Cause-Think

User Guide

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The Cause-Think dashboard

After logging in, you enter the Dashboard view. Here you will see all the Event Maps that you have made. There are 2 views: the tile view and the list view

The (default) tile view

Switch language

Access the support page

Cause-Think

Event Maps

Open the Event Map

Switch between tile view and list view

+ New Event Map

Process Analysis - Regeneratio... ⋮

Created by: **Martijn Maas**
Last update: **27/03/2025**
RCA/Project Code: **20250214**
Initiated

Engine failure RCA ⋮

Engine B failed 2 consecutive times in a week.

Created by: **Martijn Maas**
Last update: **27/03/2025**
RCA/Project Code: **20250325-MM**
● Ongoing

Edit or delete the Event Map general information

The list view

Switch language

Access the support page

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Switch between tile view and list view

Event Maps

Filter fields

+ New Event Map

Filters | RCA/Project code ˅ | Title | Problem Owner ˅ | Created from → Created to | Updated form → Updated to | Status ˅ | Apply Filters | Clear Filters

RCA/Project code	Title	Problem Owner	Status	Date Created	Last Updated	Actions
20250214	Process Analysis - Regeneration M14	Luuk de Vries	Initiated	17/03/2025	27/03/2025	✎ 🗑
20250325-MM	Engine failure RCA	Olivia Thompson	● Ongoing	27/03/2025	27/03/2025	✎ 🗑

Open the Event Map

Delete the Event Map

Edit the Event Map general information

< [1] > 10 / page ˅
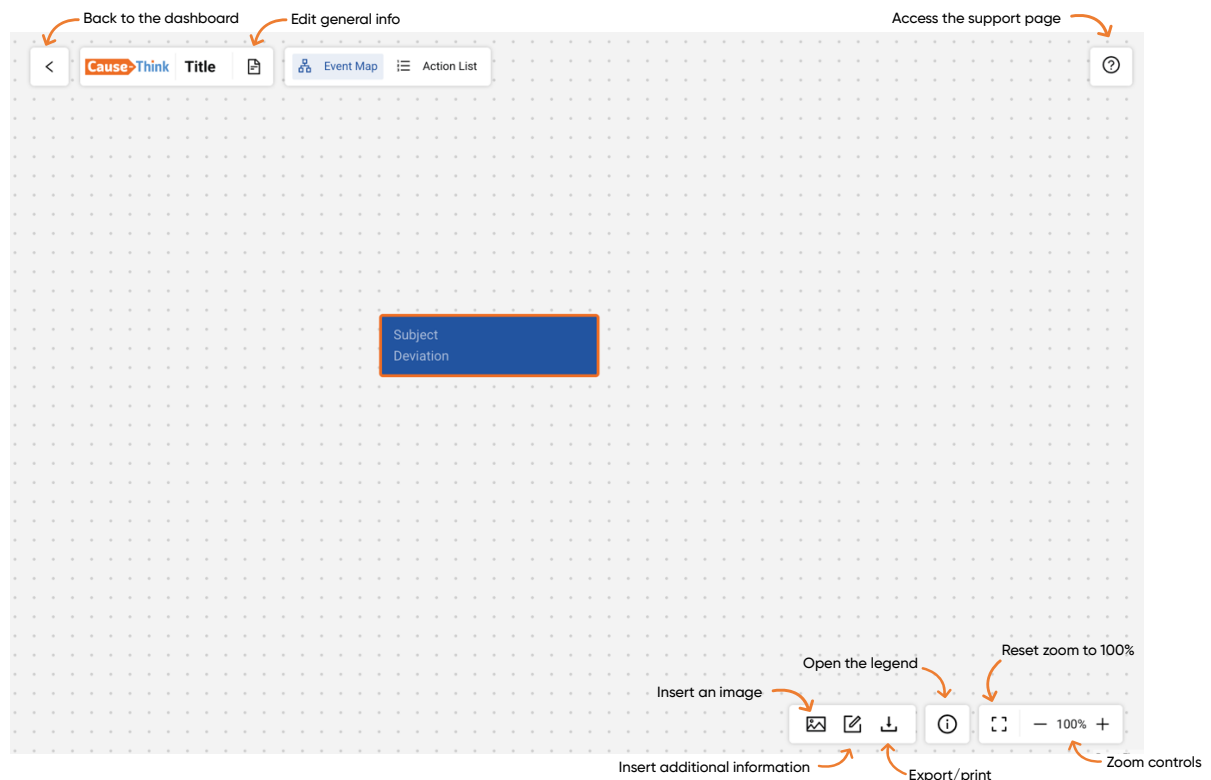
Event Map

Create a New Event Map

1. After logging in, click on "New Event Map" to create a new Event Map.

2. A pop-up screen appears where you can fill in the details concerning the Event Map. They are not mandatory fields although very helpful. Click on Create to create the Event Map.
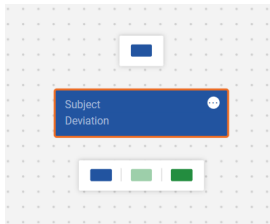

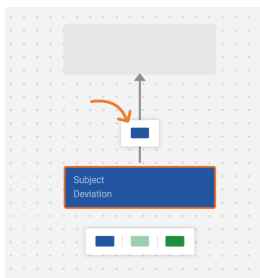3. The Event Map is created in your dashboard. Click on the Event Map to start building it. This is what you see:
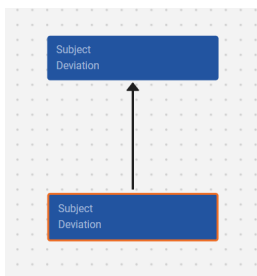
Start building your Event Map

1. To start creating the Event Map, click on the Event. Options appear:

2. Hover over an option and a placeholder appears

3. Click on your choice of event map item and it appears in the Event Map
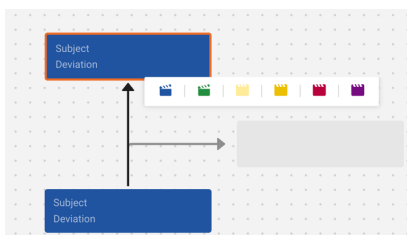

4. Repeat these steps for all effects, causes and contributing circumstances that you want to add to your Event Map.
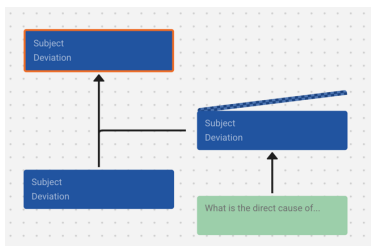
Adding Barriers:

1. Click on the arrow that represents the cause & effect relation that should have been prevented by the barrier:
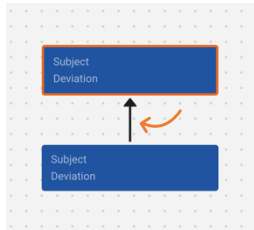
2. Options appear and you can now click on your choice of barrier.

3. The barrier appears where the grey placeholder was. For breached barriers, an unknown cause is added automatically.
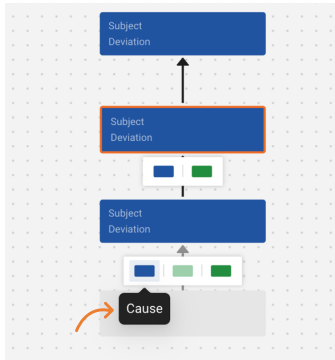

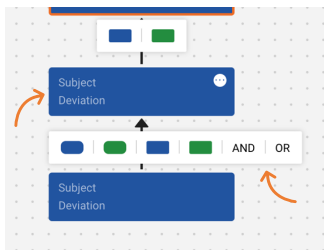You can find a reminder of what the different colour barriers represent in the legend. The legend can be opened by clicking on the legend icon on the bottom of the screen:
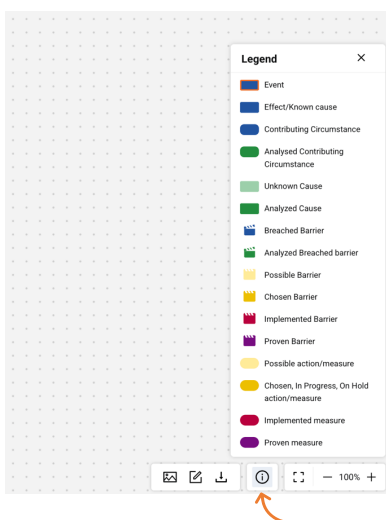
Adding AND/OR port

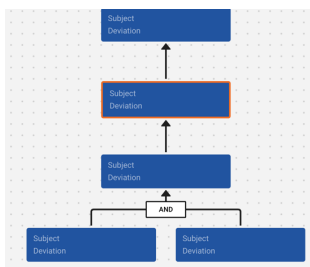To add an AND or OR port, click on the relevant cause.
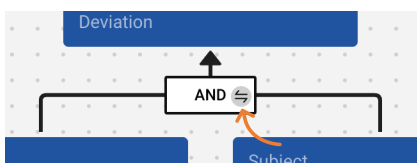
1. First add 1 cause below it

2. Click on the first Cause again. Now extra options appear

3. Choose AND or OR, and click on the item you want

4. To add more items on the same split, redo step 2 and 3.

5. If needed you can change causal relation from AND to OR and back. Hover over the AND/OR port. You will see a "switch"- icon appear
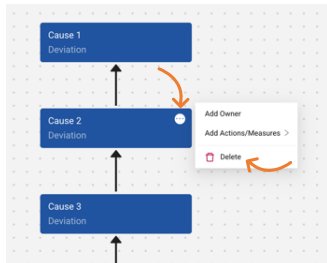

Click on the icon and the port changes from AND to OR and the other way around.

Delete Event Map items

It is possible to delete Event Map items from anywhere in the Event Map. To delete an item:

1. Hover over the event map item. Click on the white circle with 3 black dots that appears. A context menu appears, choose Delete.
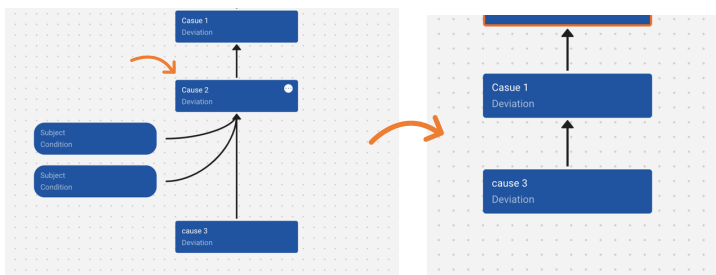

2. The Event Map item is deleted. If the deleted item had an Event Map item above it and below it, they will be connected.
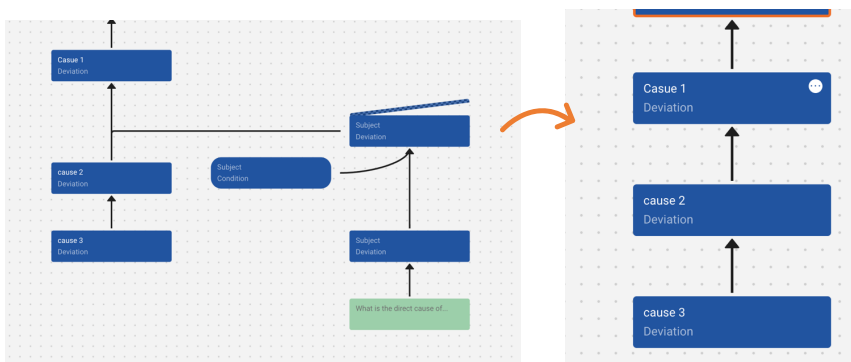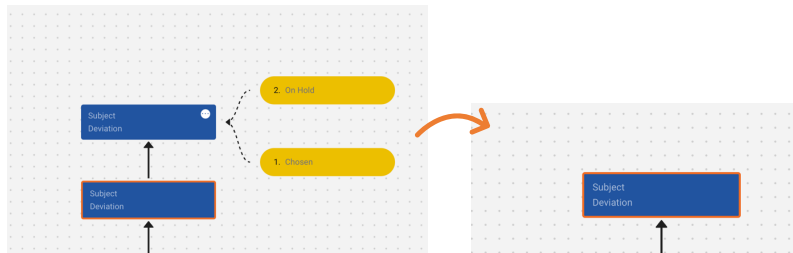

Some things to be aware of:

When you delete a cause or consequence where there are contributing circumstance attached, they will all be deleted

When you delete a broken barrier, everything under the broken barrier is deleted

When you delete an Event map item with actions attached, those actions will be deleted as well

It is impossible to delete the Event itself since this is the starting point of your Event Map.

Move Event Map / Zoom in

Moving:

You can move the entire Event Map to reposition it in your screen by placing your mouse on a blank spot on the Event Map canvas. Click and hold. Now move your mouse.

Zoom in

-   Use the + and - icons

-   Or use the scroll function of your mouse to zoom in or out
-   The square brackets give you 100% zoom instantly

Adding pictures/visuals

You can add pictures and visuals to the Event map.

1. Click the icon to add

2. Choose an image to upload from your computer (max size 5 mb, .jpeg or .png only)

3. The image appears in your Event Map

4. Click on the image to resize by using the blue dots in the corners of the image.

5. To delete the image, click on the image and use the garbage icon

Export/print Event Map

You can export the Event Map to a pdf form (and then print). The PDF is vector based (with the exception of the images), which means that means that the pdf remains readable and sharp even if you zoom in a lot.

1. Place the Event Map directly under the title
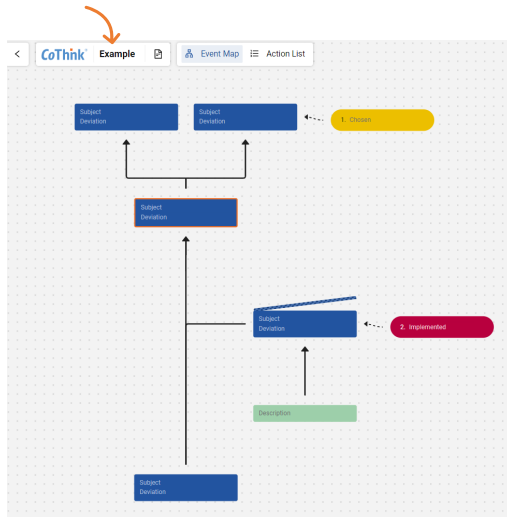
2. Click on the icon

3. A pop-up appears. This is the pop-up of your browser and may look different depending on which browser you use. The images for this explanation are from the Chrome browser.
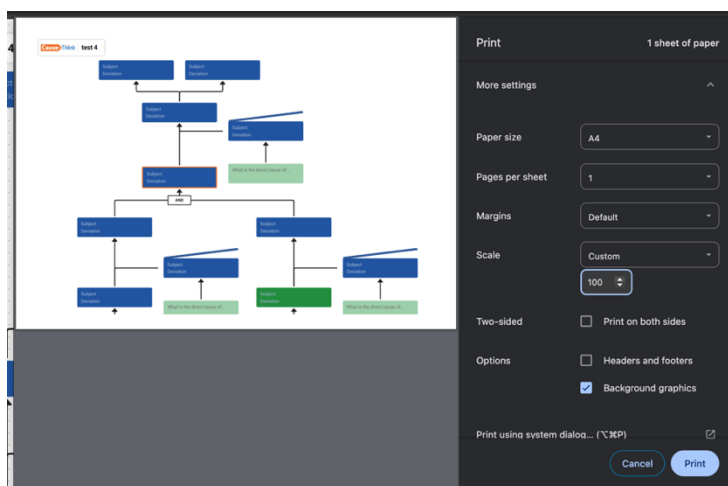
4. If the print preview does not show your Event Map completely (see image at the previous point), you can change the scale of the export using the browser print functionalities. Look for Scale, choose custom and then readjust the percentage.
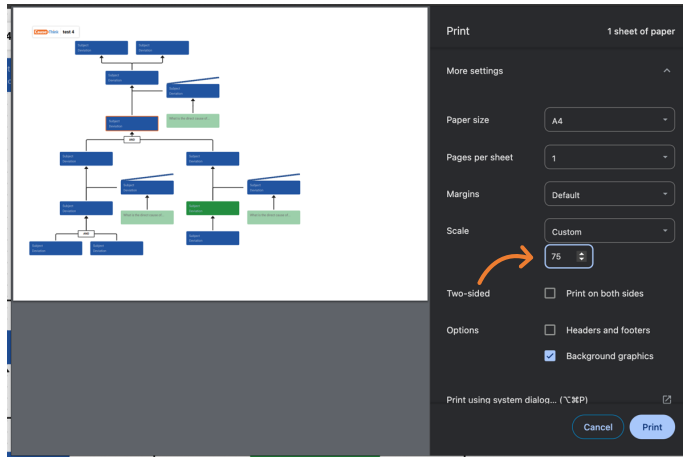
5. To save as pdf: choose "Save as pdf" then click Save

6. To print directly: choose your printer from the list and click print

Actions/measures

You can add actions/measures and the owner to an Event Map item. The actions and measures also appear in the action list. We'll first explain how to add them in the Event map and then cover the Action list itself.

1. To add actions or the owner of an Event Map item, hover over the EM item and click on the circle with the 3 dots that appears. A contex menu will appear.
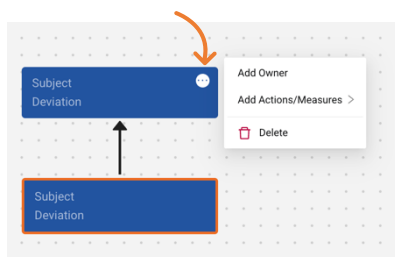
2. Click Add Actions/Measures. A sub-menu will appear that allows you to choose what status Action/Measure you want to add.
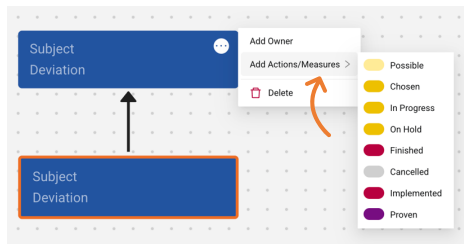
3. Click on any of the status icon to add an ActionMeasure (for example: Possible). The Action/Measure will be added to the Event Map:

Change the status of an Action/Measure:

1. Hover over the Action/Measure and click on the circle with 3 dots that appears.
2. Hover over "set status"
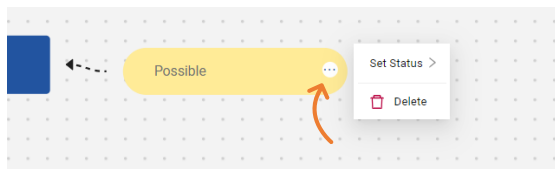
3. Choose your status, for example In Progress:
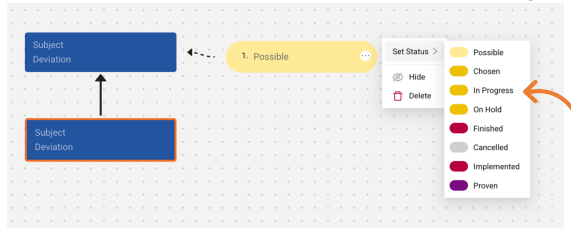
4. The Action/Measure will change color and status. This will be represented similarly in the Action List.

Owners

Causes, effects, contributing circumstances and barriers can have an owner assigned and visible in the Event Map. Actions/Measures can also have an owner, but that will only be visible in the Action List.

1. Hover over the Event Map item and click on the circle with the 3 dots. A context menu appears
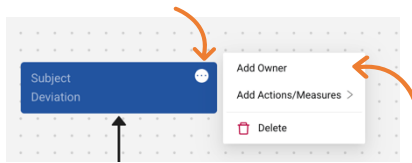
2. Select Add Owner. The owner field is shown in the Event Map item.

3. Click on the Owner here field and enter the owner
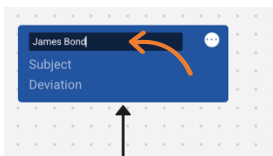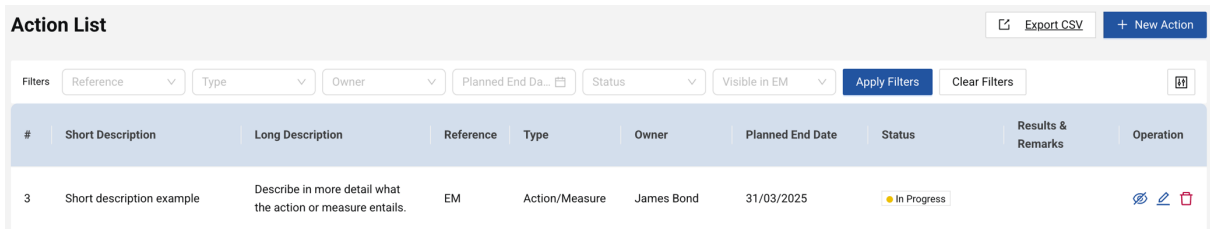
Action list

To go to the Action list, click on the icon near the title of your Event Map

You'll see the following

The Action list displays all actions, measures and new barriers. It does not distinguish between an action or a measure.

Adding Actions/Measures

You can add actions/measures using the New Action button (top right corner), or you can add them directly in the Event Map. Regardless of where you created an action/measure, it will appear in the Action List.

Note: new barriers can only be added in the Event Map. They can subsequently be managed in the Action List.

Note: Actions/measures that are created in the Action List are not visible in the Event Map.

Changing an action
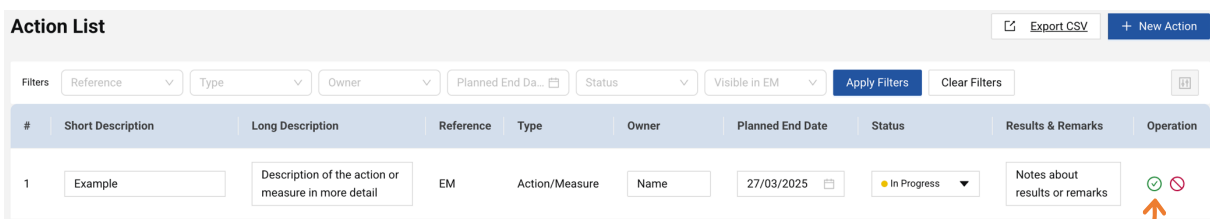
To change the information of your actions and measures

1. Click on the pencil

2. You can now change the different information items.

3. To save the changes, click on the green icon

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4. To cancel the changes, click on the red icon

5. Your changes are saved and synched with your Event Map

Deleting an action/measure

1. Click the garbage bin

2. You will be asked to confirm the deletion:

3. After confirmation your action list is deleted and also deleted from the Event map

Changing the visibility of an Action List item

You can choose to make Action List items invisible on the Event Map. This only works for items that were created in the Event Map, because other items only exist in the Action List.

1. Click on the eye icon

2. The Action List item will remain visible in the Action List, but not on the Event Map. The eye icon will change to indicate this:

3. To undo this, click on the eye icon again.

Hiding Action List columns

If you want more room for certain fields in the Action list, it possible to temporarily hide Action List columns.

1. Click the column selection icon:

2. A dialogue box will appear in which you can indicate which columns you want to hide/see:

Exporting the Action List

You can export the action list to a .csv (comma separated values) file for further processing in another tool (MS Excel for example).

1. Click the export button

2. The action list is now automatically downloaded in .csv file to your computer.

Note:

-   The exported .csv file is in the folder you've chosen as the standard folder for your downloads from the browser.
-   You cannot upload changed statuses in the .csv to the Action list.
-   All columns will be part of the download, even if those columns were hidden.

Troubleshooting

I don't see the barrier-bars when exporting

Once you choose to export your EM, your browser gives several saving options. Please check if you see everything. For some users, when they choose the save option "Adobe pdf" the bars of the broken barriers disappear.
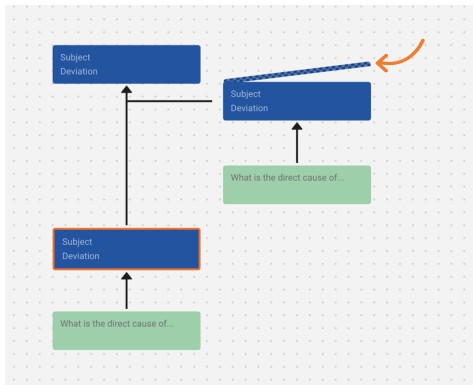
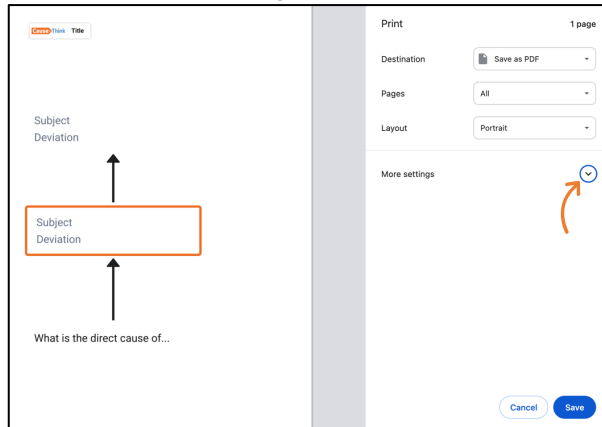## I don't see my Event Map items in the exported pdf!

If your Event Map export does not show the Event Map items (boxes) it will look like this:
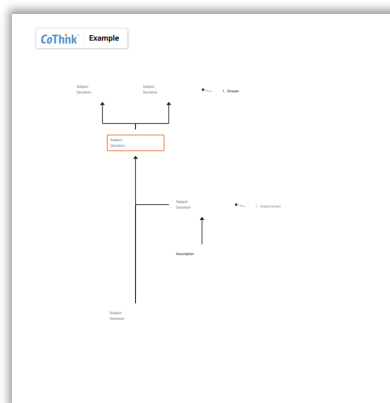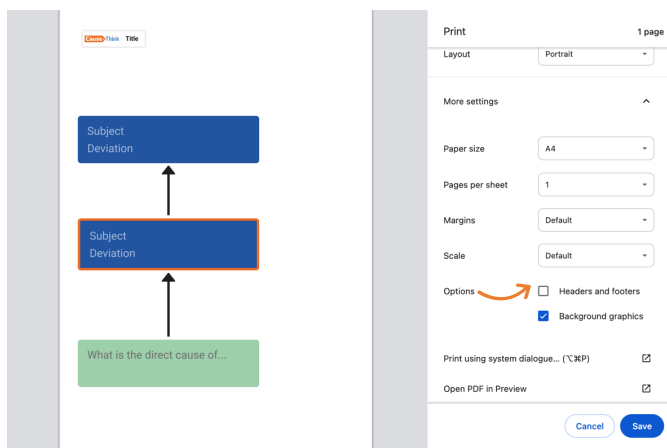

It means that if background images are turned off in the print settings.

To fix this, do the following in the print settings:

1. Click on more settings

2. Scroll down to see "Background graphics" and tick that box

3. Event Map items appear