CHARM pocketSafety Guide

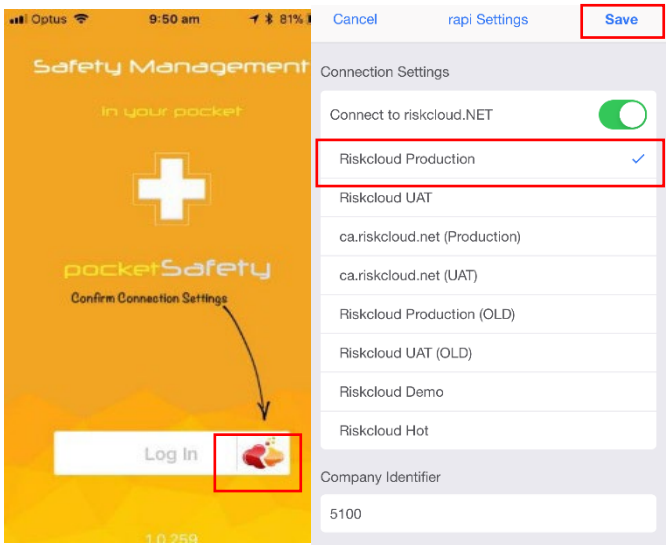
1. Introduction

This guide is for Curtin University workers and students to report Incidents, Hazards and Positive Safety Observations using the CHARM pocketSafety app.
The CHARM *pocketSafety* app is available for iPhones, iPads and Android devices on the Apple App and Google Play stores.

2. How to Login

1. Download the free *pocketSafety* app from
2. the Apple App or Google Play stores.
3. Once installed, open the *pocketSafety* app for the first time
4. Select the red and yellow cloud icon click on *Riskcloud Production* and enter **5100** in the *Access Code* section. Click Save.

***Please ensure Production is ticked and RiskWare Production (OLD) is not ticked**



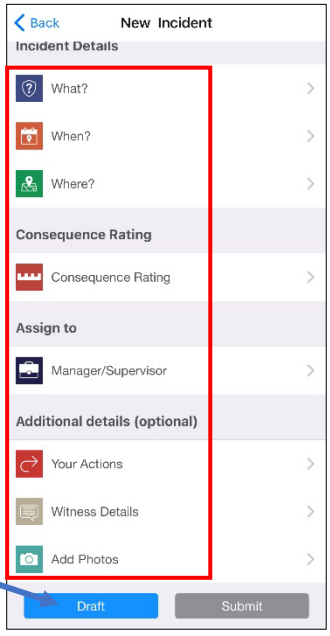
5. **Curtin Staff and Students:** Click the **Log In button** and sign in to the Curtin Portal using your Curtin credentials.
6. When you log in, the app will lock to your login credentials, so you won't need to log in again unless you log out of the app.
7. If you are sharing a device, log out of the app after use by clicking on the triple line icon on the top left hand side of the screen and select Log Out.

3. Reporting an Incident / Hazard

8. Once logged in, navigate between functions by tapping the menu icon
   Dashboard Icons:
   My Drafts - View any draft incident/hazard reports that have not yet been submitted
   My Active – View incidents/hazards you are involved in. E.g. injured person
   My Groups – View incidents/hazards on the Incident/Hazard Register depending on your level of access.

To report an Incident/Hazard

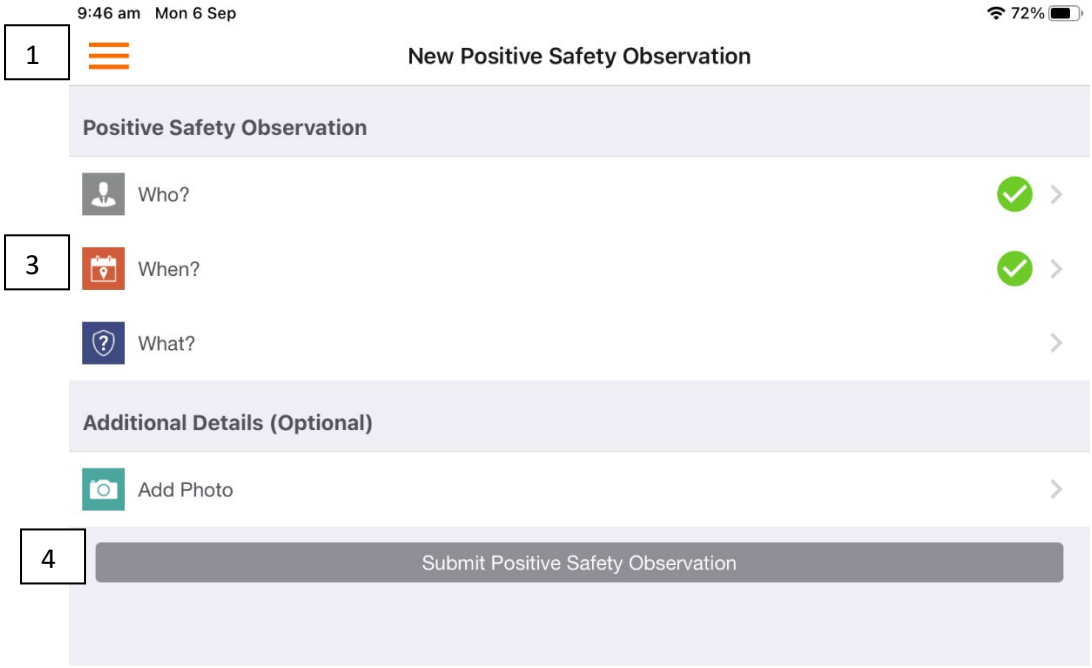
9. Click on the menu icon, *Report Incident or Hazard* and then select *Incident* or *Hazard*
10. Press each question field to and enter all Incident/Hazard details.
11. Once completed press the *Draft* button to save as a draft and press *Submit* to submit the completed Incident/Hazard form. The incident/hazard will integrate with CHARM once online.
12. Please note: Incident/hazards saved as a draft can only be accessed on the device where it was saved. If you save an Incident/Hazard as a draft, you will need to complete and submit it on the same device.



For more information on completing the Incident/Hazard form, please view the CHARM Reporting an Incident Quick Guide or CHARM Reporting a Hazard Quick Guide.

4. Reporting a Positive Safety Observation

To Report a Positive Safety Observation via the PocketSafety app

1. From the Dashboard screen, tap the menu icon on the top left hand side of the app
2. Select *Positive Safety Observation*
3. Press each question field and enter the relevant details *"Who? When? What?"*
4. Once completed, press the *Submit Positive Safety Observation* button to submit the Positive Safety Observation. The Positive Safety Observation will integrate with CHARM and can be viewed online.
5. To access CHARM online, **Staff:** log in to the Staff Portal, click the CHARM icon located on the application wheel. **Students:** access CHARM by logging in to OASIS click on the "My Campus" tab and click on the CHARM icon.
6. Once logged in to CHARM, click on the **Positive Safety Observation** icon from your CHARM dashboard.

For more information on reporting Positive Safety Observations refer to the CHARM Positive Safety Observation Guide