayed in the dialog box:</p> <ul style="list-style-type: none"> <li>▶ <b>Incidents:</b> Total Last Week, Recordables Last Week, JTD Incidents, JTD Recordables</li> <li>▶ <b>Observations:</b> Total Last Week, Worker Observation Rate, Staff Observation Rate, Average Observation Risk</li> <li>▶ <b>Trade Labor:</b> Total Worker Days, Total Hours, Percent Apprentices, Supervision Ratio</li> <li>▶ <b>Payroll/Head Count:</b> Total Head Count, Total Hours, Safety Hours, Safety Ratio</li> <li>▶ <b>Photos:</b> Photo Count, Photo Coverage, Work at Height Composite</li> </ul>
4	<b>Filter</b> button. Select to filter the projects list.




5	<p><b>Rank</b> column. Display a numerical risk rank for each project. The risks are color coded as follows:</p> <ul style="list-style-type: none"> <li>▶ Red: High risk</li> <li>▶ Brown: Elevated risk</li> <li>▶ Gray: Lower risk</li> </ul>
6	<p><b>Project</b> column. Displays the ID and the name of the project.</p>
7	<p><b>Change</b> column. Displays the change in project risk rank from last week's predictions. The numeric value shows the change in ranking, and the arrow indicates whether the project has moved up or down the list. An up arrow in red color indicates that the project's risk rank has increased, while a down arrow in green indicates that a project has decreased its project risks.</p> <p>A value of 0 indicates that there is no change in risk rank from last week.</p>
8	<p><b>Priorities and Actions</b> pane. Displays the project priorities and the recommended actions. The priorities are labeled as High, Medium, Low, and No action. The metric is listed along with the recommended actions. You can hover over the <b>Tool Tip</b> icon to view a definition of the metric.</p>
Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance tabs.	<p>Tabs to navigate to the Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance pages.</p>

### How to use the dashboard

- 1) View projects that are at high risk for safety incidents by monitoring the **Rank** and **Change** column for each project.
- 2) Use the **Change** column number and arrows to see how much the risk rank of a project has changed from the prior week.
- 3) Select an individual project from the **Project** column to view the priorities and actions that must be taken on the selected project. The priorities and actions are displayed on the right pane.
- 4) Hover over the **Tool Tip** icon to view a description of the metrics.
- 5) Click the **View Data** button to view the metrics detail that was used to predict risks. This data is an aggregation of the metrics across all projects.

## Weekly Project Risk

### Access Weekly Project Risk Summary

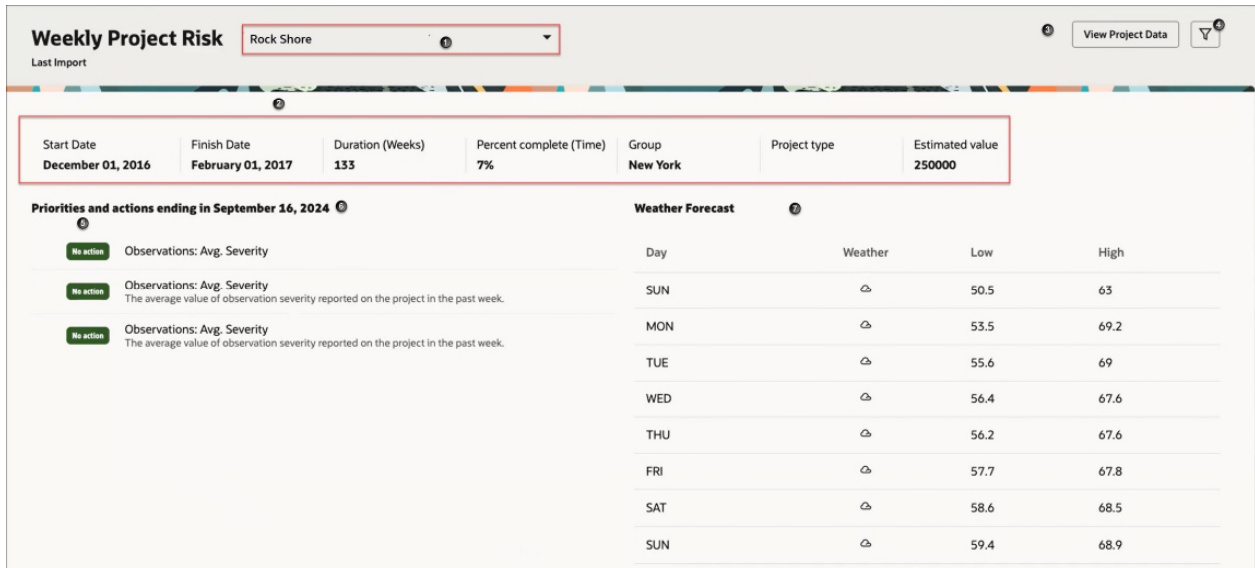
- 1) From the  **Navigation Menu**, click **Safety** and then select **Risk Forecast**.  
The default page **Weekly Safety Risk Summary** is displayed.
- 2) Select the **Weekly Project Risk** tab.

**Note:** Your access to dashboard tabs is set by your administrator. The tab visibility is based on user roles- a multi-project user has access to all tabs, while a single project user can only access the Weekly Project Risk, Risk Report Card, and the Risk Level vs Incident History tabs.

### Purpose

Use the **Weekly Project Risk Summary** dashboard to view the risk predictions for a single project. You can use this dashboard to:

- ▶ View risk predictions for one project at a time.
- ▶ View the risk ranking.
- ▶ Review your project priorities and the actions you can take to mitigate potential safety risks.
- ▶ View project details, and the weather forecast for the week.
- ▶ View the data that was used to display the risk predictions.



**Weekly Project Risk** Rock Shore View Project Data

Last Import

Start Date	Finish Date	Duration (Weeks)	Percent complete (Time)	Group	Project type	Estimated value
December 01, 2016	February 01, 2017	133	7%	New York		250000

**Priorities and actions ending in September 16, 2024**

**Weather Forecast**

Day	Weather	Low	High
SUN	☁	50.5	63
MON	☁	53.5	69.2
TUE	☁	55.6	69
WED	☁	56.4	67.6
THU	☁	56.2	67.6
FRI	☁	57.7	67.8
SAT	☁	58.6	68.5
SUN	☁	59.4	68.9

The following screen elements are displayed on the **Weekly Project Risk**:

Screen Elements	Description
1	<p>Project drop-down list. Select the drop-down list to select a project.</p> <p><b>Note:</b> Some users may only have access to a single project.</p>
2	<p>Project information and weekly rank. The following project information is displayed:</p> <ul style="list-style-type: none"> <li>▶ Start date of the project.</li> <li>▶ Finish date of the project.</li> <li>▶ Duration of the project in weeks.</li> <li>▶ Project percent complete by time.</li> <li>▶ The project's group.</li> <li>▶ Project type.</li> <li>▶ Estimated value of the project.</li> </ul>
3	<p><b>View Data</b> button. Select to view the data used to generate the dashboard. The following metrics is displayed in the dialog box:</p> <ul style="list-style-type: none"> <li>▶ <b>Incidents:</b> Total Last Week, Recordables Last Week, JTD Incidents, JTD Recordables</li> <li>▶ <b>Observations:</b> Total Last Week, Worker Observation Rate, Staff Observation Rate, Average Observation Risk</li> <li>▶ <b>Trade Labor:</b> Total Worker Days, Total Hours, Percent Apprentices, Supervision Ratio</li> <li>▶ <b>Payroll/Head Count:</b> Total Head Count, Total Hours, Safety Hours, Safety Ratio</li> <li>▶ <b>Photos:</b> Photo Count, Photo Coverage, Work at Height Composite</li> </ul>
4	<b>Filter</b> button. Select to filter the projects list.
5	Displays the priority of the actions to take.
6	Feature priority and actions for the week ending.
7	<b>Tool Tip</b> icon. You can hover over the <b>Tool Tip</b> icon to view a definition of the metric.
8	Displays the weather forecast of the current week


Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance tabs.	Tabs to navigate to the Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance pages.
---	--

### How to use the dashboard

- ▶ From the **Project** drop-down list, select a project.
- ▶ Review the project details and the weekly rank.
- ▶ View the priorities and actions that must be taken on the selected project.
- ▶ Hover over the **Tool Tip** icon to view a description of the metrics.
- ▶ View the metrics detail that was used to generate the risk predictions. Click the **View Data** button.

## Risks Report Card

### Access Risks Report Card

- 1) From the  **Navigation Menu**, click **Safety** and then select **Risk Forecast**. The default page **Weekly Safety Risk Summary** is displayed.
- 2) Select the **Risks Report Card** tab.

---

**Note:** Your access to dashboard tabs is set by your administrator. The tab visibility is based on user roles- a multi-project user has access to all tabs, while a single project user can only access the Weekly Project Risk, Risk Report Card, and the Risk Level vs Incident History tabs.

---

### Purpose

Use the **Risk Report Card** dashboard to view if the safety risk metrics on projects have changed compared to the previous week. You can use this dashboard to:

- ▶ Review the risk mitigation actions for the selected week and prior weeks.
- ▶ Compare how well a project performed at following and implementing the recommendations.

- View a project's risk ranking for a selected week and compare it with the prior week's ranking.

**Risk Report Card** P5002 - Vegas Systems  
Last Import 06/16/2024

Week Ending: 04/14/2024

Selected Week's Rank: 04/14/2024

Prior Week's Rank: 04/14/2024

**Actions of the Week**

Rank	Feature		Trend	Action Steps
5	metrics_photo_coverage_rate	.42	.71 ↑	25.0
10	project_number	2	3 ↑	
6	metrics_job_wkly_por	745	120 ↓	0.6
2	project_city	75782567	75782567 —	
5	metrics_photo_coverage_rate	.42	.71 ↑	Capture more photos in active work areas. Target 1 photo for every 25 hours worked.
2	project_city	75782567	75782567 —	
6	metrics_job_wkly_por	745	120 ↓	Aim to collect at least 60% risk observations each week.
2	project_city	75782567	75782567 —	

The following screen elements are displayed on the **Risks Report Card** dashboard:

Screen Elements	Description
1	Project drop-down list. Select the drop-down list to select a project.
2	Displays the day the data was last imported. The risk rank is from the predictions made prior to the week ending date specified.
3	<b>Filter</b> button. Select to filter the projects list.
4	Week Ending drop-down list. Select the week ending you want to review.
5	Selected Week's Rank. Displays the rank of the selected project, the change in rank from the previous week, a red or green arrow indicating if the risks have increased or decreased, and the date of the selected week ending.
6	Prior Week's Rank. Displays the rank of the selected project for the week prior to the selected week ending, and the week ending date.


7	Actions of the Week. Displays the priority (High, Medium, or Low), the risk trend (Up or Down arrow), and the recommended actions to mitigate the risks.
Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance tabs.	Tabs to navigate to the Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance pages.

### How to use the dashboard

- ▶ From the **Project** drop-down list, select your project.
- ▶ From the **Week Ending** drop-down list, select a week ending date.
- ▶ Review the risk rank for the selected week and the prior week. Note if there was an improvement in the ranking.
- ▶ Monitor if the project risk drivers are trending in the right direction.
- ▶ Review the priorities and actions that were recommended for the selected week ending.

## Risk Level vs Incident History

### Access Risk Level vs Incident History

- 1) From the  **Navigation Menu**, click **Safety** and then select **Risk Forecast**. The default page **Weekly Safety Risk Summary** is displayed.
- 2) Select the **Risk Level vs Incident History** tab.

---

**Note:** Your access to dashboard tabs is set by your administrator. The tab visibility is based on user roles- a multi-project user has access to all tabs, while a single project user can only access the Weekly Project Risk, Risk Report Card, and the Risk Level vs Incident History tabs.

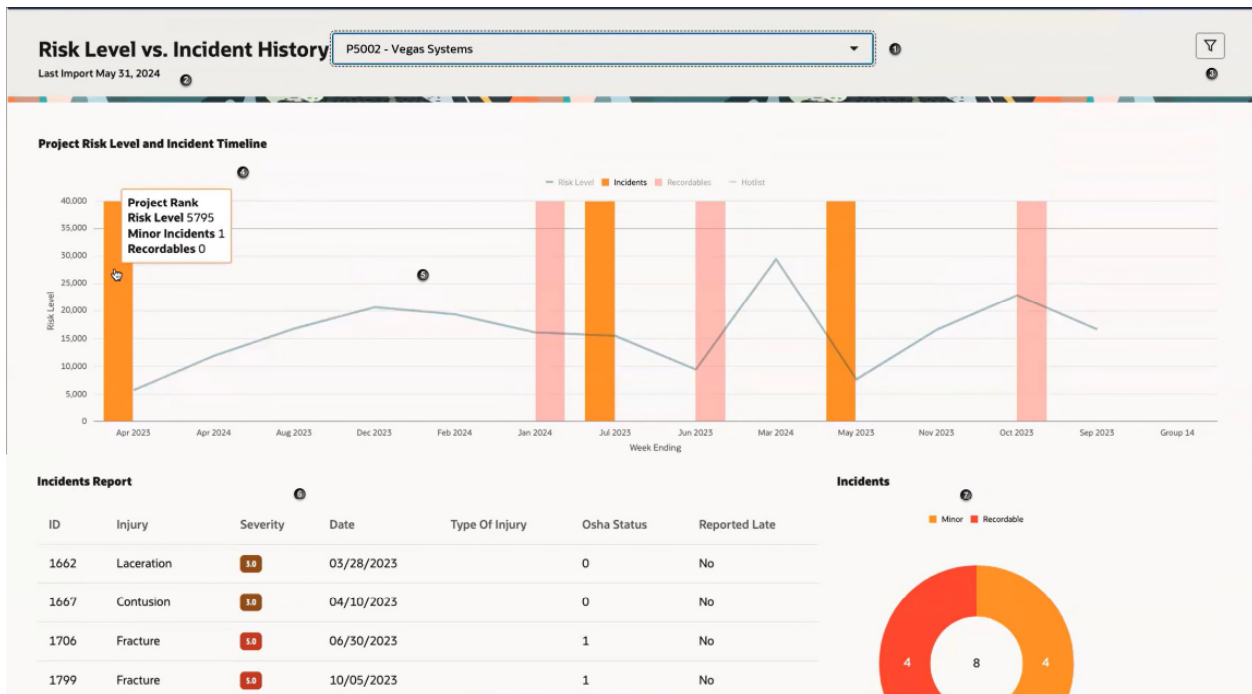
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### Purpose

Use the **Risk Level vs Incident History** dashboard to view if the safety risks associated with your project were reduced compared to the previous weeks. You can use this dashboard to:

- ▶ Track the risk level of a project over the duration of the project.
- ▶ Track the incidents reported on the selected project.

- Track if a project has made progress in reducing safety risks.



The following screen elements are displayed on the **Risk Level vs Incident History** dashboard:

Screen Elements	Description
1	Project drop-down list. Displays the name of the project. Select the drop-down list to select a project. Only the projects you have access to are displayed.
2	Displays the day the data was last imported.
3	<b>Filter</b> button. Select to filter the projects list.
4	Incidents line chart. If an incident (minor or recordable) was reported for a week, a line chart is plotted to display the incident. A red line is displayed for recordables, and a yellow line is used to denote minor incidents. If a week has both minor and recordables, the line is displayed only in red. Click on an incident line on the graph to filter the table and the incident chart to only display incidents that are applicable to the selected week ending.

5	Project Risk Level and Incident Timeline graph. Interactive graph displays the risks levels along with the week endings. Risk level is a value between 1 and 100 expressed in percent. It reflects the percentage of projects that are ranked lower than the selected project. The higher the value of risk level, the higher the risk of the project have an incident.
6	Incidents Report table. Display all the incidents for the project in increasing order of date. When the incident line is selected from Incident Line chart, the data is filtered to show the incidents for the selected week ending. The following details are displayed (if available): <ul style="list-style-type: none"> <li>▶ Date of incident</li> <li>▶ ID of the incident</li> <li>▶ Type of the incident</li> <li>▶ Injury</li> <li>▶ OSHA status</li> <li>▶ Severity. A value ranging from 1 to 7, where 1 is a near miss and 7 is a fatality and 4 is a recordable. A caution symbol is displayed for incidents of Severity 4 or more.</li> <li>▶ Reported late</li> </ul>
7	Incident chart: Displays a count of minor and recordable incidents. Click on the chart to filter the table to show incidents of the selected type (Minor or Recordables).
Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance tabs.	Tabs to navigate to the Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance pages.


### How to use the dashboard

- ▶ From the **Project** drop-down list, select a project.
- ▶ Review the Project Risk Level and Incident Timeline graph to see how many risks and incidents were reported on your project.
- ▶ Select the Incident line chart or the Incident chart to review the types of incidents that were reported.

## Model Performance

### Access Weekly Project Risk Summary



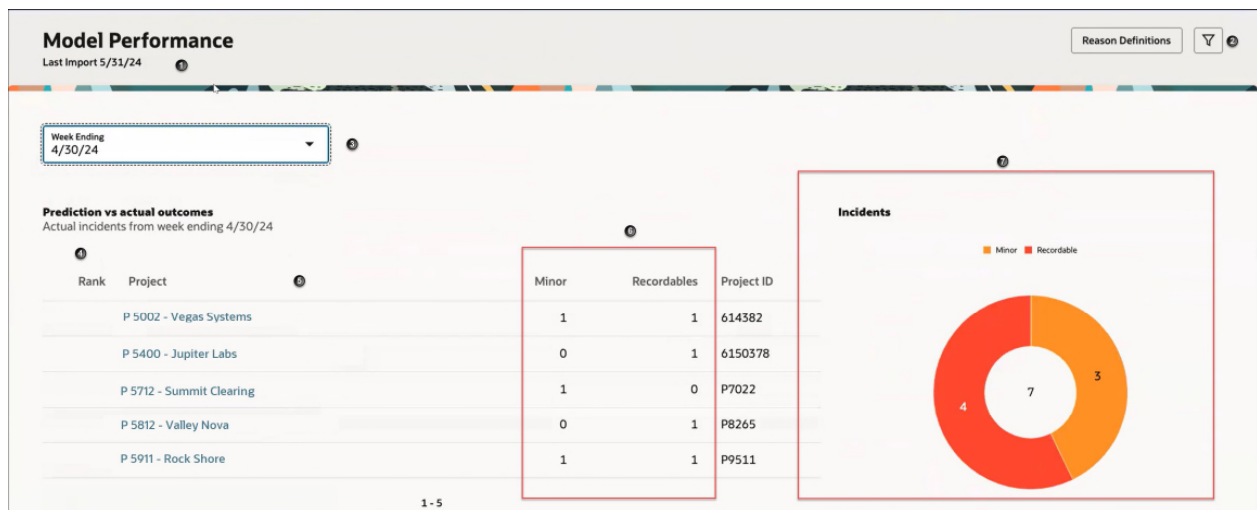
- 1) From the  **Navigation Menu**, click **Safety** and then select **Risk Forecast**. The default page **Weekly Safety Risk Summary** is displayed.
- 2) Select the **Model Performance** tab.

**Note:** Your access to dashboard tabs is set by your administrator. The tab visibility is based on user roles- a multi-project user has access to all tabs, while a single project user can only access the Weekly Project Risk, Risk Report Card, and the Risk Level vs Incident History tabs.

## Purpose

Use the **Model Performance** dashboard to assess if the risk models are accurately predicting incidents across projects. You can use this dashboard to:

- ▶ Compare the risk predictions with the actual outcomes.
- ▶ View the types of incidents that were reported for a selected project and the rank of that project assigned by the model.
- ▶ Review if the recommended actions are helping to mitigate the risks.



The following screen elements are displayed on the Model Performance:

Screen Elements	Description
1	Displays the day the data was last imported.
2	<b>Filter</b> button. Select to filter the projects list.
3	Week Ending drop-down. Select the week ending date you want to review.
4	The predicted rank for the project.
5	The name of the project. Click on the project name to open the <b>Incidents</b> panel.

6	Number of minor and recordable incidents reported for the project in the selected week ending.
7	Incident chart. Display the total number of minor and recordable incidents for all projects in a donut chart. The total number of incidents is displayed in the center.
<b>Incidents</b> panel	<p><b>Incidents</b> panel. Select a project to display the <b>Incidents</b> panel. It displays all incidents reported for the project.</p> <p>The following details are displayed:</p> <ul style="list-style-type: none"> <li>▶ Date of incident</li> <li>▶ ID of the incident</li> <li>▶ Type of the incident</li> <li>▶ Injury</li> <li>▶ OSHA status</li> <li>▶ Severity. A value ranging from 1 to 7, where 1 is a near miss, 7 is a fatality, and 4 is a recordable incident. A caution symbol is displayed for incidents of Severity 4 or more.</li> <li>▶ Reported late</li> </ul>
<b>Reason Definitions</b> button	<p><b>Reason Definitions</b> button. A dialog box displays the actionable and foundational reasons or features that the model uses to make predictions.</p> <p>Actionable reasons - Lists the features selected by the model as significant which can be acted on by the project team. The corrective course of action is also displayed.</p> <p>Foundation reasons - Lists the features selected by the model as significant but does not have any corrective course of action as these reasons cannot be acted on by the project team.</p>
Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance tabs.	Tabs to navigate to the Weekly Risk Summary, Weekly Project Risk, Risk Report Card, Risk Level vs Incident History, and Model Performance pages are displayed at the bottom of the page.

### How to use the dashboard

- ▶ From the **Week Ending** drop-down list, select a week.
- ▶ Review the projected risk rank for all projects that have at least one minor or recordable incident. If all or most of your projects are in green, then the model is performing well. If most or all the project ranks are yellow, orange or red, it indicates that model did perform well for the selected week and may need to be retrained.

- ▶ Review the donut chart representing the total number of incidents (minor and recordable).
- ▶ Select a project to view the incident pane. Review the details of each incident from the pane.
- ▶ Select the chart to filter the incident table.

## Support

If you have a question about using Construction Intelligence Cloud that you cannot resolve with information on Oracle Help Center, visit My Oracle Support (MOS).

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**Note:** If you have an account at **Construction and Engineering Support Portal** <https://cegbu.custhelp.com/>, you can log in to the portal to create a service request. For more information see section **Oracle Support Portal** (on page 41).

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## My Oracle Support

Visit our support website for the latest information on contacting Oracle Global Customer Support and accessing our knowledge articles: [\*\*https://support.oracle.com/\*\*](https://support.oracle.com/) ([\*\*https://support.oracle.com/\*\*](https://support.oracle.com/)).

Once registered, you can search the Knowledge Base and communities, and learn our tips and best practices for using MOS. Note that you must be granted access by your organization's CUA to create SRs.

Oracle customers who have purchased support have access to electronic support through MOS. For information, visit:

- ▶ My Oracle Support
- ▶ **Oracle Accessibility Learning and Support**  
[\*\*https://www.oracle.com/corporate/accessibility/learning-support/\*\*](https://www.oracle.com/corporate/accessibility/learning-support/) (if you are hearing impaired)

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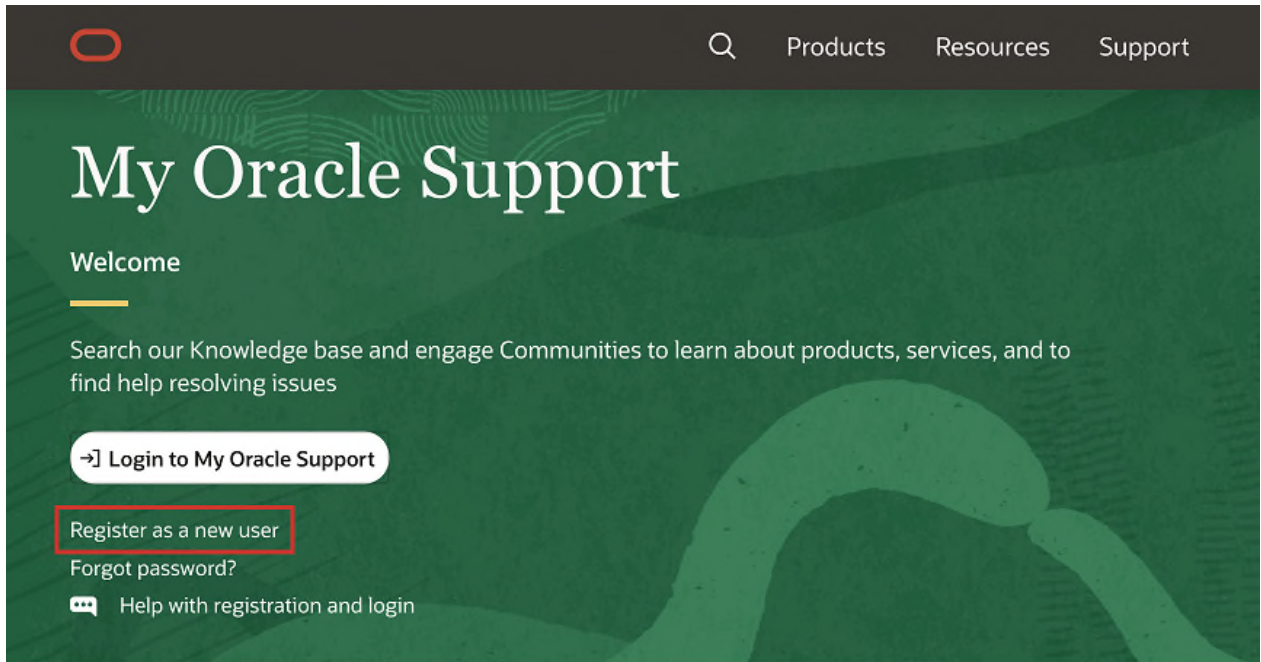
## How to Register

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**Note:** The steps below may be different if using the Cloud Portal.

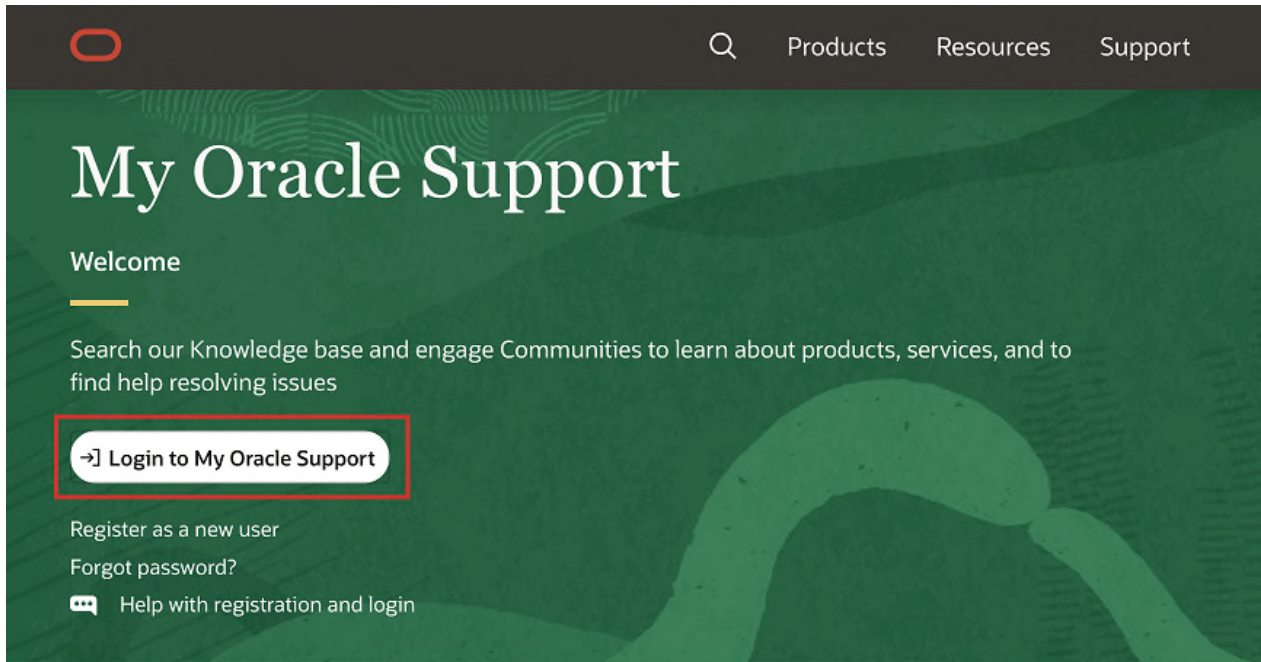
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- 1) Go to My Oracle Support and select **Register as new user**.

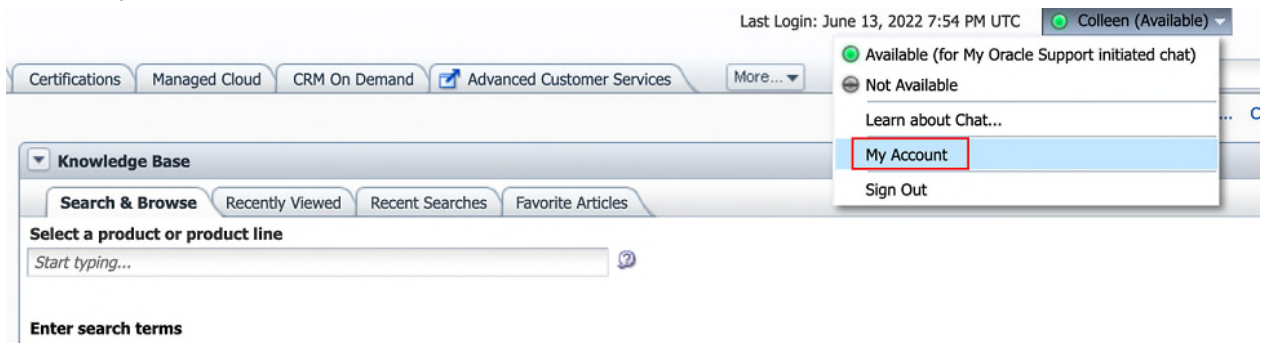


- 2) Fill out the form and select **Create Account**. Oracle will send you an email to verify your email address.

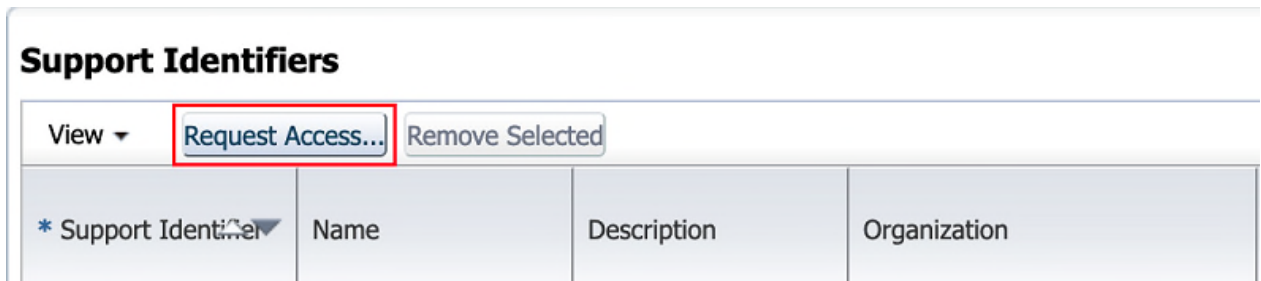
- 3) Once your email address is verified, go back to My Oracle Support. Select **Login to My Oracle Support**. Use the account credentials you just created to log in.



- 4) Once logged in, locate the dropdown featuring your name along the upper-right and select **My Account**.



- 5) In the **Support Identifiers** section, select **Request Access**.



- 6) Enter your **Support Identifier (SI)**, along with the first five letters of your organization name if prompted. Your SI is included in the Oracle welcome email; ask your Customer User Administrator (CUA) to provide the information if needed.

**Request Access to a Support Identifier**

**Request Access to a Support Identifier** Find a Support Identifier

Use this page to connect your user account to a Support Identifier.

Don't know your Support Identifier? [Visit the Registration Help](#)

Note to Approver

\* Support Identifier

Request Access...

7) Select **Request Access**. The request will then be sent to the CUA for approval.

**Note:** You will be assigned as the CUA if you are the first person from your organization to request access using your organization's SI. See **Customer User Admin (CUA)** (on page 39) for more details.

Once registered, you can search the Knowledge Base and communities, and learn our tips and best practices for using MOS. Note that you must be granted access by your organization's CUA to create SRs.

Oracle customers who have purchased support have access to electronic support through MOS. For information, visit:

- ▶ My Oracle Support
- ▶ **Oracle Accessibility Learning and Support**  
<https://www.oracle.com/corporate/accessibility/learning-support/> (if you are hearing impaired)

### Customer User Admin (CUA)

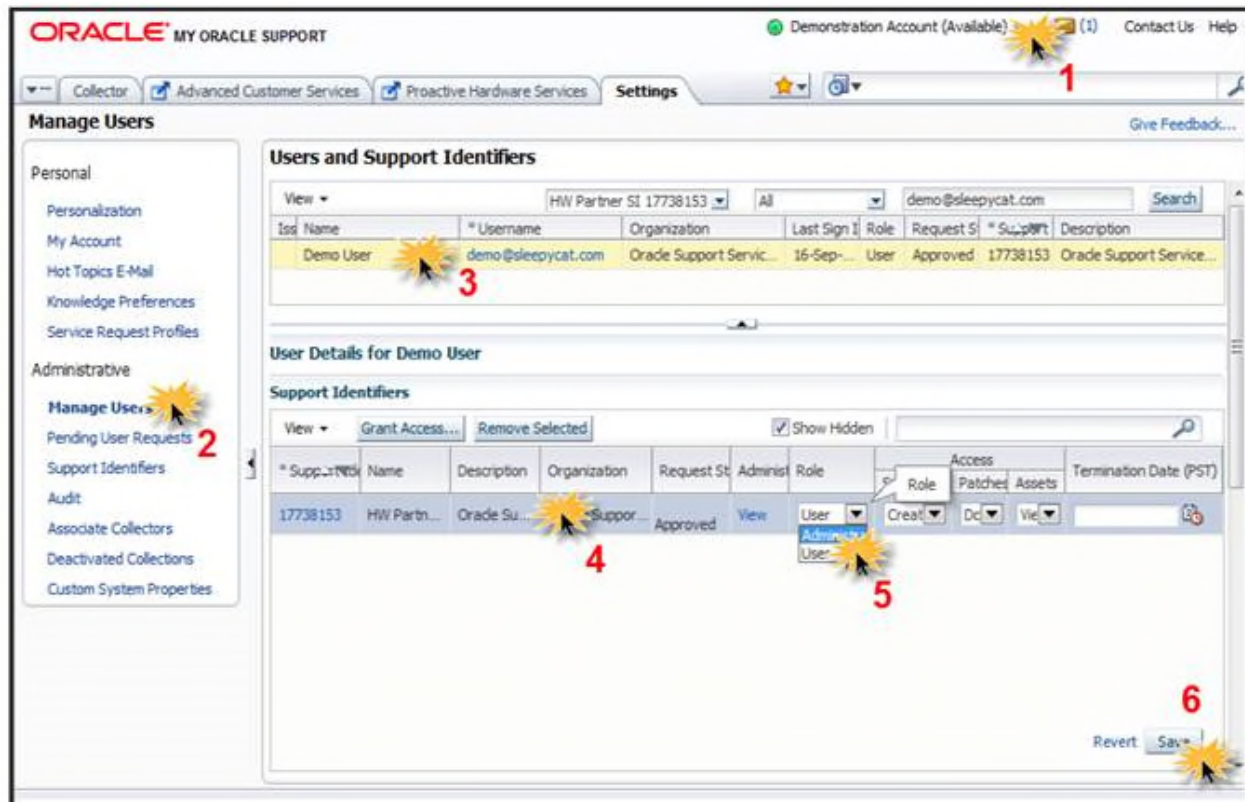
The Customer User Admin (CUA) manages all users for their SI. The CUA can approve or deny user access, assign user privileges, and more.

Oracle recommends having at least two CUAs for every SI. The CUA can assign the role to other users by following the steps below.

To assign a user as a CUA:



**Note:** The steps below may be different if using the Cloud Portal.



- 1) Log in to My Oracle Support. Select the drop-down menu next to your display name, and then choose **My Account**.
- 2) Select **Manage Users** under the **Administrative** category on the left.
- 3) Select the row of the user you want to modify.
- 4) Their user details will display below. Select the row.
- 5) In the **Role** list, select **Administrator**.
- 6) Select **Save**.

For more information on the CUA role, select the **Customer User Administrator** tab on our How-to Video Training Series page.

### Create a Service Request (SR)

To access tutorials on how to create an SR, select the **Service Request Management** tab on our How-to Video Training Series page. Note that you must be granted access by your organization's CUA to create SRs.

When you create an SR, be sure to enter the correct product information and problem details so that the request is assigned to the proper Oracle Support team.



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## Information Centers

Information centers organize documents found on My Oracle Support (MOS) and provide access to:

- ▶ Important support and product information, such as links to recently created knowledge base articles and product announcements
- ▶ Oracle University training
- ▶ Communities where industry peers share best practices

Access the information center for your product here.

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## Support Renewals Process

If it's time to renew support for your Oracle products, or if you would like to sign up for auto-renewal of your support services, visit My Support Renewals.

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## Additional MOS Help

- ▶ Learn our tips and best practices for using our support services.
  - ▶ Watch the How-to Video Training Series
  - ▶ Read our Working Effectively With Oracle Support - Best Practices guide
- ▶ Visit the My Oracle Support Communities to collaborate with peers and share best practices.

## Oracle Support Portal

If you have a question about using Construction Intelligence Cloud that you cannot resolve with information on Oracle Help Center, visit the **Oracle Construction and Engineering Support Portal** (<https://cegbu.custhelp.com/>).

First time users can create an account at the **Oracle Construction and Engineering Support Portal** (<https://cegbu.custhelp.com/>) by selecting **Sign In/Sign Up** or by going directly to <https://cegbu.custhelp.com/app/createContact> (<https://cegbu.custhelp.com/app/createContact>). After signing up, log in to start using the portal.

To learn more about getting support, review the Related Topics below or watch our video on **Using the Oracle Support Portal** (<https://www.oracle.com/ce-help/support-portal/>).

## Access to Oracle Support

Oracle customers have access to electronic support through Support Cloud. Contact Oracle Global Customer Support using the **Oracle Construction and Engineering Support Portal** (<https://cegbu.custhelp.com/>), or give us a call using the support phone number for your region.

For information about Oracle's commitment to accessibility, visit **Oracle Accessibility Program** (<https://www.oracle.com/corporate/accessibility/learning-support/>).

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## How to Ask a Question

The Oracle Construction and Engineering Support Portal allows you to easily ask our Support Team questions.

To ask a question and create an Oracle Service Request (SR):

- 1) Select **Ask A Question** (<https://cegbu.custhelp.com/app/ask>) in the **Oracle Construction and Engineering Support Portal** (<https://cegbu.custhelp.com/>).
- 2) On the **Contact Form**, enter the following details for your Oracle service request:
  - ▶ **Product**: Select Construction Intelligence Cloud.
  - ▶ **Service Type**: Select the option that best describes your request.
  - ▶ **Subject and Description**: Enter details for your request. The more information you provide, the quicker we can respond to your inquiry.
  - ▶ **Contact Information**: Enter details for all required fields and include the email addresses of any additional contacts.
- 3) Select **Submit Request**.

### What happens next?

You will receive an email confirming that we have received your request. This email will include your SR reference number, which can be used for your reference. You can reply to this email if you would like to provide an update on your question.

A member of our Support team will review your question and respond as soon as possible. If you would like to speak to our Support team, please call us and quote your SR reference number. See the Support page for phone numbers.

If you would like to keep track of or update your question on the Support Portal, you may log in or register as a new user. See **How to Log In or Register on the Support Portal** (on page 42).

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## How to Log In or Register on the Support Portal

Registering an account and logging in to the Oracle Construction & Engineering Support Portal allows you keep track of and update the Oracle Service Requests (SRs) you have raised with our Support team. This is optional, as you can still ask a question using the Ask A Question form and communicate with our Support team by email.

To log in as an existing user:

- 1) Go to **Sign In** (<https://cegbu.custhelp.com/app/utils/login>).
- 2) Enter your Oracle account Username. This is typically your email address.
- 3) Enter your Password. If you have forgotten your password, select the information icon next to the password field and enter your email address to receive a password reset link.

To register as a new user:

- 1) Go to **Sign Up** (<https://cegbu.custhelp.com/app/createContact>).
- 2) Enter your First Name, Last Name, and Email.
- 3) Select **Create an Account**.
- 4) Check your email for instructions on how to complete registration.

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Note: If you get a message stating that an account already exists with your email address, this could be because:

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You may have an existing Oracle account. If so, please proceed to **Sign In** (<https://cegbu.custhelp.com/app/utls/login>).

You may have been pre-configured on the Support Portal at the time of registering your Oracle Cloud Service and would have received a 'Welcome Email' with instructions on how to complete setup. If you missed this, please proceed to **create an Oracle account** (<https://cegbu.custhelp.com/app/createContact>). Once your Oracle account is created, you will be ready to log in to the Support Portal.

After you are logged in, you can:

- ▶ Review and update the Oracle service requests you have previously logged
- ▶ If you are an Admin user, you can also review and update the Oracle service requests your organization has logged.

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### How to Review and Update Oracle Service Requests (SRs)

Upon logging in to the Oracle Construction & Engineering Support Portal, you will be able to review, and update Oracle service requests (SRs) raised with our Support team. This is optional, as you can still raise questions using the **Ask A Question** (<https://cegbu.custhelp.com/app/ask>) form and communicate with our Support team by email.

To view your Oracle SRs:

- 1) **Sign in** (<https://cegbu.custhelp.com/app/utls/login>) to Support Portal.
- 2) Once you have signed in, you will see your dashboard. You can select one of the tile options, depending on what you would like to see:
  - ▶ **My Open SRs**: Shows questions that you have logged that are currently open with our Support Team.
  - ▶ **SRs Pending My Action**: Shows questions that you have logged that require your response.
  - ▶ **My Past SRs**: Shows questions that you have previously logged, which have been solved.

If you are an Admin user, you will also see:

- ▶ **My Org Open SRs**: Shows questions logged by users in your organization that are currently open with our Support Team.
  - ▶ **My Past Org SRs**: Shows questions that your organization has previously logged which have been solved.
- 3) In the selected view you will find the Report Filters panel on the left, which you can use to search your SRs by **Reference #**, **Severity**, **Status**, **Sub-Status**, and by **Organization**.
  - 4) Selecting the blue hyperlinked **SR Reference #** will open the **Communication History** page, from where you can view all communication with our Support Team, as well as additional info such as the current status of the question.

To Update your questions:

- 1) Navigate to **My Open SRs**. (see instructions above on how to view your questions).

- 2) Select the blue hyperlinked **SR Reference #** to open up the request you'd like to update.
- 3) Answer the question 'Do you want a response?' with:
  - ▶ **Yes, please respond to my question:** If you are adding additional information to the question and would like a response from our Support Team
  - ▶ **No, I don't need this question answered now:** If you are requesting the question to be closed and do not require additional support
- 4) Add additional information to your question and attach any additional files as required.
- 5) Select **Submit**.

---

**Note:** You can also update an open question by simply replying to emails our Support Team send you. When doing so, please ensure the email subject is not changed so that it correctly routes to our team.

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### User Access Levels and Adding New Users

There are two types of access levels on the Oracle Construction & Engineering Support Portal, Basic and Admin.

#### Basic User

Can create, view, and update their own questions.

#### Admin User

- ▶ Can create, view, and update their own questions.
- ▶ Can view and update all questions logged by users within their organization.
- ▶ Can add users from their organization to the Support Portal.

To add a new user from within your organization:

- 1) After you have signed in, select your email address at the top right corner of your dashboard and select **User Provisioning**.
- 2) Fill out the first name, last name, and email fields in the form.
- 3) At this point, you can decide whether to add someone as a basic or admin user.
  - ▶ If you want to add someone as a basic user, select **Submit**.
  - ▶ To create an admin user, select the applicable organization from the **Assign Organization(s)/Instance(s)** dropdown.

Your organization might be listed across more than one instance, so you can select each occurrence in the dropdown list if you like, depending on what access you want the new user to have.

- ▶ Each organization is listed with the product name, organization name, and the Instance/server it is registered on.
- 4) After you have made your selection, select **Submit**.

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**Note:** If you need to revoke access for an existing user or if you need to change a user from an Admin user to a Basic user, please contact Support.

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### **What happens next?**

The new user will receive an email verifying their details along with instructions to complete setting up their account.