

## FAQs as of 18/01/2022

| Question   | Answer  |
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| I'm a Supply Chain user of HART and received the initial registration email, followed the link/instructions, selected a password and could access the system OK. But now when I try to log back into HART I'm getting a message to say my password has expired and I need to reset it? | <p>This is happening because once you've used your initial registration email link <u>you cannot use that link to log back into HART.</u></p> <p>Use the correct URL / website address to access HART, which is <a href="https://ehsuk.econline.net/nationalhighways/">https://ehsuk.econline.net/nationalhighways/</a></p> <p>This happens because your user registration link has expired, rather than your password.</p>   |
| Is there going to be a company / supply chain communication to inform of the change, including FAQs?   | Yes, we have weekly communications planned up until go-live which will cover all elements that need communicating. For our National Highways colleagues this is likely to be via Update articles, TeamTalk & regular updates published on our Portal pages – as we have used for all Highways Accident Reporting Tool (HART) comms, up until now. For Supply Chain colleagues this is likely to be via emails to our existing Airsweb users and information uploaded onto platforms such as the Safety Hub & The National Highways Safety site pages.                                   |
| When is Airsweb going to be shut down?   | Airsweb will be closed to new entries on the go-live date for HART (currently planned for December 2021). The expected time at which this 'switch off' happens will be communicated much nearer the time and the link on the Portal page updated on the day, to reflect our current reporting system.   |
| Will users still be able to access Airsweb until the HART launch?  | Yes, all users will still have access to Airsweb right up until it is switched off when HART is switched on, which is currently planned to happen in December 2021.   |
| Will the data from Airsweb be accessible once the move to HART takes place?  | Yes - by far the majority of our data will have been migrated across to HART so it is accessible at the time it is switched on. But because we are continuing to make Airsweb available to allow reporting 24/7 right up to the time we switch on HART, some of the more recent data (and data that's not been entered yet) hasn't been transferred. We can only do this transfer of the last few records from Airsweb to HART once Airsweb is offline, so we'll be doing the final transfer on the day we switch off Airsweb and switch on HART (currently planned for December 2021). |

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| <p>What platform is going to be chosen for training (LEARN / videos / etc)?</p>          | <p>The training material for our NH colleagues is currently housed within SHARE and also on our Sharepointsite. Our Supply Chain guidance is now hosted on the Safety Hub and on our NH website Industry site pages. The SharePoint and Hub sites bring together the training documents and our video tutorials , to give users the option as to whether they follow the guides in step by step written instruction, by viewing the video or both. The SharePoint site will also hold a list of frequently asked questions (of which this is one). All of our NH colleagues will also be able to access this Sharepoint site via LEARN to ensure the guidance is fully accessible.</p>  |
| <p>Will the training be for everyone - whether on road, office or our Supply Chain?</p>  | <p>Collectively, we're relying on our group of 'super-users' to train our NH colleagues (office/TO/ROC) &amp; Supply Chain colleagues so that they understand the basics of HART. Those basics (why we want them to report, how to report an event, how to investigate an event if they need to for their role and how to load their hours worked if they're in the supply chain) need to be understood before HART goes live. But we do recognise some colleagues/teams are going to need to understand more complex aspects of the system though in most cases this training can be provided after go-live and that there will be a need for ongoing training after this date as new suppliers are awarded and/or refresher training is offered to certain teams/regions (as we have done in the past with Airsweb training).</p> |
| <p>How long will the training take and when does it need to be completed?</p>            | <p>The duration of training depends on what content you are sharing and the group of colleagues you are sharing this with. It's possibly better to think about the outcome we need; the outcome of the training needs to make sure a user understands the basics, so that they can work HART correctly when it goes live.</p>   |
| <p>How is the training going to be managed / monitored?</p>                              | <p>The training will be monitored by the super-users on a regional basis, as they know their regions better than anyone else.</p>   |
| <p>Will training be the same nationally so that we are all working on the same page?</p> | <p>Everyone has been provided with the same training materials and so provided they're followed what's taught should be the same nationally. We need the approach to be the same across the company, so it's important that the lessons taught are the same (though there will obviously be differences in how the teaching is delivered due to the personal styles of the super-users delivering it). The key thing is that the message should be the same.</p>  |

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| Is there still a time out function in place, when filling out the details? If so, after what period does it happen?  | Yes, there is still a time-out function. The system will time-out after 30 minutes.   |
| Is there any auto-save on the system? Will it save my record if it times out?  | No - the system doesn't auto-save. You need to save manually as if the system times out you'll lose any unsaved data.   |
| Why have all the events disappeared that were on the pilot site?   | The pilot site had to be wiped to allow our hierarchy to be uploaded. Events will need to be recreated in the pilot site if you want them to appear in your test dashboard.   |
| Will more training material/guidance be produced after go live?  | Yes - we'll be producing more training materials both before and after the system goes live. All of our material (documents, videos and standards) will be available on this Sharepoint site (National Highways colleague guidance and on the National Highways website (Supply Chain colleague guidance).  |
| Will Airswab users accounts be migrated across to HART?  | Yes, we'll be migrating all Airswab users across to HART. When we do that depends on the user type - for National Highways users that migration will happen just before the system goes live. For our Supply Chain users, that will happen on the morning of the launch day.  |
| When will I get my new HART login details?   | For National Highways colleagues, the good news is that HART is now part of single sign-on, so you can just click on a button on the login page and the system will log you in using your National Highways user account credentials. For supply chain colleagues, their HART username will be their email address and on the morning of launch day they'll get sent an email to that email address with details of how to log into HART and choose a password. |
| Will the forms currently within the Assurance module of Airswab (Safety Engagement Tours, Site Inspections, Design Safety Assurance Tours etc.) be migrated across to HART ? | Yes, those forms will be migrated across to HART.   |
| Can I report a positive observation I've seen / good practice I've witnessed?  | Yes! HART has a designated module just for these observations, called the 'proactive' module. By selecting the 'add' icon (little plus in a circle) on the 'Proactive' module tile on the home screen, you'll be able to add an event within this module. There will be a template called 'positive observation' where these sort of details can be recorded.   |

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| Will Undesired Circumstances and Near Misses be two separate event types in HART (as they are in Airsweb) or will they be one combined 'event type'? | They'll be grouped together as a 'primary event type' (this is because the data/information we collect is the same for both events – Near Miss & Undesired Circumstances) but the sub-types of event allow us to differentiate between them. For Undesired Circumstances we've got sub types of 'Observation' or 'Pro-active Intervention' and for Near Miss we've got sub types of 'High Potential', 'Minor' or 'Low Impact'. This means we can keep all of these different type/sub type combinations separate when we collate our data, so we can clearly differentiate between the two kind of events during reporting. |
| Will the Highways Accident Reporting Tool work on tablet devices ?   | Yes - it will be accessible from the go-live date - it's accessed via a web address so should work on any browser but definitely works on Chrome as that's been the platform used for testing.  |
| Will the incident/event numbers of data in Airsweb be the same after migration to HART?  | No, because when we move the incidents currently in Airsweb across to HART we'll be giving them new numbers (starting from 1) as part of the migration. We won't lose the link to Airsweb incident/event numbers though, as the current Airsweb record number will be kept within the 'manual reference number' field (for our migrated records) so that the Airsweb event number can still be searched within HART.  |
| Will HART events records continue the number sequence from Airsweb?  | No - the first new record entered in HART after Airsweb is 'switched off' for new entries will be given the next next available number in the HART record number sequence, not the next available number in Airsweb's equivalent. So if the last Airsweb record was numbered (say) 150000, the first HART record won't necessarily be numbered 150001 (it could be, in theory, but it's really not very likely).  |
| If HART fails, can we revert to Airsweb on the go-live date?   | We've done loads of testing to make sure the switchover will work as we've planned. And we're currently working with EcoOnline, the supplier of HART, to ensure all of the required data files and system configuration requirements pass all of their checks so that we won't have any problem on our go-live date. But if something unexpected did happen so HART didn't work as planned, we'd decide on appropriate contingency arrangements on the day in partnership with EcoOnline (who are also the supplier of Airsweb).  |

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| Will the Supply Chain have to report their hours worked data on HART too?  | Yes - from go-live date (currently planned for December 2021) Airsweb will be switched off and HART will be the new and only reporting system for hours worked and headcount data. The Supply Chain will have to report their hours worked and headcount data on HART, so we've produced some supporting guidance to assist users in how to do this. The guidance is in the Supply Chain Guidance Library on this Sharepoint site and is also hosted on the National Highways website, along with a video tutorial that shows how to enter the data onto HART.   |
| Collective email groups are always a nightmare to manage. What is the plan to pick up all existing users?  | As part of our communications around HART we are sending out emails to all individual supply chain users and not just to collective inboxes or email groups. Our planned weekly updates between now and HART go-live date will get sent to all supply chain Airsweb users, our supply chain Safety Alert distribution list and members of the Supply Chain Safety Leadership Group, so it can be shared with the SCSLG members. We realise this is likely to result in colleagues receiving the same communication more than once, but given how important this issue is we thought more than once was better than not at all. |
| Currently we provide average hours worked and average headcount data. We were advised this would change to accurate hours worked and accurate headcount data. But the guidance shows 'average'?                          | HART will need to have accurate hours worked and headcount data entered in the Period Statistics module. HART was set up to mirror the current GG128 requirements (so asked for 'average headcount') and the guidance mirrored HART. We've now amended HART to just say 'hours worked' and also updated our guidance and the tutorial video to show these changes.   |
| When we switch over to HART what will happen to open actions in Airsweb? We know in theory that "it all transfers over" but what will happen to those open records? Will they need to be closed in Airsweb, for example? | All our data will be migrated across to HART in the same status as when it was exported from Airsweb (see other FAQs for data migration timescales and contingency plans for go-live day). So if a record is fully signed off and closed on Airsweb, it will be fully signed off and closed in HART. The same is true for a record open in Airsweb – it will be open when viewed in HART and then can be fully signed off and closed in HART as if it had been originally created there.   |
| I've got access to the pilot site, but why do I keep receiving emails about every single change to an event on the pilot site?   | Currently the site is set up as a development platform so that everyone gets everything. But this won't be the case when we go live, when the system will behave just like it does now in Airsweb.   |
| When is HART going to go live? I thought it was going live on 8 November but some FAQs now say December 2021?  | We're looking to launch in December 2021 rather than 8 November, but will update our FAQs and contact our users when we confirm the exact date.  |

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| The internal National Highways closure KPI for AIRSweb is currently measured at 14 days. With the introduction of the HART, has this been reduced to 10 days? | The National Highways Health, Safety and Wellbeing Management System documentation for incident investigation sets 10 days as the specified timescale for the full investigation to be uploaded. This isn't a change linked to the introduction of HART.  |
| What's the Manual Reference Number field to be used for? What should I enter here?  | This isn't for use when entering a new HART record as it's the field that we'll use to record the existing Airsweb number for our migrated records. For new records created in HART it should be left blank - for more details please see the FAQ for "Will the incident/event numbers of data in Airsweb be the same after migration to HART?" which explains how we'll use that field to keep the link to Airsweb incident/event numbers.   |
| What is the mile marker field? What should I enter here?  | If you select 'Yes' for the 'Did this occur on the SRN?' field when you're creating an event record, the mile marker field will appear. Please use it to record details of the nearest marker post to the location of the event, assuming you know it.  |
| Do supply chain users need to register for HART access?   | No - not if they are current Airsweb users. All of our Airsweb users will be migrated across on go-live day (see FAQ for 'When will I get my new HART login details' for how this will work). If you have an Airsweb account, you do NOT need to pre-register for HART - your account will be migrated to HART automatically.   |
| Will National Highways colleagues be using the 'Verifier' function of the system?   | Yes - Verifier will be available for use.   |
| Will there be a single standard used across National Highways when it comes to investigation sign off?  | <p>Yes - the standard we'll expect to be followed by internal National Highways colleagues sits in our Health, Safety and Wellbeing Management System.</p> <p>Look for HSS15 (the Reporting and Investigation standard) and HSP15b (the investigation procedure) in the HSWMS A-Z, which can be found at<br/> <a href="https://highways.sharepoint.com/sites/intranet/HealthAndSafety/SitePages/Health-and-safety-management-system-A-to-Z.aspx">https://highways.sharepoint.com/sites/intranet/HealthAndSafety/SitePages/Health-and-safety-management-system-A-to-Z.aspx</a></p> |

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| I've turned up the audio track on the video tutorials to maximum but it's still too quiet. How do I increase the volume so people can hear it?   | If you use VLC Player to play the videos, you can increase the maximum volume to more than 100%.<br>We've put a little tutorial together about how to set up your VLC Player app to do this:<br><a href="https://highways.sharepoint.com/:b:/s/HighwaysAccidentReportingTooluserguides/EfcGAsRjCatMvdCnv2ldhfYBXC40IHLh0AKL0BRwK1QMng?e=dWrIRX">https://highways.sharepoint.com/:b:/s/HighwaysAccidentReportingTooluserguides/EfcGAsRjCatMvdCnv2ldhfYBXC40IHLh0AKL0BRwK1QMng?e=dWrIRX</a>  |
| Why is the system called 'HART'?   | When we first announced early in 2021 that Airsweb would be changed to a new reporting system, the replacement system was introduced with the system provider's product name. This was 'AVA', which didn't mean anything to us, so we asked for suggestions (via an Update article) for a new name for the system. The winner was 'HEART' – an acronym for Highways England Accident Reporting & Tracking. Unfortunately, very soon after HEART was chosen Highways England became National Highways - and so the acronym couldn't be used any more. A decision was made to make a simple change from HEART to HART – Highways Accident Reporting Tool, which is what it's called now.   |
| When I try to build dashboard using the library included in the 'example tiles' some do not work   | These are 'out of the box' examples, not tailored to our system. For example, tiles which include 'monthly statistics' are not available as we do not have that module.  |
| Shift Start Date/Time is a mandatory field but this only applies to TO. What do we put in here as all my staff work flexible hours i.e. different start/end times. Plus knowing what to fill out here is further complicated by working at home. | This can apply to anyone – where ever they are working, either in an office or at home. This is the day and time the individual making the entry started work that day started. For example, if I started working from home today at 8am, my Shift Start Date/Time is today at 0800. This can be useful to know to see how long into someone's working day or shift that they have had an event/incident.  |
| Video talks about an 'Event Tracking E-Mail' What is this? Is it auto-generated by the system? If it is why does it say in the first video that the individual creating the Event has to inform their Line Manager?                              | 'Event tracking emails' are emails generated via HART. As we have taken the decision to turn the Triage process off (at the moment) the only emails generated via HART will be emails if a user has 'notifications' set up. For example; a user can set a notification rule so they receive an email each time a particular event subtype (e.g. LTI) is reported. The HART system does not send out an auto-generated email to advise a line manager that one of their direct reports have reported an event. There that is why the requirement is in place for an individual to inform their Line Manager, Supervisor or SHE Manager following an incident– which also references back to the Incident Reporting Procedure and Standard in our HSWMS. |

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| The Investigator has to check all Event data is correct. How are we supposed to do this for vehicle & witness details? Only the person entering this will know if it's right or not. With regards to the co-ordinates these mean nothing as numbers. If I open the map up to see where the pointer is will it re-set the co-ordinates? | All we ask is that you check the details as best you can. For example, consider in respect of categorisations of incident i.e. has it been recorded as a Near Miss when it should be an Injury incident? As for the co-ordinates, you can open the map and as long as you don't actually click on the red marker point it won't move – that allows you to zoom in and out to clearly see where it is located (and move it if needed). It's worth noting that any changes you make will be logged by the system, so there's an audit trail if things have to be corrected.   |
| When an Event is created does it automatically go to the creator's Line Manager to investigate?  | No, as is the case now with Airsweb, managers will be responsible for checking HART daily to see if there are events relating to their direct reports. This is supported by the related requirement for individuals to advise their line manager, supervisor or SHE manager if they have reported an event so that the investigation can be started as soon as possible.  |
| No mention of feedback to the individual who raised the Event. How does this happen?   | This will happen via the person investigating the event – it doesn't happen automatically via any automated contact or emails generated via the system.   |
| When completing an injury event after using the 'Time Management' link there is difficulty in returning to the initial incident. Is there another way other than to re-open the event?   | No, because in most cases you shouldn't need to re-open an event. The 'Time Management' module allows us to continue to track lost time after the event has been closed, which prevents the need to keep events open solely to track lost time.   |
| Will there be a 'helpdesk' or similar to assist supply chain colleagues after go live date? I am assuming not so have been saying any questions should be addressed for our region to myself as a super user, but clarification would be appreciated.  | No, there won't be a 'helpdesk' for supply chain colleagues so you're correct that super-users should be the first port of contact. Our supply chain colleagues have access to all guidance documents via the <a href="http://www.nationalhighways.co.uk/HART">www.nationalhighways.co.uk/HART</a> microsite and the Highways Safety Hub, but they will still have access to the <a href="mailto:HARTsupplychain@highwaysengland.co.uk">HARTsupplychain@highwaysengland.co.uk</a> , as they do now, to ask any questions they may have. We also have drop-in sessions planned for the 60 super-users from our supply chain should they need any help with specific issues or areas of |
| Will the pilot site remain open after 17 January?  | No, we want to avoid confusion and specifically the risk of live events being reported on the pilot site, so we're removing access rights to the pilot site in the week before HART goes live.  |



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| Will all our incident data from Airsweb show in HART on 17 Jan?  | Yes and no - all the historic data from Airsweb will be in place, but some of the more recent data reported on Airsweb will take a little longer to migrate across to the new system. This has been necessary to keep Airsweb available up until HART goes live, and we'll be working hard to get this recent data migrated across as quickly as possible during the week of launch. But please note that events reported in the last 5 months will not show on HART immediately on 17 January and so you may not be able to update records during this time. |
| Once HART goes live and all of the historic incident data has been migrated across, will everything from Airsweb be accessible from HART?  | Nearly everything from Airsweb will be accessible - all data from all the Airsweb modules is being migrated across except for the data from the Assurance module (which is called 'forms' in HART) and the Action module. Records in those two modules aren't capable of being migrated across, but the good news is they aren't going to be lost. They'll still be available offline to the system administrators, just in case they're required for audit purposes in the future.   |
| When incidents are raised will an email be generated and sent to the appropriate line manager to ensure the incident is progressed? (I am assuming yes as we are currently receiving emails from the test site.) | No, email notifications will not be automatically generated. As now with Airsweb, managers will be responsible for checking HART daily to see if there are events relating to their direct reports. We've also included a related requirement in the guidance for individuals to advise their line manager (or supervisor or SHE manager) if they have reported an event so that the investigation can be started as soon as possible   |
| Not everyone in our supply chain in our region has received log on details for the HART system, are these still being rolled out?  | As of 10th January, no-one has yet received log-in details for the live site (if some colleagues think they have a login, it is for the pilot/test site). We'll be migrating all Airsweb users across to HART and when that will happen depends on the user type. For National Highways users it will happen just before the system goes live and for our Supply Chain users, it will happen on the morning of the launch day.  |
| Where are the subtitles on the video guides for National Highways colleagues?  | We're working on getting subtitles on the videos as soon as we can. All new video guides uploaded from now (January 2022) will be subtitled, and we'll replace the old video guides with new ones with subtitles as soon as we possibly can.  |

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| How do I discover what Near Misses/Undesired Circumstances have occurred in the past month to see if there is anything worth discussing in my team for our safety moments to learn to avoid something "before" another near miss or actual event occurs with someone in my team? Why record Near Miss/Undesired Circumstances if we can't learn from them and proactively prevent accidents? Don't need the personally identifiable info - just the description. | The 'Creating Dashboards' guidance document shows how to go about extracting data from HART to create regular reports. You can use HART to set up reports and queries that allow you (or others, if you share what you've produced with other HART users) to look for things in the data such as near misses/undesired circumstances, as well as provide a graphical view of data (for example near misses/undesired circumstances divided by sub-type). You can also export the data for use in other apps if HART doesn't do what you need to do. |
| I'm off duty (outside my normal office hours) driving along the M4 and I observe an "undesirable circumstances" event in some temporary roadworks - that may or may not have presented a threat to me. Do I use this system to report it - if so, how?   | No, you'd not use HART to report that observation of undesirable circumstances. Instead it would be better to call the Customer Contact Centre (0345 123 5000) with the information about what you've seen, as then it will be passed to the correct person within National Highways to raise with our supply chain for them to take action.  |