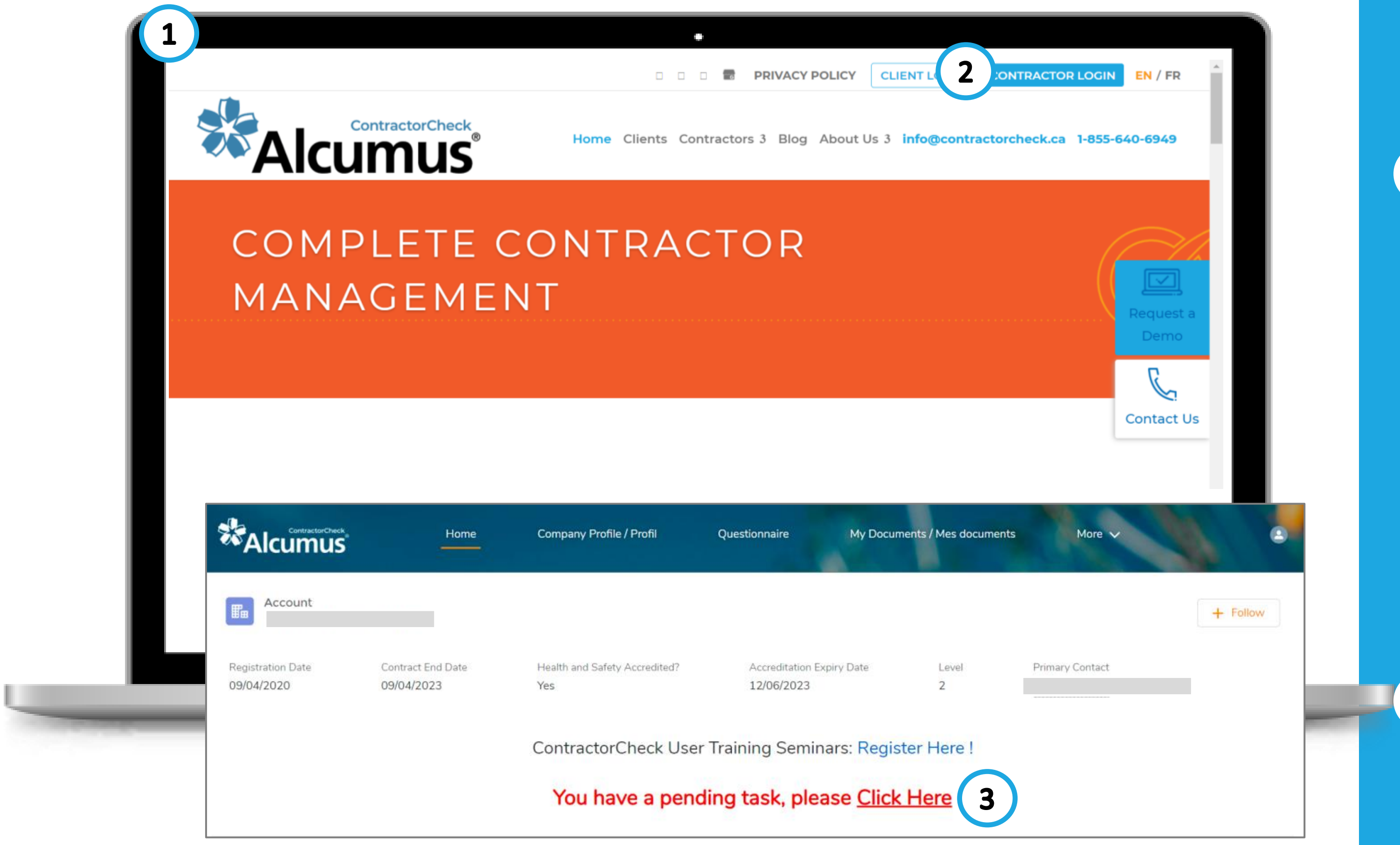
HOW TO RESPOND TO A FEEDBACK REQUEST?

QUICK REFERENCE GUIDE

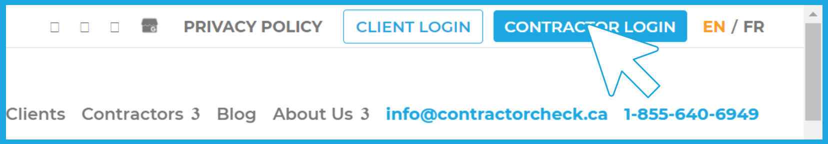
How to respond to feedback?



Log into the ContractorCheck portal & navigate to pending tasks

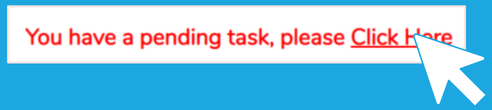
1. Using a supported browser, navigate to Contractorcheck.ca

2. **Select the Contractor Login** from the top right of the screen.



Enter your **email** and **password** and select **Log in**.

3. If you have a pending task(s) you'll be presented with the message below. Select, **Click Here**



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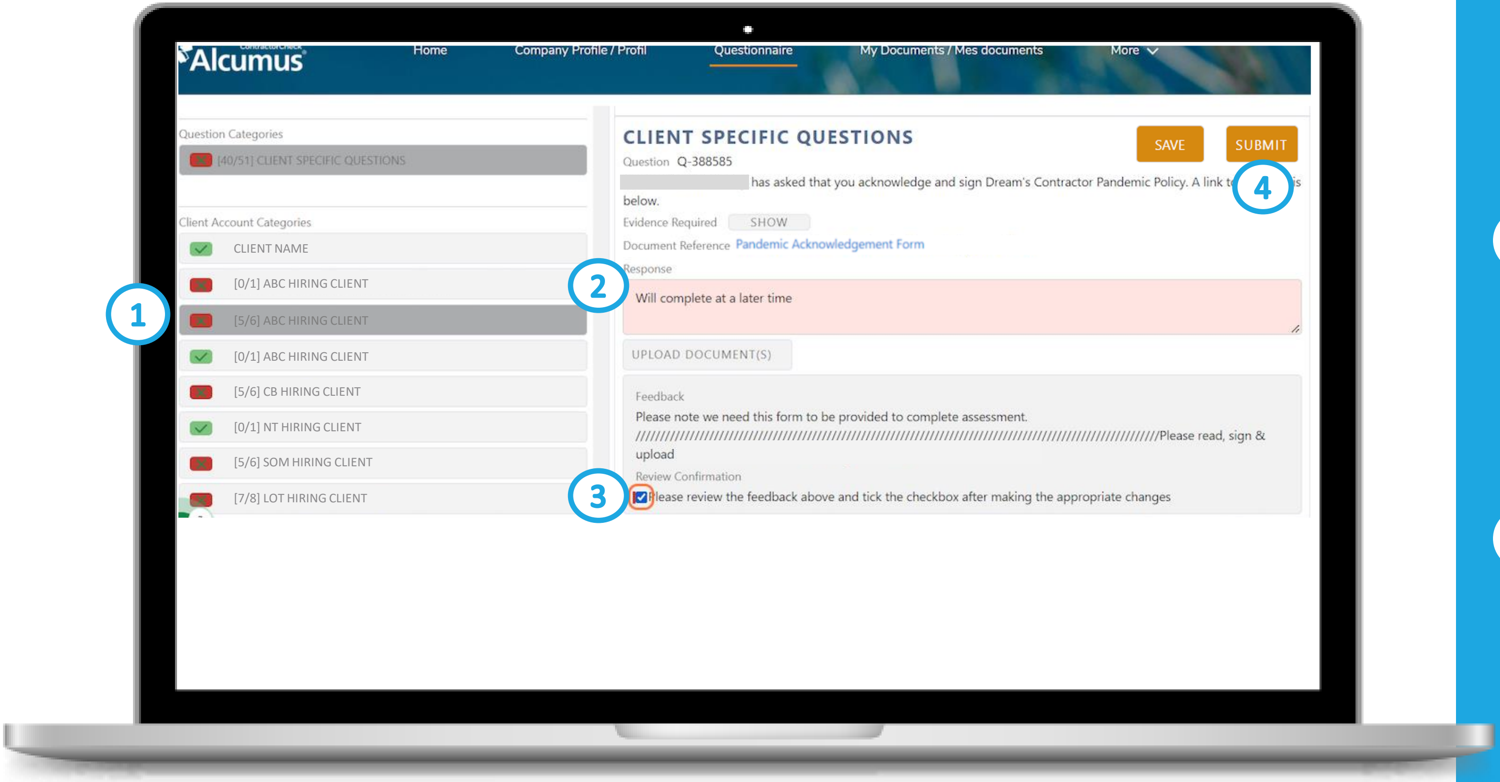
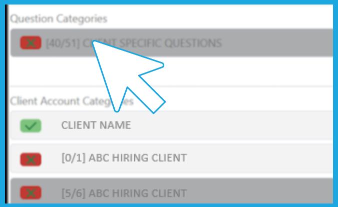
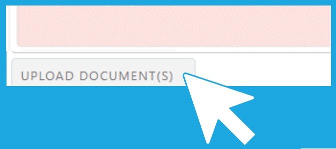


Responding to feedback

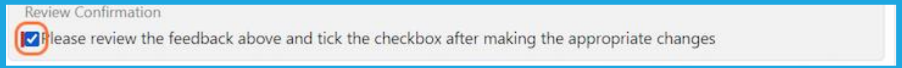
1. **Select the question** from the side tab, each icon indicates questions requiring a response and/or additional documentation.



2. Respond to the question in the response section highlighted in **RED** and **Select "Upload Document(s)"** button.

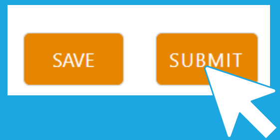


3. Check the blue box to acknowledge you've reviewed the feedback and made the appropriate changes.



Note: You may need to scroll down the page to see the checkbox. If you have a few items to provide feedback on, you'll need to check the box to acknowledge you've reviewed each area of feedback.

4. Once you've responded to the question(s) and uploaded required documents a submit button will appear. Select the **Submit button** from the **top right of the form**.



You will be asked "**Are you sure you want to submit?**", select **Yes**.

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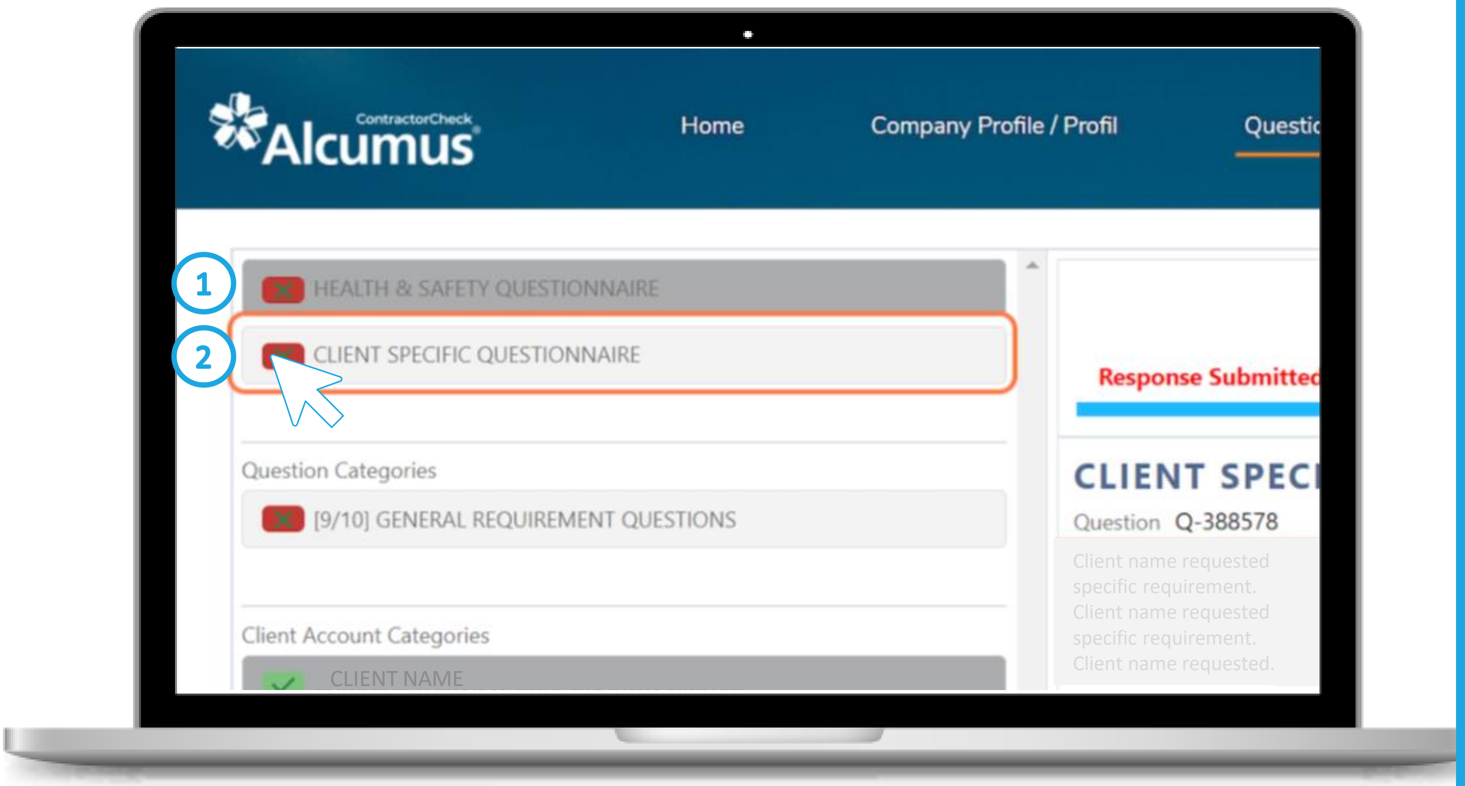


Understanding & Navigating **Questionnaire Types**

1

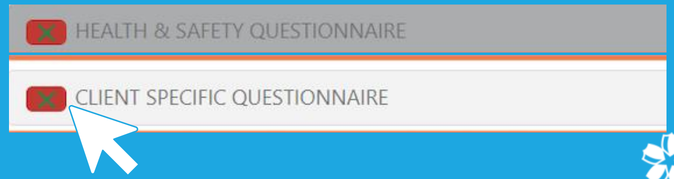
The **Health & Safety questionnaire** is generic in nature and generated based on number of employees, work activities and province(s) you've selected in your profile setup. If you have received feedback on both general requirements and work activity questions, then you will have to respond to both the parts to submit the questionnaire.

2

Client specific questionnaires is applicable for any questions that your client has asked you to complete. If you work with multiple client, you may see multiple client questionnaires listed. If you have multiple areas of feedback, you will need to action all before submitting the assessment for the client.

NAVIGATING TO QUESTIONNAIRES REQUIRING RESPONSES

Select the question from the side tab, each icon indicates questions requiring a response and/or additional documentation.



Still stuck? Need more help?

We’re **here to help.**

To contact support during our normal business hours, please go to
https://support.ecompliance.com/hc/en-us/requests/new
or call 1-800-686-1915, option 2