

## Reporting tool user guide

Reporting tool is available online: <https://www.insta-500.com/>

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### Foreword

More detailed information about reporting accidents and dangerous incidents can be found from INSTA standard 500-1. Use of this reporting tool is based to the content of that standard and the idea is to have common database open for anyone for gathering valuable information for the authorities and industry to upgrade the safety level of lifts and escalators.

The system supports all browsers and it can be used by smartphones or tablets (Pads). The size limitation of the attached files is 25 MB.

### Creating new users

To register a new user, select **“Register”** in the top menu or **“Register as a new user”** on the log in form.



### Log in

Email

Password

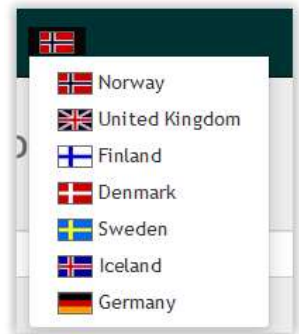
☐ Remember me?

Log in

Register as a new user

Forgot your password?

Be sure that you have the right country (flag) selected. The system uses ip location to select the right country. If the system, for some reason, select wrong country you must change it by choosing correct country (flag).



Then you can start to create a new user.

### Create a new account

Email

Password

Confirm password

Organization number

Name

Phone number

Country

Role

Guest

Post/Zip code

Post/Zip name

Address

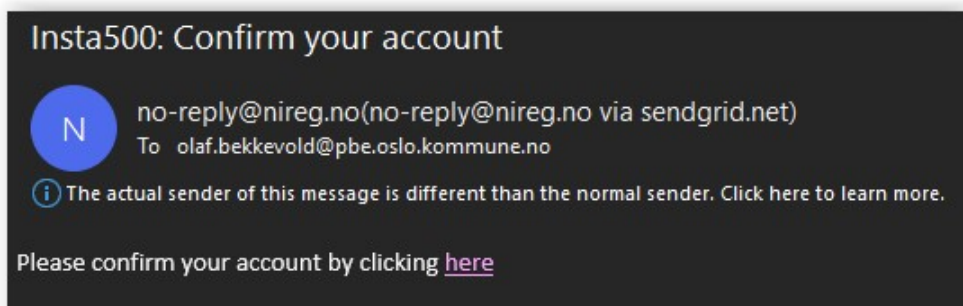
Register

Tick the box ***“Register as a new user”***


1. A new form will appear ***“Create a new account”***.
2. Fill in your e-mail address, create a password and confirm the password. The password must contain letters, digits and symbols.
3. Organization number; fill in the number of the organization you represent, eg.VAT number.
4. Name: fill in name for the company or organization you represent.
5. Fill in telephone number.
6. Role: select your role between guest, inspector, owner or supplier. Supplier means the lift or maintain company.
7. Post/Zip code of the organization or company adress is required.
8. Post/Zip name of the city/town or county of the organization or company is required.
9. Address of the organization or company is required.
10. Tick the box ***“Register”***.

After registration you will get an email where you must validate your email-address.

This email will look like this:

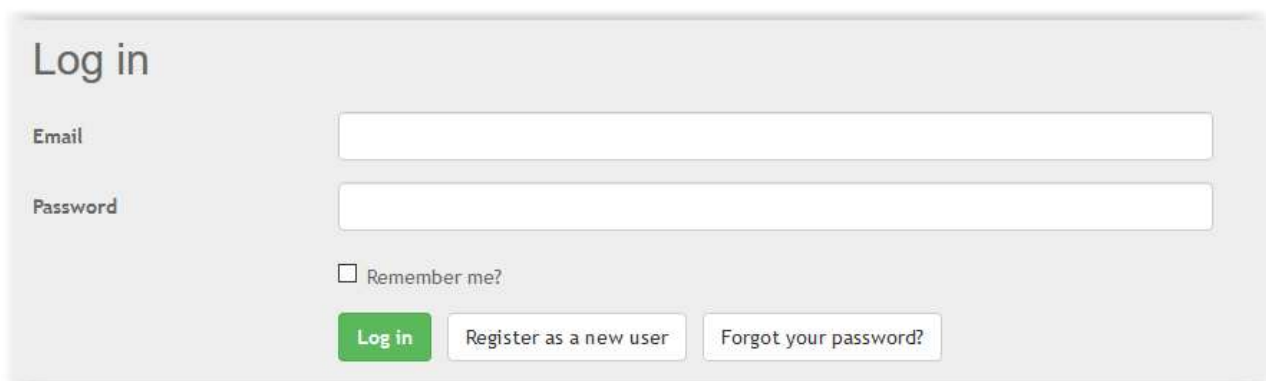


Then you confirm the account by clicking “*here*”. This page will appear:



The image shows a web page for INSTA500. At the top is the INSTA500 logo. Below it is a dark green navigation bar with links: Guest, Guest, Register, Log in, and a Danish flag. The main heading is 'Confirm email'. Below the heading is a message: 'Thank you for confirming your email. If you have a valid account, please [click here to log in.](#)'

You will now get access to the INSTA- 500 accident register and can log in as normal on the login page.

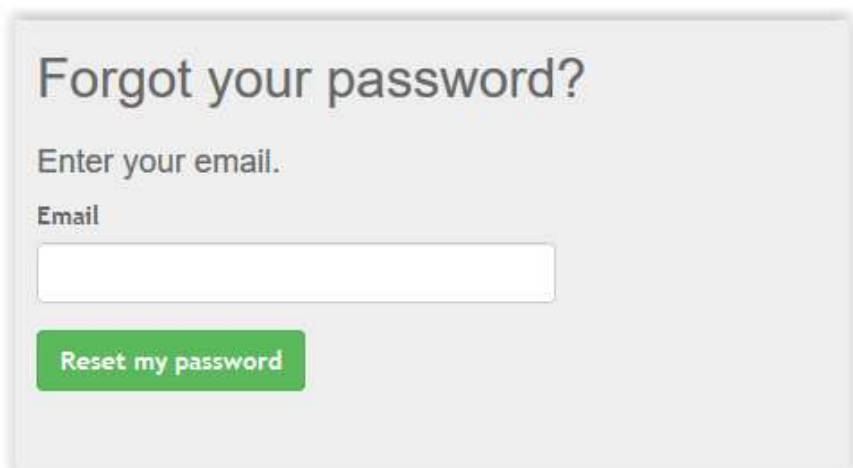


The image shows a login page with the heading 'Log in'. It has two input fields: 'Email' and 'Password'. Below the 'Password' field is a checkbox labeled 'Remember me?'. At the bottom are three buttons: 'Log in' (green), 'Register as a new user' (white), and 'Forgot your password?' (white).

## Getting new password

If you have forgotten your password, select “**Log in**” from the top of the page and click “**Forgot your password**” button (picture above) and provide your email (picture on the right side).

After clicking “**Reset my password**” button, you will get an email to reset your password and a link for creating the new password.



The image shows a page titled 'Forgot your password?'. It has a heading 'Enter your email.' and an input field labeled 'Email'. Below the input field is a green button labeled 'Reset my password'.

## Logging in

Click “**login**” and write your e-mail and password.

## Choosing country

Click the flag and select country. Only one country can be dealt at a time. This applies to all searches and data export.

## Reporting new accident



1. Click “**New accident**” on the top right corner of the page.
2. Following screen should appear and you can start registering new accident.

Register new accident

Type:  Device number:  Date of accident:

3. Select type of equipment (**Lift** or **Escalator**). After selecting the type of equipment, you will get more checkboxes visible according to your selection of equipment type.

Register new accident

Type:  Device number:  Date of accident:  Location:

Type of lift:  Accident:  Functions performed:  Cause of accident:

Primary lift part:  Type of injury:  Severity of injury:  Materials/animals involved:

EN 81-80 classification:  Year of installation:  Attach files:  Ei valittua tiedostoa

Persons involved:

4. Depending on whether you have selected **Lift** or **Escalator** as a type of equipment, you need to select or write following information about the accident:  
For every issue you can select “**other type/incident/causes**” or “**not known**” if you do not have that required option/information available.

- **Device number:** Device number can be according to national lift register, manufacturing number or other identification number of equipment in question. Note that this is a mandatory field, so if device number is not known that should be identified e.g. as “**not known**” or other similar way.

- **Date of accident:** select the date of accident

## Lift

- **Type of lift:** select type of lift from available values

## Escalator

- **Type of machinery:** select type of machinery from available values

- **Accident:** select type of accident from available values
- **Functions performed:** select the type of function which occurred before the accident or what was the intended use
- **Cause of accident:** select cause of accident from list

## Lift

- **Primary lift part:** select lift part which was involved in the accident

## Escalator

- **Primary machine part:** select machine part which was involved in the accident

- **Type of injury:** select type of injury from list, if more than one injury → select the most severe one
- **Severity of injury:** select severity of injury from list, if more than one injury → select the most severe one
- **Materials/animals involved:** select correct option

## Lift

- **EN 81-80 classification:** if relevant EN 81-80 clause number is known write it here

## Escalator

- **EN 115-2 classification:** if relevant EN 115-2 clause number is known write it here

- **Year of installation:** if known, specify the original year of installation of the equipment.
- **Attach files:** Additional information about the accident should be written into other document which can be attached to the accident report (e.g. text with pictures, pdf-report, etc.). This is visible only to registered users. It is very informative to attach detailed report of the accident describing what have happened and why, since additional report gives more accurate information about the root causes of the accident. All the selections above create useful statistics about accidents and dangerous events with lifts and escalators.
- **Persons involved:** select number of persons involved in the accident
- By pushing “**Add property and building information**” button, you can give more accurate information about the property and building. These are not mandatory fields.

Add property and building information

Property information:

/

Building:

Set property information first

Address:

Postal code:

City:

Municipality:

County:

5. Push “**Save**” button to save the accident report to the database

## Search for accidents

- **All accidents** button lists all reported accidents in selected country. You cannot sort this list. If you want to select only a certain type, then you need to export the list. See Export further down.
- **Statistics** button gives you three choices in a dropdown box. The choices only show data for the selected country:
  - total number of accidents in the selected country.
  - total number of accidents per year in the selected country. You select the year in a dropdown box.
  - total number of accidents per chosen timeline in the selected country. You select the timeline in two fields, first is the start date and second is the end date. Both fields need to be filled in.
- **Export** button exports all accidents per chosen timeline in the selected country in Microsoft Excel format. You select the timeline in two fields, first is the start date and second is the end date. Both fields need to be filled in.

