

# LAWCX

## **RiskConsole User Guide 2017**

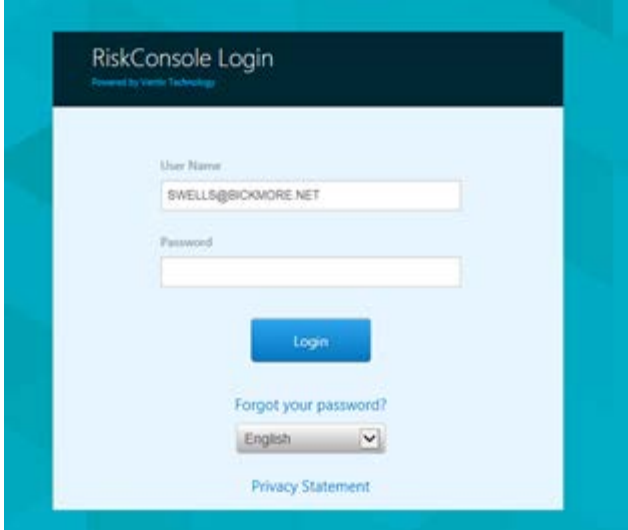
## **Direct Members**

# Welcome to RiskConsole

- \* Open your browser (Internet Explorer (IE), Safari or Chrome) and enter the web address <http://www.riskconsole.com>.
- \* Upon entering the site, a login pop up should appear. If you do not see a login prompt, please ensure that you have allowed pop-up windows for this website. Some versions of IE may require that you add the website by clicking Compatibility View Settings under Tools.

# RiskConsole – Account Set-up

- \* Enter your username and the password you received by email from [esolutions@aon.com](mailto:esolutions@aon.com). Passwords are case sensitive.
- \* Click Login.
- \* You will be redirected to the RiskConsole home page.



The screenshot shows the RiskConsole Login interface. At the top, it says "RiskConsole Login" and "Powered by ventiv Technology". Below this, there are two input fields: "User Name" with the text "SWELLS@BICKMORE.NET" and "Password" which is empty. A blue "Login" button is positioned below the password field. Under the button, there is a link "Forgot your password?". Below that is a language selection dropdown menu currently set to "English". At the bottom, there is a link for "Privacy Statement".

# RiskConsole – Navigation

Under the main tab, My Console, are tabs to the following surveys and reports which should be visible to direct members. Please note that underlying members of JPA members will only have access to the Renewal Survey.

- \* Organization and Documents
- \* Compliance Survey Status
- \* Renewal Survey Status
- \* Payroll Exposure

# RiskConsole – Navigation

Note Type	Text	Journal Attachment
Documents	RiskConsole Training Document	Bickmore Renewal User Guide.pdf
Documents	Exposure Instructions	LAWCX Exposure Directions.docx

Under Organization and Documents you will find the RiskConsole User Guide which contains directions for completing the [Compliance Survey](#), [Renewal Survey](#), and [Payroll Exposure](#). Note: Members of JPAs will only complete the Renewal Survey for their agency. Click the link to jump to directions for that section.

# RiskConsole – Compliance Survey

Before starting the Compliance Survey, you will need to gather from your TPA the dates of training your claims examiner attended during the last fiscal year (July 1, 2016 – June 30, 2017).

You will also need to have the dates a representative from your entity met with the claims administrator for file review (twice during the last fiscal year).

# RiskConsole – Compliance Survey

- \* The name of your agency appears under Organization.
- \* Enter your name, title, and email address under Contact Information.
- \* Enter your TPA information where indicated.
- \* Upload a copy of your contract if it has renewed since the last year's compliance survey.
- \* Click Save Record to be able to return and complete at a later time.

# RiskConsole – Compliance Survey

- \* If your agency has more than one TPA, you will need to add a record by clicking the copy icon



in the tool bar.

- \* Upon completion, click Save Record and then click Yes to submit.



# RiskConsole –Renewal Survey

- \* All direct members and members of LAWCX JPA members are required to submit an annual Renewal Survey.
- \* The Renewal Survey will prompt you to answer questions regarding your agency's operations, OSHA violations, and risk exposures.
- \* Only agencies with aircraft and/or pilot exposure are required to open the applicable tabs and complete the information requested.

# RiskConsole –Renewal Survey

- \* All agencies with facilities housing 50 or more employees at any given time during a regularly scheduled work day will need to complete an Employee Concentration Survey for each qualifying location.
- \* Click the Employee Concentration Tab; any records entered previously will display by clicking View. If no changes are necessary, Save Record, and click the Renewal Survey tab above.

# RiskConsole –Renewal Survey

Organization - Employee Concern... Association of Bay Area Go... Address: 101 Eight Street City: Oakland

Employee Concentrat... Attachments Contacts Journal

Categories

- Renewal Information
- Property Address
- Construction
- Occupancy
- Record Properties

Renewal Information

Property Address

Address

101 Eight Street

Suite/Floor

City

Oakland

State

CA

Postal Code

94607

Construction

Construction type

Not Selected

Year Built

0

Retrofitted?

☒ Yes ☐ No ☐ Unknown

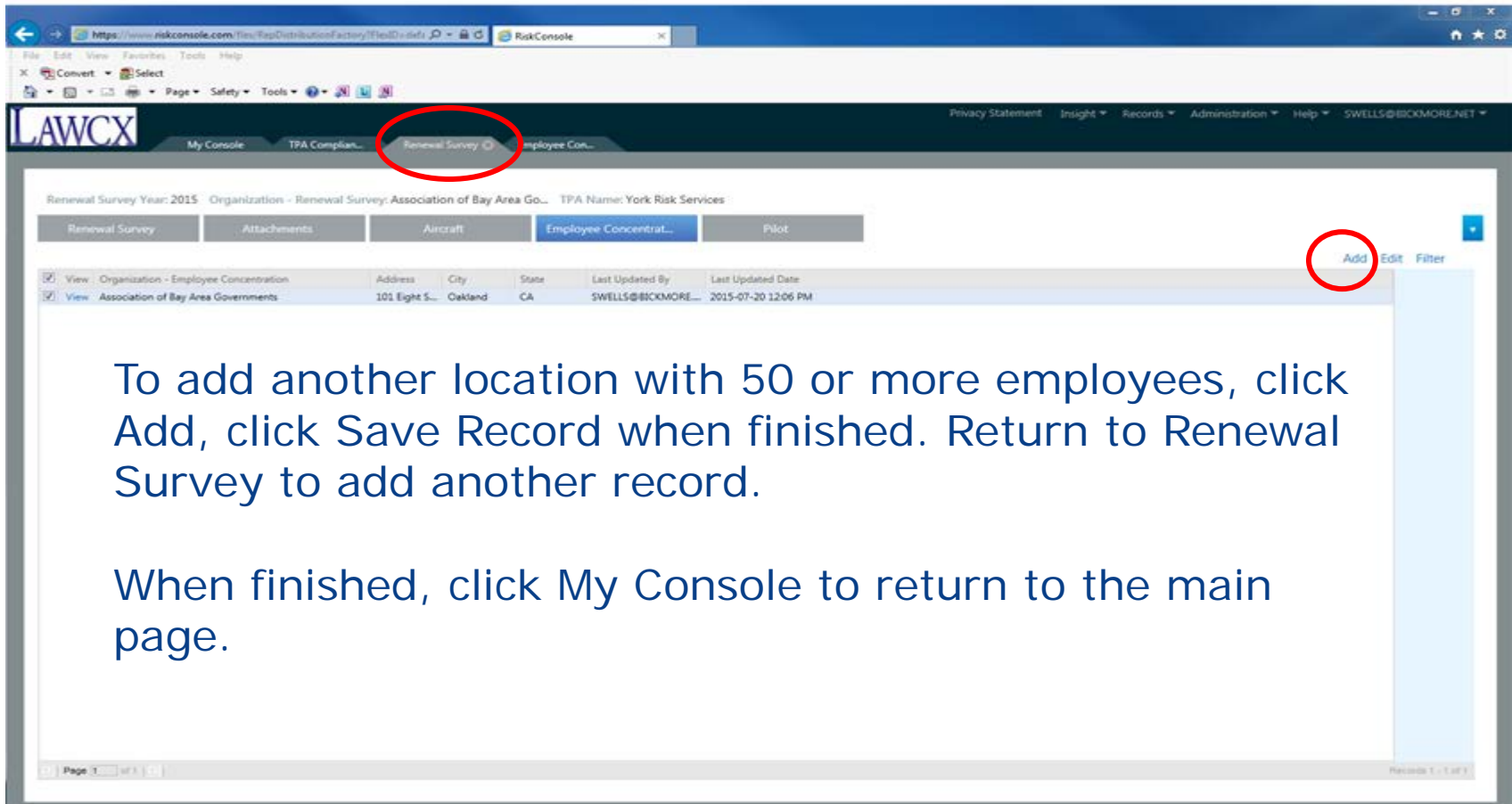
Occupancy

Occupied as

Administration Building

Save Record

# RiskConsole –Renewal Survey



Renewal Survey Year: 2015 Organization - Renewal Survey: Association of Bay Area Go... TPA Name: York Risk Services

Renewal Survey Attachments Aircraft Employee Concentrat... Pilot

	View	Organization - Employee Concentration	Address	City	State	Last Updated By	Last Updated Date
<input checked="" type="checkbox"/>	View	Association of Bay Area Governments	101 Eight S...	Oakland	CA	SWELLS@BICKMORE...	2015-07-20 12:06 PM

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To add another location with 50 or more employees, click Add, click Save Record when finished. Return to Renewal Survey to add another record.

When finished, click My Console to return to the main page.

# RiskConsole –Renewal Survey

Renewal Survey - Not Submitted Updated

Business Unit	Organization - Renewal Survey	Renewal Survey Year	Submission Status	Submission Date
Association of Bay Area Governments	Association of Bay Area Governments	2015	Not Started	
Association of Bay Area Governments	City of American Canyon	2015	Not Started	
Association of Bay Area Governments	City of Saratoga	2015	Not Started	
Association of Bay Area Governments	Town of Los Altos Hills	2015	Not Started	
Association of Bay Area Governments	Town of Ross	2015	Not Started	
Bay Cities IPA	Bay Cities IPA	2015	Not Started	
Bay Cities IPA	Central Marin Police Authority	2015	Not Started	
Bay Cities IPA	City of Albany	2015	Not Started	
Bay Cities IPA	City of Brisbane	2015	Not Started	
Bay Cities IPA	City of Emeryville	2015	Not Started	
Bay Cities IPA	City of Larkspur	2015	Not Started	
Bay Cities IPA	City of Novato	2015	Not Started	
Bay Cities IPA	City of Piedmont	2015	Not Started	

Renewal Survey - Submitted Updated

Business Unit	Organization - Renewal Survey	Renewal Survey Year	Submission Status	Submission Date
Association of Bay Area Governments	Association of Bay Area Governments	2014	Submitted	08/12/2014
Association of Bay Area Governments	City of American Canyon	2014	Submitted	09/12/2014
Association of Bay Area Governments	City of Saratoga	2014	Submitted	09/23/2014
Association of Bay Area Governments	Town of Los Altos Hills	2014	Submitted	09/30/2014
Association of Bay Area Governments	Town of Ross	2014	Submitted	09/23/2014
Bay Cities IPA	Bay Cities IPA	2014	Submitted	09/23/2014
Bay Cities IPA	Central Marin Police Authority	2014	Submitted	03/13/2015
Bay Cities IPA	City of Albany	2014	Submitted	03/13/2015
Bay Cities IPA	City of Brisbane	2014	Submitted	03/13/2015
Bay Cities IPA	City of Emeryville	2014	Submitted	03/13/2015
Bay Cities IPA	City of Larkspur	2014	Submitted	03/13/2015
Bay Cities IPA	City of Menlo Park	2014	Submitted	06/10/2015

If your survey is showing as Not Submitted, click the refresh buttons on the upper and lower screens to force an update. Completed surveys drop below under Submitted Updated.

# RiskConsole – Payroll Exposure

- \* From the My Console tab, select Payroll Exposure.
- \* Click the link at the top of the page under: Payroll Exposure Not Submitted.
- \* Complete required contact information. Use the “edit” button to add information to the grids.
- \* By class code, enter the payroll and number of full time equivalent employees for Safety and Non-Safety Employees.

# RiskConsole – Payroll Exposure

Organization and Do... Compliance Survey S... Renewal Survey Stat... Payroll Exposure

Custom Links

Add Record: Payroll Exposure

Payroll Exposure Submitted Records

Member Entity Name	Exposure Year
Bickmore	2014/2015

Payroll Exposure

Categories

- Description
- Safety Employees
- Non-Safety Employees
- Grand Total
- Subject Wages Total
- Record Properties

Description

Member Entity Name

Unknown

Exposure Instructions

Name of Person Completing Form

Head of Person Completing Form

Phone Number

Exposure Date

06/30/2015

Exposure Year

Safety Employees

Save Cancel

	Payroll	# Full Time Equivalent Employees
7706: Firefighters (Non-Volunteers)	0.00	0
7707: Firefighters (Volunteers)	0.00	0
7710: Police & Sheriff's (Non-Volunteers)	0.00	0
7712: Police & Sheriff's (Volunteers)	0.00	0
Safety Subtotal	0.00	0



# RiskConsole – Payroll Exposure

- \* When entering data for class code “other,” use the text box to enter the codes and descriptions.
- \* Enter Quarterly Wage totals for payroll reporting periods ending September 30<sup>th</sup>, December 31<sup>st</sup>, March 31<sup>st</sup>, and June 30<sup>th</sup> (prior year/current year).
- \* Upload the DE 9s (as reported to the State) for each of the four quarters listed.



# RiskConsole – Payroll Exposure

- \* Click Save Record in upper left corner of screen to calculate Grand Totals and validate entries.
- \* When you are finished, click Yes to submit your values and click Save Record.
- \* If the Grand Total Payroll does not match the Grand Total Subject Wages, provide an explanation for the discrepancy in the text box provided and click Save Record.

# RiskConsole – JPA MEMBERS

## Payroll Exposure Reporting Options

- \* Since JPA Members traditionally collect payroll data at various times throughout the year, you may either enter the totals of your JPA membership under your member name, or complete a separate Payroll Exposure for each of your members.
- \* Return to My Console and find the Member Record to complete, following the directions provided.

# RiskConsole – JPA MEMBERS

## Payroll Exposure Reporting Options

JPA members completing the payroll exposure with compiled totals of their membership may submit supporting data in lieu of DE 9s by uploading documents (Excel, PDF, Word in any of the DE 9 upload boxes) listing by member:

- \* Payroll by Class Code
- \* FTE by Class Code
- \* Quarterly DE 9 Totals
- \* Subtotals for Safety and Non-Safety Employees
- \* DE 9 Total and Payroll Total

# RiskConsole – JPA MEMBERS

## Payroll Exposure Reporting Options

Please note that underlying members of JPAs do not have access to the Payroll Exposure area. If electing to report by member, you will need to collect and input the data for your membership.

The forms listed below were sent via email, and may be used to assist you in collecting your membership payroll data.

- \* LAWCX – 2016-17 Payroll Audit
- \* Sample JPA Payroll Data Collection

# RiskConsole – Support

- \* If you forgot your password, email [jachterberg@bickmore.net](mailto:jachterberg@bickmore.net) or [daniel.kolcz@ventivtech.com](mailto:daniel.kolcz@ventivtech.com) to have it reset
- \* Please contact the LAW CX administrative team if you have questions about the content of the survey or concerns regarding expected responses.

Contact: Jennifer Achterberg

Email: [jachterberg@bickmore.net](mailto:jachterberg@bickmore.net)

Phone: 800.541.4591 extension 19005

# RiskConsole – Support

- \* For any issues you may have with the RiskConsole system, please contact the Ventiv representative listed below:

Contact: Daniel Kolcz

Email: [daniel.kolcz@ventivtech.com](mailto:daniel.kolcz@ventivtech.com)

Phone: 1.800.980.9460

# Thank You

[www.lawcx.org](http://www.lawcx.org)