


## FREQUENTLY ASKED QUESTIONS (FAQs)

# QRisk Client Portal

If the answers to your questions on accessing and using QRisk are not below, please send us an email at: [qrisk.support@qbe.com](mailto:qrisk.support@qbe.com)

### QRisk FAQs

1.	<b>What is the link to QRisk?</b>	<a href="https://qrisk.qbe.com/">https://qrisk.qbe.com/</a>
2.	<b>What do I need to register for QRisk access?</b>	You will need your policy number, email address and a mobile phone number for multi-factor authentication (MFA). <i>(MFA is required for each login as a security measure)</i>
3.	<b>Where can we find our policy number?</b>	This should be on your policy documentation sent to you at the time of taking out or renewing an insurance policy with QBE. Consult your broker if you are unsure.
4.	<b>My policy number isn't recognised by QRisk</b>	Please ensure you're using the current policy number, not an expired one. Following registration, the policy reference will not be required for subsequent logins to the existing QRisk profile. If you have issues using the current policy number, please reach out to us for support (as your new or renewed policy reference may not yet be reflected in QRisk).
5.	<b>Where are the Questionnaires / Self Assessments?</b>	All QRisk assessments, including those that were previously called Questionnaires, are now called Self Assessments.  At the bottom of your QRisk homepage, next to "Take a Self-Assessment" there is a drop-down arrow to click and view all the self-assessments available to you.
6.	<b>I can't see the self-assessment drop-down list.</b>	Please ensure you're using the current policy number, not an expired one. When you click on the field with the drop-down arrow next to "Take a Self-Assessment, you should have access to a list including 'Business Resilience – AI Governance' and 'Business Resilience – Fraud Prevention'.  
7.	<b>Is there an alternative authentication method, if I can't use a mobile phone for MFA?</b>	The first registration authentication must be using a phone number – ideally a mobile phone; however, landlines may also be used.

		Subsequent QRisk access allows for the use of email for authentication too. <i>Note: a verification code to a mobile phone is likely to be more secure than using email for authentication.</i>
8.	<b>Can multiple users from my organisation access QRisk?</b>	Yes, each user will have to register for QRisk access at <a href="https://qrisk.qbe.com/">https://qrisk.qbe.com/</a> , using their own email address. <i>(The same policy number can be used by multiple users within the same business).</i>
9.	<b>Can multiple users view and complete the same self-assessments in QRisk?</b>	Each user will only see the activities they have raised from their QRisk homepage. However, if you wish for multiple users to view and collaborate on self-assessments for your organization, we suggest: <ul style="list-style-type: none"> <li>i) Jointly viewing and completing an assessment with relevant team members (In person or by sharing screens). Collaboration and discussion on the risk areas can often facilitate better / more meaningful results.</li> <li>ii) If the above option is not possible, please contact <a href="mailto:qrisk.support@qbe.com">qrisk.support@qbe.com</a> with your request for multiple user access.</li> </ul>
10.	<b>Where can I find the Knowledge Centre with Risk Management Guidance &amp; Templates?</b>	The QBE Knowledge Centre is on the rotating carousel tile on the bottom left side of your QRisk homepage. It should appear every few seconds for you to click through to.  The Knowledge Centre is kept updated regularly with new content, so do visit frequently by adding QRisk to your favourites.
11.	<b>Will I be able to access the assessments I completed in the previous version of QRisk?</b>	Unfortunately, data from assessments completed in the previous QRisk portal (pre-August 2023) has not transitioned over to the new portal. However, we update our assessments regularly to reflect current risk and control information, therefore it is useful to complete a new assessment at regular intervals, and going forward all your assessments will remain saved in your QRisk profile.
12.	<b>Have the names of the assessments changed?</b>	In August 2023, some of the self-assessment names changed and all of them now have a pre-fix to help identify their risk categories. Here are some examples of the changes in name:

<b>Current Name of Self-Assessment</b>	<b>Previous Name of Self-Assessment</b>
Business Resilience – Fraud Prevention	Fraud Prevention Questionnaire
Professional Risks – Solicitors Risk Essentials (England & Wales)	Short Form Quality Assurance Questionnaire (Solicitors E&W)
Professional Risks – Solicitors ERM Risk (England & Wales)	Quality Assurance Questionnaire (Solicitors E&W)
Business Resilience – Risk Culture Profiling	Risk Culture Profiling Tool

13.	<b>Can I save my progress on an assessment and submit at a later date?</b>	Yes, there is no need to complete an assessment in one sitting. Use the Save/Submit button on the right side of your screen to save progress.  A pop-up alert will appear asking whether you wish to submit, if you say no, it will simply save, and you can return to progress at any time by clicking on the Activity ID number on the <a href="#">Assessments</a> tab.  Submit when you are ready.
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14.	<b>How do I know if I have completed all questions in a section?</b>	<p>The sections are displayed on the left side of the screen when you are viewing or completing an assessment.</p> <p>When all questions in a section have been answered, a green circle with a tick will appear on the right side of the blue box with the section name.</p> <p>When you submit an assessment, if all the questions have not been answered, it will alert you to this – giving you the opportunity to continue progressing, before submitting.</p>
15.	<b>After submitting an assessment, is there a report I can download?</b>	<p>Immediately after you submit an assessment in QRisk, for most of the assessments, you will be able to access the resulting report from the <u>Assessments</u> tab.</p> <p>Click the arrow in the 'Download' column for the relevant activity. You can then view or save the PDF report as you wish.</p>
16.	<b>What are Risk Improvements (RIs)?</b>	<p>Risk improvements (RIs) are recommendations and guidance provided for the questions where your answer response has not been fully positive with all requirements of the question being met.</p> <p>Some risk improvements also include useful links, templates and resources to support your business.</p>
17.	<b>How do I access Risk Improvements?</b>	<p>There are two ways you can access Risk Improvements on each of your submitted assessments:</p> <ul style="list-style-type: none"> <li>i) <u>Assessments</u> Tab – click on the number of RIs (in the RI's column) for the relevant assessment activity – this will then show you all the individual RIs resulting from that activity.</li> <li>ii) <u>Risk Improvements</u> Tab – the RIs appear individually for all the submitted assessment activities. You can distinguish them by the 'Activity Type' with the self-assessment name, and the 'Activity Number' which is a unique number applied to each assessment you start or submit. Note: Only submitted activities will appear in the Risk Improvements tab.</li> </ul>
18.	<b>How do I update Risk Improvements?</b>	<p>Access each individual RI using one of the routes mentioned in the previous question, and by clicking each hyperlink in the 'Number' column.</p> <p>Update the RI status field using the dropdown list and add comments on how the risk will be or is being addressed.</p> <p>Keep progress updated over time.</p>
19.	<b>I have updated the status of all my RIs but the RIs count hasn't reduced on the Assessments tab.</b>	<p>The 'Total RI's' column on the <u>Assessments</u> tab shows the number of Risk Improvements that have not been fully addressed and moved to "Completed" status. As you complete each RI, move the status to 'Completed', and click Save in QRisk.</p> <p>The 'Completed' RIs will disappear from the list of individual RIs on the <u>Risk Improvements</u> tab, and as a result, reduce the total count of Ris on the Assessments tab and the Homepage, as relevant.</p>

20.	<b>Where can I find a User Guide for QRisk?</b>	If you're in QRisk, go to the <a href="#">How It Works</a> tab for a user guide and links to other resources.  The QRisk Customer User Guide can also be downloaded from the bottom of the QRisk webpage: <a href="https://qbееurope.com/risk-solutions/qrisk/">https://qbееurope.com/risk-solutions/qrisk/</a>
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