# Detailed Guide to BlackWhole Solutions™

The following is a step-by-step guide that is designed to provide a more detailed approach to understanding how BlackWhole Solutions™ works. It is written using very basic language and we have attempted to take care not to use unfamiliar terms that might confuse the User.

1. Go to www.BlackWholeSolutions.com. On the far right side of the navigation bar you will see a **blue tab** that is labeled "**BWS Login**." Above that tab is our toll-free number. (See picture on right)

Click on the **BWS Login** tab and a new browser window will open. Once the new window appears you will see two fields that require you to type in a **Username** and a **Password**.

In your email you will receive login credentials (as shown below); which includes your **Username** and **Password**. Along with those you will receive a security code which is not to be shared under any circumstances. This **security code** will log out any unauthorized user. It will also unblock your account if you are blocked out for any reason.
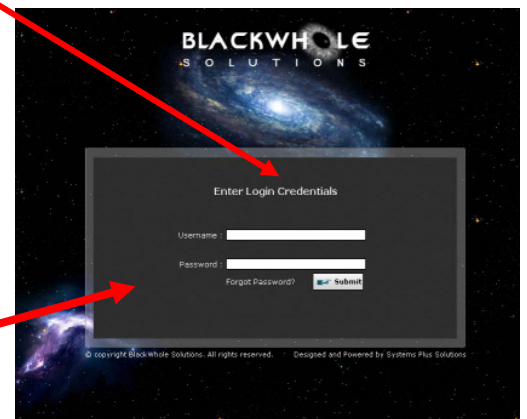
Hello Mr. William Urban,

Warm Welcome to BWS Family

Below are your login credentials:

URL: http://sg-server/BWS/xxxxxxx.aspx
Username: WilliamUrban
Password: 6saXjJ4s
Security code: 22120xxxxx502

Note: Above **security code** is utmost important, not to be shared.

**It can be used in different scenarios as password:**

1. Suppose there is an un-authorized user who is already logged into BWS. You could use the security code as password; this will log you into BWS and automatically log the un-authorized user out.

2. Suppose you happen to exit BWS abruptly, without using logout option then your account is blocked for security reasons. Now to unblock the account you could use the security code as password and login.

Best Regards,
BWS Team

2. After entering your Username and Password you will see a disclaimer (pictured below.) Click the Continue button to enter the site. Remember, **by clicking Continue> you are agreeing that you understand the meaning of the disclaimer**.


3. The next page that appears (see below) is your **Home** page that allows you to perform several tasks. You will see a "**Notes**" area that you use as if it were a 'sticky note' feature. Just type in whatever you want and click the green "**Save**" button.
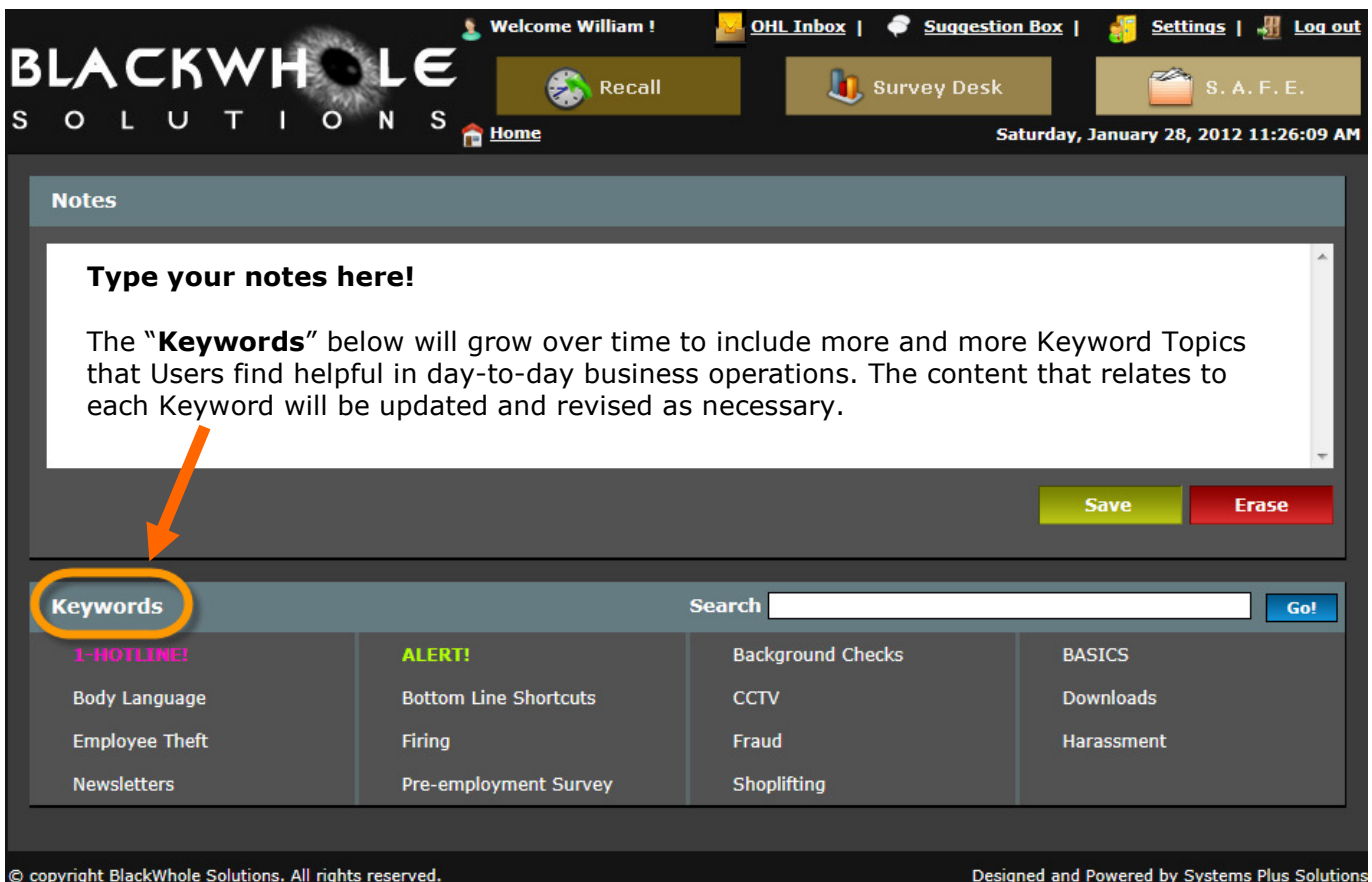
# Using BWS as your Personal Trainer and Consulting Source

- **Keywords**: The "Keywords" are made up of exactly that—Keywords. Keywords that in a "word" describe the "key" concern you are facing at a particular time. For example, let's say that you suspect that an employee is stealing from your company. You would start your process within BWS by selecting Keywords "**Employee Theft**."
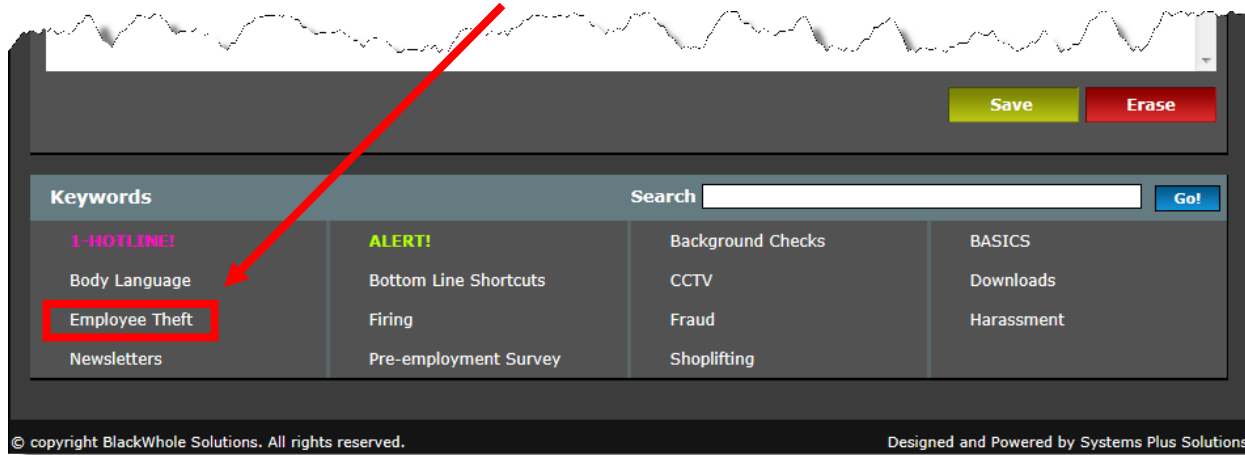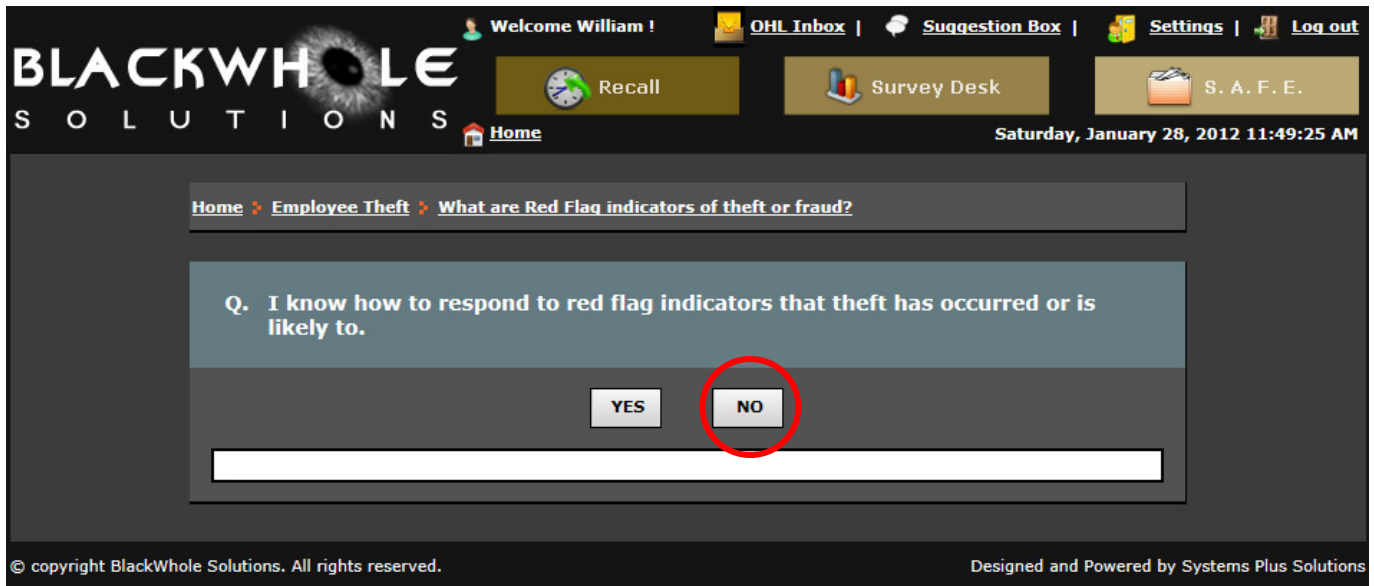

- Once you select **Employee Theft** you will see a list of **Categories** appear that relate to Employee Theft. Your next step is to review the list of Categories and select the one which best; or most closely matches, where your thoughts or concerns are at the moment.
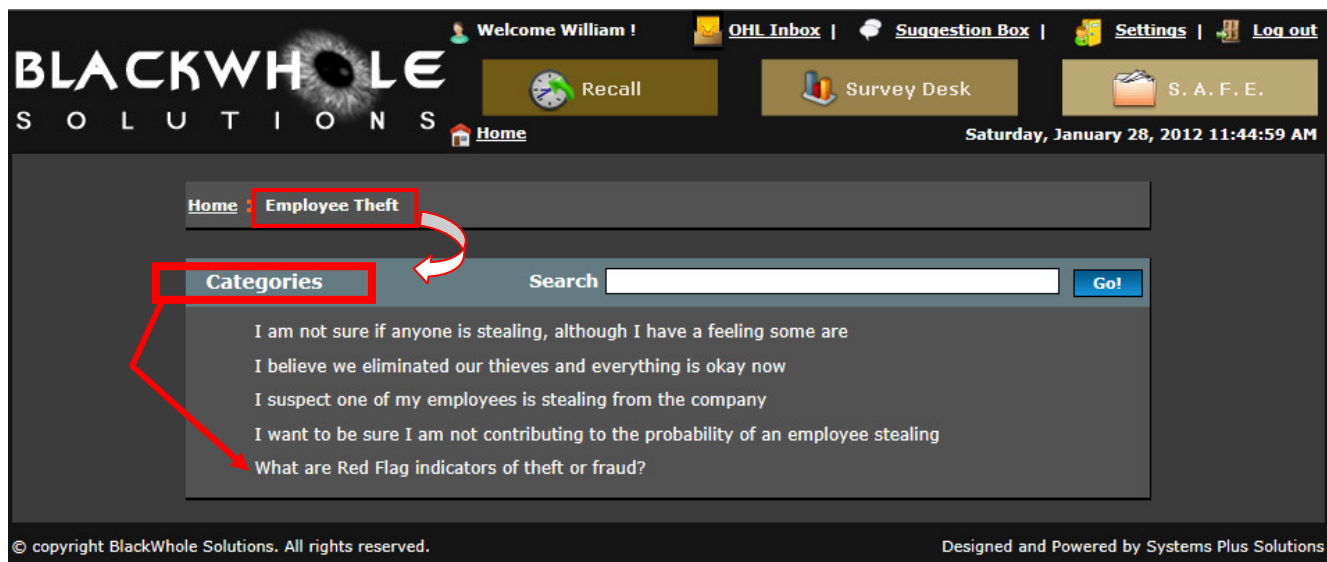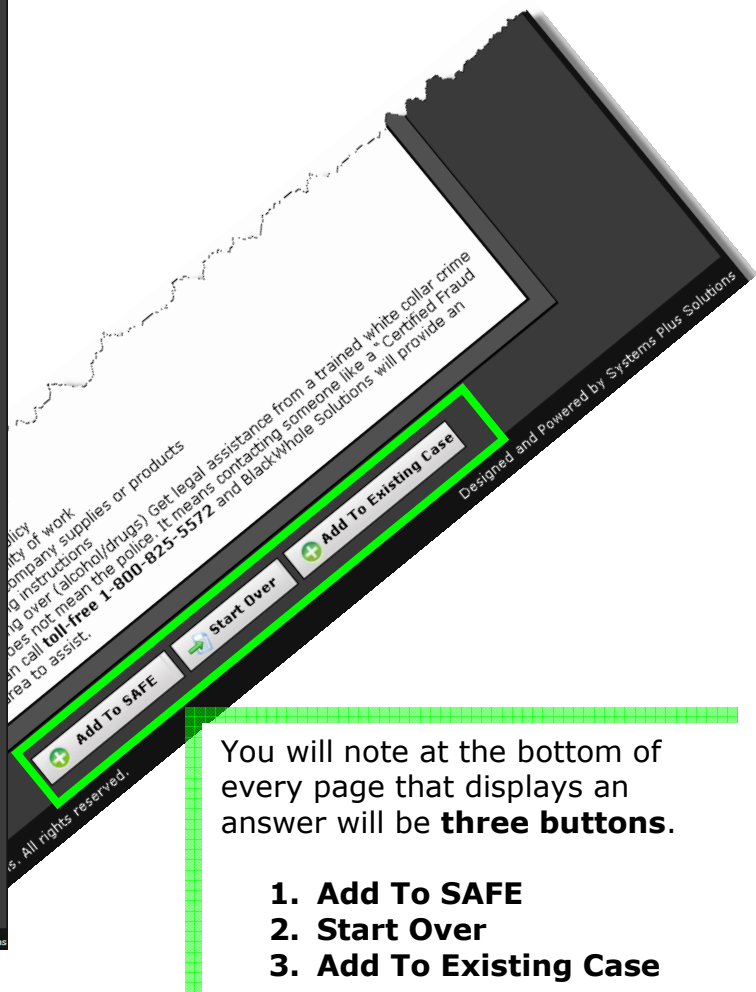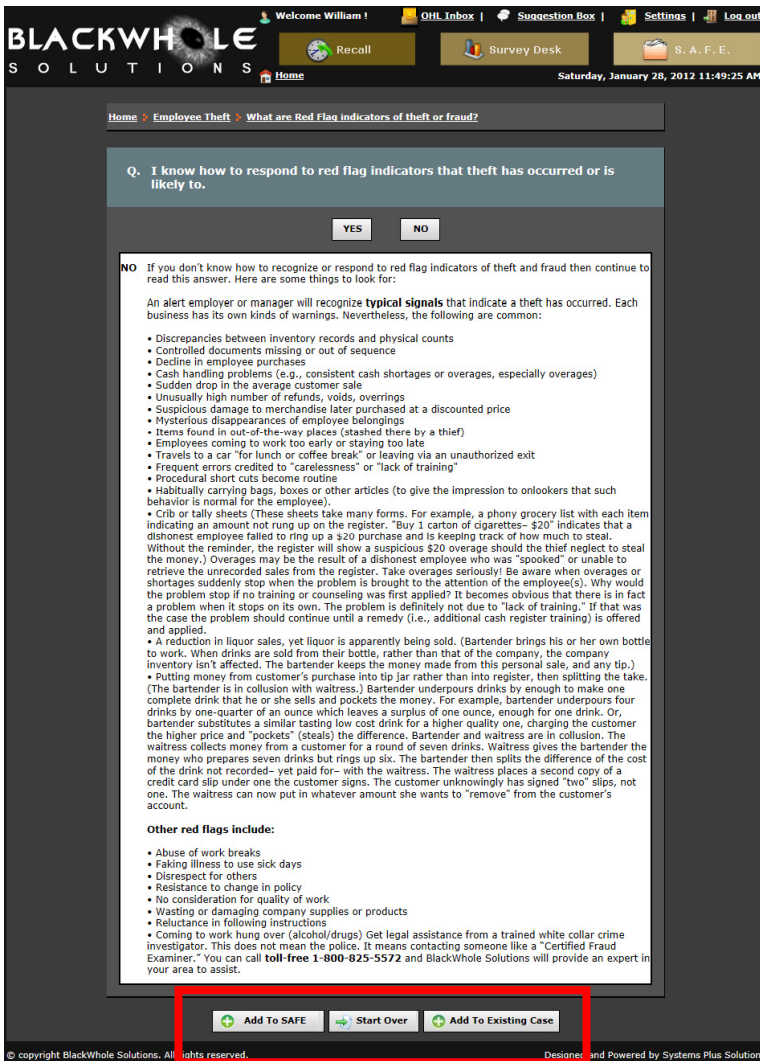

- Once you select the appropriate Category, [let's use **"What are Red Flag indicators of theft or fraud?"**] you will be taken to a list of **Subcategories**. You will review the Subcategories and make an appropriate selection. The questions are designed to allow you to select a "**YES**" or "**NO**" answer. Once you make your selection, a window appears with an answer.
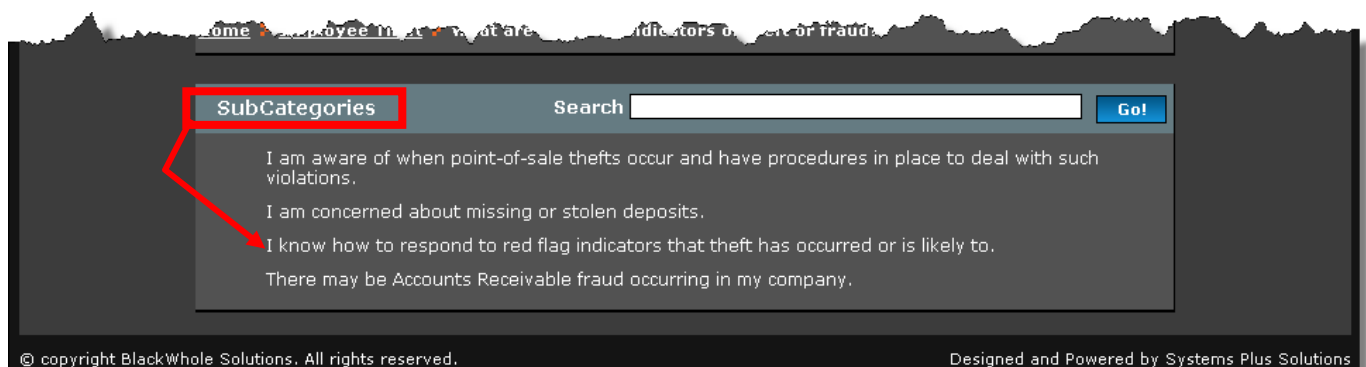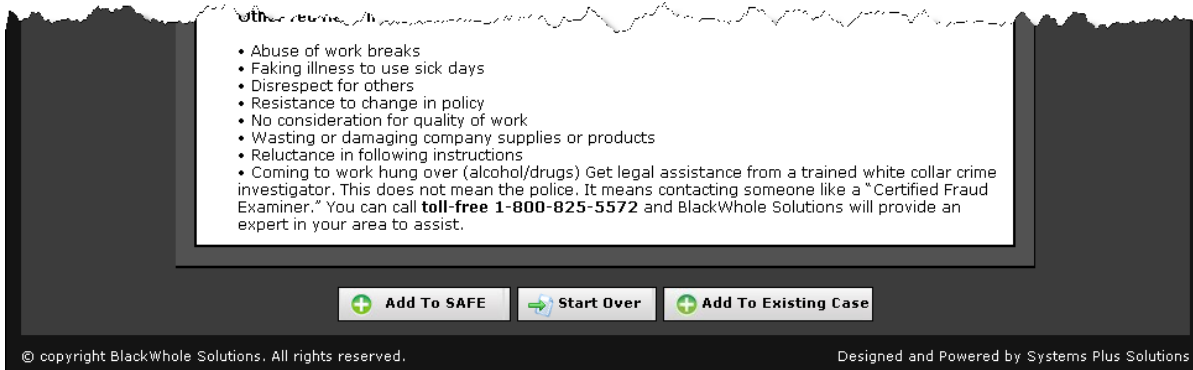
- Let's select the **Subcategory** *"I know how to respond to red flag indicators that theft has occurred or is likely to."* The window below will appear for you to continue with either a "**YES**" or a "**NO**" answer.

Let's select "**NO**" and see what happens. Some answers are short, others—like this one—are longer.

You will note at the bottom of every page that displays an answer will be **three buttons**.

1. **Add To SAFE**
2. **Start Over**
3. **Add To Existing Case**

- Abuse of work breaks
- Faking illness to use sick days
- Disrespect for others
- Resistance to change in policy
- No consideration for quality of work
- Wasting or damaging company supplies or products
- Reluctance in following instructions
- Coming to work hung over (alcohol/drugs) Get legal assistance from a trained white collar crime investigator. This does not mean the police. It means contacting someone like a "Certified Fraud Examiner." You can call **toll-free 1-800-825-5572** and BlackWhole Solutions will provide an expert in your area to assist.

Add To SAFE   Start Over   Add To Existing Case

- If your answer is appropriate, you can create a case by selecting "**Add to SAFE**." If you don't agree that it is appropriate, then you have the option of starting over by selecting the "**Start Over**" button which takes you back to the list of Keywords.


<p style="text-align:center;color:red;">**You cannot create a case unless you select** "**Add to SAFE**"</p>

You can add your selection to an existing case by selecting "**Add to Existing Case**" but you had to have **already created at least one case** in order to use this feature.

You can then return to other Keywords and add your answers from the Subcategories to the case you just created. A **drop-down menu** will display the cases you have created making it easy to add more content to any case.

Tip: Once you have created a case, your personal "Expert" will receive an **alert** that you have **created** a new case, or **updated** an existing case. This allows as close to **real-time collaboration** as possible to aid you in resolving your problem. This initiates email communication between you and the Expert.

The case is securely stored in a feature called **S.A.F.E.** or **S**ecured **A**ccess to **F**iles and **E**vidence.
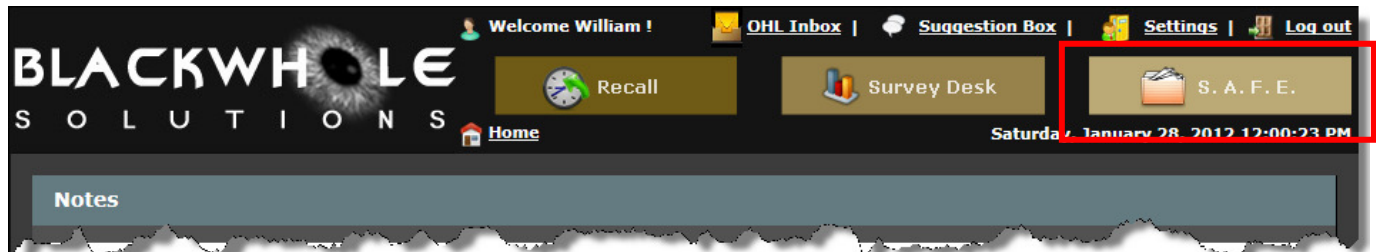
S.A.F.E. is where your cases are **securely** stored. Remember, you started your case when you selected the appropriate content using Keywords as explained earlier in this guide. **S.A.F.E.** contains all your **case details** and **communications** with your Expert. Once you have created a Case, you will notice that a **Blue Folder** exists for each case. This folder contains all the content choices that you selected during the investigation process (Starting with **Keywords**.) You will see a "**Discussion Trail**" that displays the **time, date** and **content** of each communication between **You** (the User) and the designated **Expert**.

How to Establish and Use the OneHotline.com Service

The <mark>Survey Desk</mark> feature is where you **create**, **control**, **access** and **review** your **Hotline Service**. You simply click "**Add New Location**" and type in the name of the location you desire to monitor. Once you type in the location name you click the "**Save**" button. This creates a "**Code**" that cannot be duplicated so you don't have to worry that another User is using the same code. You simply copy the **Code** to the **OneHotline** poster as well as customer receipts, etc. You can display the **Code** anywhere you feel the Employee and Customer will be sure to easily see it. It is at the **Survey Desk** that you will **access** and **analyze** the **eight distinct graphs** that **measure 8 key areas** of **business operations** in **real-time**.

You will also note a **feature** that allows you to set up to **5 email accounts** to others who you want to receive Hotline Alerts.
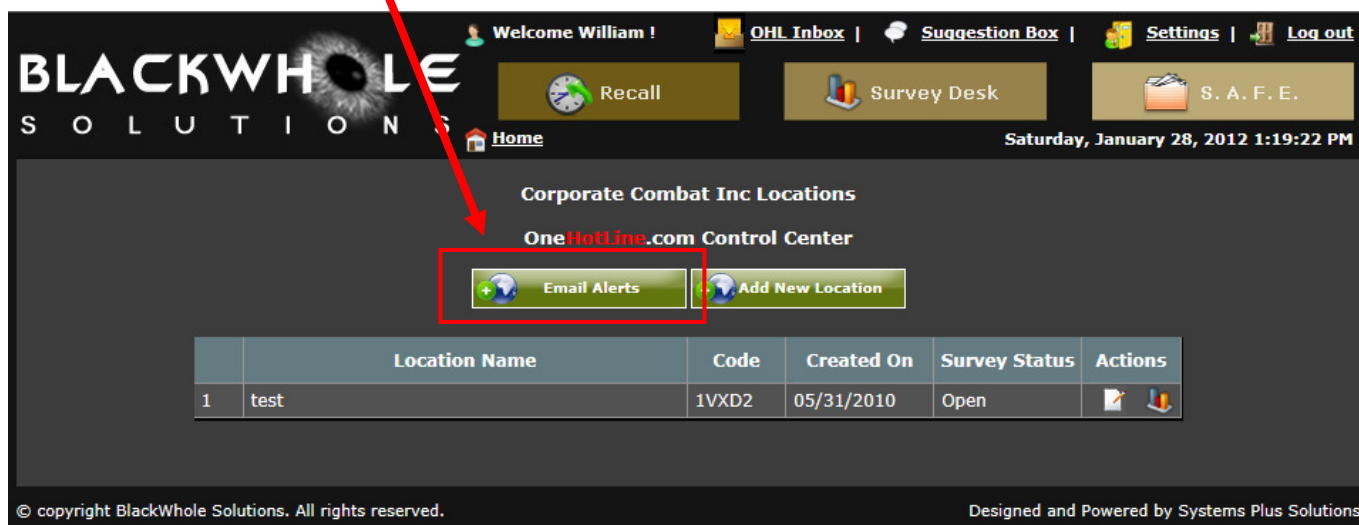
Let's take a look at the **OneHotline** program. This is a **powerful**, **full-featured** Hotline system that is used by both **Employees** and **Customers**. The **Survey Desk** is where you created your **location codes** which in turn are displayed on posters, receipts, placards, newsletters, bulletin boards, etc. The most common methods used to display the code are the **Poster** and the **Customer Receipt**. The Employee and the Customer uses the **same code** to access the area where they can leave their typed concern. The Employee can proceed to the next level within the Hotline system to complete the **Survey**. The Survey contains **less than 40 questions** that have **proven** to be **extremely accurate** in measuring **eight key areas** of business operations. Since the measurements are completed in **real-time**, the graphs **instantly** reflect the results and allow you to **respond immediately** to those locations and to address those specific areas that require the most attention. In other words, the Survey results allow you to **prioritize** your tasks in resolving the **most relevant** concern. Let's say you have 10 locations. The Survey results tell you that locations 1-5-7 have **serious theft problems**; location 6 has a **drug problem**; while locations 2-3-4-8-9 and 10 appear to be just fine with no reported concerns.

OneHotline.com is located on a separate secure server. Users of the Hotline will go to www.OneHotline.com to access the site using the "**Code**" that was generated when you created your respective hotline locations as shown earlier in this guide.


BLACKWHOLE
S O L U T I O N S

Corporate Combat's ONE HOTLINE

Please enter code number on your ONE HOTLINE card, or POSTER, then click on the ENTER button below.

Code

ENTER

Just in case you do not wish to take this online survey, then submit your feedback using toll free number : 1-888-888-8349

NOTE : In either case you will never be asked to identify yourself!
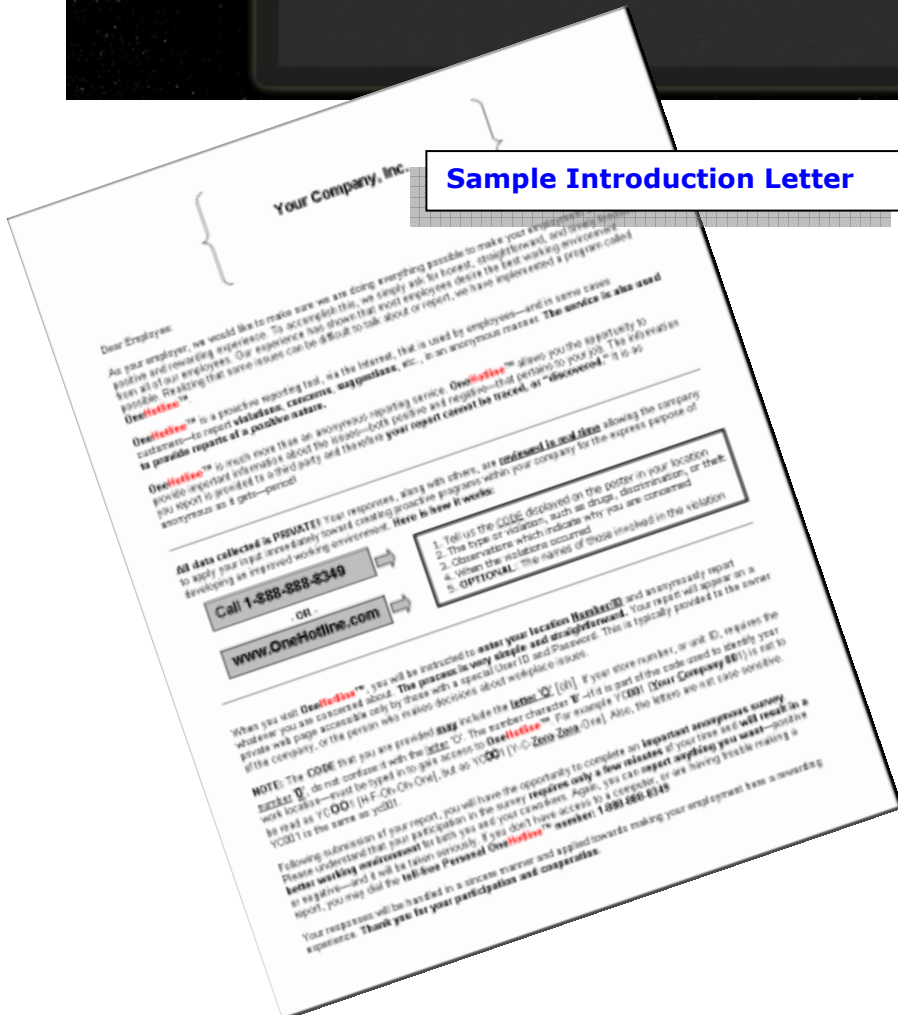
Sample Introduction Letter

Poster

CODE:

XYZ123

OneHotline.com

– or –

1-888-888-8349

One Click...One Call

Comments & Concerns are Confidential

The **code** is the number or alpha/number that you display on your poster or other media that is highly visible to your Employees and/or Customers.

OneHotline.com messages not only arrive at your Outlook as an alert, but it copies the messages to a feature called "**OHL Inbox**" which is located **at the top** of your Member page.
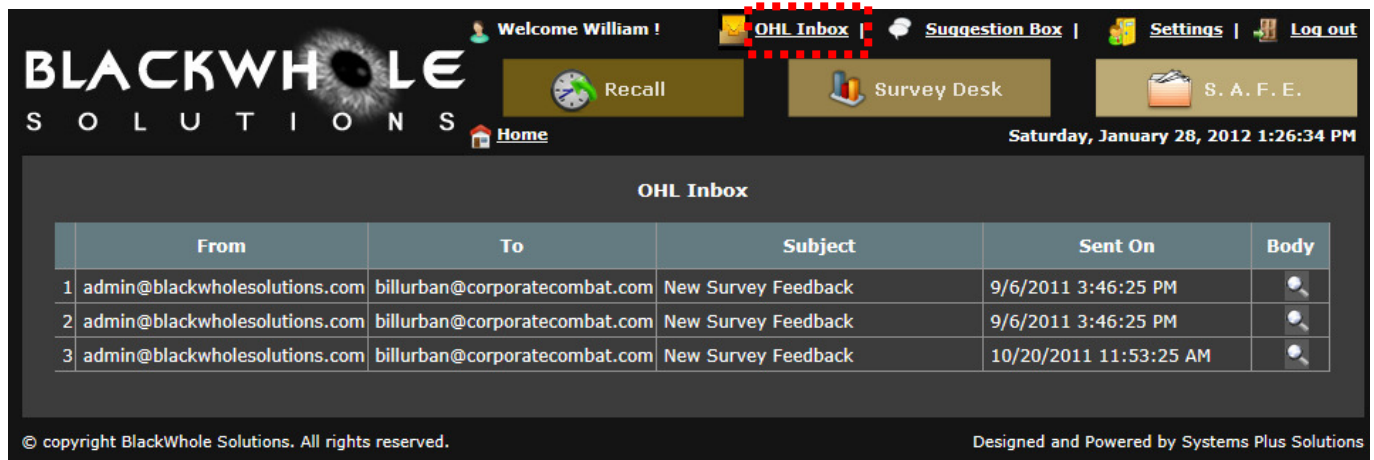
Click on the magnifying glass (Body column) to the far right of the message to view your Hotline alerts (messages) from Employees and Customers. When you click on the **magnifying glass** a **pop-up window** will appear to display details of that particular message as shown below:
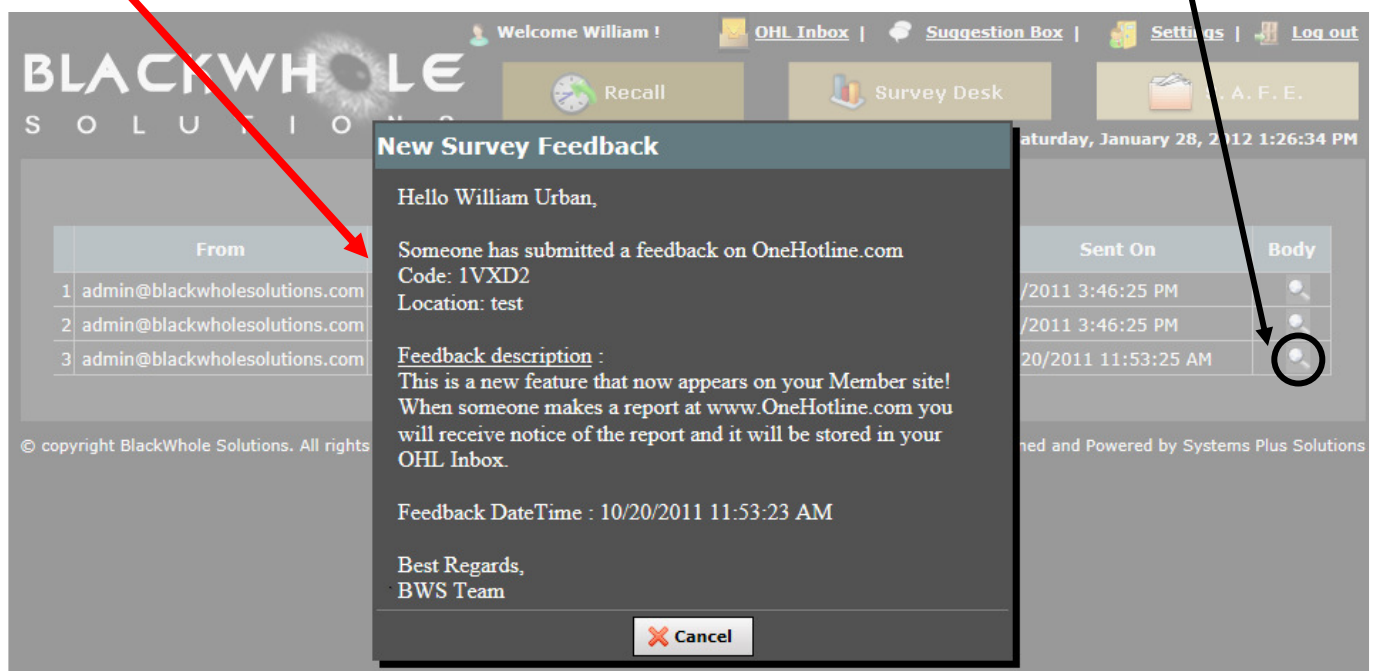
Another **OneHotline** feature is found as a "**Keyword**." Clicking on **1-HOTLINE!** allows you to create a log or "diary" of a Hotline that you determine is important enough to create a File in the "Case Management" system that you place in the **S.A.F.E.** feature as described earlier. Simply click on **1-HOTLINE!** and follow the onscreen instructions in creating a file in **S.A.F.E.**
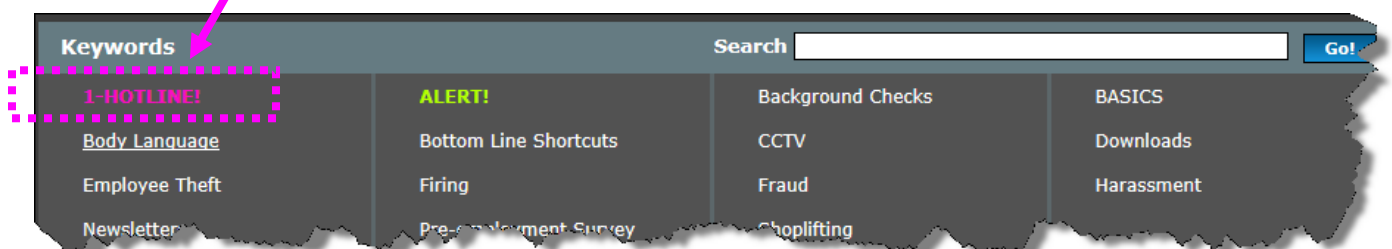
Other Features
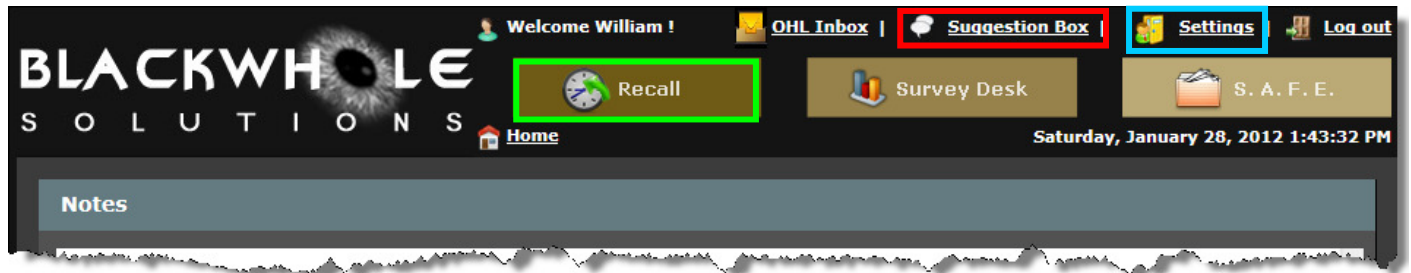
1. There is also a simple feature called **Suggestion Box** and it is just that. A feature that allows you to offer **ideas**, **comments**, **criticisms**, etc. Have an idea for a new feature? Just use the **Suggestion Box** to let BWS know. Have an idea to revise an existing feature? Suggest it!

2. The **Settings** feature allows you to **control the level of access** you provide to others such as a Manager, Supervisor, or any other management-level person you entrust in case management decisions.

3. The **Recall** feature is a **time-saving**, **anxiety reducing** tool. Its purpose is **simple**. If for any reason you exit out of BWS, you can rest assure that when you return you will be able to **pick up exactly where you left off**. There are two features that help you. The **Recall** feature automatically lists the most recent areas you were reviewing before having to exit the system. Your "**Notes**" area on the Home page is also an area where you can make some last minute reminders prior to logging out.

What else?

Bonus!

BWS Members will have access to **one-of-a-kind Continuing Education** Courses found exclusively on **www.365Trainer.com**.

Members will receive these Courses at a substantial discount. Some course material will be **free!**

Real-time <mark>Background Checks</mark> are performed at

www.123BackgroundCheck.com

BlackWhole Solutions™ criminal background checks are performed in **real-time** using Court Retrieval Specialists who visit the courthouse where potential criminal records are stored. You receive **legally compliant** data on your subject, not archived or outdated information that could get you sued. Examples of the background checks our trained retrieval specialists conduct on a daily basis include:

- Criminal background checks
- Sex offender background checks
- Federal civil records
- Driving records

- Credit history
- Federal criminal records
- Civil records
- Public record searches

BWS searches are conducted through Loss Prevention Specialists, Inc., a background check company that also provides corporate fraud investigations. The background checks are **secure**, **up-to-date** and processed by professional court retrieval specialists.

The BWS Experts have been providing background checks to businesses **since 1972**. The background check process is not new to us, unlike many companies that now offer this service at "discounts" and in an "instant" format. For a background check to be **accurate** and **truthful**, it should be performed by professionals who know what to look for; not from an automated process that returns archived or magnetic tape data.

Call <mark>1-800-825-5572</mark> for details