

There is **no fee** for your Contractor account with CQN Advantage™.

***I'm entering my Access Code but the system won't accept it.***

- Access Codes can only be used once. Please make sure you, or anyone else has not already entered the Access Code and created the account.
- Make sure you are not entering a number 1 where it is a capital i.
- If do not believe you have already used it, please e-mail or call the Help Desk with your Company Name and E-mail Address advising of this.

***I received a Letter from (Client) asking me to release my information to them, but I can't find them on the 'Release Questionnaire' page.***

- The Letter you received from your Client is advising you that they have taken on our new product CQN Advantage, which is a separate system than the traditional CQ Network. You will have to create a new account via [www.cqnadvantage.com](http://www.cqnadvantage.com) with the Access Code that has been sent to you. If you have not yet received one, please wait 2 days from when the letter was generated and then contact the help desk.

***I received an e-mail telling me that we need to complete our subscription, but I'm not on the system.***

- Contact the help desk to confirm that your Access Code has been sent as it may have been sent to a different individual.

***I can't login to my account.***

- Confirm that you are on the correct Website ([www.cqnadvantage.com](http://www.cqnadvantage.com))
- If you know your username and e-mail, click on 'Forgot Password'
- If you do not know your username or e-mail used, please contact the Help Desk

***I need to login to the account, but I don't have a login***

- If another Individual set up the account, contact them to add you.
- If none of the Administrators are still with the company, please send us an e-mail confirming that and request to be added.

***I signed in, but don't know what to do from here***

- All required steps are listed on the 'Home Page'. The sequence of activities is as follows: set your Services, Locations, Complete the Questionnaire and then upload the documents. All of these steps are accessible from both the 'View Account Status' home page and in the 'Account Home' menu on the left.
- If you should require further Instructions or have any questions, please contact the Help Desk.

***I've entered my WCB Stats numerous times, but it's not saving.***

- If you're just updating the information make sure to click on the edit button and then click the checkmark after entering the rates
- The system will not accept a rate under \$1, please make sure you are entering 0.00 even if the rate is under \$1.
- The Add New WCB button is ONLY for brand new WCB accounts

***I don't have any WCB or HSE History as I'm a new company***

- For HSE enter the #1 for your number of employees and number of hours for each previous year requested. This will show anyone looking at your account that it was not opened, without leaving the system blank

- Enter your WCB # and Industry Code that you just received when you opened up your WCB account. Enter the #1 for the Industry Rate and the #1 for the Contractor Rate for all previous years requested.

### ***How do I know what documents need to be updated / uploaded?***

- The system generates automatic e-mails to notify the Subscribers of expiring and expired documents. To make sure you're set up to receive these e-mails login to your CQN Advantage Profile and click on 'Notifications' from the 'Account Home' menu on the left.
- You also have the ability to view all documents uploaded to the profile by logging in and clicking on 'Submit Documents' from your 'Account Home' menu on the left.

### ***How do I upload my documents?***

- Click on 'Submit Documents' and choose your Owner Client. When the list of requirements load, click 'Submit Document' on the banner of each requirement to fulfill.

### ***I have completed all I can see in the questionnaire but it is not showing 100%, what am I missing?***

- Click on 'Completeness Summary' from the 'Account home' menu on the left to view a list of all questions outstanding. Click on the title of each to open the questionnaire page.
- Please note that your approval is not tied to your completion percentage as each owner Client approves based on their own criteria. Just fill out the questionnaire to the best of your ability, marking anything necessary as No or N/A.

### ***I already uploaded my documents, and it was 100% yesterday but today its 0%***

- If the Client has changed your Risk level or your have changed your Service, your Template will change which will result in you having to re submit your documents to the specific Client via 'Submit Documents'

### ***I already completed my questionnaire, and it was 100% yesterday but today its 0%***

- If the Client has changed your Risk level or your have changed your Service, your Template will change which may result in you having additional questions added to your questionnaire.

### ***Who can see my information?***

- Only the Owner Clients that have issued you an Access Code can see your information.
- To allow additional Owner Clients to see your data, they will need to send you an Access Code and you will have to enter it in 'Access Codes' from your 'Account Home' menu on the left.

### ***I want to sync my questionnaire, but am unsure as to how.***

- Questionnaire Syncing is only available to current or previous members of the Traditional CQ Network website.
- Click on either 'Questionnaire syncing is off' from the 'View Account Status' page, 'Import Questionnaire Answers' from their 'Account Home' menu on the left or 'Questionnaire syncing is off' from within their questionnaire.
- You will then be asked to enter your login information from the account that they're wishing to sync with. If you do not know it, contact the help desk.
- After you enter your Login information, you will be given sync options. Make their selections and proceed. You will then receive a pop up advising that the sync is complete.

### ***I am entering my username and password to sync but it is not accepting it!***

- Please make sure you are entering your CQ Network Username and Password as that is where the synced answers will come from.
- If you do not have an account with CQ Network, you will not be able to sync any questionnaires.
- If you are a member with CQ Network as well and don't know your login information, please contact the help desk to have it reset.

### ***Why are my documents being rejected?***

- The reason for each document rejection is listed in the e-mail you receive notifying you of the rejection.
- Some of the main reasons documents are rejected are:
  - No effective Date on Insurance Certificates (contact your Insurance broker as this field is put on by them)
  - HSE Audit Certificate submitted was an Audit or Audit Summary rather than the actual HSE Audit Certificate
  - Liability amount on Insurance does not meet the Clients requirement (if you have an umbrella to go with that policy, please make sure it's attached and uploaded as one)
  - The Certificate Holder is listing a Client other than the Client that has issued you the Access Code to join (that or CQ Network / CQN Advantage / To Whom it May Concern will be accepted)
  - The document submitted is not what the Client requested (Ex. A Non-Owned Automotive was requested and an Owned was submitted)
- If you do not have the requested document, do not upload any other document in its place as it will be rejected.

### ***I entered an incorrect expiry date when uploading my document, how can I edit it?***

- Click the 'Revoke' button to the right of the document that requires editing. Then click the 'Revoked' tab. You can then click the edit button to the right of the document to edit it. Once complete please go back to the 'Submit' tab and re apply the document to the requirement.

### ***I have completed all my requirements but am still receiving e-mails saying I haven't.***

- Please click on 'My Mitigation Actions' from the 'Account Home' menu on the left and make sure you have marked the actions as complete.
- Once done the system closes out the actions and sends a notice to your Client to review your profile.
- If you do not have any outstanding Mitigation Actions, please go to 'Users' from the 'Account Home' menu and confirm that you are the 'Primary' user. Only the Primary User has access to the outstanding Mitigation Actions.

### ***I received a message saying I have new requirements or requirement changes but I don't know what they are.***

- These notices are generated automatically when one of your Clients makes any requirement changes to your questionnaire or documents. To view the changes please click on 'Changes' from the 'Account Home' menu on the left.
- If you would like further confirmation that your account is up to date, please review the 'Completeness Summary', 'Submit Documents' and 'My Mitigation Actions' pages. If there is nothing outstanding on those pages, your account is complete.

***Please note that clicking on the CQN Advantage Logo in the top left corner at any time will bring you back to your 'View Account Status' Home page.***

