

Riskmapp

Frequently Asked Questions



Welcome to Riskmapp!

We are delighted to launch the Risk Management programme and would like to provide you with some useful FAQ's and contact information to support you as the programme runs through post-launch to business as usual.

Frequently Asked Questions

I need to make changes to the system, how do I do this? (e.g. add starters, remove leavers)

Please submit an email to the team: support@applieddriving.zendesk.com and they will process your request. We will typically process all routine enquiries within 2 working days.

Do drivers receive reminders if they do not complete the programme?

Once the invites have been dispatched, all drivers will receive (where applicable) up to three standard reminders from the system. Your Applied Driving senior contact will review progress with you as the programme develops and where required, agree a plan of escalation for non-completion.

Drivers are unable to log in or haven't received their invite/reminder - What do I do?

Direct them to contact the Applied Driving support team: support@applieddriving.zendesk.com who will be able to support. Note that such enquiries will be subject to our standard up to 2 working days SLA for a response.

What if a driver is logged into Riskmapp and has a query – what can they do?

Riskmapp has an integrated support tool called Zendesk, which offers a web bot option, which enables the driver to type in a question and the bot will offer answers from its library. Alternatively, the driver can use the live chat facility to instantly talk to one of the Applied Driving support team.

I need support with using the Riskmapp dashboard, who do I contact?

Email your senior contact for support, and if required, they will arrange for one of the Applied Driving support team to deliver a short demonstration via Teams.

✔ No answer above? If you need extra support, please email support@applieddriving.zendesk.com