Adelaide University

Contractor Online Induction - User Guide

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

All suppliers and contractors who are engaged by the University are required to register and complete inductions before attending any University location including subcontractors.

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

Request for Company Registration

The Contractor must request to register their company via their University Representative providing the following information:

- Company Name
- Primary Contact (this person will be the administrator of the system)
    - First Name
    - Surname
    - Email Address
    - Phone Number (mobile)
    - Type of work engagement
        - FM Contract
        - Projects
        - Subcontract for [Enter Principal Contract Name]

Company Registration

An invitation to register will be sent to the supplier/contractor's primary contract (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 your University representative.

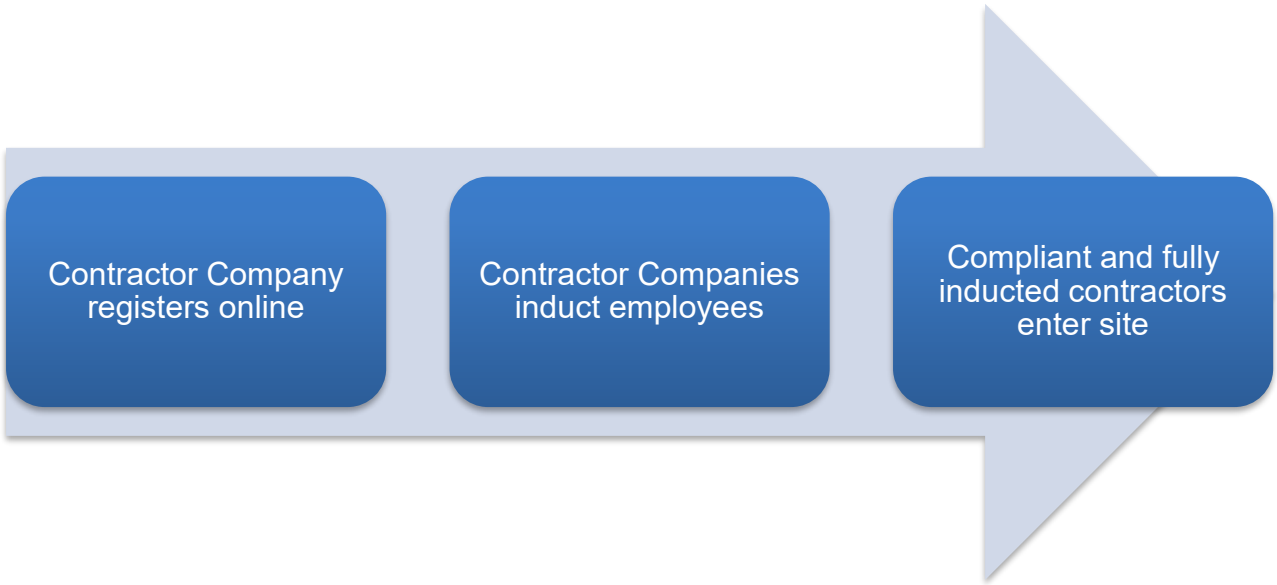
The contractor 'Company Administrator' will be required to complete the registration of the company and issue passwords to their personnel to complete the induction.
The company registration includes at a minimum:-

- Company details (registered in Australian Business Register)
    - Registered Company Name
    - Company Adress
    - ABN
- Minimum Documentation Required: -

Company	Sole Trader
Certificate of Currency - Public and Products Liability Twenty million dollars ($20M) per claim and in the aggregate for Products Liability and unlimited in the aggregate for Public Liability	**Certificate of Currency - Public and Products Liability** Twenty million dollars ($20M) per claim and in the aggregate for Products Liability and unlimited in the aggregate for Public Liability
Certificate of Currency - Professional Indemnity Ten million dollars ($10M) per claim and not less than Ten million dollars ($10M) in the aggregate for all claims in any twelve (12) month period	**Certificate of Currency - Professional Indemnity** Ten million dollars ($10M) per claim and not less than Ten million dollars ($10M) in the aggregate for all claims in any twelve (12) month period
Certificate of Currency - Return to Work SA	**Certificate of Income Protection**

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



Access Requirements

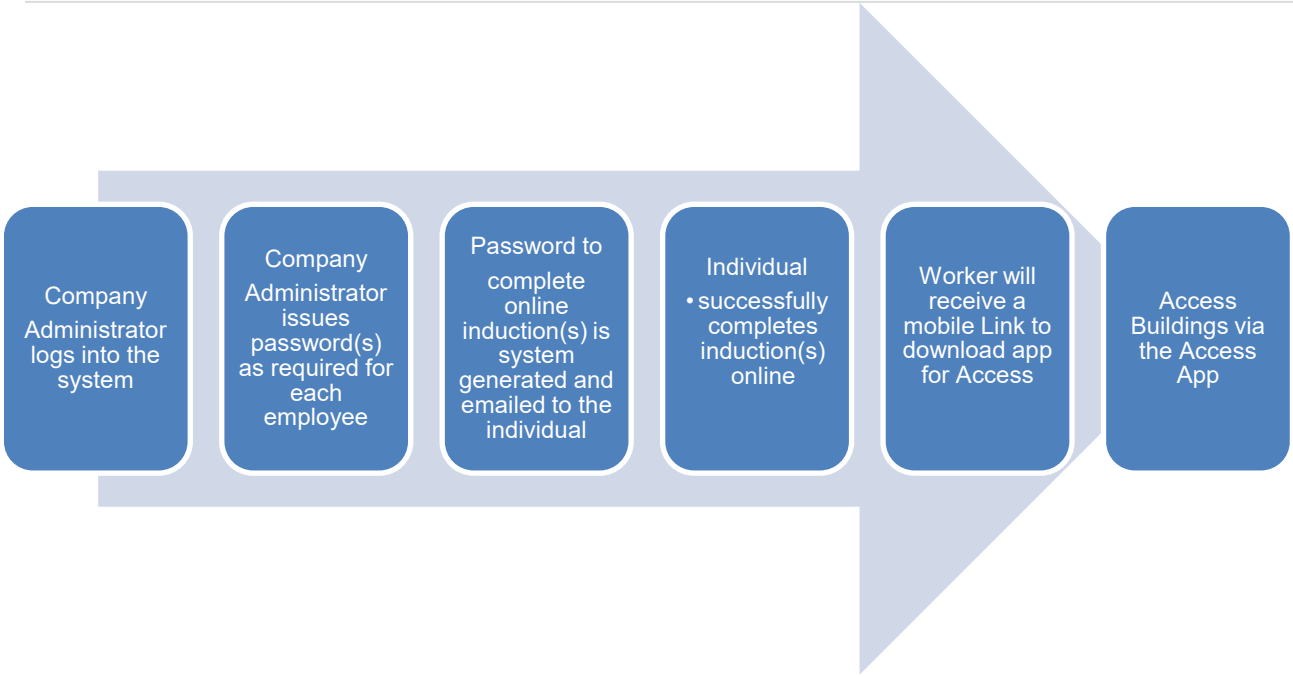
Prior to commencing work at the AU, the contactor will be provided with the contact details for their University Representative. The University Representative will be the person to whom the contractor:

- Submits all required documentation.
- Advice on Work Permit requirements
- 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).

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 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 Estates and Facilities AUrapidsupport@adelaide.edu.au

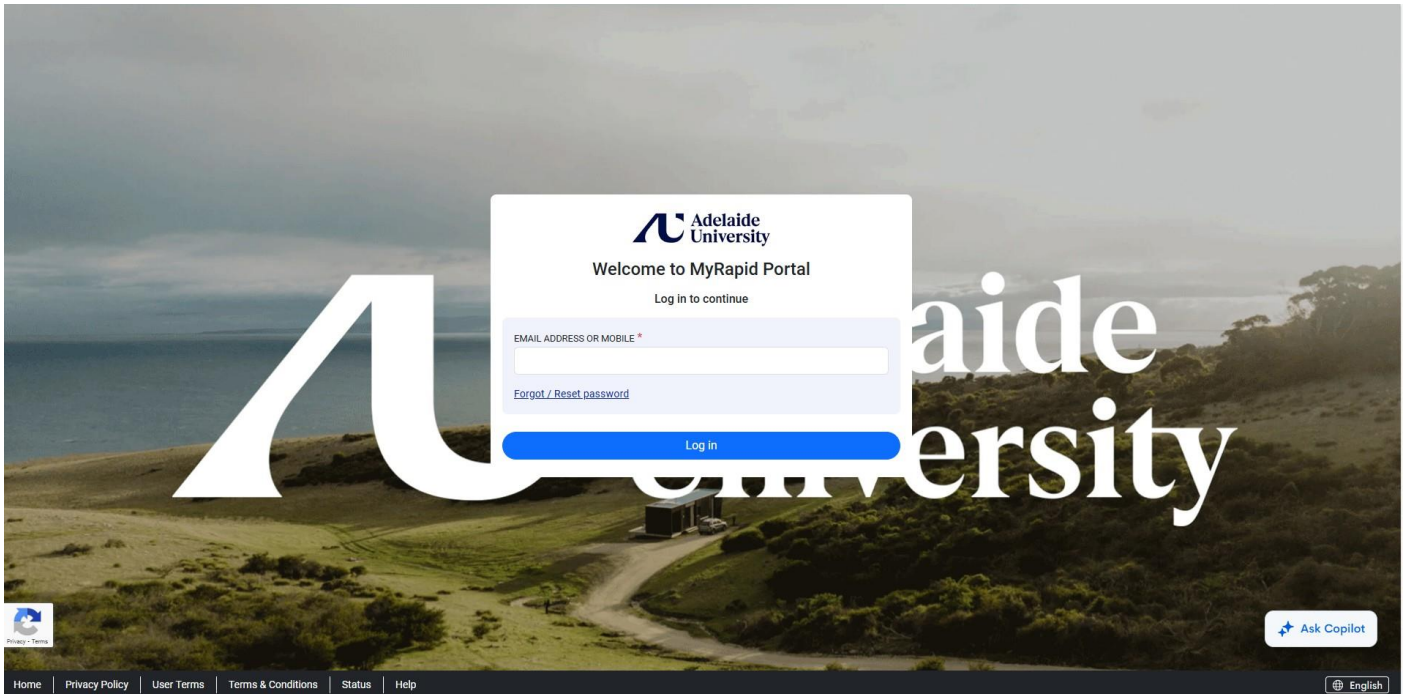
Examples of these types of queries may include course content queries, registering as a new company, or general emergency or Workplace Health & Safety procedures.

Managing Employees

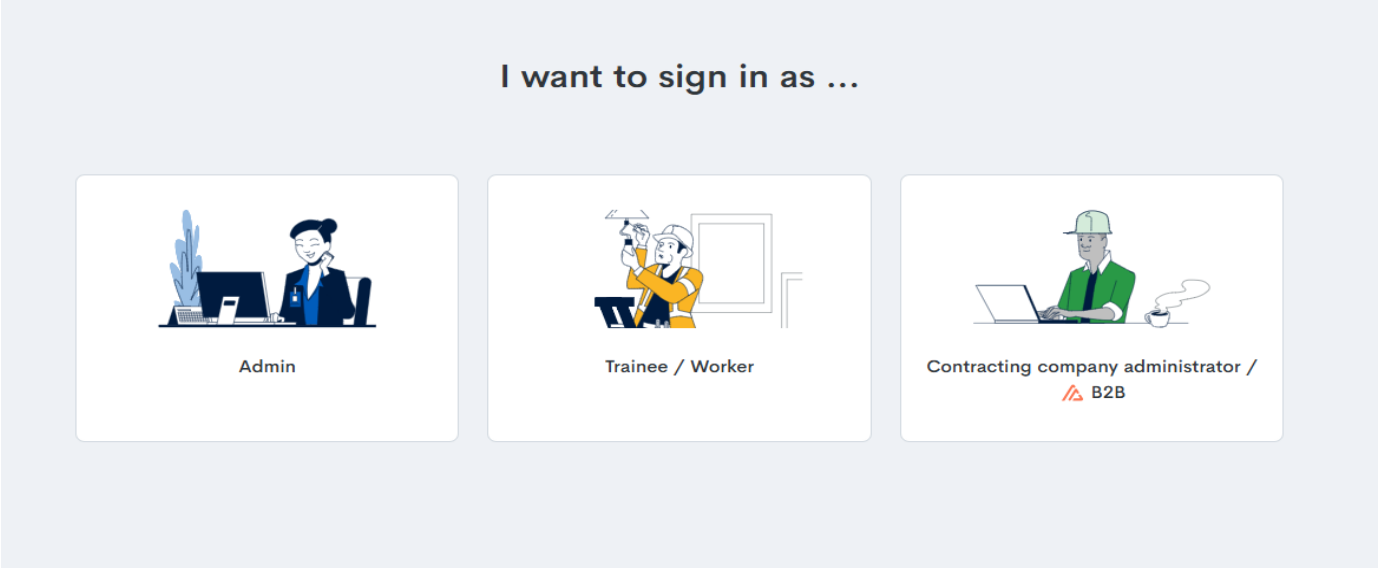
Upon completing the registration process, the Company Administrator will have received an email with a link to verify your ‘My Rapid’ account email.

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:

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



Select I want to sign in as…”Contracting company administrator B2B”

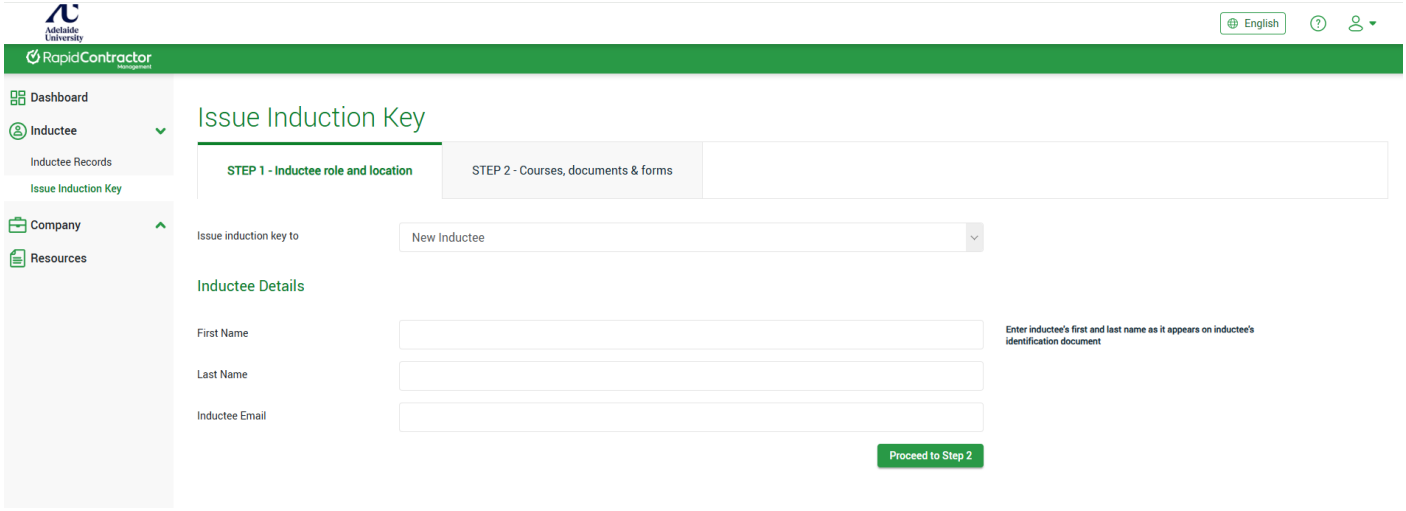


Click on the Adelaide University client portal from the B2B dashboard.

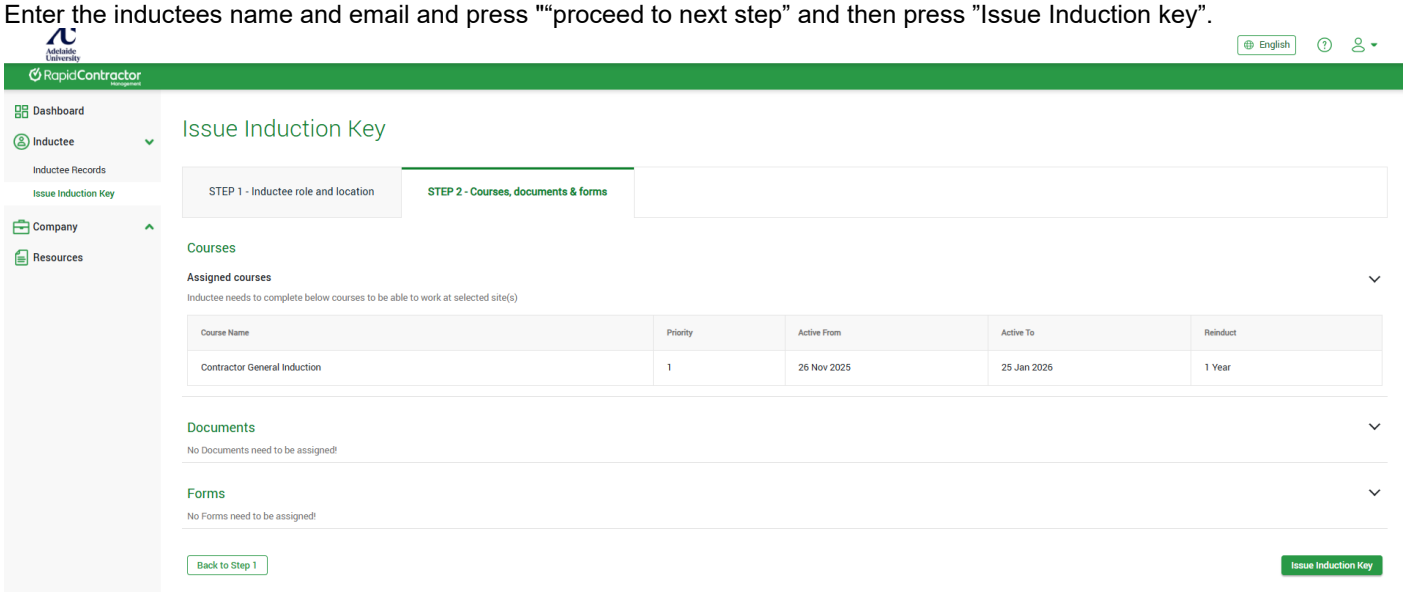
Issuing Passwords

To issue a password for an induction the following steps are required:

1. First check if your staff are **NOT** already listed as existing inductees by clicking on Inductee > Inductee Records.
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** Induction Key' tab.
4. To Induct new workers that belong to your company and will be attending a Adelaide University site, click on "Issues Induction Key" from the dashboard or navigate to Inductee > Issue Induction Key on the side bar menu.



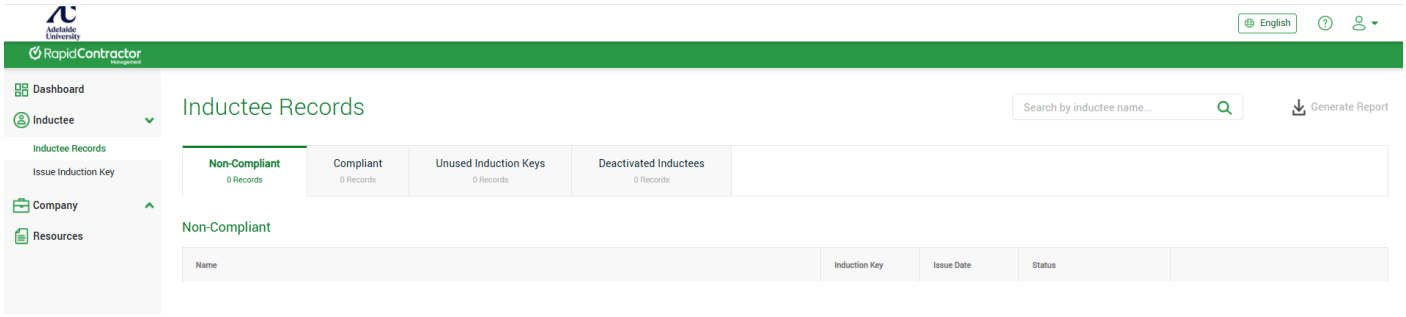
Enter the inductees name and email and press ""proceed to next step" and then press "Issue Induction key".



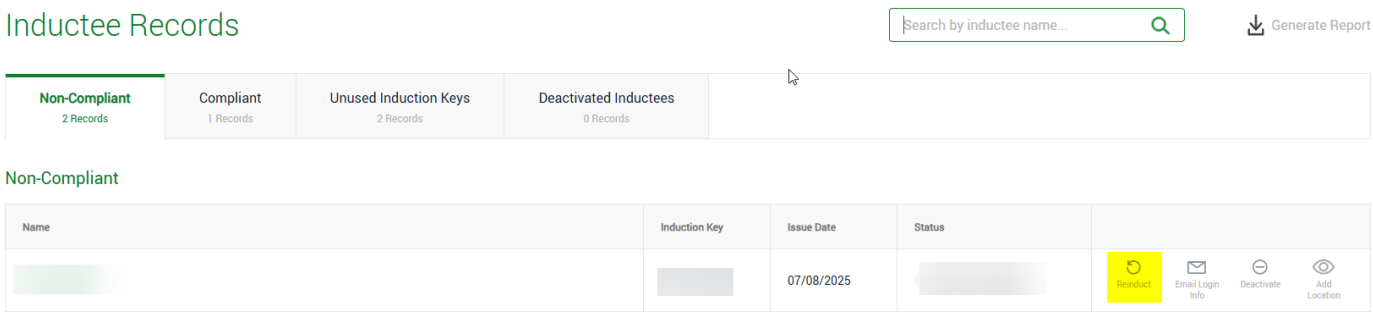
Re-inducting an Inductee

To re-induct an inductee:

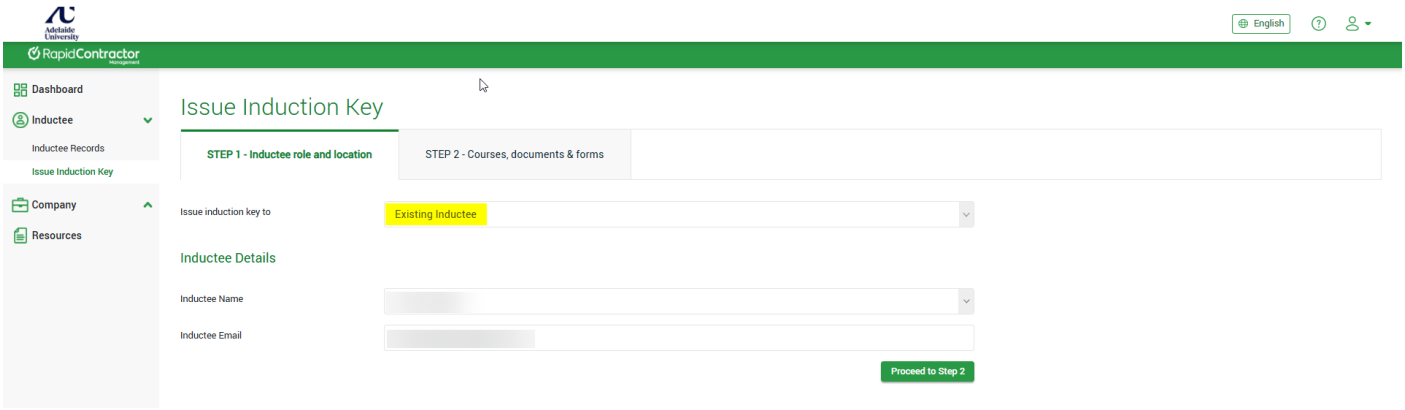
1. Click on the **'Inductee Records**. Within the non-compliant tab you will see the list of inductees requiring re-induction.



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



3. press proceed to step 2 and then press" Save"



Individual Induction Process

Once an inductee receives their induction key via email, 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. Create a new My Rapid account by entering a unique email address or mobile and providing the allocated induction key.
3. If the inductee already has a My Rapid account, they can login and click on + Induction Key at the top right of the screen.
4. Before completing the induction, you will be asked to upload a passport style photo (see below).

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

4. Click on the name of the course and work through the course using the 'Next' button.

5. Once completed, print the completion certificate.

Viewing Inductee Reports

The Inductee records tab provides a summary of inductee records which includes non-compliant, complaint, unused induction keys and deactivated inductees

To view inductee records:

1. Click on the **'Inductee Records'** on the left-side menu
2. Click on the various tabs to see non-compliant, compliant, unused and deactivated inductees. If you wish to download this data into a report click on generate report.

Note: a report showing expired and expiring inductees is automatically sent to the main administrator weekly.

Frequently Asked Questions

Question	Answer
How do I log on to the Contractor Induction System and register?	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. If the registration email is not received, contact the Rapid Induct Services Team on 1800 307 595 or + 61 8 405 1100 (for international callers) or email support@rapidglobal.com
How do I issue inductee keys?	Refer to the instructions of how to issue induction keys
How does an inductee complete the course(s)?	The inductee will receive an email with their password and a link to the Contractor induction System. https://my.rapidglobal.com/Web/Account/LogOn/1092
What do I do if I forget my company administrator password?	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.
What does an inductee need to do if they forget their induction key?	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
How do I get additional support?	Resource Guides https://rapidglobal.zohodesk.com.au/portal/en/kb Rapid Global Support 1800 307 595 University Representative