



NYSERDA

New York Residential Existing Homes Programs

**Quality Assurance Contractor
Scoring System: A User Guide for
Participating Contractors**

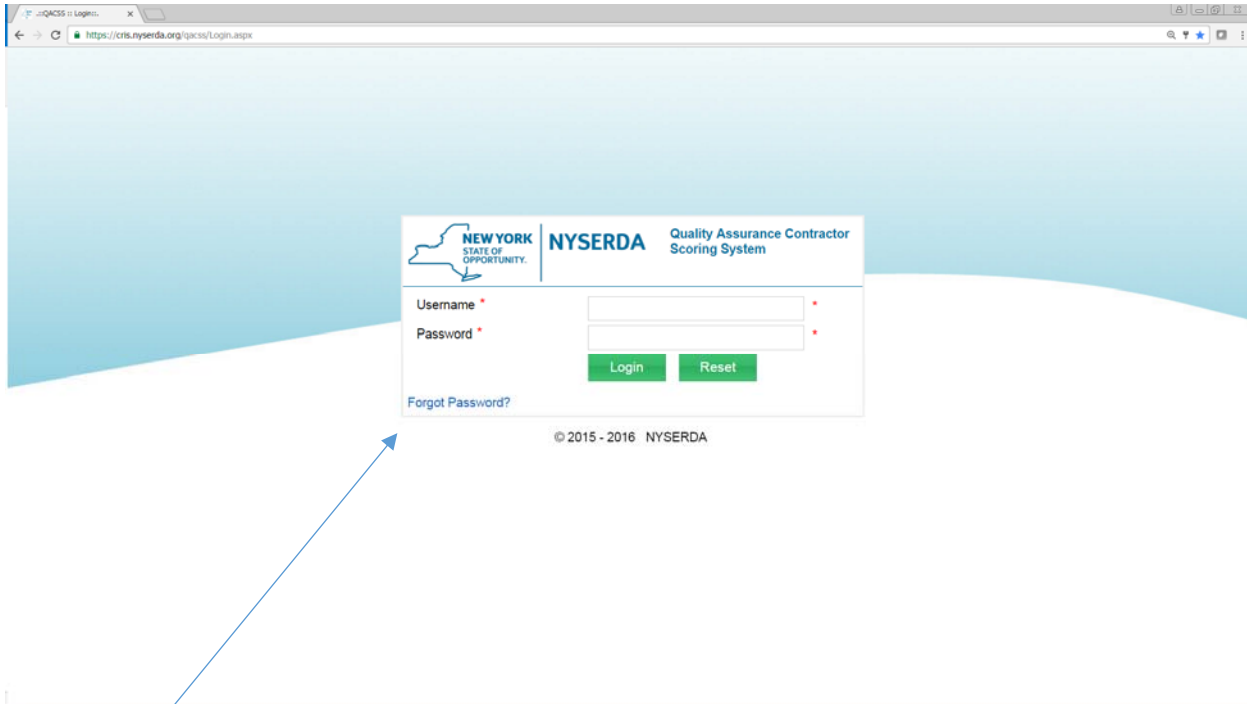
Table of Contents

- 1. Log-in Page/Forgot Password**
- 2. Dashboard**
- 3. RSVP**
- 4. View/Respond to Inspection Reports**
- 5. Reports**
- 6. Glossary**
- 7. FAQ**

Login Page/Forgot Password

Initially, you are sent an email from NYSERDA with your username and temporary password. The email includes the following link: <https://cris.nyserda.org/qacss/Login.aspx>. Click on the link to continue.

When logging in to the Quality Assurance Contractor Scoring System (QACSS) for the first time, the system prompts you to create a new password. If you forget your password, click on the Forgot Password? link and the password is forwarded to your login email account.



If you forget your password, click on this link and the system emails the password to your QACSS email.

Dashboard

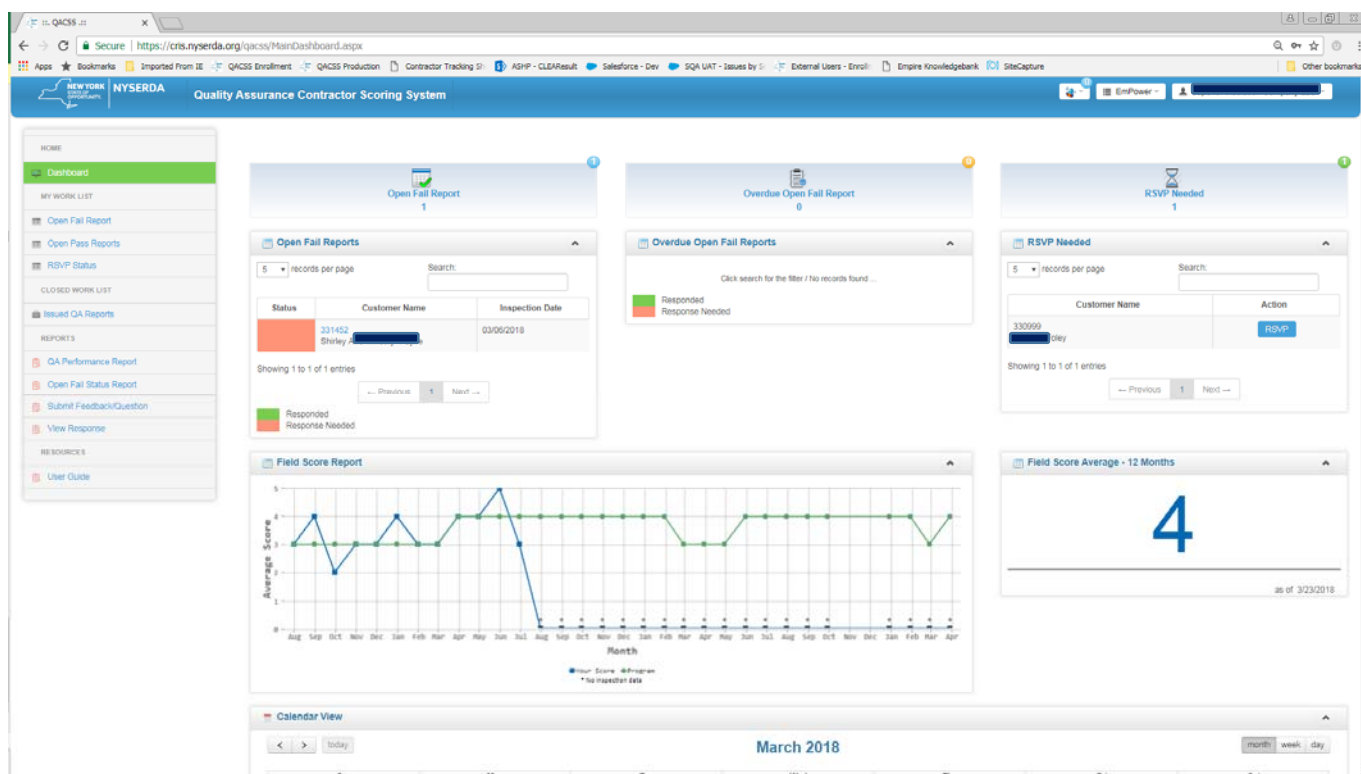
Once logged in, you are directed to the Dashboard page, which provides quick views to tasks that need attention.

The main section of the Dashboard page includes inspection reports requiring corrective action as well as a list of upcoming inspections that need an RSVP to attend.

The left menu includes links that navigate to all available pages in QACSS.

If you participate in both Home Performance with ENERGY STAR® and EmPower you can toggle between each program to view relevant QA information by clicking the drop-down box in the upper right-hand corner of your screen.

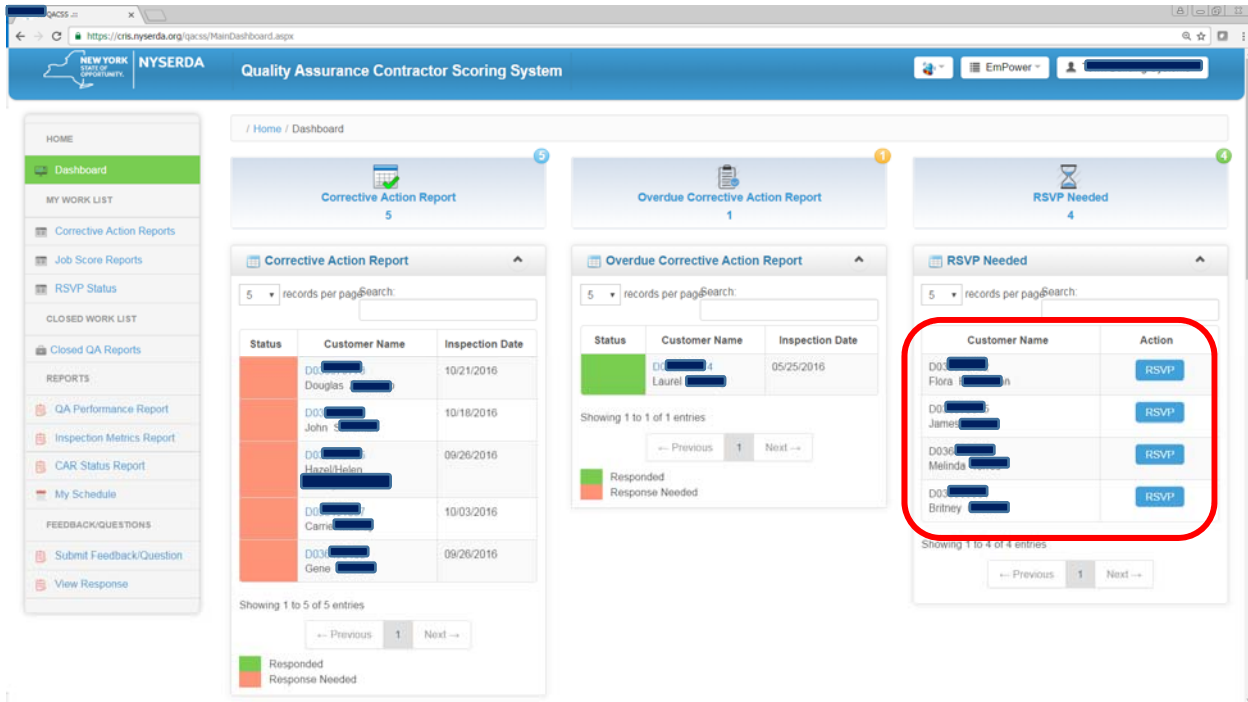
To the left of the program drop-down box in the upper right-hand side of the screen is a bell icon which displays quick notifications to new inspection reports, RSVPs required, and messages from program.



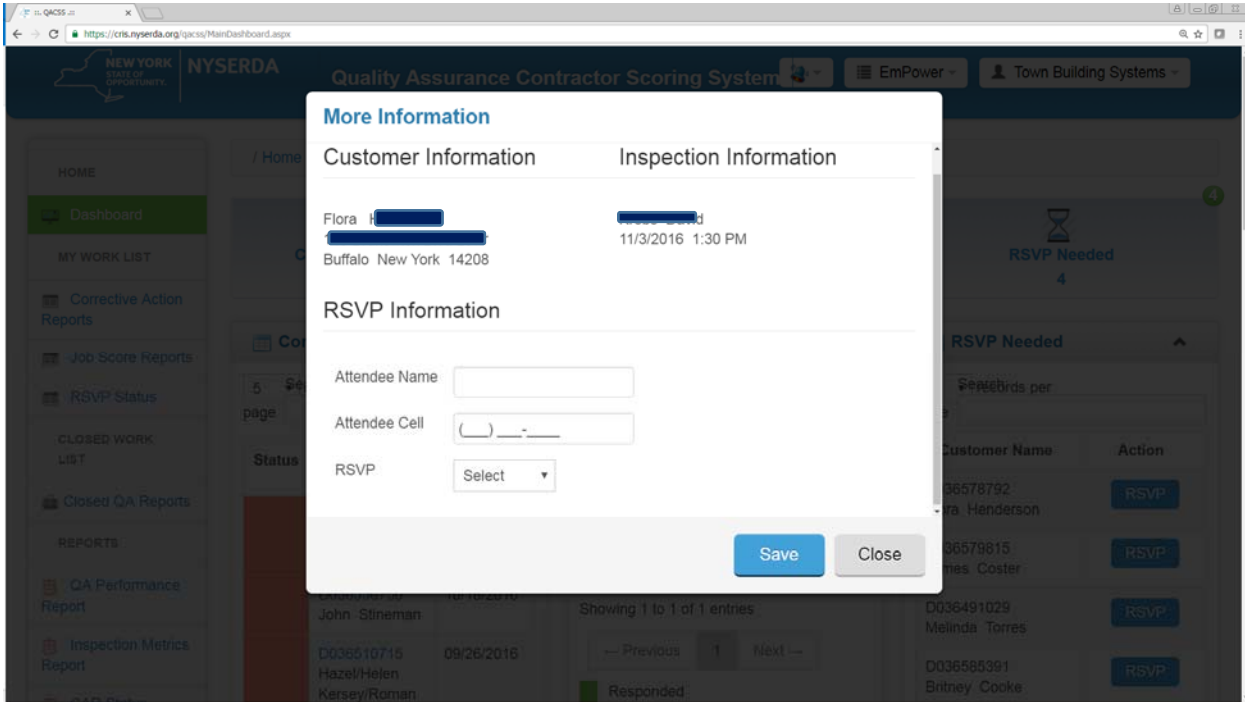
RSVP

At the time of scheduling, the customer is asked if the contractor can attend the inspection. In most cases, the customer agrees. Once the customer agrees, an email is dispatched requesting that the contractor log in to QACSS and RSVP.

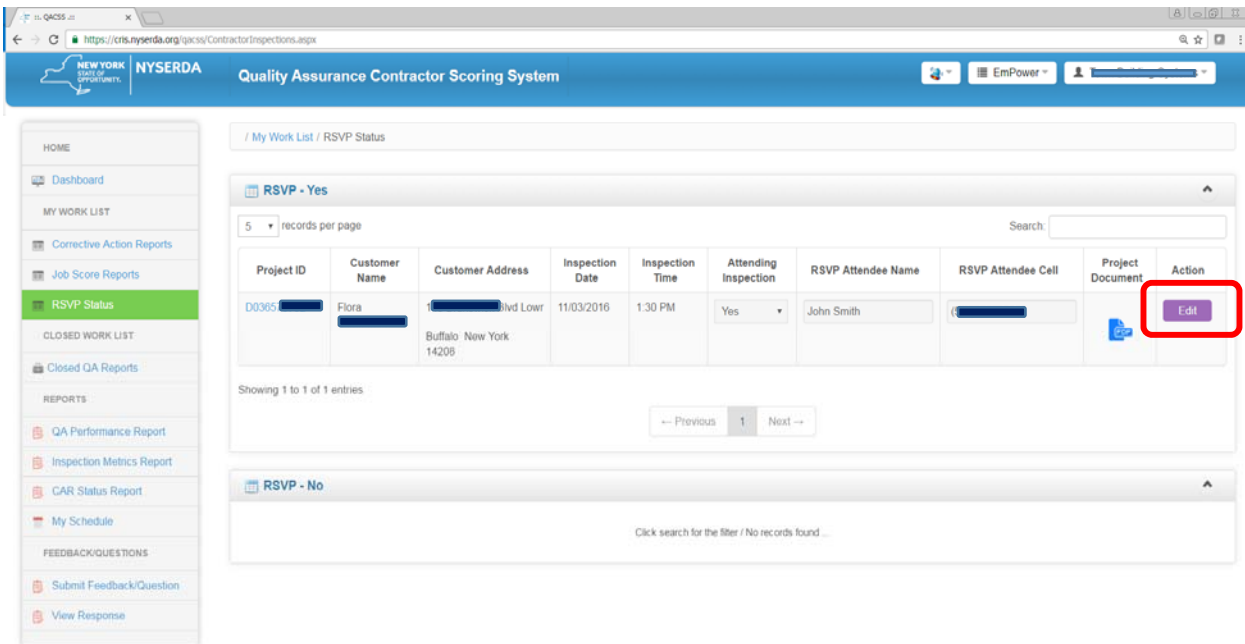
To RSVP, click on the blue button next to the customer name on the Dashboard screen. The RSVP Needed section lists scheduled inspections that require a response.



After clicking the RSVP button, the following pop-up appears requesting a contact name and number. The QA inspector uses this information if there are last minute changes to the inspection.



You may edit the RSVP status up until the time of the inspection. To change contact information or status for the inspection, click on the left menu link titled RSVP Status.



Inspection Reports (Pass)

Newly issued inspection reports that receive a score of three or higher may contain one or more deficiencies that need to be corrected, but the contractor is *not* required to submit a response to NYSEERDA. The findings can be contested within 10 days of issuance.

To view the official report, click on the  icon.

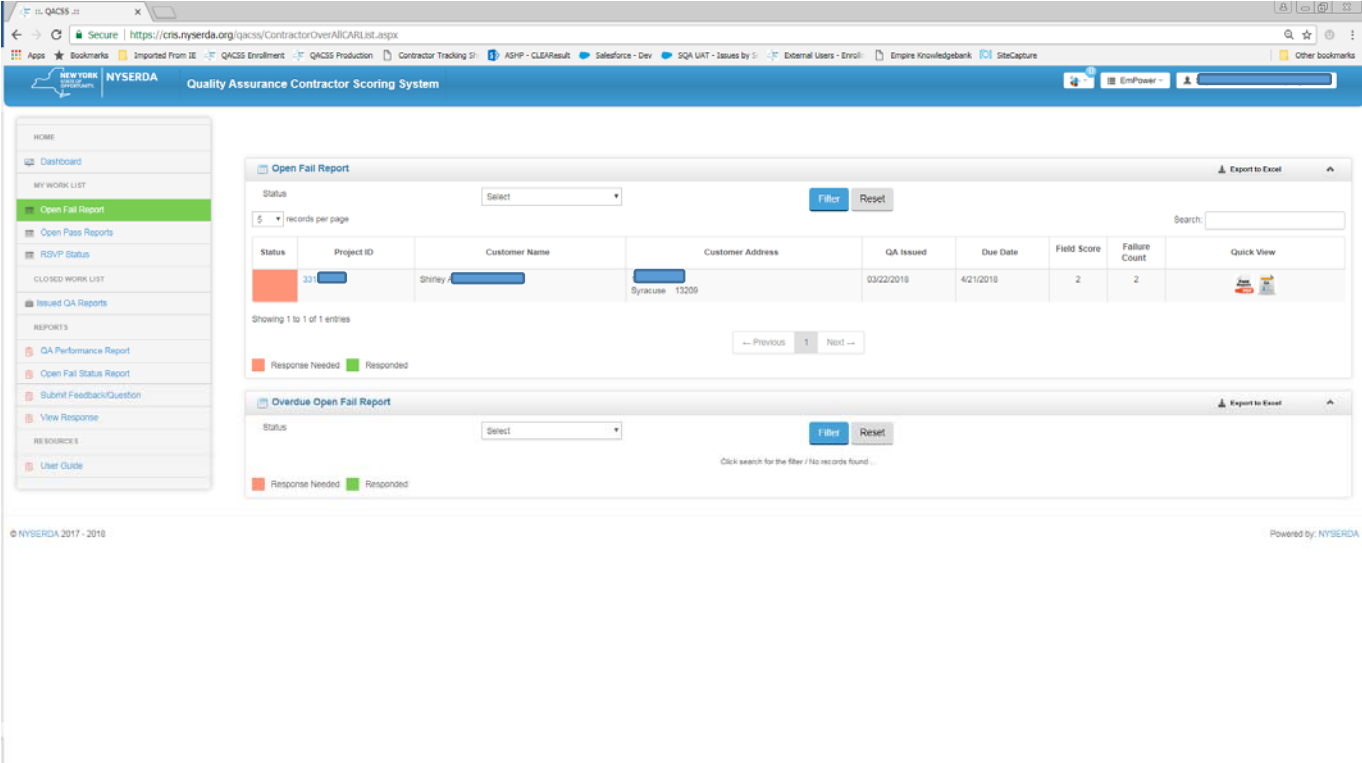
To contest the inspection results, click on the blue Project Number link shown in the screen shot.

Inspection Reports (Fail)


Inspection reports that receive a score of one or two contain one or more deficiencies that need to be corrected, and photo documentation needs to be uploaded. To view and respond to these reports, click on the left menu link titled, Open Fail Reports.


From this page you can view the official report by clicking the  icon.


To respond to the inspection, click on the blue Project Number link shown here:

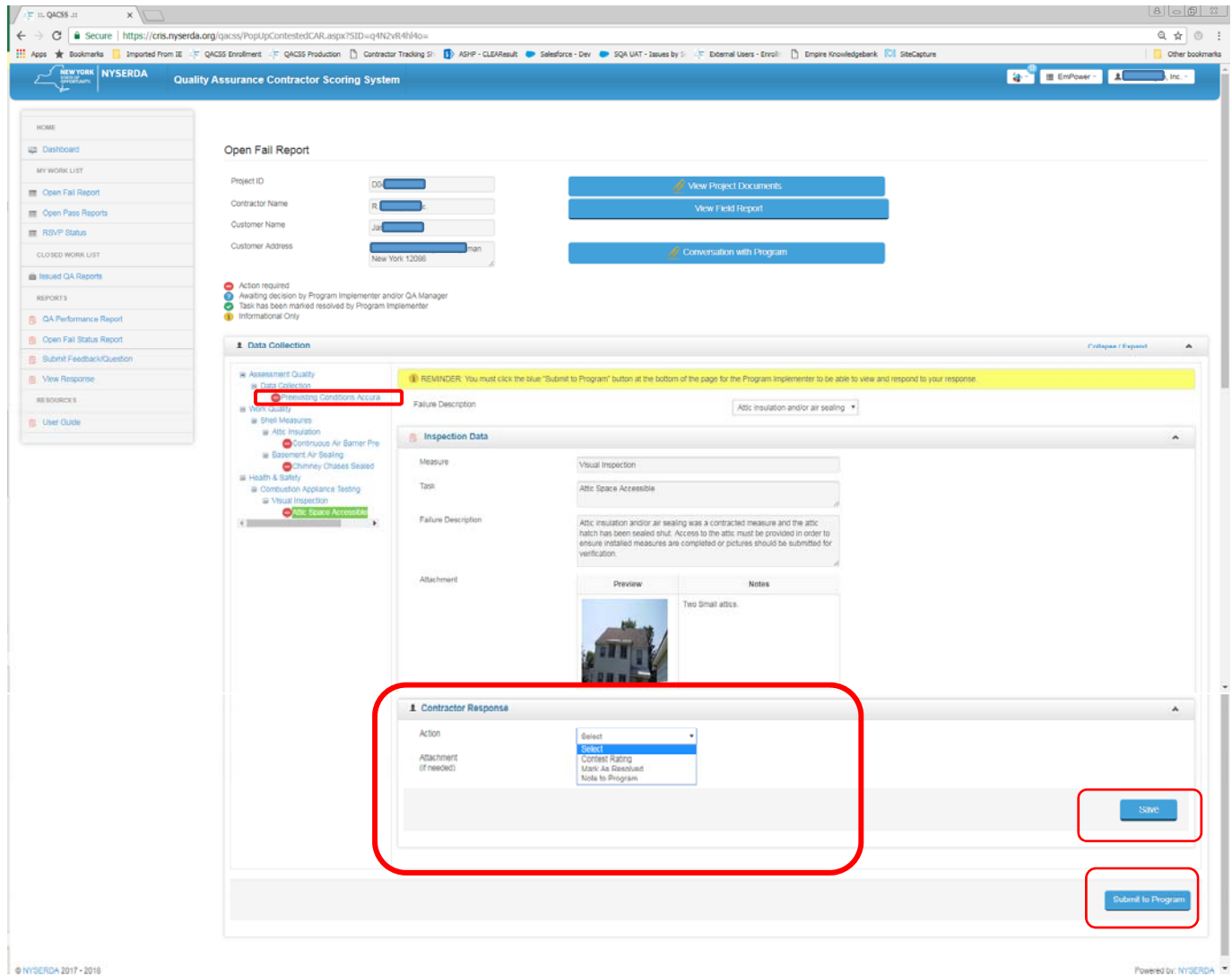




The screenshot displays the NYSEERDA Quality Assurance Contractor Scoring System interface. The main content area shows an 'Open Fail Report' section with a table of inspection results. The table has columns for Status, Project ID, Customer Name, Customer Address, QA Issued, Due Date, Field Score, Failure Count, and Quick View. A single record is shown with a status of 'Response Needed' (indicated by a red square), Project ID 331, Customer Name Shirley, and Customer Address Syracuse 13209. The QA Issued date is 03/22/2018 and the Due Date is 4/21/2018. The Field Score is 2 and the Failure Count is 2. The Quick View column contains a PDF icon. Below the table, there are navigation links for 'Previous' and 'Next', and a legend for 'Response Needed' (red square) and 'Responded' (green square). The 'Overdue Open Fail Report' section below it shows 'No records found'.

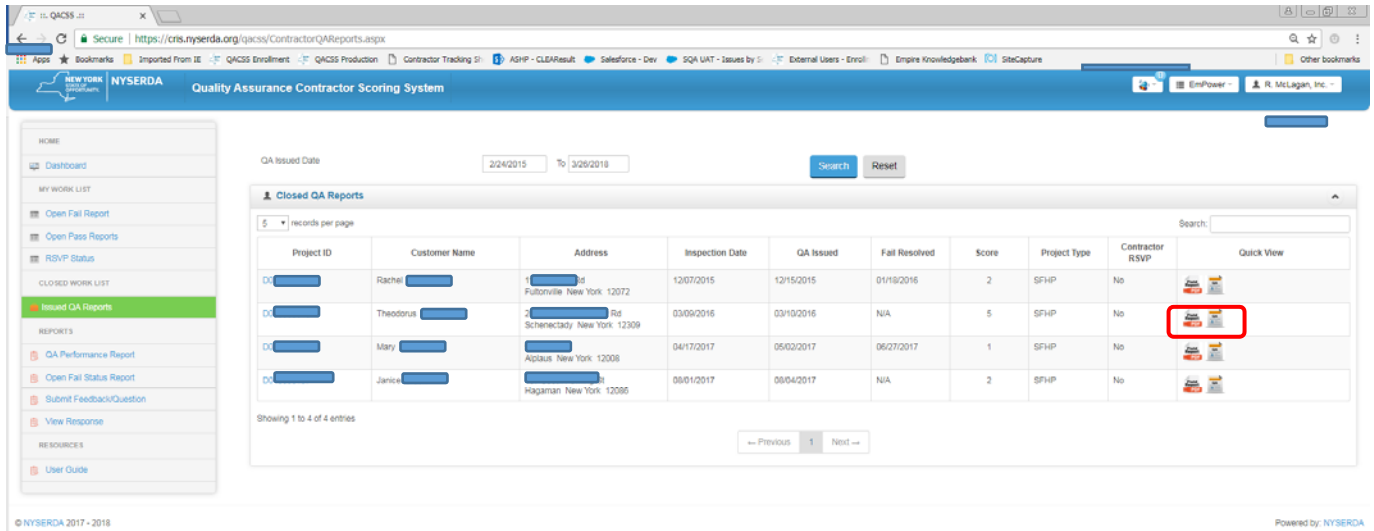
Status	Project ID	Customer Name	Customer Address	QA Issued	Due Date	Field Score	Failure Count	Quick View
Response Needed	331	Shirley	Syracuse 13209	03/22/2018	4/21/2018	2	2	

Click on the link with the  icon to respond. In the Contractor Response table, select Mark as Resolved or Contest Rating. In each case, photos and/or written documentation must be submitted. Be sure to click the blue save button and then the Submit to Program button. When a decision has been made on the item(s) contested, an email is sent requesting you to log in to QACSS to view the result(s).









1. Click on the hyperlink with an .
2. Review the Inspection Data at top of the screen.
3. Choose Action: Mark as Resolved or Contest Rating.
4. Enter response in the Resolved Notes field under Contractor Response.
5. Upload photo(s) as attachments using the browse function Choose Files.
6. Click Save.
7. Repeat for all deficiencies requiring corrective action.
8. Return to top of the screen and click on Customer Signature Page.



QACSS stores all QA reports issued from July 15, 2015 going forward. To view final inspection reports, click on the left menu link Issued QA Reports. Under the Quick View column, view the final Inspection Report and the Corrective Action Response activity report (if applicable) by clicking on each icon:  .




The screenshot shows the NYSEDA Quality Assurance Contractor Scoring System interface. The main content area displays a table titled "Closed QA Reports" with the following columns: Project ID, Customer Name, Address, Inspection Date, QA Issued, Fail Resolved, Score, Project Type, Contractor RSVP, and Quick View. The table contains four entries. The second entry, for Theodoros, has a red box around the Quick View icons. The left sidebar contains a navigation menu with categories like HOME, MY WORK LIST, CLOSED WORK LIST, REPORTS, and RESOURCES. The bottom of the page shows the copyright notice "© NYSEDA 2017 - 2018" and "Powered by: NYSEDA".

Project ID	Customer Name	Address	Inspection Date	QA Issued	Fail Resolved	Score	Project Type	Contractor RSVP	Quick View
D0	Rachel	1 Fultonville New York 12072	12/07/2015	12/15/2015	01/18/2016	2	SFHP	No	 
D0	Theodoros	2 Schenectady New York 12309	03/09/2016	03/10/2016	N/A	5	SFHP	No	 
D0	Mary	Alpatus New York 12008	04/17/2017	05/02/2017	06/27/2017	1	SFHP	No	 
D0	Janice	Hagaman New York 12095	08/01/2017	08/04/2017	N/A	2	SFHP	No	 

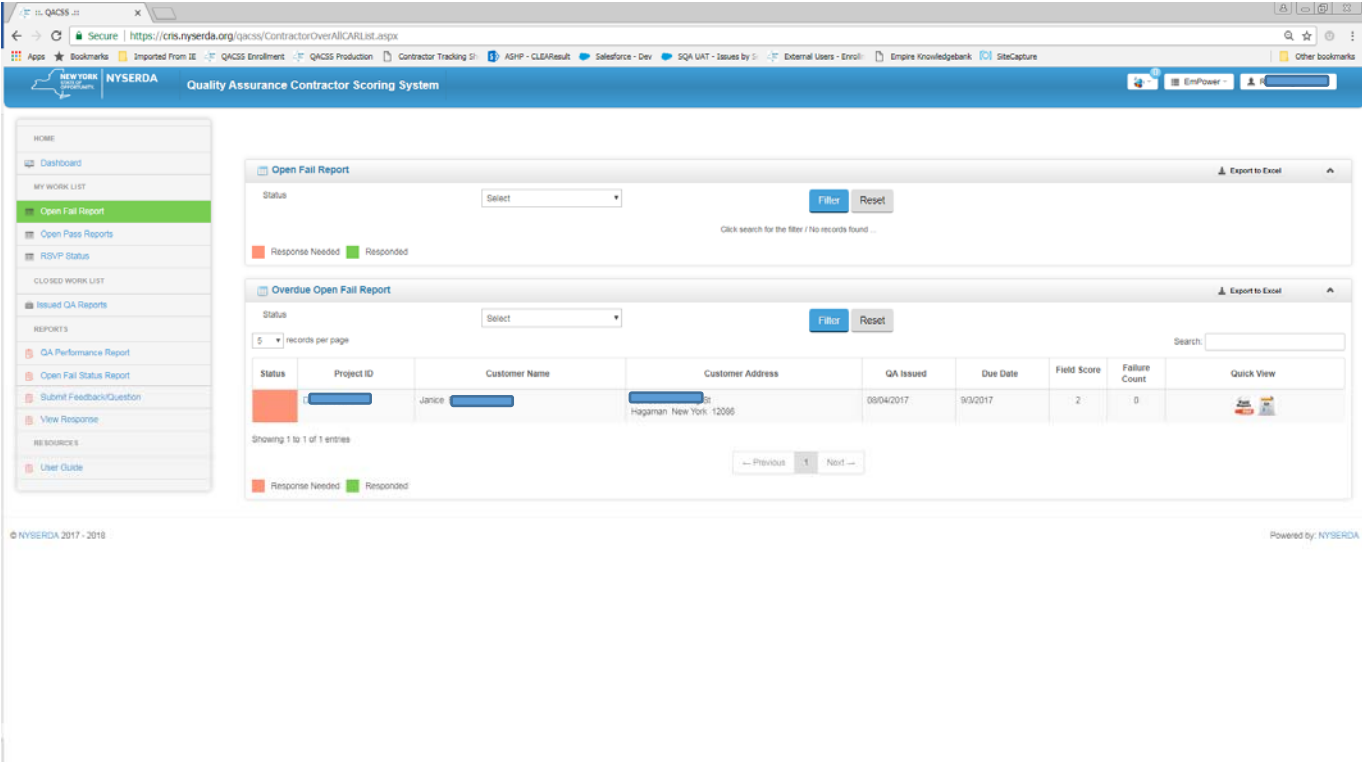
Fail Inspections (Corrective Action Reports)

A list of outstanding Failed Inspection Reports and their statuses can be found on your Dashboard page or by clicking Open Fail Reports in the left menu bar. To view and respond to a report, click on the blue Project Number hyperlink.




Inspection Reports that need responses are indicated by  icons.

Inspection Reports that need a response from program representatives are indicated with a  icon.

Inspection Reports that have been marked as resolved by your program representative are removed from the Open Fail Report list. An email is sent notifying you the report has been resolved.



The screenshot displays the NYSDORA Quality Assurance Contractor Scoring System interface. The left sidebar contains a navigation menu with options like Dashboard, Open Fail Report, Open Pass Reports, and Reports. The main content area is divided into two sections: 'Open Fail Report' and 'Overdue Open Fail Report'. The 'Open Fail Report' section shows a status filter dropdown set to 'Select' and a legend for 'Response Needed' (orange) and 'Responded' (green). Below it, the 'Overdue Open Fail Report' section features a table with one entry. The table has columns for Status, Project ID, Customer Name, Customer Address, QA Issued, Due Date, Field Score, Failure Count, and Quick View. The entry shows a status of 'Response Needed' (orange square), a project ID of 1, a customer name of Janice, and a failure count of 0.

Status	Project ID	Customer Name	Customer Address	QA Issued	Due Date	Field Score	Failure Count	Quick View
	1	Janice	Hogaman, New York, 12095	09/04/2017	9/9/2017	2	0	 

Reports

QA Performance Report: Displays summary-level data on the number of completions within a user-specified time period and displays the average inspection score and sub-component scores.

EmPower New York Performance Summary Report
Project Type: All
September 2016

Contractor Information					Completions			Inspections			Inspection Rate	Average Scores Based on Rolling 12 Months					
Company Name	DBA	County	Status HP	Status ER	1 MO	3 MO	12 MO	1 MO	3 MO	12 MO	12 MO	JSR	Grade	AQ	WQ	HS	CS
[REDACTED] ies		Tioga	Full	Full	13	54	284	3	13	56	20	98	-	97	99	96	90

* Represents the average QA scores for the 12 months before QACSS went live on 07/01/2015.

Pareto Analysis Report: Displays the frequency of deficiencies within a user-specified time period and provides a bar graph of the deficiencies and frequency percentage. This data is useful to determine areas where installation changes/improvements could be beneficial.

1. Select Program from upper right dropdown.
2. Select the Project Type; default is all project types.
3. Select Number of Defects; 5, 10 or 15
4. Select Report Range Type; Month or Custom
 - a. Month report range; select month from dropdown
 - b. Custom report range; enter the report range
5. Open; select format from dropdown (PDF, Excel or Word)

The screenshot shows the 'Pareto Analysis Report' configuration page. The header includes the NYSEDA logo and a dropdown menu set to 'EmPower'. The main form area contains the following fields:

- Program: EmPower
- Project Type: All (dropdown menu with options: All, Single Family Electric Reduction, Single Family Home Performance, Multi Family Electric Reduction)
- Contractor Name: Freedom Mechanicals
- Category: All
- Measure Category: Select an Option
- Measures: (empty text box)
- Defect Level: All
- No of Defects (Top Deficiency): 5
- Report Range Type: Custom Range
- Inspection Date Range: 1/1/2015 To 10/18/2018

At the bottom right, there is an 'Open' button with a dropdown arrow and a 'Reset' button. Red numbers 1 through 5 are overlaid on the image to indicate the steps described in the list above.

© NYSEDA 2017 - 2018

Powered by: NYSEDA

EmPower New York



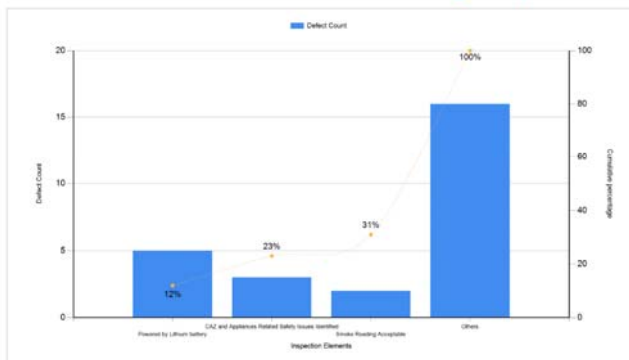
EmPower New York



Pareto Analysis
1/1/2015 - 10/18/2018

Contractor: [Redacted]
 Project Type: All
 Job Score Category: All
 Measure Category: All
 Measure: All
 Defect Level: All

Job Score Category	Measure Category	Measure	Defect Level	Task Name	Task Requirement	Defect Count	% of top defects
Work Quality	Direct Install Measures	Smoke Detector	-	Powered by Lithium battery	None	3	11.5 %
Health & Safety	Combustion Appliance Testing	Visual Inspection	C1	CAZ and Appliances Related Safety Issues Identified	Contractor should have identified and recommended a fix for any CAZ and Appliance related safety issues, including detached or compromised flue pipes or ventlines, with size or pitch, problems with CHW relief valve, broken or loose oil lines, water leakage, open vents, no air flow, etc.	3	11.5 %
Health & Safety	Combustion Appliance Testing	Testing Inspection	C1	Smoke Reading Acceptable	Smoke reading of hot oil units within manufacturers specifications, typically be between 0-1	2	7.7 %
Work Quality	Direct Install Measures	CO Detector	-	Powered by Lithium Battery	None	2	7.7 %
All	All	All	-	Others	None	16	61.5 %
Total						26	100



Glossary

QACSS: The Quality Assurance Contractor Scoring System is a secured, web-based portal designed to facilitate quality assurance functions performed in the residential single-family programs. It is used by NYSERDA's third-party quality contractor to schedule, inspect, and report on completed field inspections and by participating contractors and program implementation staff to resolve issues documented by the quality contractor.

Dashboard: Main page or homepage where contractors navigate to other pages.

Fail Report (Corrective Action Report): Report issued to a contractor following a field inspection where one or more deficiencies were found that need to be resolved. A score of 1 or 2 is assigned.

Pass Report: Report issued to a contractor following a field inspection where a score of 3, 4, or 5 has been assigned. There may be one or more deficiencies that need to be corrected, but a response in QACSS is not required.

Frequently Asked Questions

I'm having trouble logging in to QACSS.

For HPwES contractors who do *not* participate in the EmPower Program

1. Locate the Contractor Welcome Email. If the email cannot be located, contact the HPwES program implementer at contractorsupport@clearesult.com or 1-800-284-9069 (option 2).
2. Go to the QACSS login page: <https://cris.nyserda.org/qacss/login.aspx>.
3. Click Forgot Password?.
4. Enter the username provided in the Contractor Welcome Email and click Submit.
5. The password is emailed to the same email address that was used to send the Contractor Welcome Email.
6. Once the password is received, go back to the QACSS login page (see URL above), and enter your username and password.

For HPwES contractors who also participate in the EmPower Program

Companies that participate in both HPwES *and* EmPower need to determine if they want a single login for both programs or two different logins. To make the determination follow these instructions:

1. Start by logging into QACSS for EmPower: <https://cris.nyserda.org/qacss/login.aspx>. Use your company's existing CRIS username and password (the one used to access NYSERDA's database for EmPower). If this doesn't work, contact the EmPower program field representative for assistance.
2. Once you are able to log in to QACSS from EmPower, click on the EmPower icon in the upper right quadrant of the screen.
 - If a Home Performance drop-down option appears, your company has a single login for both programs. You can easily toggle between the two programs by using this drop-down.
 - If a Home Performance drop-down option does *not* appear, you have two different logins, one for EmPower and one for HPwES. In order to access HPwES, you need to logout of QACSS for EmPower. (To log out, click on your company's name in the upper right corner of the screen, then click Logout.) Once you're logged out, follow the instructions above for HPwES contractors who do *not* participate in the EmPower Program.

Who do I contact for help with QACSS?

Your program implementer can provide technical support for specific CARs and assist with general system questions.

- Email contractorsupport@clearesult.com or call 1-800-284-9069 (option2)

How do I change my contact email for QACSS notifications?

Contact your program implementer.

Can I add a user to QACSS?


Each company is assigned one QACSS login per program. This single login can be shared, but additional logins cannot be provided.

I can't find a specific customer in my Dashboard or I received an email notification but can't find the customer in QACSS.

1. Solution #1: Are you both an HPwES *and* EmPower contractor? If yes, first determine in which program your customer participated. Next, determine if you are logged in to QACSS under the correct program; the program name is listed in the upper right quadrant of the QACSS screen (second bubble from the right).
 - If you are logged in to the wrong program, log out and log back in to the correct program. Please note that if you have the same username for both programs, you can toggle between the two programs (without logging out) by clicking on the program name.
 - If you are already logged in to the correct program and still cannot find your customer, contact the program implementer for assistance.
2. Solution #2: Does the body of the email state "No further action is required"?
 - If so, no CAR was issued, and the inspection does not appear in your Dashboard view. To view the inspection results, click on Job Score Reports under the My Work List menu, then locate your customer and open the Job Score Report (JSR).

I can't download any QA documents, for example: Pass Report, Fail Report, Performance Report.

If you are unable to download documents from QACSS, it is likely you need to disable your pop-up blocker. After disabling the pop-up blocker, try to download the document again.

To allow pop-ups in Google Chrome, look for the pop-up blocker icon at the end of the address bar. The icon looks like this: . Right click on the icon and select "Always allow pop-ups on this site."