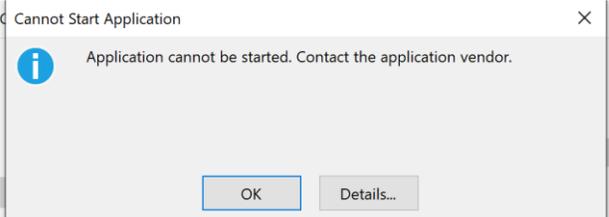
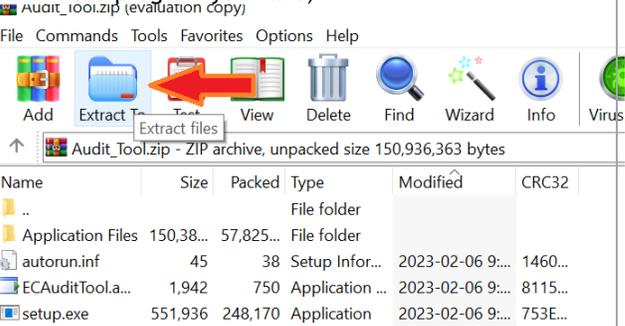
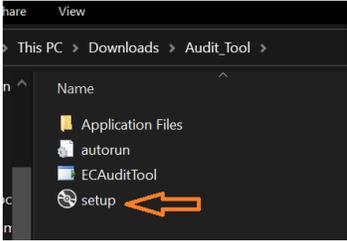
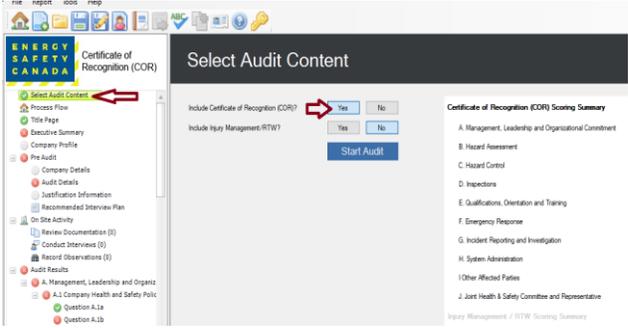
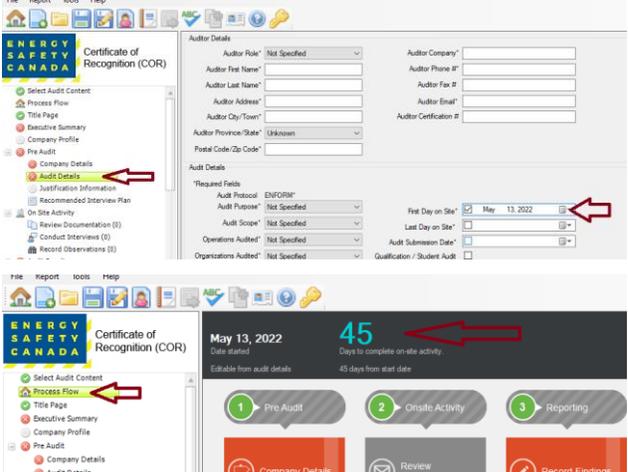
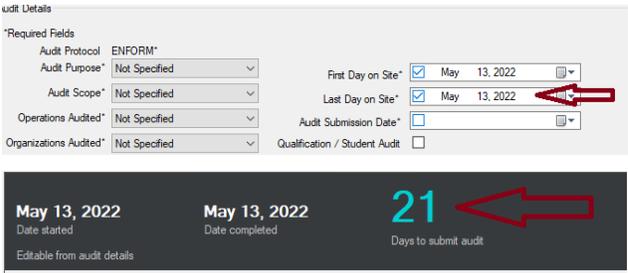


Revised: March 1, 2023

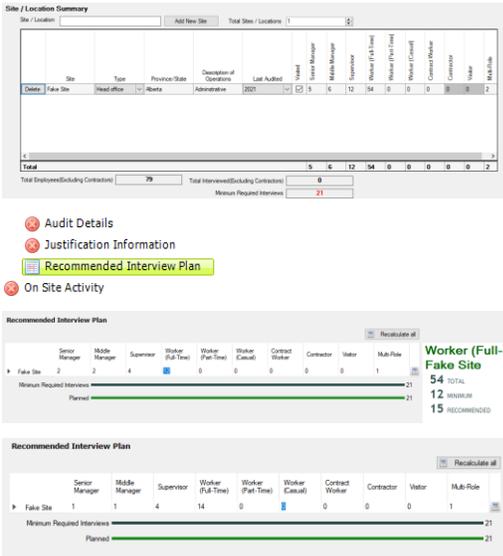
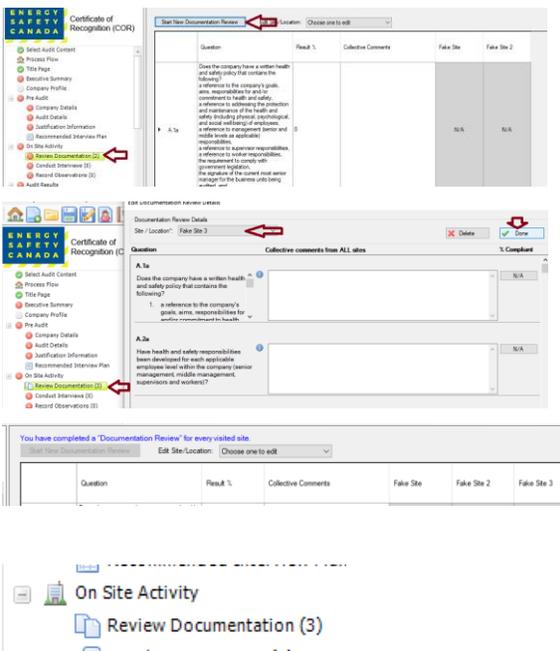
Issue	Description	Fix
	<p>The eCompliance Audit Tool has the following system requirements:</p> <p><b>eCompliance no longer provides customer support to auditors.</b></p> <p>Please call 1-800-667-5557 Ex. 3 to reach the COR department for support, or send an email to <a href="mailto:CORinfo@energysafetycanada.com">CORinfo@energysafetycanada.com</a></p>	<ul style="list-style-type: none"> <li>• Microsoft Windows 7 (SP1), Windows 8.1, Windows 10 or 11.</li> <li>• .NET Framework 4.7.1 and Windows Installer 3.1</li> <li>• 1 GHz or faster processor</li> <li>• 1 GB memory (or more recommended)100 MB Hard Disk Free (or more recommended)</li> <li>• 1024 x 768 monitor resolution (or higher recommended)</li> <li>• 96 DPI or Windows default settings (100% only)</li> <li>• Internet Access for installation and software updates</li> </ul>
01	<p>Application Download Error</p> <p>You have downloaded the file from the Auditor Portal, opened the downloaded Zip Folder Audit_Tool and selected “setup” but the Audit Tool will not install.</p> <p>You need to ensure you are trying to click the setup from an unzipped folder.</p>	 <ul style="list-style-type: none"> <li>• In your downloads folder you should see a zipped Audit _Tool folder.</li> <li>• You will need to Extract the files (depending on the program you have)</li> </ul>  <ul style="list-style-type: none"> <li>• Then an unzipped Audit_Tool folder will appear in your downloads</li> <li>• Double click to open the folder</li> <li>• Double click on the setup file to install the eC Audit Tool</li> </ul> 
02	<p>Windows Defender Message</p> <p>When trying to install the eCompliance Audit Tool, you get a popup Windows Defender Error telling you to not Run the install.</p>	<p>Click on “See More” to bypass and then select “Run anyways”. This message may pop up twice before the tool will allow you to install.</p>

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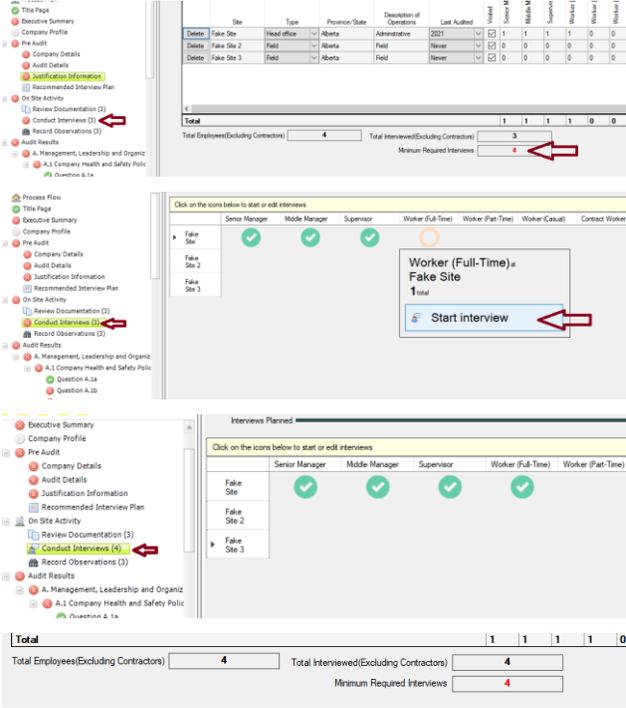
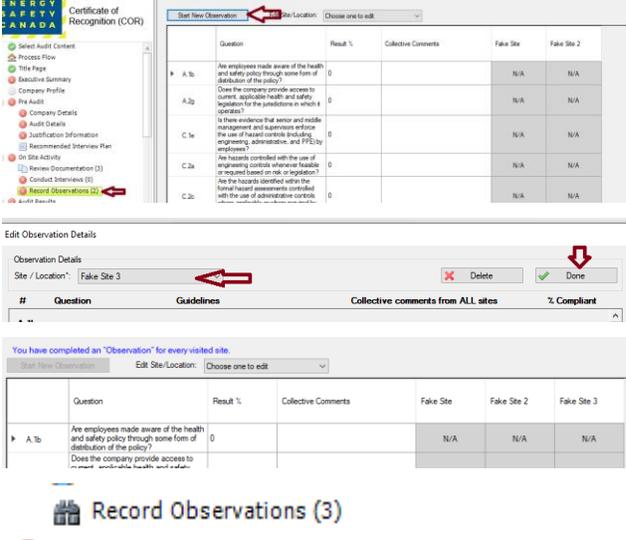
Revised: March 1, 2023

Issue	Description	Fix
03	<p>Auditor cannot see audit questions</p> <p>The auditor has not selected “YES” to include Certificate of Recognition (COR) because they are conducting a baseline, maintenance or qualification audit and do not think that requires COR.</p> <p>If the auditor did not select “YES” prior to starting the report, the audit results section will appear blank (no questions).</p>	<p>Go back to the Select Audit Content option on the left-hand side within the audit tool and select YES to include COR.</p> 
04	<p>Audit Timeframe Counter not appearing/ is incorrect</p> <p>The auditor is not sure how many days they have left either for on-site collection or audit report writing.</p>	<p>Under Audit Details, enter the first day on-site. This will open the first 45-day window.</p>  <p>Once the last day on-site is entered, then the 21-day window will show.</p>  <p>Note: If a submission date is entered, no countdown will show. Remove the submission date if not ready to submit.</p>

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<p>05</p>	<p>Recommended interview plan is showing more interviews needed than required</p>	<p>The recommended interview plan shows more interviews than required.</p>	<p>Send in a sampling plan or use the Criteria for Determining a Representative Interview Sample to select the appropriate number of interviews. The Recommended Interview Plan within the Audit Tool is not mandatory but can be manually revised to match your own Audit Plan.</p> 
<p>06</p>	<p>Documentation is showing red</p>	<p>The auditor did not start a new documentation review for each site visited.</p>	<p>Go to Review Documentation and start a new document review for each site until the note appears “You have completed a ‘Document Review’ for every site visited.”</p> 

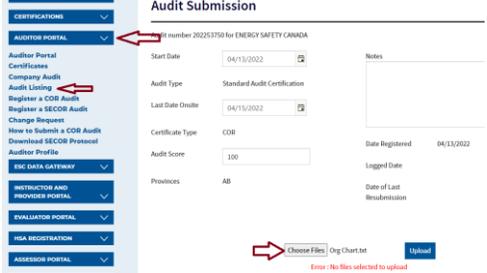
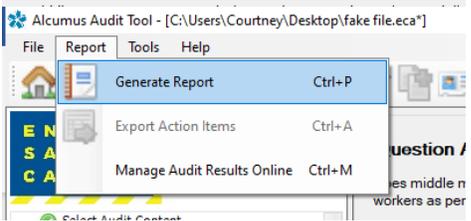
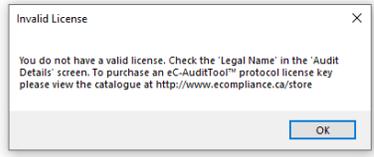
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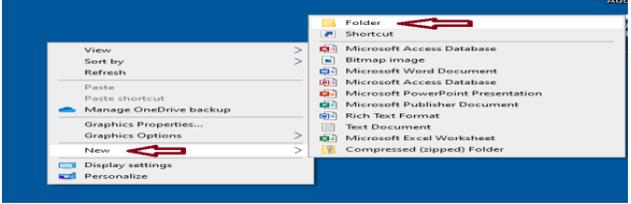
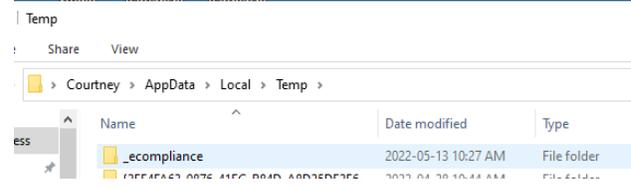
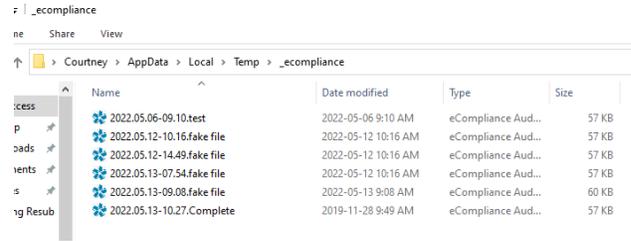
<p>07</p>	<p>Interviews are showing red</p>	<p>The auditor has not conducted the minimum interviews required.</p>	<p>Conduct more interviews. NOTE: If part of a team audit, this will not turn green on the team report. It will turn green when the lead auditor merges the report with their own.</p>  <p>The screenshot shows the 'Conduct Interviews' section in red. A summary table at the bottom indicates: Total Employees (Excluding Contractors) = 4, Total Interviewed (Excluding Contractors) = 3, and Minimum Required Interviews = 4. A second screenshot shows a 'Worker (Full-Time)' pop-up with a 'Start interview' button.</p>
<p>08</p>	<p>Observations are showing red</p>	<p>The auditor did not start a new observation for each site visited.</p>	<p>Go to Record Observations and start a new observation for each site until the note appears “You have completed an ‘Observation’ for every site visited.”</p>  <p>The screenshot shows the 'Record Observations' section in red. A table of observation questions is visible, with columns for Question, Result %, Collective Comments, Fake Site, Fake Site 2, and Fake Site 3. A 'Start New Observation' button is highlighted. A second screenshot shows 'Edit Observation Details' with a 'Done' button highlighted.</p>

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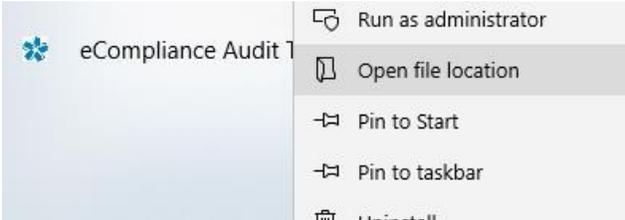
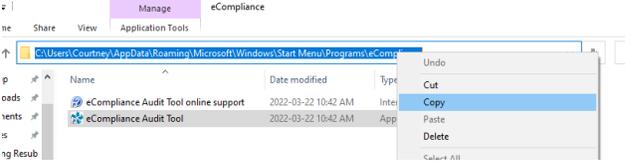
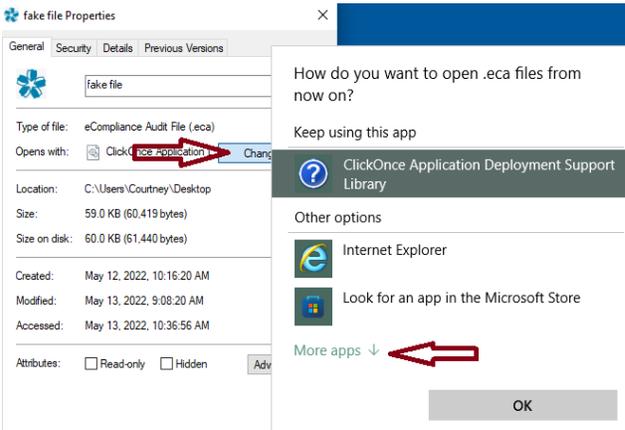
09	Element B - Topic 1 is showing red	Scoring Dependency Rule has been broken.	
10	Score is showing as 0% when auditor has left the score as N/A – wants to apply N/A	The auditor did not check off the appropriate N/A box to apply N/A to the question or specific validation method within the Audit Results section.	<p>In the Audit results section/area, click on the respective questions and apply N/A to the specific validation method where applicable.</p>

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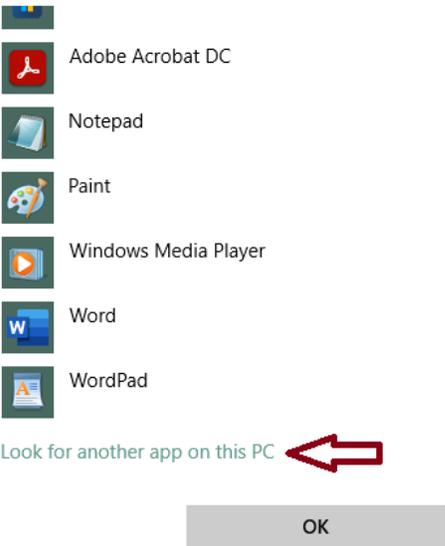
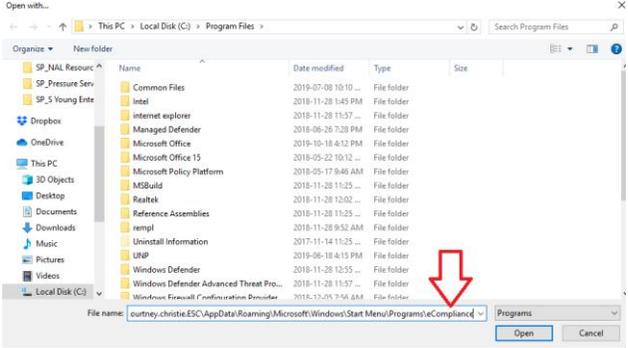
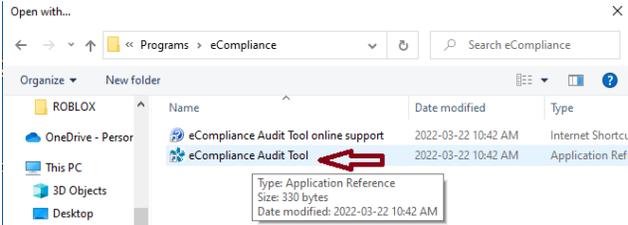
11	Cannot attach pre-audit letter, org chart, etc.	<p>The auditor wants to add an attachment to the report.</p> <p>The audit software does not support this.</p>	<p>Send the attachments separately or generate the report first and then use an application, such as PDF995, to append the attachments into the PDF file.</p> <p><u><a href="#">Auditor Portal once logged into EnergySafetyCanada.com</a></u></p> 
12	Unable to Generate the report and save to PDF	<p>Auditor has completed the audit file and does not know how to generate a report.</p> <p><u>OR</u></p> <p>The report will not generate because the license key is missing (may have forgotten to add or switched computers).</p>	<p>Go to Report &gt; Generate Report, or press CTRL + P</p>  <p>This will bring up a preview of the report. Click Export to PDF (top middle of screen) and save a copy of the report to submit through the auditor portal.</p>  <p>If this error appears:</p>  <p>Go into the email received from Alcumus/eCompliance to retrieve license key and paste into the tool. If you cannot find that email, send an email to <a href="mailto:CORinfo@EnergySafetyCanada.com">CORinfo@EnergySafetyCanada.com</a> and we will provide the licence key.</p>

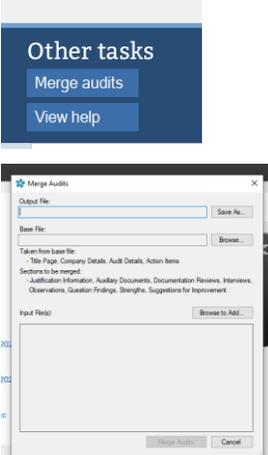
13	<p>Audit file has disappeared</p>	<p>The original file location was deleted or moved.</p> <p>eCompliance update has caused your system to flag the audit files as malware and has hidden the files.</p>	<ol style="list-style-type: none"> <li>1. Open your Local Disk (C:) Drive</li> <li>2. Select Users folder</li> <li>3. Select your user folder</li> </ol>  <ol style="list-style-type: none"> <li>5. Then select View and check off Hidden Items</li> <li>6. Select AppData Folder</li> <li>7. Select Local Folder</li> <li>8. Select Temp folder</li> <li>9. In the Temp files folder, you should see an _ecompliance folder</li> </ol>  <ol style="list-style-type: none"> <li>10. When you click on it, you will see audit file backups.</li> </ol>  <ol style="list-style-type: none"> <li>11. For your file, find the last backup (dates are listed).</li> <li>12. Copy that backup to your desktop and then open it using the Audit Tool.</li> </ol>
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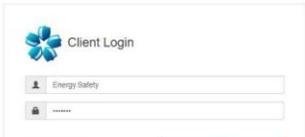
<p>14</p>	<p>Software updated and now audit files are showing as Internet Explorer files</p>	<p>eCompliance tool does not recognize the saved files.</p>	 <p>OR</p>  <p>Find the file location of the eCompliance Program.</p> <p>Click the windows icon and find eCompliance in your list of Programs.</p> <p>Click Open file location.</p>  <p>Copy the file location from the address bar.</p>  <p>Right click on your audit file and select either “opens with” or “properties”.</p> 
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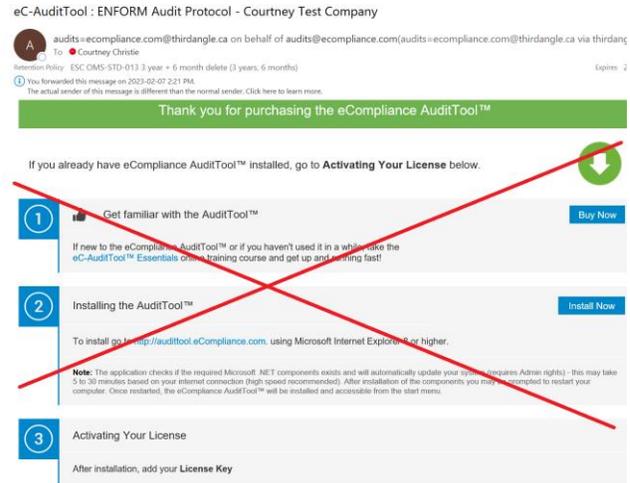
			<p>How do you want to open .eca files from now on?</p>  <p>Look for another app on this PC</p> <p>OK</p> <p>Paste the eCompliance file path here, and select open.</p>  <p>Select the eCompliance Audit Tool, then "Open".</p> 
15	License key is invalid/error when trying to add Legal Company Name	The entire key is not being pasted, OR The license key has expired or is incomplete or corrupt.	<p>Find the email from Alcumus/eCompliance with the license key and re-add to the audit file. NOTE: Ensure the entire key is pasted.</p> <p>Or call ESC at 1-800-667-5557 to get a copy of the license key. Sometimes we may have to reissue the key.</p>

16	Report has blank pages	The auditor has inadvertently pressed the spacebar or enter key which has resulted in blank pages.	Find the last note before the blank pages appear. Find that note in the eCompliance Tool – there is a scroll bar next to the auditor notes (results). Highlight the note and press Ctrl C. Then highlight the note and continue scrolling. Once the highlight is down to the end of the scroll, press delete or backspace. Once the scroll is gone, you can re-paste your note by pressing Ctrl + V.
17	Note was deleted accidentally	Auditor was trying to edit some notes or has accidentally overwritten notes.	If you have not moved to a new text window, you can press Ctrl + Z to undo.  If you have moved to a new text window, you will be unable to undo what was deleted.
18	Unsure how to Merge Audits	You are the Lead Auditor for a Team Audit and must now merge the reports together.	<p>Ensure all the audit files are saved to a common spot on your computer. Open the eCompliance Audit Tool from your Programs and click the Merge Audit button.</p>  <p><b>Output File:</b> Click Save As and enter a name for the combined report (must be different than the Base and Input File(s)).</p> <p><b>Base File:</b> Click Browse and find the lead auditor’s file.</p> <p><b>Input File(s):</b> Click Browse to Add - find the team auditor files.</p> <p>Click Merge Files.</p>
19	There is no N/A scoring option on questions G.3a/d	<p>If the Company being audited is strictly Administrative in nature and has not incident investigation in the past 12 months, most questions have the option to apply N/A to the score. G.3a and G.3d are missing the N/A checkboxes.</p> <p>*COR Audit Guidelines will be updated to indicate to score 100% rather than N/A</p>	If this situation applies, please award 100% and justify that 100% is being awarded as this question does not apply to the company - and indicate the reasons as to why it does not apply.

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<p>20</p>	<p>Links in Communication regarding downloading the new audit tool</p>	<p>For anyone who has opened an old version of the “READ FIRST” download guideline, your computer may have the old version cached and will not load the updated version when you click on the links within the Communication.</p>	<p>Press F5 when you open the link to refresh your browser to ensure the most current version is loaded.</p> <p style="text-align: center;"><b>ACTION REQUIRED!</b> <b>DOWNLOAD OF REVISED 2023 COR AUDIT SOFTWARE TOOL</b></p> <p><b>Date:</b> February 15, 2023 <b>Issue:</b> 2023-015</p> <p>Some errors were identified in the original release of the eCompliance 2023 COR Audit Software. Now that they have been fixed, Energy Safety Canada requires all auditors to download the updated version.</p> <p>Check your Software Version!</p> <p>You may already be running the most recent version. To check, open the eCompliance audit tool on your computer and look for the version number on the bottom right of your screen. The latest version is: Alcumus Audit Tool 2023.2.6.39182.</p> <p>Please see below for information about downloading the latest version:</p> <ol style="list-style-type: none"> <li>1. Uninstall and reinstall</li> </ol> <p><b>For audits in progress</b> - Save the audit (.eca) file to your local drive, then uninstall the eCompliance Audit Software from your computer. Follow these instructions to reinstall: <a href="#">eCompliance Audit Tool Download Guideline</a>.</p> <p><b>If no audits are in progress</b> - Follow the uninstall and reinstall instructions: <a href="#">eCompliance Audit Tool Download Guideline</a>.</p> <p><b>Should look like this:</b></p> <p style="text-align: center;"><b>2023 eCompliance Audit Tool Download Guideline</b></p> <p>All 2023 audits must be conducted on the 2023 eCompliance audit tool. This document provides instructions on the download process as it has changed.</p> <p><b>Initial Step – Old Version Removal</b></p> <p><b>*Important</b> - It is a requirement that you uninstall all previous versions of the eCompliance audit tool, then restart your computer prior to attempting the install of the 2023 version of the tool.</p> <p><b>Access Link to Tool</b></p> <ol style="list-style-type: none"> <li>1. Navigate to the ESC Website and log in to your account.</li> <li>2. Once Logged in, Click on My Account then Auditor Portal</li> <li>3. From the main Auditor Portal webpage scroll down to the Conducting the Audit section and click on Download the 2023 COR Audit Protocol.</li> </ol>  <p style="text-align: center;"><small>Figure 1 - Auditor Portal on ESC website</small></p> <p><b>Not this:</b></p> <p style="text-align: center;"><b>2023 eCompliance Audit Tool Download Guideline</b></p> <p>All 2023 audits must be conducted on the 2023 eCompliance audit tool. This document provides instructions on the download process as it has changed.</p> <p><b>Initial Step – Old Version Removal</b></p> <p><b>*Important</b> - It is a requirement that you uninstall all previous versions of the eCompliance audit tool, then restart your computer prior to attempting the install of the 2023 version of the tool.</p> <p><b>Access Link to Tool</b></p> <ol style="list-style-type: none"> <li>1. Navigate to the ESC Website and log in to your account</li> <li>2. Once Logged in, Click on My Account then Auditor Portal</li> <li>3. From the main Auditor Portal webpage scroll down to the Conducting the Audit section and click on the Download Audit Tool item.</li> <li>4. This will bring you to an Alcumus login page. Enter the following username and password:</li> </ol> <p>User: Energy.Safety Password: kGmv2oi</p> 
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21	License Key email	The email with your license key from eCompliance prompts auditors to download the 2018 version of the Audit Tool	<p>Do not follow Steps 1 and 2</p>  <p>The screenshot shows an email from 'eC-AuditTool : ENFORM Audit Protocol - Courtney Test Company' to 'Courtney Christie'. It contains a 'Thank you for purchasing the eCompliance AuditTool™' message and three numbered steps: 1. Get familiar with the AuditTool™, 2. Installing the AuditTool™, and 3. Activating Your License. A large red 'X' is drawn over the first two steps, indicating they should not be followed. A green download arrow icon is visible in the top right of the email content area.</p> <p>Just use the email to copy and paste your license key into the tool you have already downloaded off the Auditor Portal. Audits conducted on the 2018 Protocol are subject to rejection.</p>
22	Issue not listed above	eCompliance has a help section on their website.	<p>Visit <a href="https://support.ecompliance.com/hc/en-us/categories/201778188-eC-Audit-Tool-Help-">https://support.ecompliance.com/hc/en-us/categories/201778188-eC-Audit-Tool-Help-</a></p> <p>If unable to resolve the issue, please contact <a href="mailto:CORinfo@EnergySafetyCanada.com">CORinfo@EnergySafetyCanada.com</a></p>