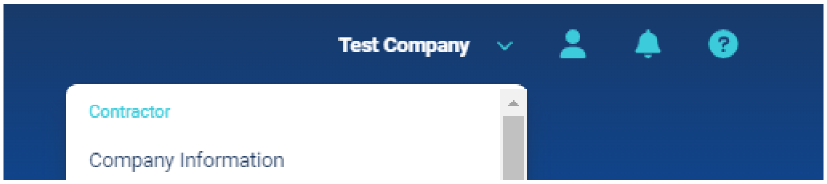
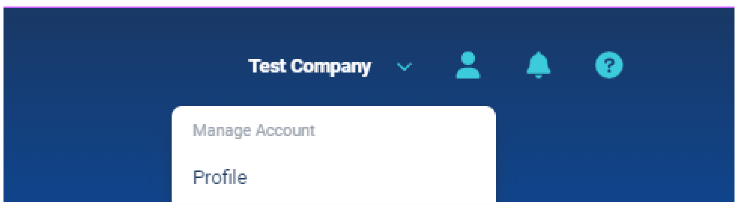
TPS Alert Contractor Quick Guide

Company Information



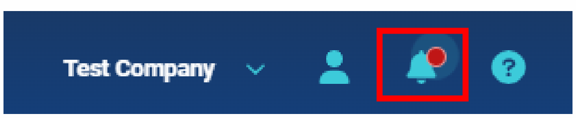
- To view your company information, in the right corner of the screen select the drop-down arrow under your company name and select the Company Information link. This area contains general company and contact information, your OSHA form, services provided, states of operation as well as users in your account.

User Profile



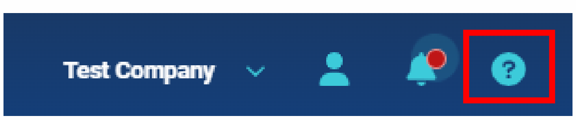
- To find your individual user information, select the User Profile icon in the upper right corner of the screen and select Profile. This contains your contact information, notification preferences, credit card information and password preferences.
  - ***Tip:*** Notifications for daily enrollment compliance updates, employee compliance updates and new audit notifications are off by default. If you want to turn these on, make updates in this area.

Announcements



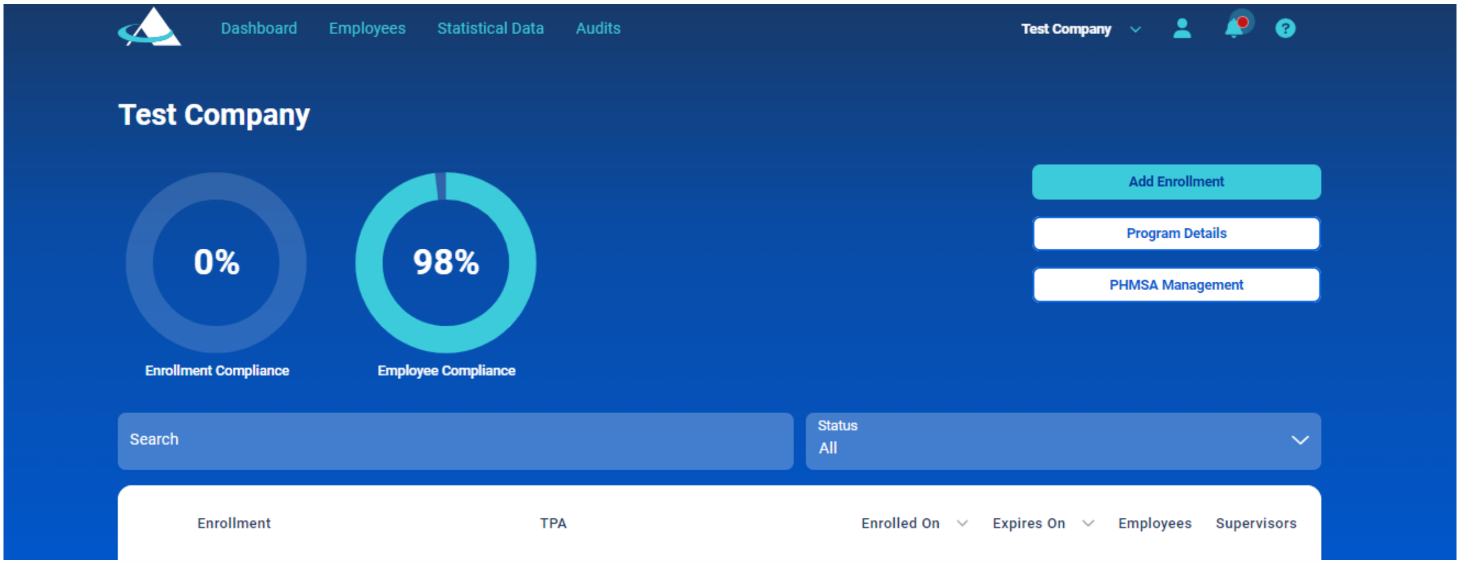
- The announcement icon will reflect a flashing red circle when there are new announcements. Once this icon is selected, announcements will display in a right collapsible window.

Chat



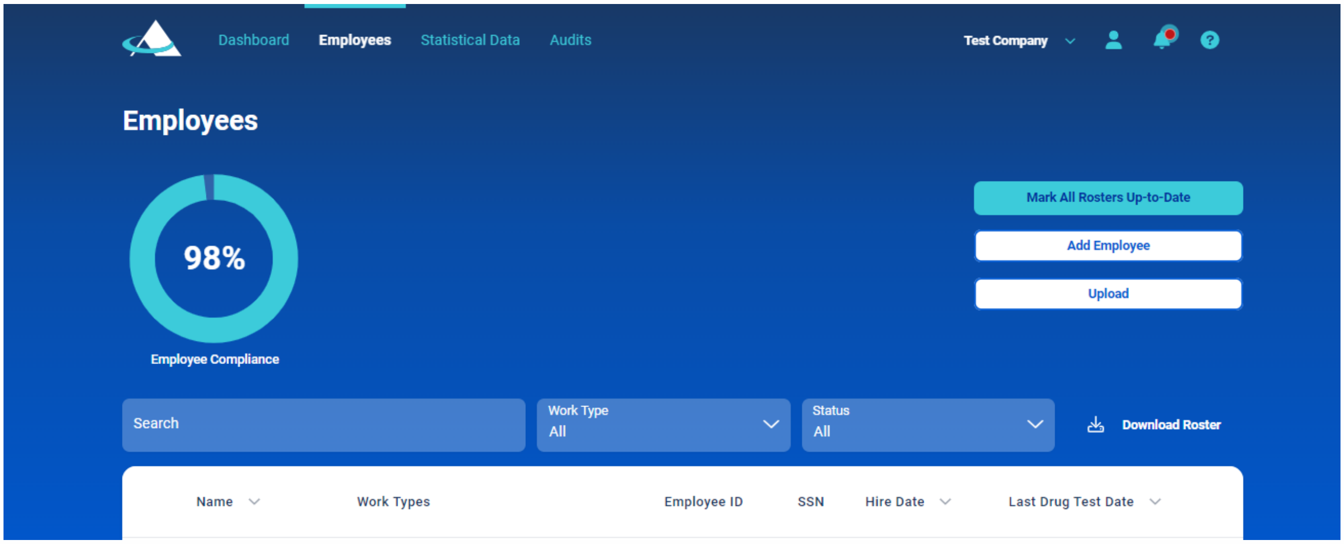
- The built-in Chat feature is a quick and convenient way to Chat with TPS Alert's Customer Excellence Team, review Frequently Asked Questions, or review articles in the How-To area.

Dashboard



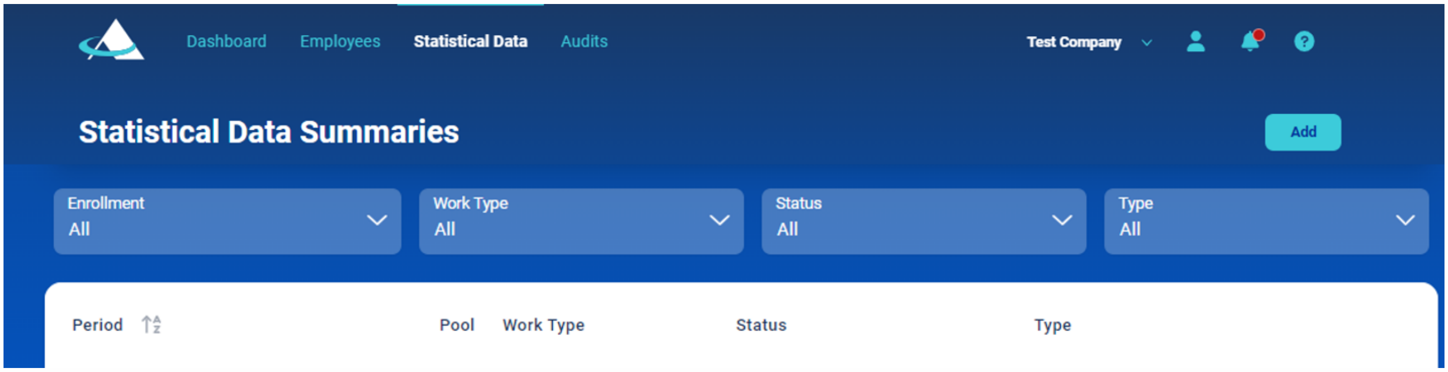
- The initial landing page, or Dashboard, of TPS Alert, contains compliance graphs, the ability to add new enrollments, and Program Details button. The PHMSA Management button will only appear if you are enrolled in PHMSA enrollment and have employees with a PHMSA work type.
- All enrollments that your company is enrolled in will display in the Enrollment Table.
- Select any Enrollment to view specific information including any compliance information, action items, company information, program details, PHMSA management (if applicable), roster and statistical data.
    - Work within these areas to update action items, manage employee rosters, TPAs and add statistical data.
        - ***Tip:*** If your TPA advises that they do not have access to your company information, make the updates in this area. You can also grant or remove access to specific areas within TPS Alert for your TPA.
        - ***Tip:*** For any action items that require a signed addendum or policies, simply select the Action Item which will take you to the required document. Either sign directly in new TPS Alert or follow the prompts to electronically sign an addendum.
        - ***Tip:*** To view rosters for specific enrollments, select the enrollment and within the overview select the Roster tab.

Employees



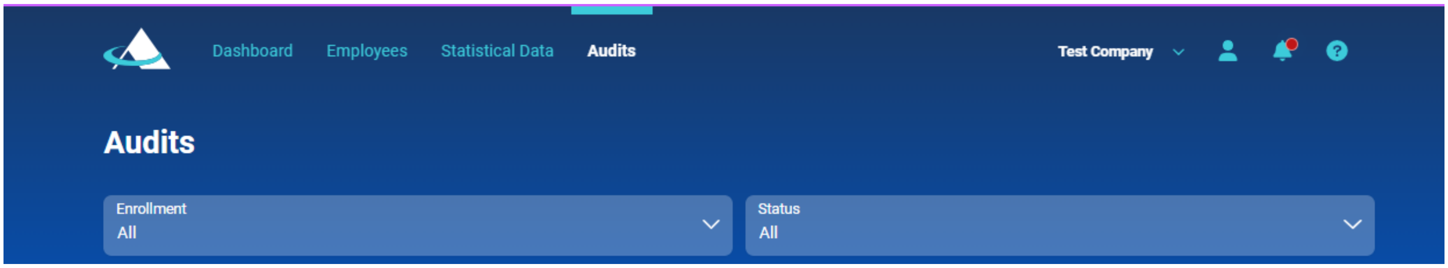
- The Employee menu item at the top of the page contains all employees including those who are not designated for drug or alcohol testing.
  - ***Tip***: If you are adding employees and the first/last name is entered incorrectly, please contact TEAM via the Chat function. To maintain data integrity, TEAM will be glad to correct this information for you.
  - ***Tip***: For additional information about adding employees individually or via our upload feature, use the available articles in our How-To area within our Chat feature.

Statistical Data



- The statistical data menu item houses the statistical data summaries for you company. For existing information, utilize the edit icon next to a summary to make updates or the view icon next to a summary to view reports. If you need to add new data, select the Add button and enter the required information for the summary and drug/alcohol outcomes.

Audits



- The Audits menu option displays Roster Audits or Statistical Data Audits.
  - Use the Contact Auditing button to send an email to our Auditing team. This will create a confirmation email with a ticket number. The Auditing team will be in contact with you to resolve any issues and/or answer any questions.
  - For Roster Audits, select the Forms (clipboard) icon to view any requested forms. Any audit that is closed as satisfactory will not allow you to upload documents.
  - For Statistical audits, select the Audit Feedback (clipboard icon) – select this icon to add and/or view explanations for the audit. Any explanations create a ticket that will be reviewed by our auditing team.