

SSQ/TT System – Frequently Asked Questions

This document provides a list of frequently asked questions (FAQ) on the usage of the SSQ/TT (Standardized Safety Questionnaire / Training Tracker) system. Although targeted for the SSQ system, many of the items herein will apply equally well to the closely integrated Training Tracker system. The Table-of-Contents list above is interactive. That is, you may click on any of the items in the Table-of-Contents to jump to that item in this document. Then simply press CTRL-HOME to return to the Table-of-Contents.

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Item 1 – Why can't I log into the SSQ/TT system?

There can be many reasons as to why you are having trouble logging into the SSQ/TT system. Check for the following potential problems:

1. Confirm that website address. We recommend you go to our main website at <http://www.pecpremier.com> and then click on the large 'Training Tracker – Standardized Safety Questionnaire' button.
2. Make sure you are have the correct user name and password for your SSQ/TT login account.
3. Password must have combination of uppercase, lowercase, numbers, and special characters. (Example: **Monday5@**)
4. Did you double enter the password?
5. If you are using an add-in to Internet Explorer that remembers your password, it may be applying an incorrect password. You must blank out the password field before re-entering it manually.
6. Verify that user name and password are in the correct fields.

Item 2 – Why does SSQ show as INCOMPLETE after I’ve already completed the first three sections?

The information you provide in the first three sections (Company Profile, Services, and Information Release) will determine the applicable content of your SSQ. Once you complete these three sections, the appropriate additional SSQ sections will become available in the dropdown box at the bottom of the page. It is incomplete because you now have additional sections to do.

Item 3 – Words are already entered into the fields and I can’t type anything into them. Why?

See the next FAQ item.

Item 4 – The text is overlapping from the right edge of the screen back to the left side. Why?

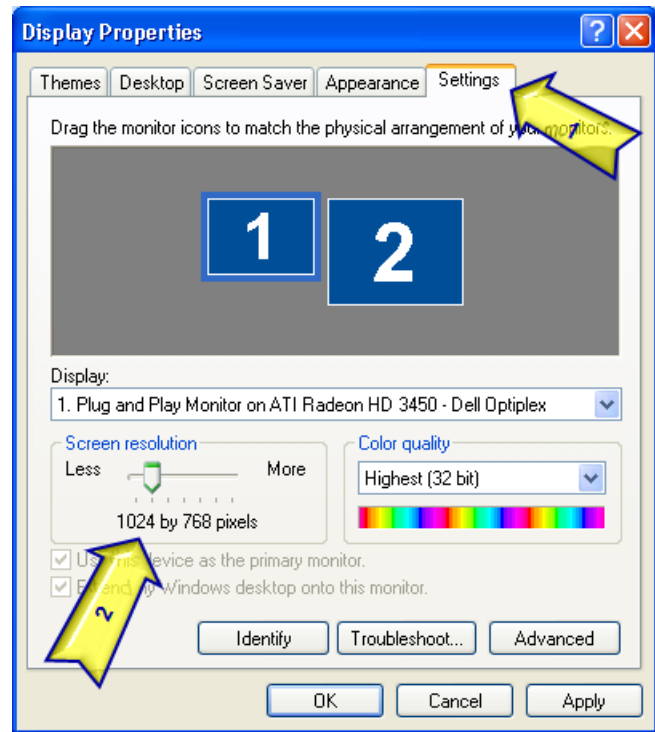
See the next FAQ item.

Item 5 – I cannot see the entire window nor can I scroll down or to the right. Why?

The SSQ/TT system requires a display setting of 96 DPI (dots per inch) with a minimum screen resolution of 1024x768. If you attempt to use a screen resolution lower than this (such as 800x640), then you will not be able to view all of many of the screens. Text will also appear to wrap around from the left side of the screen back to the left side of the screen. It will be very difficult to enter data into the questions.

To correct this situation, you must increase your screen resolution to at least 1024x768. To change this in Windows XP, do the following:

1. Right-click on a blank area of your desktop and select the ‘Properties’ menu item.
2. This will display the ‘Display Properties’ dialog screen as shown to the right. Click on the ‘Settings’ tab (yellow arrow #1).
3. Use the ‘Screen Resolution’ slider bar (yellow arrow #2) to change the screen resolution to 1024x768 or higher.



Item 6 – What are NAICS/SIC codes?

These are classification codes which can be obtained from your insurance carrier. For a listing of these codes, visit the websites below:

- SIC code (now NAICS) <http://www.census.gov/epcd/www/naics.html>
- Translation table SIC to NAICS: <http://www.census.gov/epcd/www/naicstab.html>

Item 7 – Why does my SSQ have Operator Specific Sections for Operators whom I provide no work?

When you release to an Operator, an additional section will be added to your SSQ if that Operator requires additional SSQ questions. If there are Operator Specific sections in your drop-down box which do not apply to you, you may remove them by un-checking the Operator on your Operator Release Form in the *Information Release Section*. Please note that this will remove your release to that Operator. Currently, BHP Billiton, BHP Angostura Gas Project, Devon Energy, Total E&P, EnCana Oil & Gas, HighMount E&P, and Marathon Petroleum all have specific sections which can be removed in this way if you do not perform work for them.

Item 8 – Why are some of the columns on the 3-year average in the General Safety Incident Statistics page being totaled instead of averaged?

This is intentional, as the reason for the three year average table is to allow the operators to see the various rates and ratios (TRIR, DART, Severity Rate, etc.) on an average basis. The figures for incidents and exposure hours are summed so the operators can verify the ratios. The average for the rates and ratios are calculated as a true numerical average rather than a simple average of the rates for the three years.

Here is a TRIR example:

For 2005 = 6.85

For 2004 = 7.89

For 2003 = 7.11 the simple average is 7.28

But the true 3 year average TRIR is calculated: (Sum of the incidents over 3 years (15) x 200000) divided by the sum of the exposure hours (413,150) or $(15 \times 200000) / 413150 =$ the 3 year average TRIR is 7.26)

Calculating in this way sometimes provides significant differences between simple average and true 3 year average, and provides that all contractor's rates and ratios are calculated exactly the same as any other contractor, and are calculated to the operator's specifications.

Item 9 – My SSQ says Incomplete, how do I make the SSQ 100% complete?

Any section with unanswered questions will appear highlighted on the drop-down menu. Once all questions have been answered the only highlighted section should be the *Completion Certification*. Once the Completion Certification is complete, the SSQ will show a complete status at the top of the page.

Item 10 – Why is my SSQ now Incomplete after I have already once completed it?

Every time changes are made to a completed SSQ, such as to release information to an operator, to update an OSHA table, or to change Company Profile information, the Completion Certification Section should be re-certified. Also, the 1st of every year the SSQ will be made incomplete and must be updated and re-certified to show complete.

Item 11 – Can I use FireFox, Safari, or other browsers with the SSQ/TT system?

No – Only the Internet Explorer browser by Microsoft is supported. (See next item for more information.)

Item 12 – What is the Required Internet Browser for use with the SSQ/TT system?

The only Internet browser approved for use with the SSQ/TT system is Microsoft's Internet Explorer 8 (or version 7). The reason for this is that several of the screens or pages depend on functionality supported only in Internet Explorer. These pages of the SSQ/TT will simply not work with any other browsers. Internet Explorer is free and has always been installed along with Microsoft Windows. The most current version of Internet Explorer is version 8 and is recommended for the SSQ/TT system. You can download IE8 free from Microsoft at:

<http://www.microsoft.com/windows/internet-explorer/worldwide-sites.aspx>

Item 13 – Why do the fields within pages of the SSQ/TT system appear shaded or why is data automatically appearing in the fields?

The SSQ/TT system makes extensive use of *Internet form fields* where you are asked to enter various types of information. As Internet form (data) fields, they can be impacted by any IE toolbars. PEC/Premier recommends that you uninstall all IE add-on toolbars such as Yahoo Toolbar, Google toolbar, Bing Toolbar, etc. At the very minimum, you must disable the Auto-Fill (sometimes Auto-Form) feature of all toolbars. Otherwise, the auto-fill feature will attempt to fill in the form fields. Normally, all data fields with the SSQ/TT system are white in color. If your fields appear in pastel shades (light yellow, light blue, etc.), this indicates you have a toolbar installed.

Item 14 – Why does the SSQ/TT system force me to log back in when I turn away for a moment?

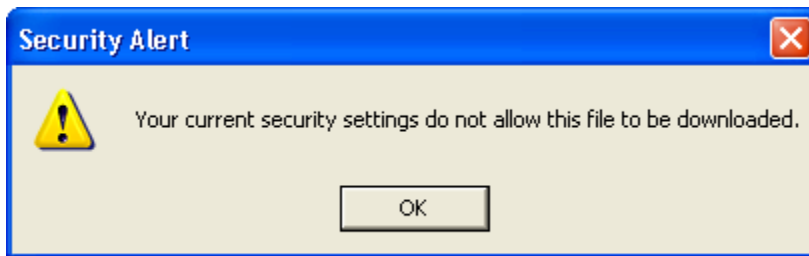
This is by design. Since the SSQ/TT system is an on-line database application, security is always a concern. For this reason, if you leave your SSQ/TT session idle for more than approximately 15 minutes, the server will disconnect the session requiring you to log back in to continue.

Item 15 – Where are the Internet Explorer ‘Back’, ‘Forward’ and ‘Refresh’ buttons?

We are constantly improving the SSQ/TT system by incorporating protection against newly discovered security risks. In keeping with this philosophy, in October 2009 we implemented additional security enhancements to protect the security of your company’s data by ensure our web pages cannot be hijacked, a common tactic used by malware to intercept your browser and your keystrokes. As part of this enhancement, the Internet Explorer window displaying the SSQ/TT session no longer displays the IE menus or buttons. This is by design. However, all of the SSQ/TT screens have been redesigned such that they either contain their own ‘Back’ buttons or provide other home page links.

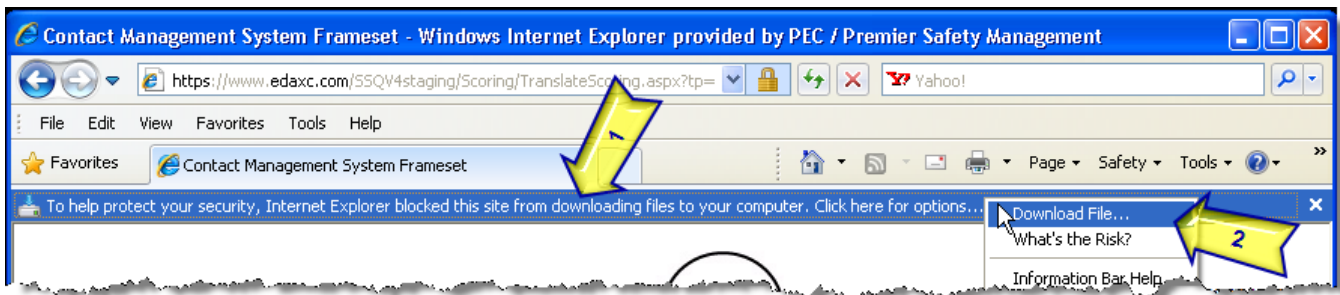
Item 16 – I receive a message stating ‘Your current security settings do not allow this file to be downloaded’ when I try to download a report or file.

Below is an image of the pop-up message you receive. This is caused by an Internet Explorer security setting. The URL below will open a document with instructions on how to change this setting. The setting change listed as step-10 is what corrects this issue. <http://www.pecpremier.com/ssqfiles/SSQ-TT-IE8CannotDownloadFiles.pdf>

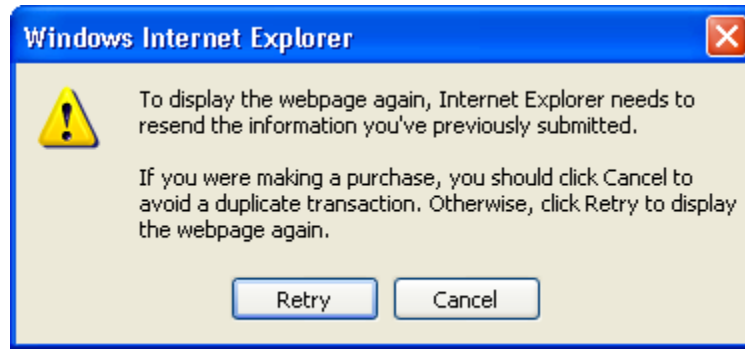


Item 17 – When I attempt to download a report or file, I receive an IE security alert and the download fails.

When you attempt to download a report or file, you will receive an Internet Explorer alert as indicated by the yellow arrow #1 in the image below.



However, when you click on the IE Alert and then select the ‘Download File’ item as indicated by the yellow arrow #2 in the above image, you will be presented with the pop-up message shown below. When you click the ‘Retry’ button on this pop-up message, the download fails and you are logged off of the SSQ/TT system.



This problem can have multiple causes. However, the majority of the occurrences of this issue can be corrected by following the instructions provided in the document at the URL below.
<http://www.pecpremier.com/ssqfiles/SSQ-TT-IE8CannotDownloadFiles.pdf>

Item 18 – What are the system requirements for using the SSQ/TT system?

Below are the system requirements for using the SSQ/TT Internet-based system.

- A. Access to an Internet-connected Windows-based computer with Internet Explorer 8 installed. Apple or Linux based computers will not work.
- B. The Internet connection must be broadband (DSL or Cable) speed or better. Dial-up service connections will not work as some screens will time out.
- C. Microsoft Internet Explorer is the only browser supported for use with the SSQ/TT system. We recommend IE version 8 although version 7 will work. AOL, Firefox, Chrome, Netscape, or any other Internet browsers will not work.
- D. You will need your SSQ/TT system login credentials (username and password).