



THE UNIVERSITY
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The University of Adelaide
Contractor Online Induction
- **User Guide**

CRICOS PROVIDER 00123M

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Overview

Dear Contractor,

The University of Adelaide has recently reviewed its Contractor Induction system. As a result, we have implemented a number of key improvements online before attending a University of Adelaide site.

This approach will simplify and streamline the induction process for all concerned and ensure a safe environment for all workers.

The attached Contractor Information guide provides you with step-by-step instructions on how to register. It also explains how to manage induction course completion for your employees and subcontractors that work at The University of Adelaide sites.

Registration can only occur by accessing the unique link in the registration email sent to complete the process. If the registration email is not received, please contact the Rapid Induct Client Services Team on 1800 307 595 or + 61 8 405 1100 (for international callers) or via email support@rapidglobal.com

The benefit of the online Contractor Management System is that it will ensure only qualified and compliant contractors work on our sites. This in turn creates a safer work environment for all employees and contractors.

Contractors failing to follow the new process will put their ongoing service relationship with The University of Adelaide at risk.

If you have any questions regarding these changes, please contact The University of Adelaide HSW Operations Consultant on + 61 8 **8313 3107**, the HSW Administrator on + 61 8 **8313 2248** or via email at ps.ohs@adelaide.edu.au

Thank you for your assistance.

The University of Adelaide

Overview

This guide provides an overview of the new The University of Adelaide (UoA) online Contractor Induction system.

The system consists of an easy to use online contractor system where the contractor company must first register their company.

All approved UoA contractors must be registered on the system.

It is the responsibility of the contractor company to ensure that all their employees and/or subcontractors that will be working at a UoA site, have completed an online induction prior to commencing work.

Company Registration

An invitation to register will be sent to the supplier/contractor nominated representative (Company Administrator) in the first instance. A Company Administrator is the person who the contractor nominates as the main contact for any questions relating to the online contractor induction process.

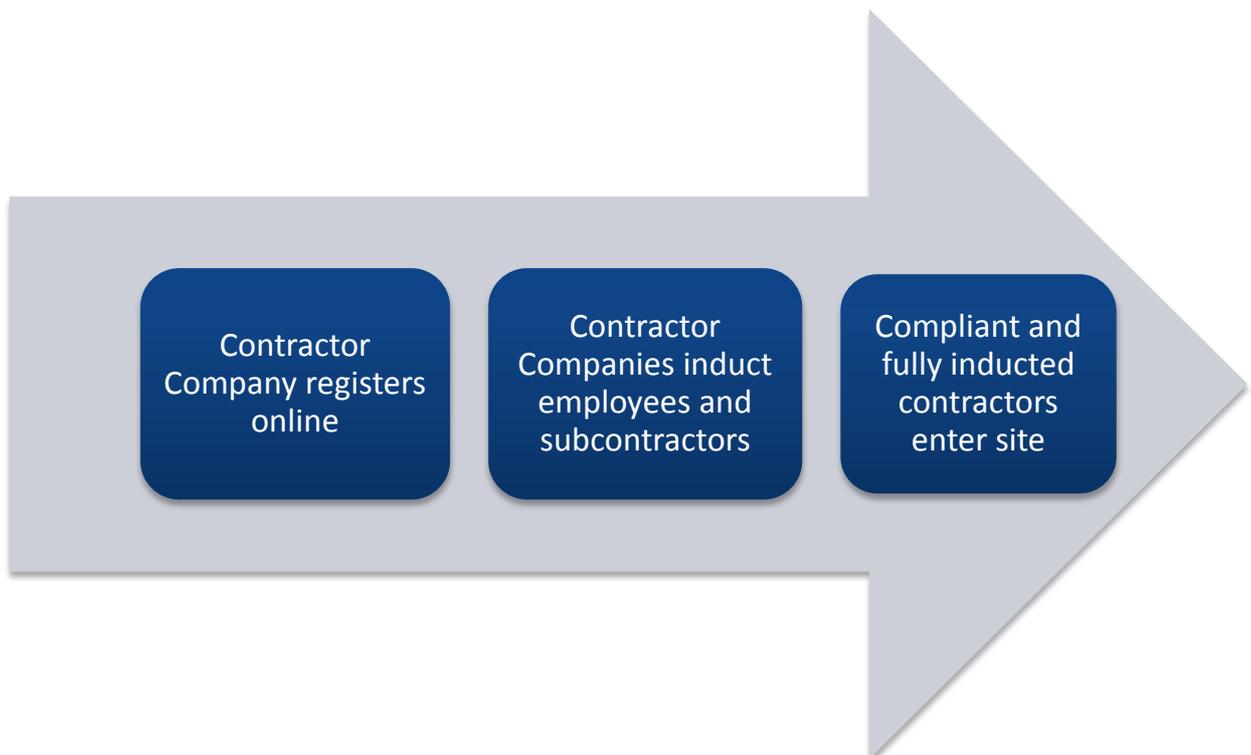
If the registration email is not received, please contact the Rapid Induct Client Services Team on **1800 307 595** or + 61 8 405 1100 (for international callers) or email support@rapidglobal.com

If the company is not registered for inductions please speak with your UoA Contact or email ps.ohs@adelaide.edu.au

The contractor 'Company Administrator' will be required to register the company into the system and issue passwords to their personnel to complete the induction.

The Process

The Contractor Induction system involves a number of steps designed to ensure that any contractors working within the business are compliant with the business' rules and regulations.



Site Requirements

Prior to commencing work at the UoA, the contractor will be provided with the contact details for their University Representative. The University Representative will be the person to whom the contractor:

- Submits all required documentation;
- Directs any enquiries; and
- Reports any Work Health and Safety concerns.

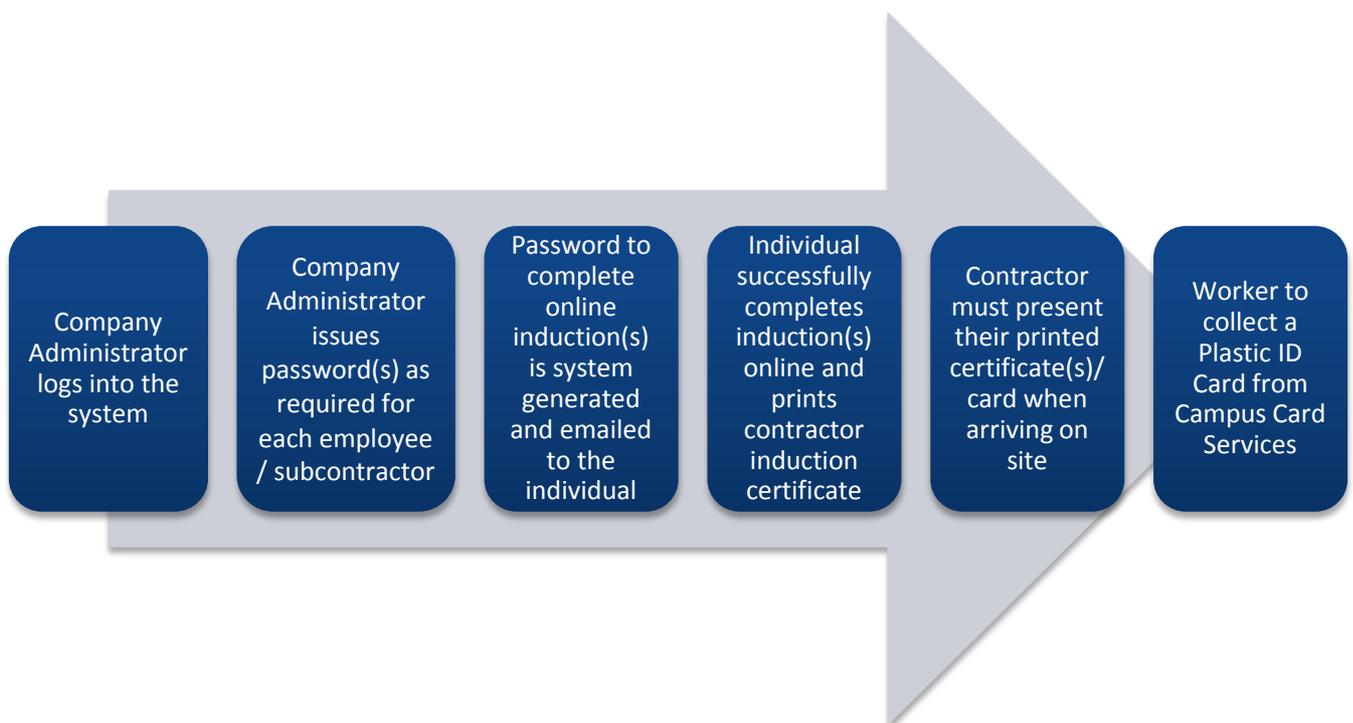
The University Representative will conduct a walkthrough of the work area and will inform the contractor of any special requirements to be complied with for that area (e.g. quarantine, biological and environmental hazards to that area and stakeholder requirements).

Please read the Contractor Guide on the website for a detailed overview of Site Requirements:

<http://www.adelaide.edu.au/infrastructure/projects/info/>

Overview of the Induction Process

Once the Company has been successfully registered, the Company Administrator can log in at: <https://my.rapidglobal.com/Web/Account/LogOn/1092> and proceed with issuing passwords to employees.



Contractor Queries

To assist contractors to meet these requirements, the following contact points are available:

Technical Support Queries

All technical queries should be referred to the **Rapid Induct Client Services Team**.

Examples of these types of queries may include how to use the Contractor Induction System, password queries, computer settings, issuing passwords, etc.

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

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

or via email: support@rapidglobal.com

Other Queries

Other queries should be referred to the HSW Operations Consultant on **8313 3107**, the HSW Administrator on **8313 2248** or via email at ps.ohs@adelaide.edu.au

Examples of these types of queries may include course content queries, registering as a new company, or general emergency or Workplace Health & Safety procedures.

Managing Employees

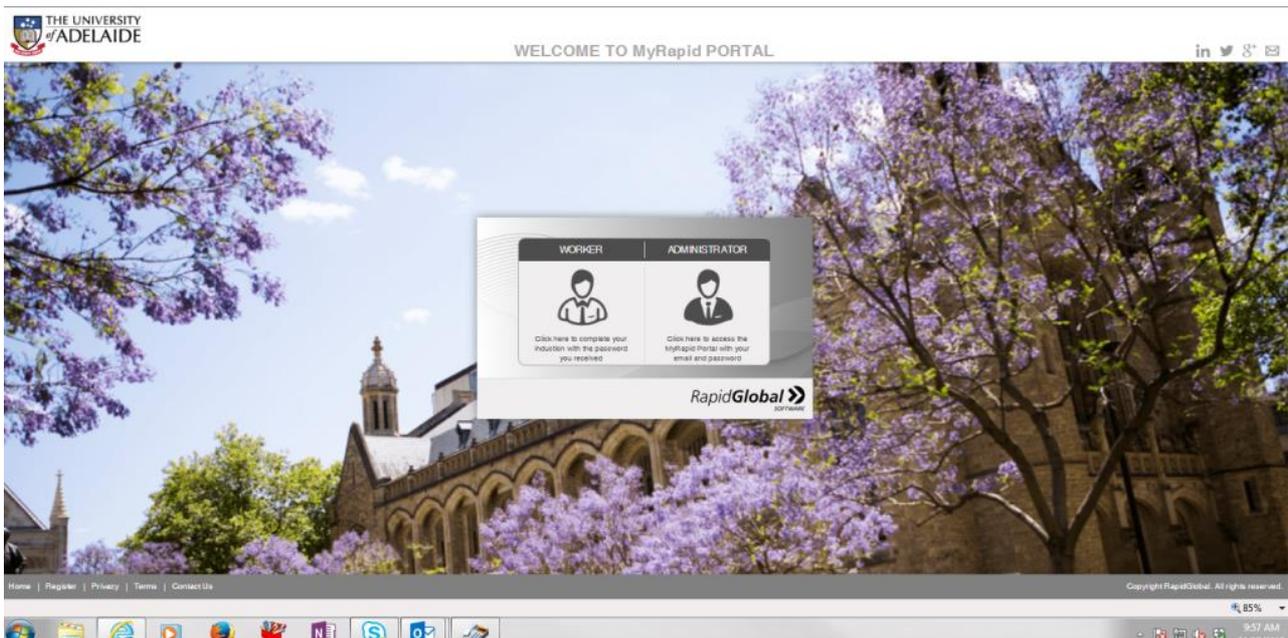
Upon completing the registration process, the Company Administrator would have received an email with a link to verify your 'My Rapid' account email.

When returning to the system after successful registration and activation of your account, visit: <https://my.rapidglobal.com/Web/Account/LogOn/1092> where the below screen will be presented:

Select Administrator to manage inductees and update any company details.

Enter your **Email address** and **Password** to log in.

If you already have a 'My Rapid' account, log in with the above link, select 'Rapid Contractor' and then 'The University of Adelaide'.



Issuing Passwords

To issue a password for an induction to your new workers (i.e. workers that not already completed an induction previously and DO NOT have a UoA ID card):

1. First check if your staff and subcontractors are NOT already listed as existing inductees by viewing inductee reports – select Inductee Reports/**Click here to download report**.
2. If the person is an existing inductee but their induction has expired, follow the Re-induction process explained further below.
3. If the person you need to induct is not listed in the system, then Click on the '**Issue Password**' tab.

4. For Workers **belonging to your company** enter the Inductees name & email address and click '**Next**'.

The screenshot shows the 'Issue Password' form in the Contractor Induction Online System. On the left is a navigation menu with buttons for 'Issue Password', 'Resend Password', 'Inductee Reports', 'Company Details', 'Other Documents', 'Resource', and 'Log out'. The main form area has a header 'Issue Password' and a 'Company Name' dropdown menu set to 'RAPID GLOBAL NOMINEE PT1' with an 'Add New' button. Below are input fields for 'Inductee Name' and 'Email Address', followed by a 'Next' button.

Re-inducting an Inductee

To re-induct an inductee:

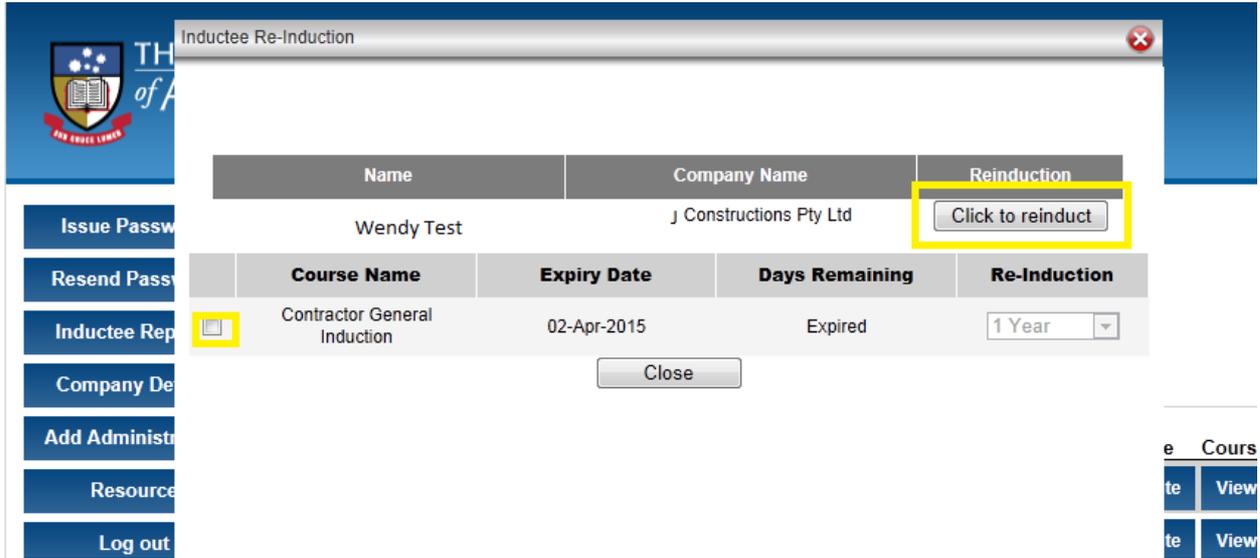
1. Click on the '**Inductee Reports**' tab

This screenshot shows the 'Inductee Reports' tab highlighted in the navigation menu with a red arrow. The main form area is the same as in the previous screenshot, but the 'Company Name' dropdown is now set to 'GREENCAP - NAA PTY LTD'.

2. Under '**Expired Inductees**' Find the inductee's record and then click the '**Re-induct**' button.

This screenshot shows the 'Expired Inductees' tab highlighted in the navigation menu with a yellow box. The main form area contains a red warning message: 'To de-activate an inductee click on the De-activate button. De-activated inductees will no longer be able to use their password and access the system.' Below the message is a 'Click here to download report' button and a tabbed interface with three tabs: 'Expiring Inductees' (highlighted with a yellow box), 'Existing Inductees', and 'De-activated Inductees'.

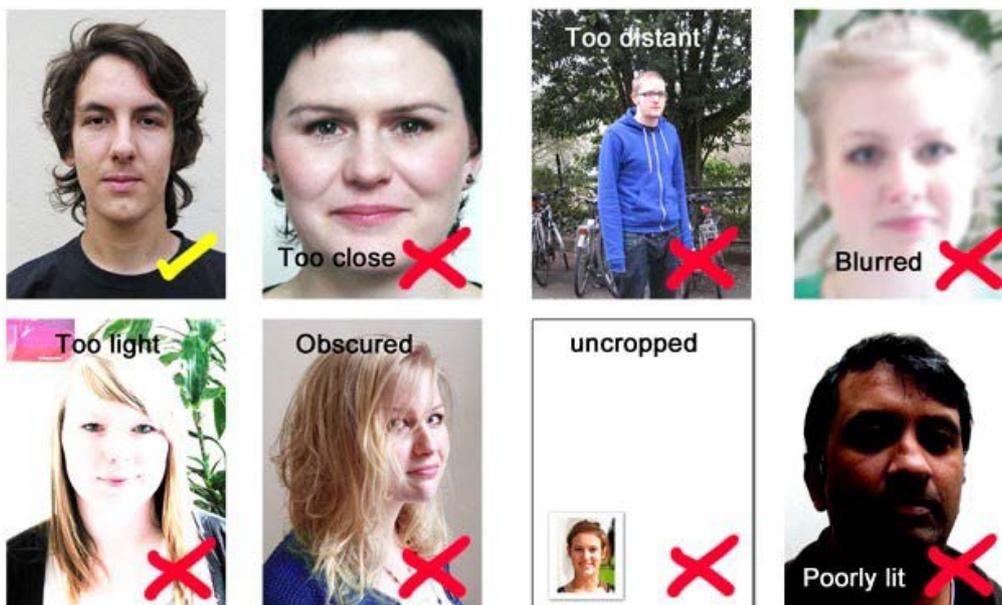
3. Check the box next to the course name and click on 'Click to reinduct' button.



Individual Induction Process

Once an inductee receives their induction email and password they need to complete the following steps:

1. Click the link provided in the email or visit:
<https://my.rapidglobal.com/Web/Account/LogOn/1092>
2. Select Worker.
3. Enter the password.
4. Upload a passport style photo (see below), by clicking on the image at the top of the page.



N.B. This image will be printed onto the workers permanent ID Card.

- Click on the name of the course and work through the course using the 'Next' button.
- Once completed, print the completion certificate.

Viewing Inductee Reports

The Inductee reports tab provides a summary of inductee records which includes existing, deactivated and expiring inductee records.

To view inductee records:

- Click on the 'Inductee Reports' tab.
- Select **Click here to download report**.
- The report will also show what sub-contractor company the inductee is associated with, if applicable.

Company Name	Sub Contractor Company	Name	Email	Inductee Status	Course	Completion Date
Rapid Global	APS Systems	Wendy Test	wtest@rapidglobal.com	Active	Reinduct	30/04/2015
Rapid Global	Alex Flooring	Michelle Test	mtest@rapidglobal.com	Active	Completed	31/12/2015
Rapid Global	Adelaide City Concreters	Sam Test	stest@rapidglobal.com	Active	Completed	31/12/2015

- Or click on the 'Existing Inductees' tab and select the date range that you wish to search an inductee record for.
- Inductee records will be displayed for all passwords issued during the date range selected.

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To de-activate an inductee click on the De-activate button.
De-activated inductees will no longer be able to use their password and access the system.

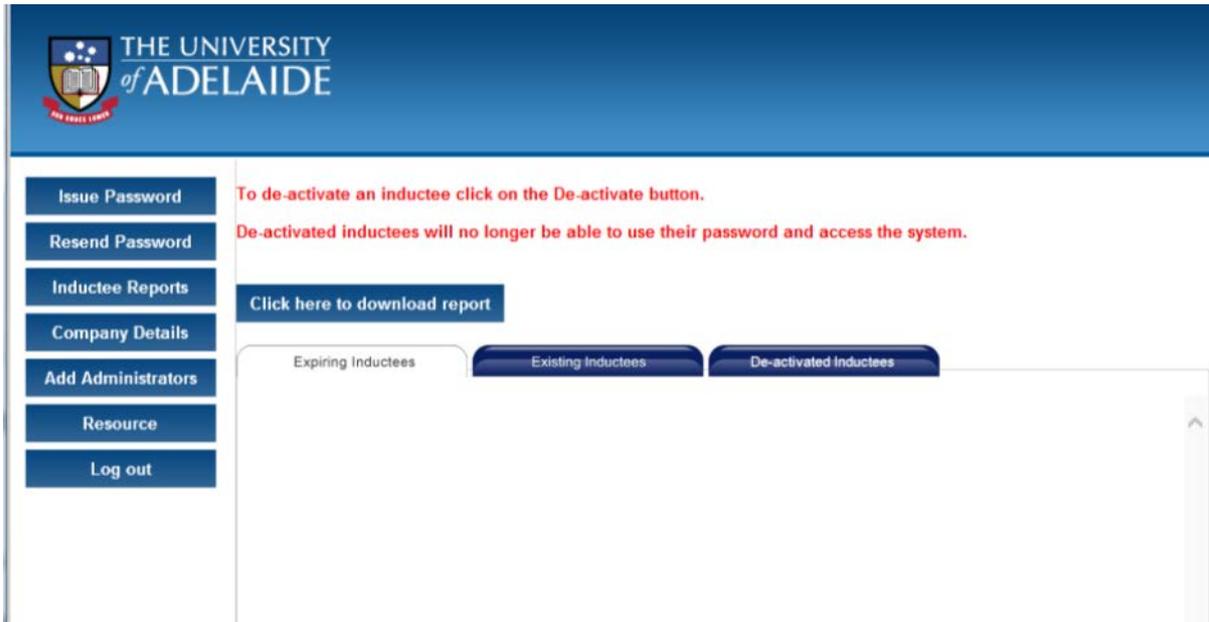
[Click here to download report](#)

Expiring Inductees | Existing Inductees | De-activated inductees

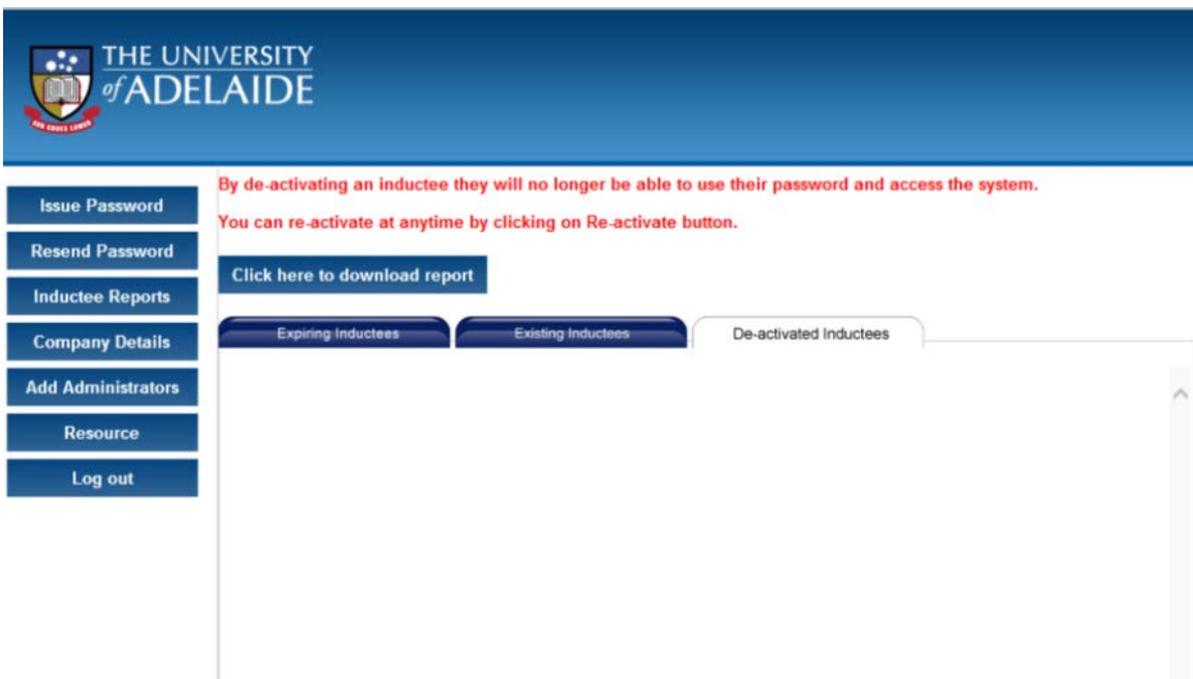
Search:
 Last 7 Days
 Last 30 Days
 From: To:

Issued on	Name	Email	Password	Resend	De-activate Course(s)	Edit
No Records Found!						

6. Click on the '**Expiring Inductees**' tab to display a list of inductees expiring in the next 30 days.



7. Click on the '**De-activated Inductees**' tab to display a list of expired or de-activated inductees.



Resending a Password

If an inductee cannot access the email sent containing their password or you wish to email a password to an alternate email address you can re-send the password to the inductee.

To resend a password to an existing inductee:

1. Click on the **'Resend Password'** tab.
2. Find the inductee's record and then click the **'Issue'** button.
3. Amend the name or email address if required and then click on the **'Send'** button.

N.B. The system defaults to search for passwords issued within the past 7 days but passwords issued prior to that can be viewed by changing the date options at the top of the screen.

Frequently Asked Questions

Question	Answer
How do I log on to the Contractor Induction System and register?	<p>The primary contact of your company will receive an email request to register online. Click on the link supplied in the email and follow the instructions.</p> <p>If the registration email is not received, contact the Rapid Induct Client Services Team on 1800 307 595 or + 61 8 405 1100 (for international callers) or email support@rapidglobal.com</p>
How do I issue inductee passwords?	<p>Refer to the instructions of how to issue passwords.</p>
How does an inductee complete the course(s)?	<p>The inductee will receive an email with their password and a link to the Contractor induction System.</p> <p>https://my.rapidglobal.com/Web/Account/LogOn/1092</p>
What do I do if I forget my company administrator password?	<p>Go to https://my.rapidglobal.com/Web/Account/LogOn/1092 and select 'Administrator'. Click 'Forgot MyRapid Password? click here'. Enter your email address to receive further instructions.</p>

What does an inductee need to do if they forget their password?

The inductee can contact their company administrator who can then resend the password to them.

Alternatively, they can refer to the Rapid Induct Support Team who can advise who the company administrator contact person is.

How often must the online induction courses be completed?

Every 12 months
