



Close Call System Frequently Asked Questions

This document provides the answers to some commonly asked questions about the Close Call System (CCS).

If you do not find the information you require here, then please go to the [CCS help site](#), which contains guidance documents and training videos, as well as other useful information.

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Accessing CCS

Q. I don't have access to CCS. How can I obtain a username and password?

A. You must register on CCS in order to obtain a username and password. To do this, click on the 'Register now' hyperlink and complete the registration form.



When you submit your registration information, your organisation administrator will receive notification of your registration and activate your log in. You should receive an email notification when your registration has been processed, along with a link to access the system. For further written guidance on how to register on CCS, please [click here](#), or to view a training video [click here](#).

Q. My organisation's name does not appear in the organisation list on the user registration form?

A. Only organisations that hold a Principal Contractor (PC) or a Plant Operator's Licence can use CCS. If you have recently obtained one of these licences, please email a copy of this, along with your organisations name and nominated Organisation Administrators name and email address to closecall.enquiry@rssb.co.uk. Your organisation will then be set up on CCS.

Once this has been done, you will then be able to register for user access, (which your Organisation Administrator will need to process).

Q. I have forgotten my password. What do I do?

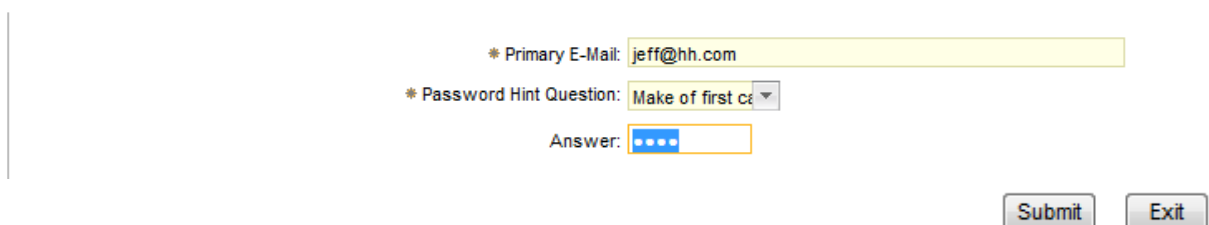
A. When you registered on CCS, you would have entered a password reminder hint question and answer. To reset your password, you must enter the question and the answer that you set up. Please follow these steps –

1. Enter your username and then click on Forgot Password?

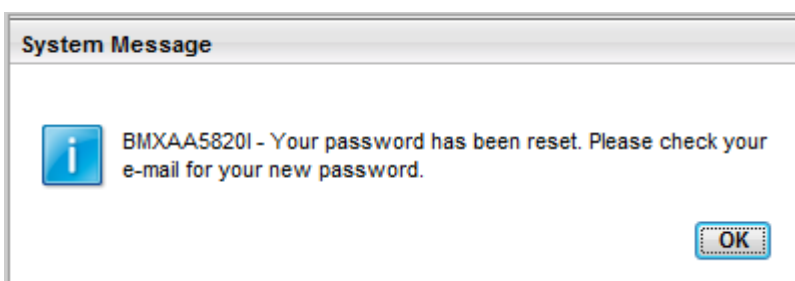


2. Enter your email address (***this is case sensitive, and will only match the format in which you entered your email when registering on CCS***), select the question that you set as your hint question, and enter the correct answer. Click Submit

To request your password, enter the following



3. A pop-up message will appear to inform you that an email has been sent containing a new password.



4. Click on the link and enter the unique password as it is written in the email

> Subject: Important information about your Close Call account
> Date: Mon, 11 Aug 2014 02:20:35 -0700
>
> Enclosed is your new Close Call password. cE&SBR0S To log in and change your password, follow this link: <http://www.closecallsystem.co.uk>
<<http://www.closecallsystem.co.uk/maximo>>

5. When logging in, you will be prompted to update your password by entering a new password twice (***remember this is case sensitive***)

New Password

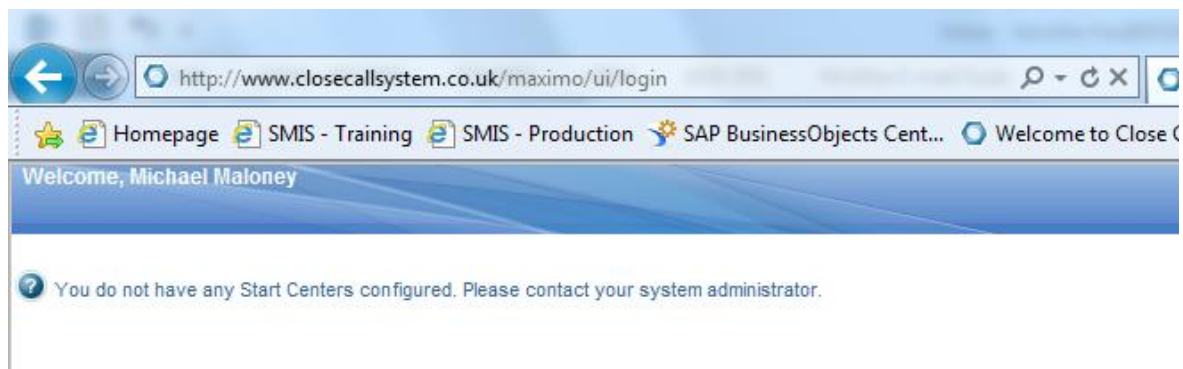
Your password has expired, and you are required to change it. Enter a new password below, or click Cancel to return to the login page.

New Password:

Confirm New Password:

Q. I have logged in for the first time, and the screen is blank?

- A. Do you see the following message when you first log in to CCS?



This indicates that your Organisation Administrator has not set up your user profile correctly. If you do not know who your Organisation Administrator is, email closecall.enquiry@rssb.co.uk to request your Organisation Administrator's contact details.

Network Rail CCS users should email closecallreporting@networkrail.co.uk as this team has Organisation Administrator permissions, and therefore will be able to rectify the issue for you.

Projects and System content

Q. The Network Rail Projects that my organisation is involved in do not appear on my project list or they are incorrect.

A. Close Call events should only be entered into CCS by the Principle Contractor (PC). If you are a sub-contractor, then you should report the close call event to the PC of the project. They will then enter the event into the system against their organisation.

If you are the PC of a Network Rail project, then please inform RSSB by emailing the Project ID and/or the Project Purchase Order Number, along with the project name to closecall.enquiry@rssb.co.uk. This information can be obtained from your contact at Network Rail, or may appear on Network Rail project paperwork.

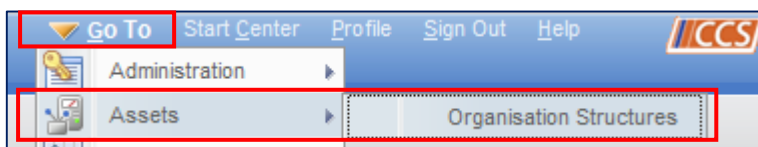
As a CCS organisation, you can add non Network Rail related projects if you wish. Just inform us what you want the project to be called, and we can add this under your organisations hierarchy as a 'non-project activity'. This ensures the information is not recorded against a Network Rail project ID.

We will inform you when a requested project has been added to your organisation hierarchy.

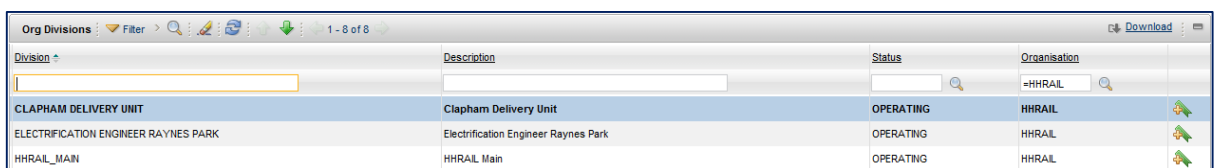
Q. Where can I find the list of projects that are assigned to my Organisation?

A. To find the list of your organisations project divisions and descriptions, following these steps –

1. Click on 'Go to' on the top right of the Start Centre. Click on 'Assets', and select 'Organisation Structures'



2. Put your cursor in one of the empty filter fields, and press return on your keyboard to see your list of projects (or divisions).



Division	Description	Status	Organisation
CLAPHAM DELIVERY UNIT	Clapham Delivery Unit	OPERATING	HHRAIL
ELECTRIFICATION ENGINEER RAYNES PARK	Electrification Engineer Raynes Park	OPERATING	HHRAIL
HHRAIL_MAIN	HHRAIL Main	OPERATING	HHRAIL

3. You can download your list of projects/divisions into Excel, by clicking on 'Download' hyperlink

Division	Description	Status	Organisation
CLAPHAM DELIVERY UNIT	Clapham Delivery Unit	OPERATING	HRRAIL
ELECTRIFICATION ENGINEER RAYNES PARK	Electrification Engineer Raynes Park	OPERATING	HRRAIL
HRRAIL_MAIN	HRRAIL Main	OPERATING	HRRAIL

Q. Is there a printable list of the Categories/Sub-Categories from the Close Call Event available?

A. You can access the full list of categories and sub-categories that can be assigned to close call under 'Printable Documents' menu on the [CCS help site](#). [Click here](#) to view this document.

Bulk Uploading

Q. When bulk uploading what is the maximum number of characters for the unique Close Call ID?

A. The maximum number of characters when inserting the Close Call ID into the bulk upload spreadsheet is 10. This can be a mix of alpha-numeric. For further help on bulk uploading, please see the full guidance document on the [CCS Help site](#).

Q. Where is the bulk upload template?

A. You must open a new template each time you bulk upload data to CCS. The template is located on the CCS help site, under miscellaneous menu. For further help on bulk uploading, please see the full guidance document on the [CCS Help site](#)

CCS Help and Information
"Your chance to help us make the railway working environment a safer place..."

GUIDES TRAINING VIDEOS PRINTABLE DOCUMENTS **MISCELLANEOUS** CCS DATA

- Bulk Upload Spreadsheet
- CCS Training Checklist
- CCSV2 RSSB Training Presentation
- Network Rail Period Reporting Calendar
- Behavioural Change Module PPT
- Tool Box Talk
- RSSB Contact Details

Welcome to the Online Help website

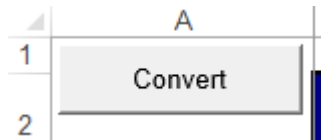
This site aims to help you get the most from the updated Close

In the **GUIDES** menu above you will find several documents designed to get you started. These

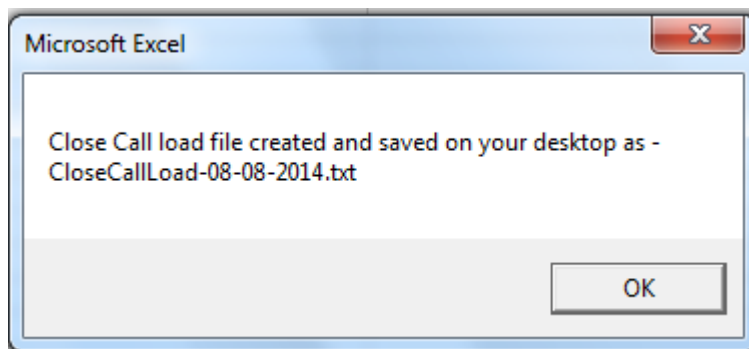
Q. Where in CCS do I bulk upload my converted .txt file?

A. When you have completed the bulk upload template spreadsheet, you must first convert the file to a .txt file.

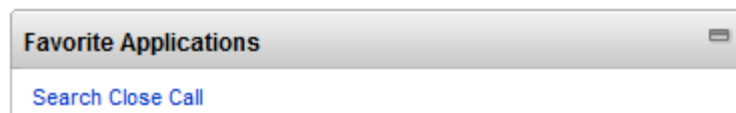
1. Do you this, click the 'Convert' button in the top left corner of the spreadsheet –



2. The following message will pop-up to confirm that a .txt file has been created in your Desktop folder



3. Log in to CCS and go to 'Search Close Call'



4. Within Search, click on the Application Import icon on the top grey menu bar

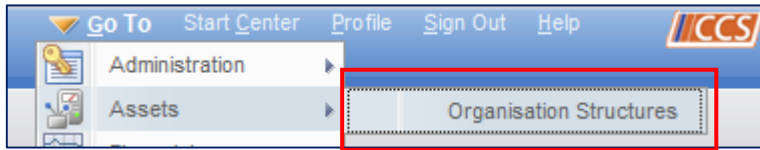


For further help on bulk uploading, please see the full guidance document on the [CCS Help site](#)

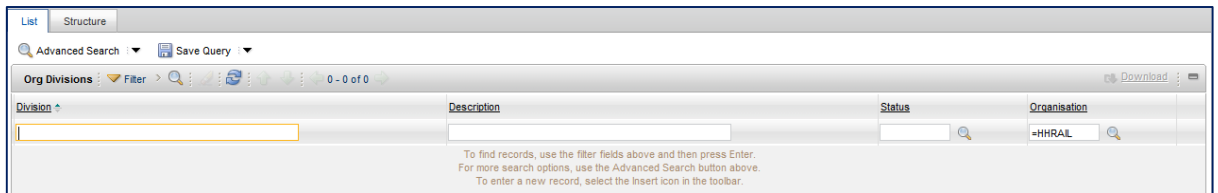
Q. What information is required in the 'Project Involved' column on the bulk upload spreadsheet?

A. You must firstly ensure the project exists in your organisation hierarchy in CCS, and enter the **project division** into the 'Project Involved' column exactly as it is written in CCS. To find the list of your organisations project divisions and descriptions, following these steps –

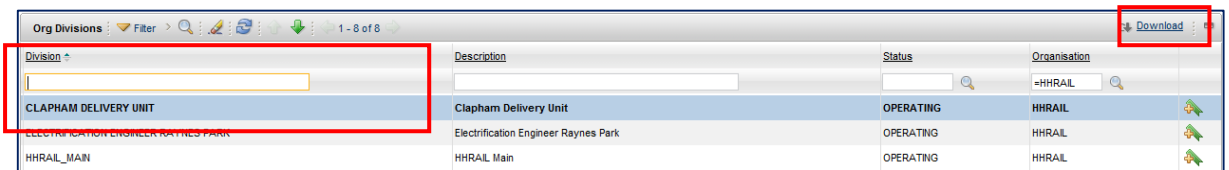
1. Click on 'Go to' on the top right of the Start Centre. Click on Assets, and select 'Organisation Structures'



2. Put your cursor in one of the empty filter fields, and press return on your keyboard



3. You can copy the information in the Division column or download the list of projects into Excel, by clicking on 'Download' hyperlink



4. You need to copy of the 'Project Division' into the Project Involved column of the bulk upload spreadsheet

	A	B	C	D
1	Division	Description	Status	Organisation
2	CLAPHAM DELIVERY UNIT	Clapham Delivery Unit	OPERATING	HHRAIL
3	ELECTRIFICATION ENGINEER RAYNES PARK	Electrification Engineer Raynes Park	OPERATING	HHRAIL

For further written guidance on bulk uploading close call events to CCS, please [click here](#), or to view a training video [click here](#).

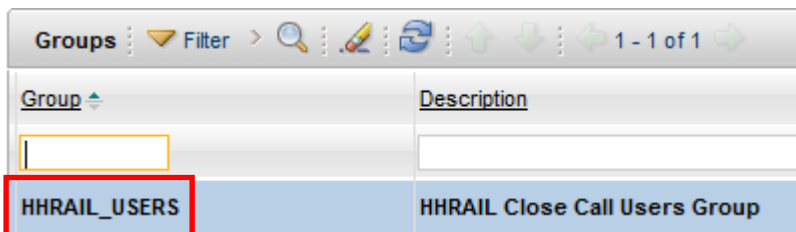
Organisation Administrator Questions

Q. I have granted a registered user permissions to use the system, however, when they log in they have no Start Centre?

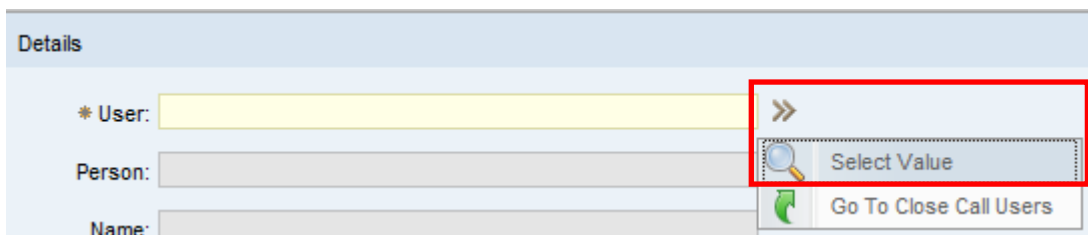
A. This means the new user has not been placed into your organisation's 'User Security Group'. To add them to this group click on 'Close Call Security Groups' in the Organisation Administrator tab -



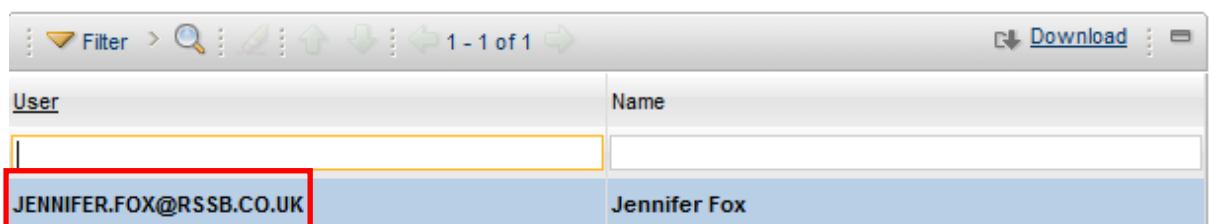
Press return on your keyboard within one of the filter fields, and the user security group will appear. Click on the 'Group' hyperlink -



To add the user to the group, click on 'New Row' in right corner at the bottom of the list. Click on the >> icon next to the User field, and click on 'Select Value'



All users that are not currently in the User Security Group will appear in the list.



Click on the Users email address (hyperlink) and then click on the 'Save' icon on the top menu bar.



For further guidance on adding a registered user to the system, please see the full guidance document on the [CCS Help site](#)

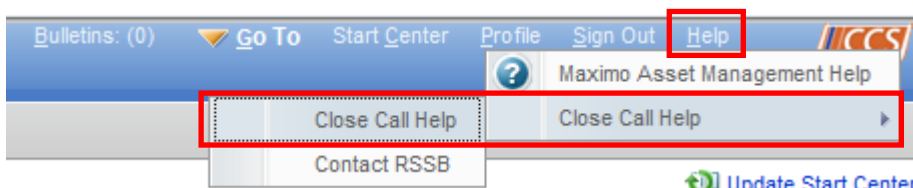
Further help

Q. I have a query that has not been covered in this document. Who do I contact for help?

A. Please go to the [Close Call System help site](#), which can be accessed via the Application Help link on the log in screen -



Alternatively you can access this site via the 'Help' hyperlink on your Start Centre. This site has full guidance documentation as well as training videos and other useful documents you might need (for example, Bulk Upload template).



If you still need further assistance, then CCS Users, who are not Network Rail employees, should contact the RSSB CCS helpdesk on - closecall.enquiry@rssb.co.uk

Network Rail employees should contact their designated Close Call Reporting team in the first instance on closecallreporting@networkrail.co.uk