**Alert Enterprise FAQ’S**

**Q:** How can I differentiate between contractor managers with the same name?

**A:** *You would have to search using the first and last name.*

**Q:** How do I add additional access for an employee/contractor?

**A:** *Submit a Request for Location Access via Alert Enterprise. Be sure to select “others”, type employee/contractor name on the line that states “Search Identity or User”, chose facility, click add button located on the lower left of your screen. The next screen will provide you with the specific areas of the facility that require an access control badge. Select the required areas and submit.*

**Q:** Who do I do contact if I receive an error message when attempting to access the Alert Enterprise website?

**A:** *You would need to contact the Global Service Desk*

**Q:** How do I add new areas of a facility that now have access control?

**A:** *You would* need to request access to that facility through your dashboard or *supervisor.*

**Q:** Where can I find what access is already assigned to a cardholder?

**A:** *This can be found within the cardholder’s profile. Entity Store -> Cardholders-> Search card holder name using filters -> Double click to open profile -> Accesses*

**Q:** Can I use my badge that was issued in Canada to access US facilities or vice versa if I travel?

**A:** *Yes, prior to travelling, submit a Request for Location Access via Alert Enterprise. The request will be routed for approvals. A chip number will be assigned to you that can be attached to your existing badge. If you are in Canada and would like to pick this up locally, include Regina in your access request and it will be routed to Regina for completion. Otherwise, the request will be routed to the local badge admins based on the access requested.*

**Q:** I approved a request that was assigned to me, but it is still showing open on my Dashboard? Who can I contact for assistance?

**A:** *You would need to contact a badge admin.*

**Q:** How do I request a Lockout Tag (LOTO)?

**A:** *At this time, we will continue the current process of emailing* [*access.control@mosaicco.com*](mailto:access.control@mosaicco.com).

**Q:** Who should I contact if my badge works at some locations but not others?

**A:** *You would contact* [*Access.control@mosaicco.com*](mailto:Access.control@mosaicco.com) *to verify if the badge reader is functioning. If you don’ have access to a particular area, you would need to request access through the Alert Enterprise program or your supervisor.*

**Q:** Can I cancel a request that I submitted?

**A:** *No, the approving manager will need to reject the request.*

**Q:** What does “Stage: Role Forward” mean?

**A:** *This stage means that a background job is running.*

**Q:** My Alert page is stuck constantly reloading. What can I do?

**A:** *You will need to clear your cookies in Edge.*

**Q:** Can I convert an employee profile to a contractor or vice versa?

**A:** *No, once the employee has been offboarded and marked as “Inactive” in Alert, you can onboard them via the Contractor Onboarding request.*

**Q:** Is there a troubleshooting guide for Alert Enterprise?

**A:** *Yes, a troubleshooting guide will be available once we are live with the Alert Enterprise program.*

**Q:** When will I get into AE?

**A:** *You will have full access once we go live with AE.*

**Q:** How do I get a badge Made for new hire?

**A:** *When a new hire is onboarded through Workday, a badge is automatically requested, and the new hire employee is given birth right (site specific) access to the location where they will be working.*

**Q:** I completed the ISNet form but haven’t heard anything yet.

**A:** *Once you complete the form through ISNet, it is sent to the AE team for profile creation. Assuming that this is for a Contractor Coordinator, they would then be able to request badges or access changes for contractors with their company.*