Contractor Management System

User Guide (version 3.1)

Rapid

Introduction

This Contractor Management user guide provides you with instructions on how to navigate within your Contractor Management portal.

Once you have completed your registration and are deemed “compliant” by the Client who has engaged your company, you will then be able to securely log in and manage the documentation, employees and/or subcontractor inductions.

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How to Issue an Induction Key to a New Worker

To issue an Induction Key:

1. Click on the ‘**Issue Induction Key**’ tab
2. Select the option **‘New Inductee’**
3. Enter the worker’s details (name and email address)
   You can use the same email address if you wish to send more than one Induction Key to the same person. This person must then provide the Induction Key to each worker.
4. If presented in the system, you may need to select the State and Site(s) where the worker will be performing work
5. Click ‘**Next**’
6. The Induction Key will be automatically sent to the nominated email address

How to Issue a Course/New Site to an Existing Worker

1. Click on the '**Issue Induction Key**' tab
2. Select the option **'Existing Inductee'**
3. Locate the worker from the dropdown list
4. Select the **State**
5. If presented in the system, you may need to select the Site(s) where the worker will be performing work
6. Click '**Next**'
7. The Induction Key is sent to the nominated email address

How to Resend an Induction Key

When to Resend an Induction Key:

- If a worker has lost the original email sent to complete their course(s)
- If an Induction Key is to be resent to an alternative email address
- If a worker has not received their Induction Key
- If the worker cannot be found in the 'Inductee Records' tab (this only occurs if an induction has not started)

To resend an Induction Key:

1. Click on the '**Resend Induction Key**' tab
2. From the **Name Search** field, type the worker's name (surname preferred) and click Search
3. **OPTIONAL**: Click the 'Edit' button if the worker's
4. details need to be amended and then click Save
5. Click the '**Issue**' button
6. Amend the name or email address if required and then click on the '**Send**' button
7. If you are unable to find the inductee's name, select 'Last 7 days' or 'Last 30 days' option to narrow down your search if sent within these periods

How to Re-induct a Worker

Workers that have previously completed a course(s) will need to be re-inducted once their course(s) is due to be renewed. The re-induction period is set by the Client and will likely differ for each course.

Note: Workers can be re-inducted up to one month prior to the expiry date.

To re-induct:

1. Click on the '**Inductee Records'** tab
2. Select the option **'Expiring Inductees'**
3. Locate the worker in the dropdown list
4. Click on the **re-induct** button
5. Tick the course required and then click on 'Click here to re-induct'
6. An email will be automatically sent to the worker to complete the selected course

How to View Worker Records

The Inductee Records tab provides a summary of worker records which includes existing, de-activated and expiring worker details.

To view worker records:

1. Click on the '**Inductee Records**' tab.
2. Select one of the following tabs:
    1. Expiring inductees
    2. Existing inductees
    3. De-activated inductees
3. Search for the worker's name to view their individual records

How to De-activate/Remove a Worker

Workers that no longer work for a company **must** be deactivated.

To De-activate/Remove a worker:

1. Click on the ‘**Inductee Records’** tab
2. **Select** the ‘Existing Inductees’ tab option
3. **Search** for the worker’s name (surname preferred)
4. Click on the **‘De-activate’** button for each worker you wish to deactivate

NOTE:

- The deactivated worker will not be able to use their Induction Key to access the system.
- Workers can be reactivated at any time by following the above steps.

How to Amend Company Details

Company details that can be updated includes:

1. Contractor administrator's email address
2. Physical address
3. Billing address
4. Contact numbers

Note: The Company name and ABN **cannot** be changed. If the company details need to be updated, email support@rapidglobal.com with the old and new details.

To Amend the Company Details:

1. Click on the '**Company Details**' tab.
2. Amend the relevant details as required

Note: Changing the registered email address within the Company Details tab for a Contractor Administrator will also change the My Rapid log in email address to access the Portal.

How to Add an Additional Administrator

Adding an additional administrator allows for more than one company administrator to access and manage the contractor portal. It is recommended that there be at least one additional administrator for backup access to the portal.

All system administrators will have the same level of access.

To add an Additional Administrator:

1. Click on the '**Add Administrators**' tab.
2. Click on the **New Administrator** button
3. Add the New Administrator's details in the fields
4. Click Add New Administrator

An invitation email will be sent to the new administrator requesting to join MyRapid if they do not already have a MyRapid account.

Individual Induction Process

Once a worker receives their email with their password to complete their course(s) they will need to complete the following steps:

1. Click the link provided in the email or visit https://my.rapidglobal.com
2. Enter their own email address or mobile number
3. Enter their Induction Key which has been provided to them via email
4. Create their own MyRapid Password
5. Verify their MyRapid account by entering a verification code sent via email or SMS
6. If the above steps have been completed by the inductee using a different Induction Key the inductee will enter their email address or mobile number previously used and the MyRapid Password they created. Additional Induction Keys can then be added to their account.
7. Upload any documents if applicable
8. Click on the name of the course and work through the course using the **Next** button
9. Once completed, print the completion certificate if required

Contact Us

General Queries

All queries that are not technical related, should be referred to the company contact person that has engaged your company to complete work for them.

Examples of these types of queries may include:

- Pre-qualification requirements
- Rejected documents
- Suspended account
- Site access process
- General Work, Health & Safety procedures
- Course content queries

Technical Support

Technical queries **only** should be referred to the Rapid Global Client Services Team.

An example of this support includes how to navigate within the Contractor Management System.

Call: 1800 307 595, 8.30am – 6pm, Mon – Fri (AEST)

For callers outside of Australia phone: + 61 8 8405 1100

Email: support@rapidglobal.com