TELLUS

A PRODUCT OF JRC

GETTING STARTED

Your Sustainability Reporting Workspace

A simple guide to entering and managing your ESG data

Provided by Joshua Rayan Communications · Version 1.0 · June 2026

Getting Started – contents

This guide reflects the current Tellus platform, with screenshots from the live build. A neutral “Demo Company Sdn Bhd” stands in for your company name throughout.

1 · Welcome

Tellus is your company's online home for sustainability and ESG reporting. This guide walks you through it step by step — no technical background needed.

Your organisation is preparing an ESG (Environmental, Social and Governance) report — the kind of disclosure that frameworks such as **Bursa Malaysia**, **FTSE4Good**, **GRI**, **SASB** and **IFRS S1/S2** ask for. Tellus is where you enter the underlying figures and narratives once, in plain forms, and the platform turns them into a polished, framework-aligned report. Your JRC consultant has already set up the frameworks, indicators and company structure for you — your job is to fill in the numbers and answers for your part of the business.

What you will actually do

In day-to-day use you will: sign in, choose the financial year you are reporting, glance at your dashboard to see how complete you are, then open **Data entry** and work through the indicators one by one — typing figures into a simple three-year grid, choosing units, writing short narrative answers, and attaching supporting documents as evidence. Tellus saves your work automatically as you go.

> **i** You do not build the report yourself and you do not configure frameworks. Those are handled by your JRC consultant. You focus on accurate data; Tellus and your consultant handle the rest.

A few things that make Tellus easy

You'll see	What it means for you
Automatic saving	There is no "Save" button to remember. Edits are saved to the cloud moments after you type them.
Automatic calculations	Emissions, energy totals, ratios and percentages are worked out for you — you only enter the raw inputs (litres of fuel, kWh, headcounts and so on).
Guidance built in	Most indicators carry an "i" help tooltip, and warnings flag numbers that look inconsistent before your consultant ever sees them.
Always available help	The **Contact JRC** and **User guide** links in the sidebar are one click away whenever you are stuck.

> **✓ Tip —** Read this guide once end-to-end before your first session, then keep it open beside you as you enter your first year of data. After that, you'll rarely need it.

2 · Getting in

Tellus is invitation-only. You don't create your own account — your consultant invites you, and you set your own password from a secure email link.

Step 1 — Accept your invitation & set a password

When your consultant adds you, you receive an email with a secure link. Click it to open the **Set password** page. Enter a new password (at least **8 characters**) in **New password**, type it again in **Confirm password**, then click **Set password**. On success Tellus signs you in automatically and takes you straight into the platform.

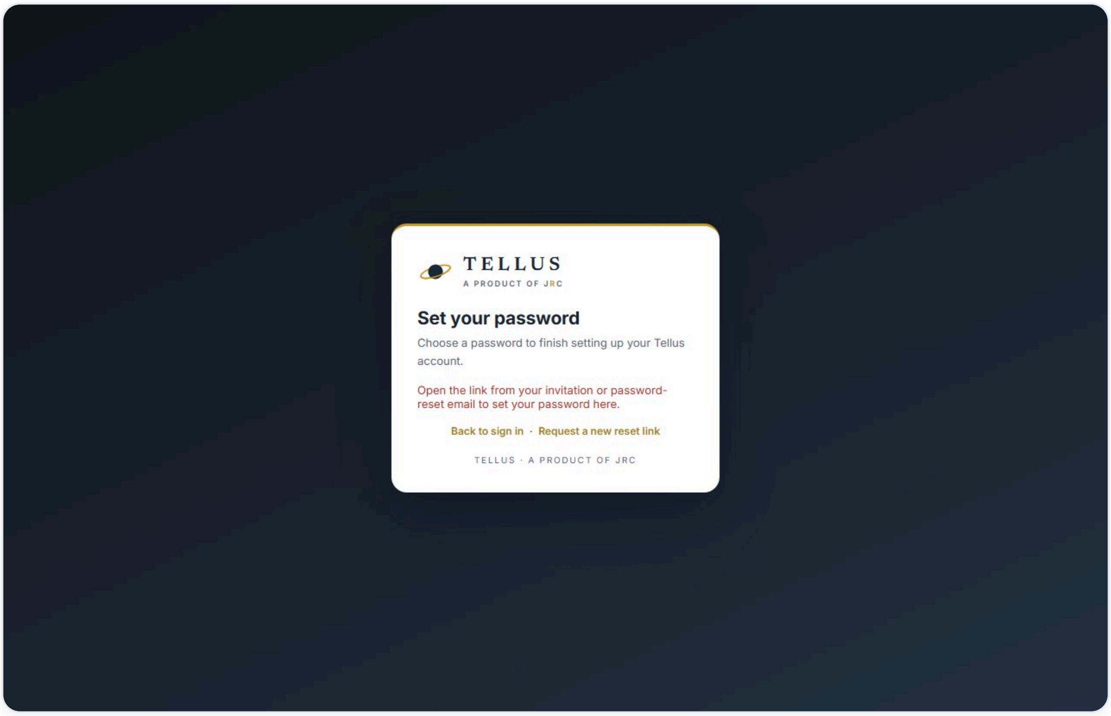

Figure — Setting your password. The page opened from your invitation (or a reset) email link.

! Good to know — The link works only when opened from your invitation or reset email, and only once. If you refresh the page after it loads, or the link has expired, you'll see "This link is invalid or has expired" — just ask your consultant to send a new setup link, or use **Request password reset** on the sign-in page.

Step 2 — Sign in

Afterwards you sign in at the normal login screen. Enter your work **Email** and **Password** and click **Sign in**. The button briefly shows "Signing in..." while it works. Your email is not case-sensitive.

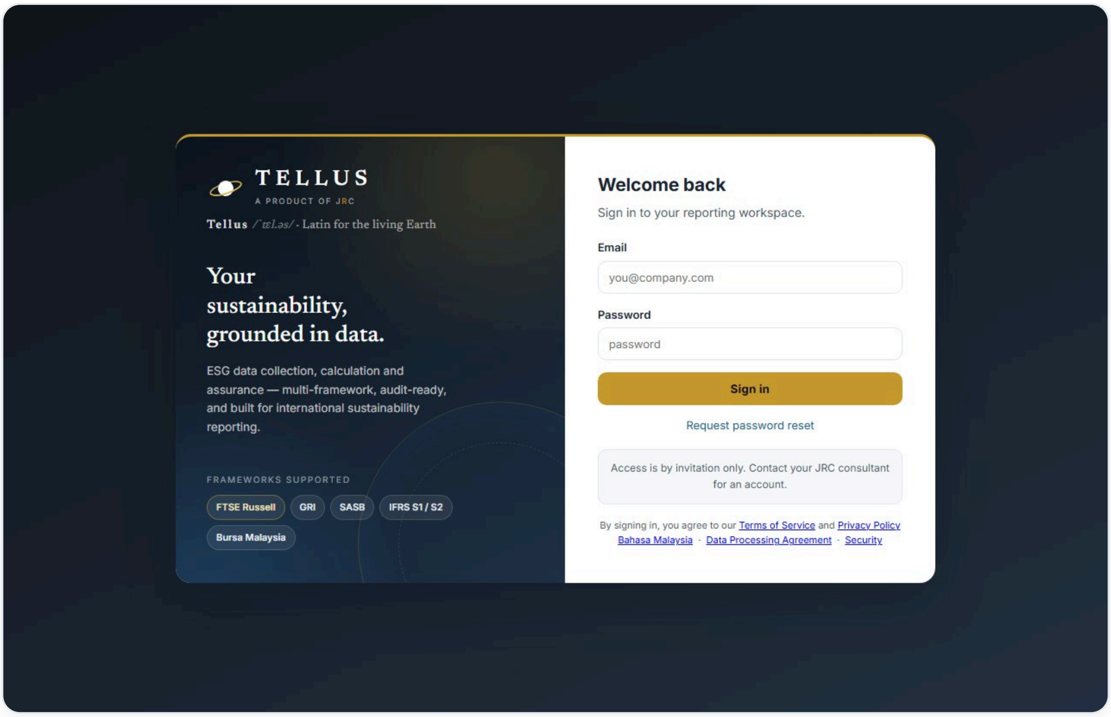

Figure — The sign-in screen. Access is by invitation only; there is no public sign-up.

ℹ If sign-in fails, Tellus shows a short message under the form (for example "Sign in failed"). Double-check the email and password; if it keeps failing, request a reset or contact your consultant. The screen states "Access is by invitation only. Contact your JRC consultant." — there is no self-registration.

Step 3 — Forgot your password?

On the sign-in screen click **Request password reset**, type your account email, and click **Send reset request**. You'll see a neutral confirmation — "If that account exists, we've emailed a secure reset link" — whether or not the email is recognised (this protects your privacy). Open the email and follow the link to set a new password, exactly like the invitation flow. Click **Back to sign in** to return.

! Good to know — Reset emails depend on email delivery being switched on for your platform. If you don't receive one within a few minutes (check spam first), the message "The reset email could not be sent" may appear — contact your administrator or JRC consultant, who can send you a fresh setup link directly.

The 30-minute idle sign-out

For security, Tellus signs you out automatically after **30 minutes of no activity** (no clicks, typing or scrolling). When this happens you'll see "Signed out after 30 minutes of inactivity." on the login screen — simply sign in again. This is normal and protects your company's data on shared or unattended computers.

ℹ The idle timer is shared across browser tabs: if you go idle, you're signed out everywhere at once. Tellus tries hard to finish saving any pending edits before it signs you out, so you won't normally lose work.

Staying signed in & session restore

If you simply refresh the page or close and reopen the tab within the 30-minute window, Tellus quietly restores your session — no need to type your password again. It puts you back exactly where you'd be after a fresh sign-in. Only if the idle window has already passed will it ask you to sign in again.

Signing out

To sign out deliberately, click **Sign out** at the bottom of the left sidebar (the ⎋ icon). Tellus first makes sure your edits are saved.

> **! Good to know —** If you have edits that haven't finished saving, Tellus asks "You have changes that haven't finished saving… Sign out anyway and discard them?" Click **Cancel** to stay in and let saving complete. This is why sign-out occasionally seems not to work — it is waiting on you so your data isn't lost.

3 · Choosing your reporting year

Every time you enter Tellus you pass through the Year gate — a quick screen that confirms which financial year (FY) you are working on.

After you sign in, the **Open reporting year** gate appears. Pick the year from the **Select year** dropdown and click **Open workspace**. The gate defaults to your company's current reporting year, so most of the time you can simply click straight through.

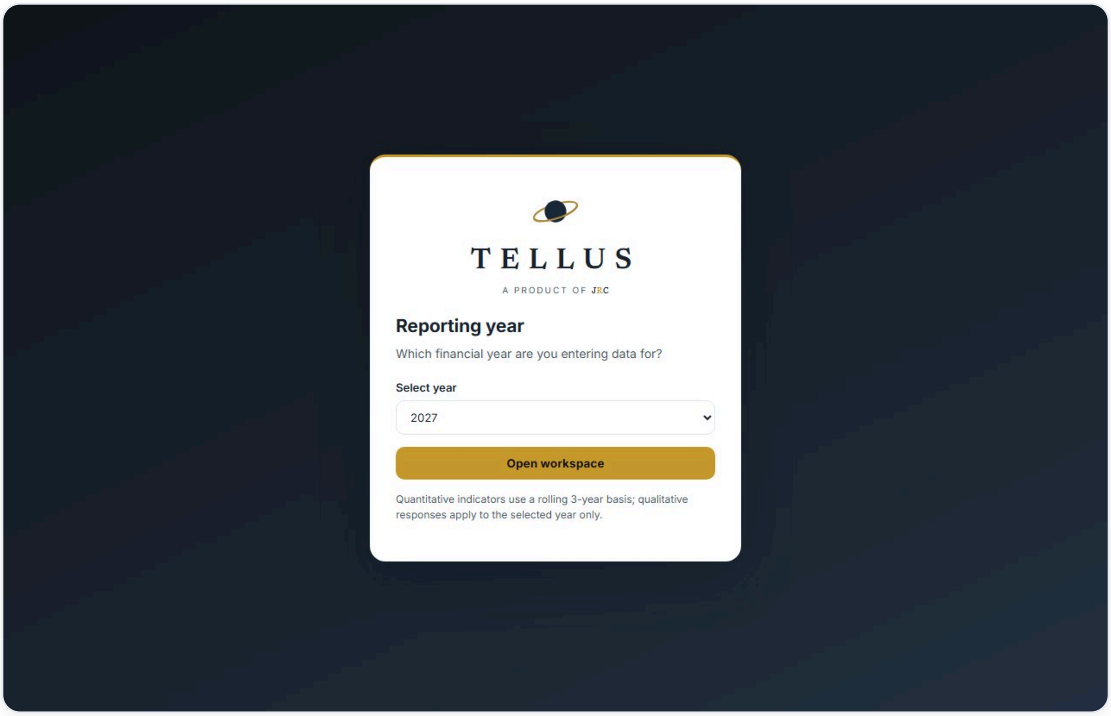

Figure — Choosing your reporting year. Pick the financial year you're entering data for, then **Open workspace**.

What the FY range tells you

Below the dropdown, a line shows the date range that year covers — for example "FY 2026 covers 1 Jan 2026 – 31 Dec 2026" (the exact dates depend on your company's financial year-end, which your consultant has set). This confirms you're about to enter the right period before you begin.

> **i How years behave is different for numbers vs. narrative.** Quantitative (number) indicators are entered on a rolling three-year basis, so you always see the chosen year and its two prior years together. Qualitative (written) answers apply only to the year you select. The gate reminds you of this.

Switching to a different year — "Change year"

To move to another financial year at any time, click **Change year** at the bottom of the sidebar (the 📅 icon). This reopens the gate so you can pick a different year and click **Open workspace** again. You can choose any year from next year down to five years back.

> **✓ Tip —** Switching years never deletes anything — earlier years stay fully intact and editable. Tellus does **not** automatically roll you into a new financial year; you stay in your current reporting year until your consultant

deliberately advances it. So if it's early in the new calendar year and you're still entering last year's figures, that's correct.

! Good to know — If you pick a value outside the allowed range you'll see "Please choose a valid reporting year." Just select a year from the dropdown instead of typing one.

4 · Your dashboard at a glance

The Dashboard is your home view after the Year gate. It shows, in one screen, how complete your reporting is and how your headline numbers are trending.

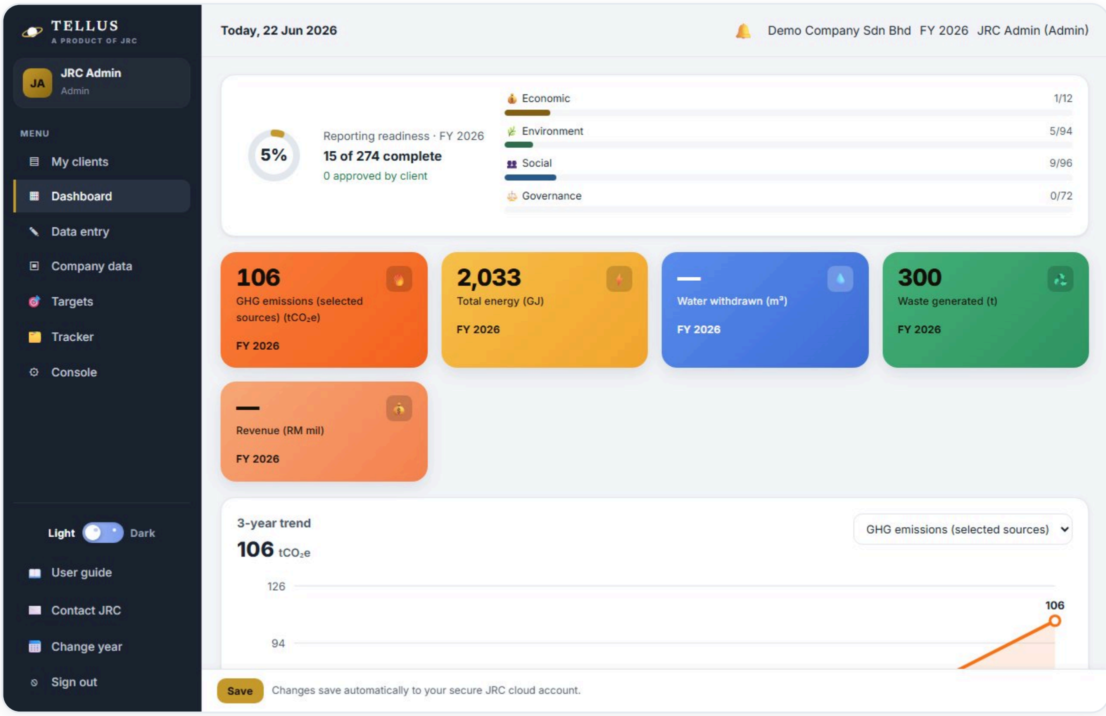

Figure — The dashboard. Readiness ring, headline tiles, and the three-year trend chart for the selected year.

The reporting-readiness ring

At the top, a circular gauge shows your overall completeness — the percentage of indicators filled in — with an "X of Y complete" count beneath it. Below the ring, a progress bar for each pillar (Environment, Social, Governance) shows how far along each is. A green "N approved by client" figure tells you how many indicators have been formally approved.

> ℹ The ring reflects the year you've selected, and counts only the pillars you're allowed to see. If you've been given access to just some pillars, your percentage may differ from what a colleague or your consultant sees — that's expected, not a mistake.

Headline tiles

Up to five tiles summarise your company-wide totals for the year: **GHG emissions** (Scope 1+2+3, tCO_2e), **Total energy** (GJ), **Water withdrawn** (m^3), **Waste generated** (t) and **Revenue** (RM mil). Each tile shows the current value and a small "▲/▼ N% vs FY (prior)" change chip when there's a prior year to compare against. A dash ("—") means that metric has no value entered yet.

> ℹ The Revenue tile only appears if your reporting includes the economic-value indicator; some companies will see four tiles rather than five. All tiles add up data across every entity in your company automatically.

Three-year trend chart

Below the tiles, a chart plots one metric across the last three reporting years, with a big current value and a year-on-year arrow. Use the dropdown above the chart to switch which metric is shown (the same list as the tiles).

The first-run checklist (brand-new years)

If nothing has been entered yet for the selected year, the dashboard shows a friendly **"Welcome"** card with a short to-do list instead of empty tiles — for you, that's an **Enter your data** button that jumps straight to Data entry.

> ✓ **Tip —** An empty-looking dashboard on a fresh year is intentional guidance, not a broken screen. Click the button on the checklist to get started, and the tiles will fill in as you enter data.

5 · Finding your way around Data entry

Data entry is where you spend most of your time. This section explains how to find the right indicators; Section 6 covers actually typing in the numbers.

Open **Data entry** from the sidebar. The screen lists your indicators as expandable cards, grouped by theme, with a row of tabs, a search box and filters across the top.

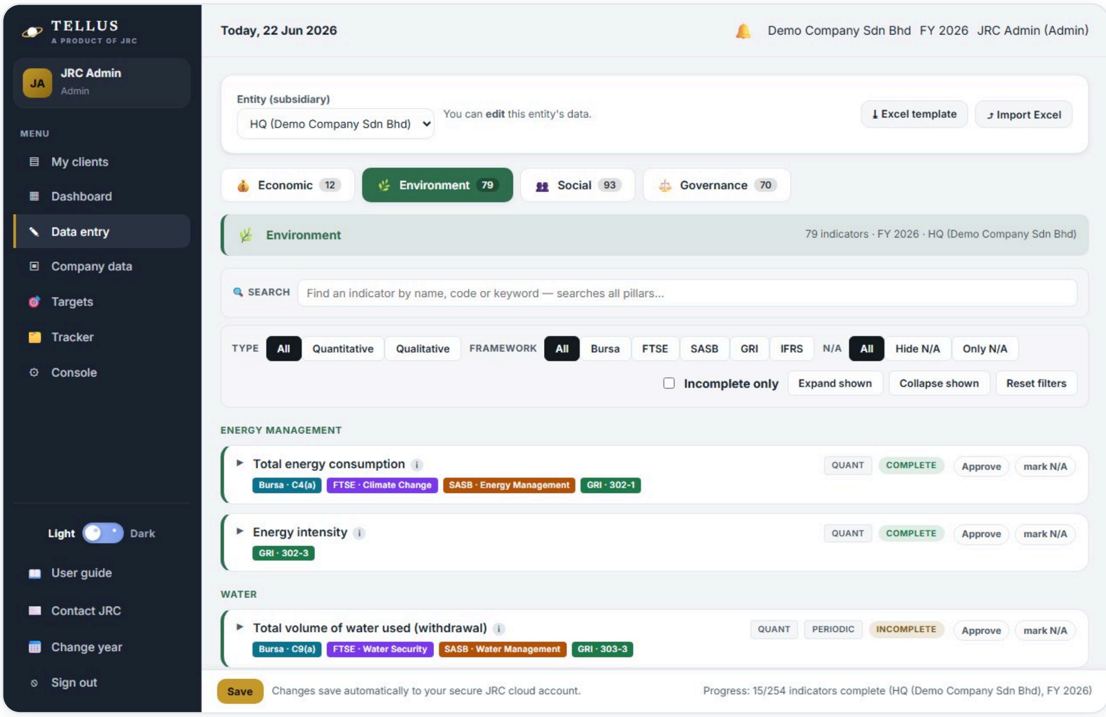

Figure — The Data entry screen. Entity selector, pillar tabs, filters, and indicator cards.

Pick your entity — and edit vs. view-only

The **entity selector** dropdown chooses which part of the business you're entering data for — head office (HQ) and/or each subsidiary. A note beside it tells you whether you can edit ("You can edit") or are just looking ("View only"). You may be able to **view** several entities but can only **edit** the one you've been assigned. Multi-entity companies enter each entity separately.

> ℹ There is no "Company total" option in this dropdown — the consolidated, all-entities view lives on the separate **Company data** screen. Here you always work on one entity at a time.

Pillar tabs

The tab strip at the top — Environment, Social, Governance — shows only the pillars you're allowed to see, each with a live count of indicators. Clicking a tab switches pillars and recolours the screen to match. Indicators you haven't been assigned simply don't appear.

Search & filters

Use these to narrow a long list down to what you need:

Control	What it does

Search box	Type any word; Tellus searches across all your pillars at once (titles, themes, framework codes, and FTSE question text). A × button clears it.
Type filter	Show All, only Quantitative (numbers), or only Qualitative (written) indicators.
Framework filter	Show only indicators belonging to a chosen framework (e.g. Bursa, GRI).
N/A filter	Show All, Hide N/A, or show Only the indicators marked not-applicable.
Unfilled only	Tick to show just the indicators you still have to complete.
Expand / collapse all	Open or close every card currently shown at once.
Reset filters	Clears search and all filters back to the default view.

✓ **Tip —** The fastest way to finish a year is to tick **Unfilled only** and work top to bottom. An indicator you just completed stays visible for a moment so the card doesn't vanish while you're still looking at it.

Indicator cards & status pills

Each indicator is a card. Click its header (or press Enter/Space) to expand or collapse it. The header shows the title, an "i" help tooltip, coloured framework tags, a Quant or Qual badge, a "periodic" badge if it supports monthly/quarterly entry, and a **status pill**:

Pill	Meaning
Complete	All required figures/answers are filled in.
Incomplete	Something still needs to be entered.
N/A	You've marked this indicator as not applicable; it counts as done.
Check data (red)	The figures are saved, but something looks inconsistent — see Section 6.

6 · Entering quantitative data

Most number-based indicators use the same simple layout: a three-year grid with optional units. Once you've learned one, you've learned them all.

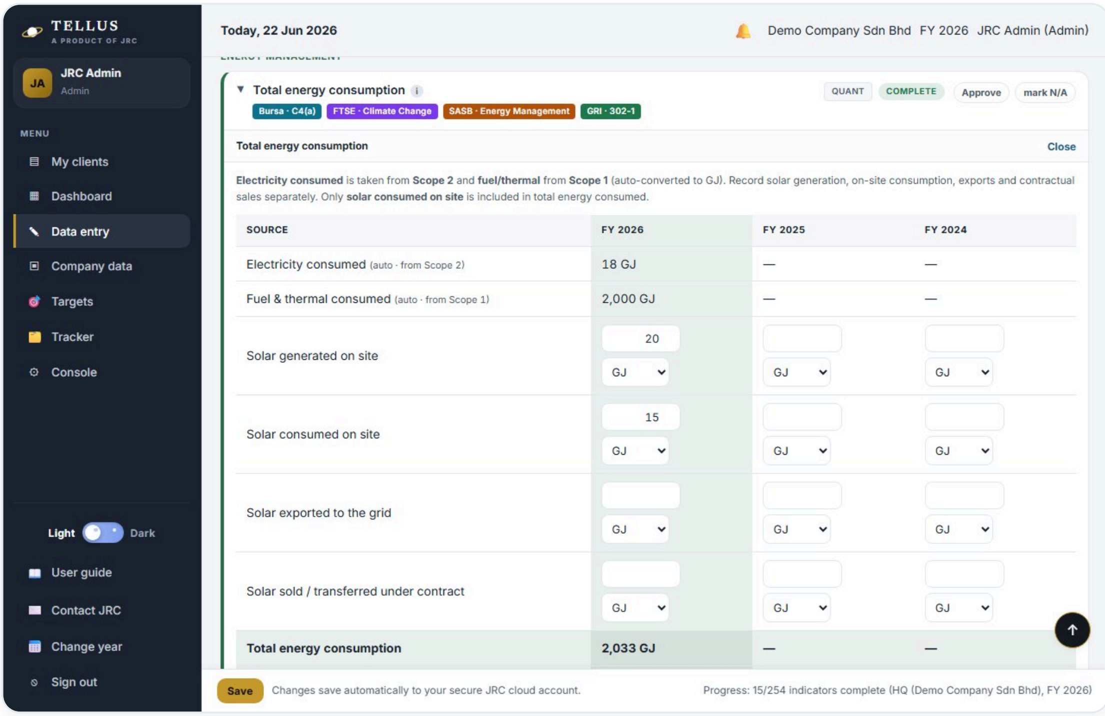

Figure — A quantitative indicator card. The three-year grid with per-field units and the converted total.

The three-year grid

Expand a quantitative indicator and you'll see a table: one row per figure (metric), with **three year columns** — the current year (highlighted) plus the two years before it. Type your number into each cell. Where a figure has a physical unit, a small unit dropdown sits next to the input.

> **i** Enter each of the three years on its own — numbers are **not** carried forward automatically. You report fresh actuals for every year. (Written, narrative answers can be copied forward; numbers cannot — that's deliberate.) If you type a negative number it's reset to zero.

Units & automatic conversion

The unit dropdown lets you enter data in whatever unit you measured it in — for example litres or m^3 for volume, kg or tonnes for mass, kWh/MWh/GJ for energy, km or miles for distance, and MYR for money. When you **change a unit, Tellus converts the value for you** so the real quantity is preserved (1000 kg becomes 1 tonne). Enter the figure however it's easiest; the platform keeps everything consistent underneath.

> **i** Conversion only happens between units of the same kind (you can't convert litres into kilograms). Counts and percentages never convert. Money is MYR only — by design, so amounts always add up comparably.

The converted Total line

For indicators that carry units, a **"Total (converted)"** block sums everything across the three years into one display unit. A small dropdown beside it lets you pick which unit to view that total in. This is a read-out — you don't type into it; it updates as you enter the figures above.

Validation warnings — "Check data"

If Tellus notices something inconsistent — a percentage over 100%, solar consumed exceeding solar generated, an employee gender total that doesn't match the age total, or more people trained than employed — it shows a red box under the card listing the problem, and the status pill reads **Check data**.

> **! Good to know —** These warnings are advisory — they do **not** block saving, and your work is still kept. They're a friendly heads-up so you can fix obvious slips before your consultant reviews the data. If a flagged figure is genuinely correct, you can leave it; just be ready to explain it.

Auto-calculated indicators — explained simply

Several indicators do the maths for you. You enter only the **raw inputs**, and Tellus computes the result. You'll recognise these by a "Calculated ..." box that fills in by itself:

You enter	Tellus calculates
Activity data — litres of diesel, kWh of electricity, etc.	GHG emissions (Scope 1 & 2) in tCO_2e, using the correct emission factors automatically.
Air/car trips and employee commuting details (with dates & distances)	Scope 3 travel & commuting emissions. Trips must be dated within the reporting year to count.
Solar generated / consumed / exported, plus your fuel & electricity	Total energy consumed and % renewable. (Only solar consumed on site counts toward total energy.)
Energy and revenue figures	Energy intensity (energy per RM million of revenue).
Water withdrawn and consumed/effluent figures	Water balance (the third figure can auto-fill if you tick "covers the entire entity").
Lost-time injuries and hours worked	LTIR (lost-time injury rate).
Contractor / temp headcount	Contractor % of the total workforce.
Revenue and amounts paid to each stakeholder group	Total distributed and economic value retained (GRI 201-1).

> **✓ Tip —** Because these indicators take raw inputs only, you never have to do the calculation yourself — and you never type into the grey "Calculated" boxes. If a calculated figure looks wrong, check the raw inputs feeding it (and, for ratios like contractor % or energy intensity, make sure the linked indicators — the employee matrix, energy, or revenue — are filled in too).

> **i** A few indicators have their own special layouts — the employee diversity matrix (headcounts by gender and age band), trained-percentage, by-category and by-type tables, and the economic-value table. They all follow the same idea: type the raw figures, and the percentages and totals appear automatically.

7 · Periodic, monthly/quarterly and daily entry

Some figures aren't a single yearly number — you read the meter every month, or log a value every working day. Tellus lets you enter those at whatever rhythm suits you, then adds them up into the year total for you.

Look at the top of any indicator that can be broken down: it carries a small grey **periodic** badge next to its Quant/Qual badge. Open that card and you'll see a line that reads **"Reporting frequency (FY <year>)"** with a dropdown. The choices are **annual**, **quarterly**, **monthly**, **weekly** and **daily**. A note beside it reminds you: "*Sub-period values total automatically.*" You set this per indicator, for the year you're currently in.

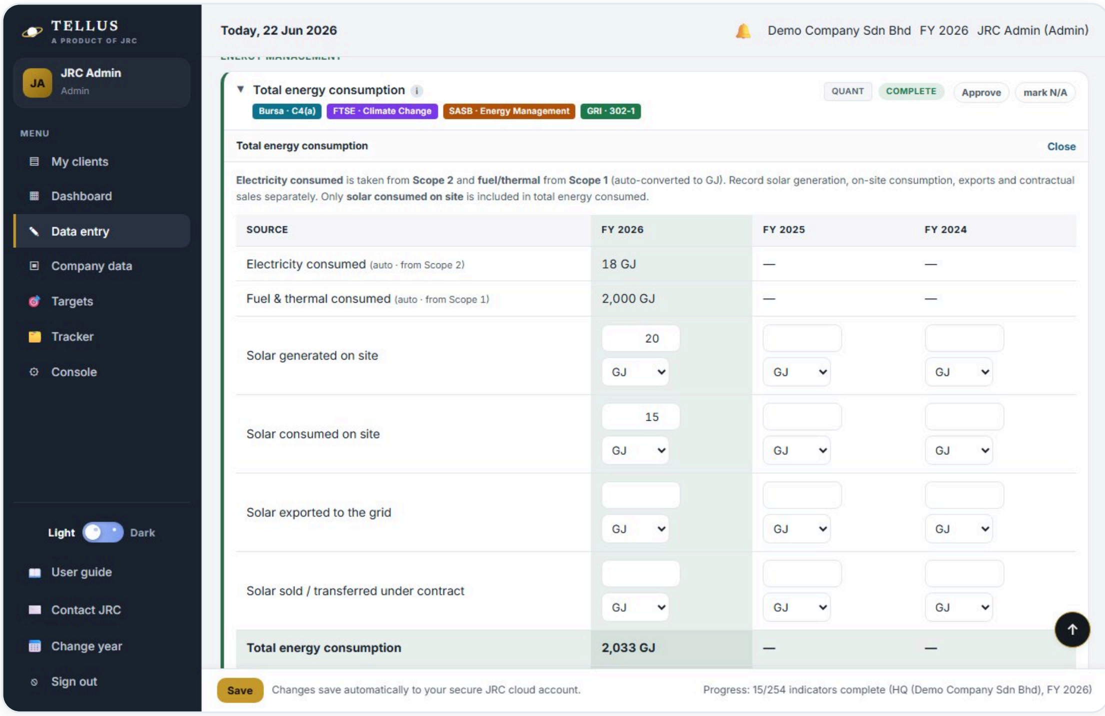

Figure — An indicator card. Quantitative indicators that support breakdowns show a "periodic" badge and a reporting-frequency dropdown.

! Good to know — Changing the frequency **after you've already entered figures** for that year will **clear those figures**. Tellus pops up a confirmation first — the exact words are: "*Changing the reporting frequency will clear the figures already entered for this indicator (FY <year>), to avoid double-counting across periods. A backup is recommended first. Continue?*" Click **Cancel** if you didn't mean to lose them. This wipe only affects that one indicator, in that one year — your other indicators and other years are untouched. So decide the rhythm *before* you start typing, not after.

The period breakdown (quarters and months)

Once you choose **quarterly** or **monthly**, a small **breakdown** button appears on the current-year cell of each figure. Click it to open a little grid of period boxes — **Q1–Q4** for quarterly, or the twelve months for monthly. Type each period's value and the **annual total updates live** at the bottom of the panel; you never add them up yourself.

The months follow your company's financial year, not the calendar. If your year-end isn't December, the first box might be **April** and the last **March** — that's correct, it matches your reporting year. Only one breakdown panel is open at a time; opening another closes the first.

ℹ Once you enter **any** period value, the period boxes become the "source of truth" — the single annual figure you may have typed earlier is replaced by the sum of the periods. So either fill the periods *or* the annual box, not both.

The calendar / ledger (daily and weekly)

If you choose **daily** or **weekly**, the breakdown changes to a 📅 **Open calendar** button (with the hint "*Use the calendar to click dates and enter readings & evidence.*"). Click it to open a month-grid pop-up:

What you see	What it means
Days inside your reporting year	Clickable. Click one, type the reading, click Save. The day then shows its value and a 📎 count if you attached files.
Days **outside** the reporting year (greyed out)	Not clickable — you can only log readings that fall inside the financial year you're reporting.
The summary list below the grid	Every dated reading you've entered, so you can scan and correct them.

Use the month arrows to move through the year. As with the period grid, your daily readings add up into the annual figure automatically. Close the pop-up with the × or the Escape key.

✓ **Tip —** You can't delete a day's reading while it still has evidence files attached — remove the files first, then delete the reading. This is deliberate, so evidence never gets orphaned.

8 · Evidence, N/A and narratives

Good data needs backup. Tellus lets you attach the source documents right where the number lives, mark things that genuinely don't apply to you, and carry forward last year's wording so you're not retyping it.

Attaching evidence

Every indicator has an 📎 **Evidence (FY <year>)** section in its body. You can attach **up to 3 files** per indicator, for the entity and year you're working in. Each file shows its size, the upload date and who uploaded it, with **download** and **remove** links.

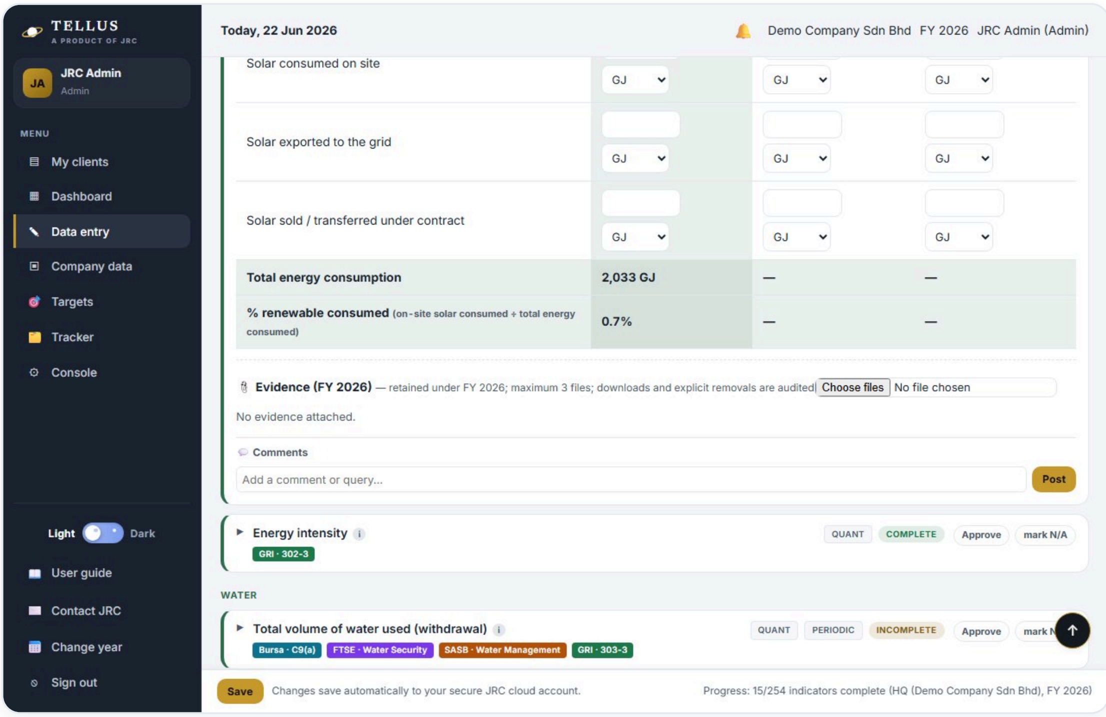

Figure — Evidence on an indicator. Up to three supporting files per indicator, per entity, per year.

Evidence isn't only at the indicator level. **Each individual period and each individual day can hold its own evidence too** — up to 3 files each. Use the 📎 control inside the period breakdown grid (next to a quarter or month) or in the calendar day panel. So a monthly water reading can carry that month's invoice, and a specific day's reading can carry that day's lab report — independently of the indicator's own three files.

Detail	Note
Accepted file types	PDF, PNG/JPG/JPEG/GIF/WebP, Word (.docx), Excel (.xlsx), PowerPoint (.pptx), CSV and plain text.
Limit	3 files in each slot — indicator, each period, each day. Adding a fourth is refused.
Where evidence is filed	Under the specific **year** and **entity**. There's no evidence upload on the consolidated Company total screen — attach files on the individual entity instead.

ℹ If your consultant has locked an indicator for assurance, or your entity is view-only, the upload control is hidden and you'll see a "View only" message if you try. That's expected — see Section 11.

Marking an indicator "Not applicable" (N/A)

If an indicator genuinely doesn't apply to your business, don't leave it blank — mark it **N/A** using the chip on the card header. The card dims, and importantly **N/A counts as complete**, so it lifts your progress and clears the indicator off the "Unfilled only" list. Give it a moment's thought though: marking N/A is a positive statement that the topic doesn't apply, not just "I haven't got to this yet." You can clear N/A again at any time with the same chip.

Copying last year's narrative

For **narrative (text) indicators only**, the card header carries a ↻ **copy FY<last year>** chip. Click it to pull last year's wording into this year. It only fills the **empty** fields — anything you've already written this year is left alone — and it asks you to confirm first, then tells you how many fields it copied.

> ℹ This chip never appears on numeric indicators. That's on purpose: you report fresh actual figures every year, so there's nothing to "copy forward" for a number — only for narrative wording, policies and descriptions.

"Action required" mitigation boxes

Some indicators (for example incidents, fines or penalties) show a yellow **"Action required"** box the moment you enter a value greater than zero. Use it to describe the mitigation or action taken — what you did about it. It's saved alongside the figure and is part of telling the full story, not just the count.

9 · Working with your consultant

You're not doing this alone. Your JRC consultant works in the same screens you do, and Tellus has a built-in conversation and notification system so questions and answers stay attached to the exact indicator they're about.

Comments & @mentions

Every indicator has a 💬 **Comments** thread in its body. Post a comment and everyone sees who wrote it, their role, and when. To pull a specific person's attention, type **@** followed by their name — you can use the first part of their email address or their first name (for example `@aisha`). That sends them a notification.

> ℹ Mentions match whole names with word boundaries, so `@john` notifies John but not "Johnny". If a mention doesn't seem to reach someone, check you've spelled their name or email handle the way it's registered.

The notifications bell

The bell icon opens your **notifications panel**. It shows mentions aimed at you plus recent activity on the account. A small **dot** appears on the bell when you have something new. It's the quickest way to see "did my consultant reply?" without hunting through every indicator card.

What "Approved" means

Your consultant (or admin) can **Approve** an indicator's data once they're satisfied with it — for a specific entity and year. When they do, you'll see a green ✓ **Approved** badge, with a tooltip showing who approved it and when.

> **✓ Tip —** If data is changed *after* it was approved, the badge flips to an orange ⚠ **Re-approve** — a signal to your consultant that the figures moved and need another look. So if you edit an approved indicator, don't be alarmed by the orange flag; it's just letting the reviewer know to glance again. Approval is something reviewers do; as a data-entry user you'll usually be on the receiving end of it.

10 · Tracking your progress & deadlines

Tellus keeps a running tally of how far along you are, and your consultant can set you dates to work towards. Nothing here is a surprise — it's all visible to you as you go.

Your progress readout

While you're in Data entry, a live **"Progress: X/Y indicators complete"** line tracks the entity and year you're on. It counts only the pillars you've been assigned and the indicators visible for your entity — so it reflects *your* share of the work, not the whole company's. Remember an N/A indicator counts as complete, and the dashboard **readiness ring** is driven by the same logic.

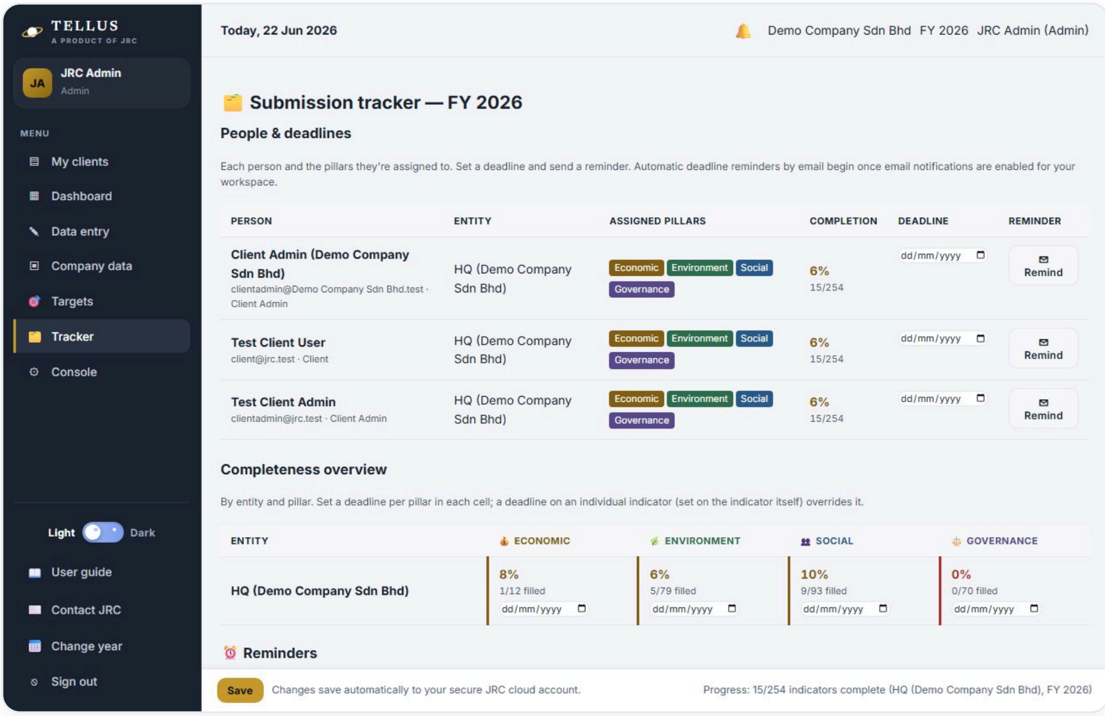

Figure — The submission tracker. People & deadlines, the completeness matrix, and reminders — read-only for data-entry users.

Deadlines & reminders

Open **Tracker** from the sidebar to see the picture for the whole reporting year. You'll see it as **read-only** — setting deadlines and reminders is your consultant's job — but it's useful to know what they can see and set:

Thing	What it tells you
Your personal deadline	A date your consultant set for you. It's flagged ⚠ **overdue**, **due soon** (within 7 days) or **on track**.
Completeness matrix	A grid of each entity against each pillar, with a completion % and a colour (green = done, amber = part-way, red = not started).
Reminders	Dated notes the team can see, e.g. "Chase the North plant for energy data".

ℹ Your consultant may also email you a reminder ("✉ Remind"). Whether that email actually lands depends on email being switched on for your workspace — if you're expecting one and it doesn't arrive, mention it to your consultant rather than assuming you missed a step.

Viewing targets

The **Targets** section lists your company's reduction and improvement goals — each with a progress bar showing how close you are. As a data-entry user this is **view-only**: you can see the baseline, the goal, milestones (with ✓ met / ✗ missed marks) and how the current figures track against them, but adding or editing targets is done by your consultant or a client admin. A bar that runs into the red means you're currently *behind* the starting point; a full green bar means the goal is met or beaten.

11 · Locks & company totals

Two things sometimes make a screen "read-only" — and both are normal, expected parts of how Tellus protects assured figures and consolidated numbers.

The assurance lock

When figures go for external assurance, your consultant or auditor **locks** them so they can't change underneath the assurance statement. You'll see one of two banners at the top of Data entry, each with a 🔒:

Banner	What it means for you
"FY <year> is locked for assurance — data entry is read-only"	The whole year is frozen. Everything is view-only.
"N indicator(s) locked for assurance ... everything else stays editable"	Only the specific assured indicators are frozen. Every other indicator is still yours to edit normally.

On a locked indicator the inputs are greyed and the edit chips disappear. If you try to type in one, you'll get a message telling you it's locked and to **ask your consultant to unlock it**. This isn't a fault — it's the system keeping assured numbers stable. If you genuinely need to change a locked figure, contact your consultant; only they (or the auditor) can unlock it from the Console.

> ℹ A lock can apply to a **prior** year even while your current year is open and editable — for example last year's employee matrix may be frozen for assurance while this year's is live. So a read-only state on one year doesn't mean every year is locked.

Where the company total lives

On the Data entry screen you enter data for **one entity at a time** (your HQ or a specific subsidiary). There's deliberately **no "Company total" option in the entity picker** there. The consolidated, whole-company numbers live on their own screen: **Company data** in the sidebar.

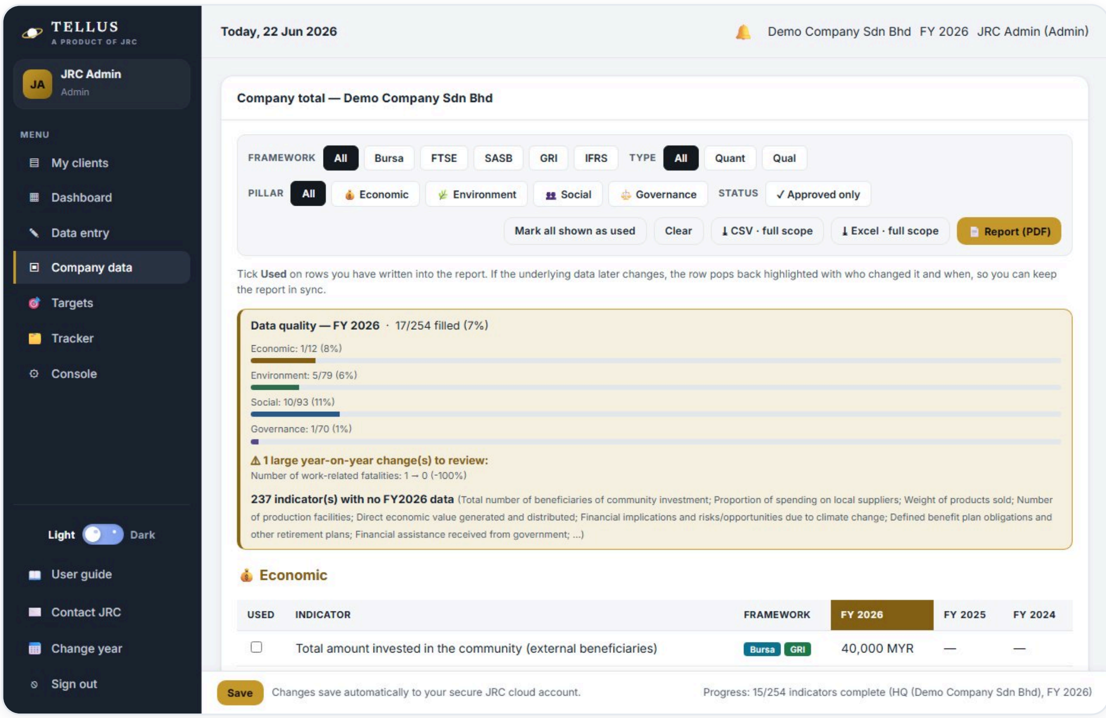

Figure — Company data. The consolidated three-year totals across every entity — read-only for everyone.

Company data shows every in-scope indicator as a group total across three years, summed across all entities. It is **read-only for everyone** — including consultants — because it's a calculated roll-up, not a place you type into. To change a consolidated number, you edit the underlying entity on the Data entry screen and the total updates itself.

> ✓ **Tip —** Percentages aren't simply averaged across entities (that would misstate the group), so some percentage rows show per-entity figures or "Not aggregated" rather than one blended number. Rates like injury rate or % renewable are recalculated correctly from the group's combined totals.

12 · Saving, getting help & signing out

There's no "Save" button to remember — Tellus saves as you go. Here's how to read the save status, where to get help, and how to leave safely.

Autosave & the save status chip

Every edit you make is saved automatically a moment after you stop typing. A small status chip keeps you informed:

You see	It means
amber dot · **Saving…**	Your change is on its way to the cloud (it may show a count of pending writes).
green dot · ✓ **Saved**	Everything is safely stored. The chip then quietly disappears.
red dot · **Save failed — will retry**	A save didn't get through (often a brief network blip). Tellus keeps retrying on its own.

ℹ You won't see "Saving…" churning away when you're just sitting idle — empty cards cost nothing and aren't saved. If "Save failed" keeps showing, check your internet connection; after several failures Tellus pauses retries and offers a button to resume once you're back online. If a save is genuinely stuck, don't close the tab — that's the one time you could lose recent edits.

Contact JRC

The **Contact JRC** link in the sidebar opens your computer's email app with a message already addressed to your support contact, with the subject and a greeting filled in. Just add your question and send.

ℹ This relies on your computer having an email app set up. If clicking it does nothing, your machine may not have a default mail program — in that case email your consultant directly. The message goes to whoever has been set as your support contact for this account (usually your lead consultant), falling back to the general JRC inbox.

Signing out safely

Click ⎋ **Sign out** at the bottom of the sidebar when you're done, especially on a shared computer. Before it lets you go, Tellus **finishes saving any pending work**. If something genuinely can't be saved, it asks: "*You have changes that haven't finished saving … Sign out anyway and discard them?*" — choose **Cancel** to stay and protect your edits, or confirm only if you're happy to drop them.

✓ **Tip —** You'll also be signed out automatically after **30 minutes of inactivity** (with a message on the login screen), and that applies across all your open tabs at once. A normal refresh, though, keeps you signed in — you won't have to re-enter your password just for reloading the page.