ISN 11.0

ISNetworld release the second phase of their 11.0 enhancements last week! Phase 2 will incorporate enhancements to functionality used by many ISN contractor customers. It will include enhancements to the functionality for safety program and insurance document submittals, and Insurance Agent/Broker access.

1. The layout of the Answer Questions tab of the Submit Safety Programs page has been enhanced for improved usability. In addition, contractor users can export a PDF of the contents of the Answer Questions tab.
2. Several enhancements have been made to the Audit Tool. Client users are now able to:
    a. Set default responses to audit questions. Auditors can insert these responses to help streamline the process of completing an audit. This feature will need to be set up by your ISN Account Representative
    b. Update action items in audits that were completed by 3rd party auditors
    c. Customize the interval at which reminder notifications are sent
    d. Grade contractors on audit action items that are past due
3. Several enhancements have been made to the Contractor Variance Tool. Client users are now able to:
    a. Require multiple users or a single user to grant/deny contractor variances. Pending variances will appear on the To-Do-List for all users required to approve the variance. This feature will need to be set up by your ISN Account Representative.
    b. Share Variance Notes with contractors: This optional feature allows contractors to access variance notes in the My Clients section of their account
    c. Inactivate Variances that no longer apply
    d. Upload multiple documents to a single variance
4. Client users can now view details from previous insurance reviews (for a specific Review ID) by clicking the callout next to that Review ID on the Insurance Document Review tab. The details that are displayed include associated documents, Pre-Questionnaire questions/responses and variance(s) tied to the previous review.
5. Several usability enhancements have been made to the Requirements, Pre-Questionnaire and Upload Document tabs of the Insurance – Search/Submit section. These included:
    a. Adding a callout next to the Review ID on the Requirements tab that will display data points from previous reviews for that Review ID. Data points include associated documents, Pre-Questionnaire questions/responses and variance(s) tied to the previous review.
    b. Relocating the Submit/Resubmit button to the bottom of the Requirements tab. Clicking it will take users through the document upload process
    c. Displaying the description directly below the requirement (instead of in a callout) on the Requirements tab
    d. Enhancing the Pre-Questionnaire so that updated answers are made visible to Agent/Brokers that submit on your company's behalf
    e. Updating the labels and page layout of several features to be more intuitive

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    d. Enhancing the Pre-Questionnaire so that updated answers are made visible to Agent/Brokers that submit on your company's behalf
    e. Updating the labels and page layout of several features to be more intuitive
7. Several usability enhancements have been made to the Client Status tab of the Insurance – Search/Submit section.
    a. The Details column has been incorporated into the Status column. Clicking the status will take users to the Requirements tab. The Submit/Resubmit button has been moved to the bottom of this page
    b. Accepted documents that have passed their expiration date will now have an Expired status. An Expired option has been added to the Status filter
    c. The Client and Certificate Holder dropdowns have been combined into one text search field
8. The Agent/Broker Permission page has been enhanced so that contractor users can view all connected Clients' Insurance Certificate Holders (ICH), regardless of whether access has been granted to an Agent/Broker. Users can also filter the page to only show ICH's where Agent/Broker permission is granted, not granted or has action required.

   In addition, expiration dates for Agent/Brokers are now displayed in the Update Permission column. The earliest date will display if more than one Agent/Broker connected to an ICH has an expiration date.
9. Company Admin users now have the ability to view their company's renewal invoice on the Billing page up to 60 days prior to their account expiration date.
10. The Online Training Report has been modified to display one cumulative report for all of the assigned contractors.
11. Contractor users can now use the search and view functionality in the QuickCheck Tool.
12. The QuickCheck tool has been updated to allow more customizability for Client-specific QuickChecks.
13. Several enhancements have been made to the Evaluation Report Tool. Client users are now able to:
    a. Graph information collected in evaluation report protocols. Contractor, Client user and protocol question-level graphs are available
    b. Export saved Evaluation Reports from the Evaluation Report Edit page
    c. Schedule Evaluation Reports to be completed on a future date. The assigned user will be notified 7 days prior to the scheduled date

In addition, Evaluation Report Protocols that Allow Contractor Answers:

   a. Will respect user site access (if tied to a site)
   b. Can be initiated by contractors. This feature will need to be set up by your ISN Account Representative.

14. The Online Training Tool has been further enhanced and new features have been added to improve usability. Contractors will now have the ability to search for a Training and Client by name to quickly locate a required Online Training. A new Employee by Project Report has been added to provide a one page print out of a contractors Online Training status for a project.
15. The Online Training Tool has been further enhanced with new features and improved usability. Clients will now have the ability to include a Date Taken when they Apply Credit for a contractor employee. In addition, there is now an ability to Reset a contractors training and require the contractor employee to re-take an Online Training.

16. Two new reports have been added for Clients to review the training data: (1) The Online Training Quiz Results report will display the answer choices for contractors that have completed an Online Training (going forward basis) and (2) The Online Training Assignment report will display all Projects with an Online Training requirement and details if the assigned contractors have assigned employees to the project. One new report has been added for contractors to print a summary of their Online Training status for a project.

    Two emails has been added for Clients: (1) the Client Online Training Daily Summary email will provide a summary of any contractor trainings that have been Passed, Completed or Failed for that day and (2) the Client Online Training Expiration email will provide a summary of all contractor trainings that expire that day or will expire in 7 days.
17. A watermark has been added to the OQ/TQ Preview Report Pages to help distinguish that the report being viewed has not been submitted.
18. The Project Manager tool has been enhanced to improve ease of use navigation. The enhancement include clear navigation indicators, additional filters and enhanced list boxes for data selection.
19. Added a new free-text field in Project Manager - Project Setup (Site Tracker) that allows client users to provide a description of the project location to their contractors.
    Also added the ability for Clients to set Site Tracker deadline(s) specific to business days instead of calendar days.
20. Added the ability for Clients provide a description of Site Tracker project location(s). This is displayed (if provided) once the project is expanded on the Site Tracker page.
    Also added the ability for Clients to set Site Tracker deadline(s) specific to business days instead of calendar days.
21. Client users now have the ability to setup a dashboard of graphs. This functionality will allow a user to see an overall picture of their contractors' data. Users can track contractor grades, insurance status, RAVS status and other key performance indicators.
22. The three tabs on Action Item user interface have been combined into one. A "Reassigned to contractor" status has been added for Action Item assignment. For Action Items generated from an Evaluation Report, the Evaluation ID and a link to the Evaluation Report have been added.

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