



Resthaven Contractor User Guide

Step by Step
User Guide to the
Resthaven
Contractor Management System

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Overview

This guide provides an overview of the new Resthaven online Contractor Management system.

The system consists of an easy to use online contractor system where the contractor company must first register their company, complete an E-Form Survey, and upload any relevant documents.

All contractors must be registered on the system. There will be an administration cost associated with the online induction.

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

Existing inductees, with current and valid inductions will continue to be accepted at Resthaven until the 2 year re- induction period expires.

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

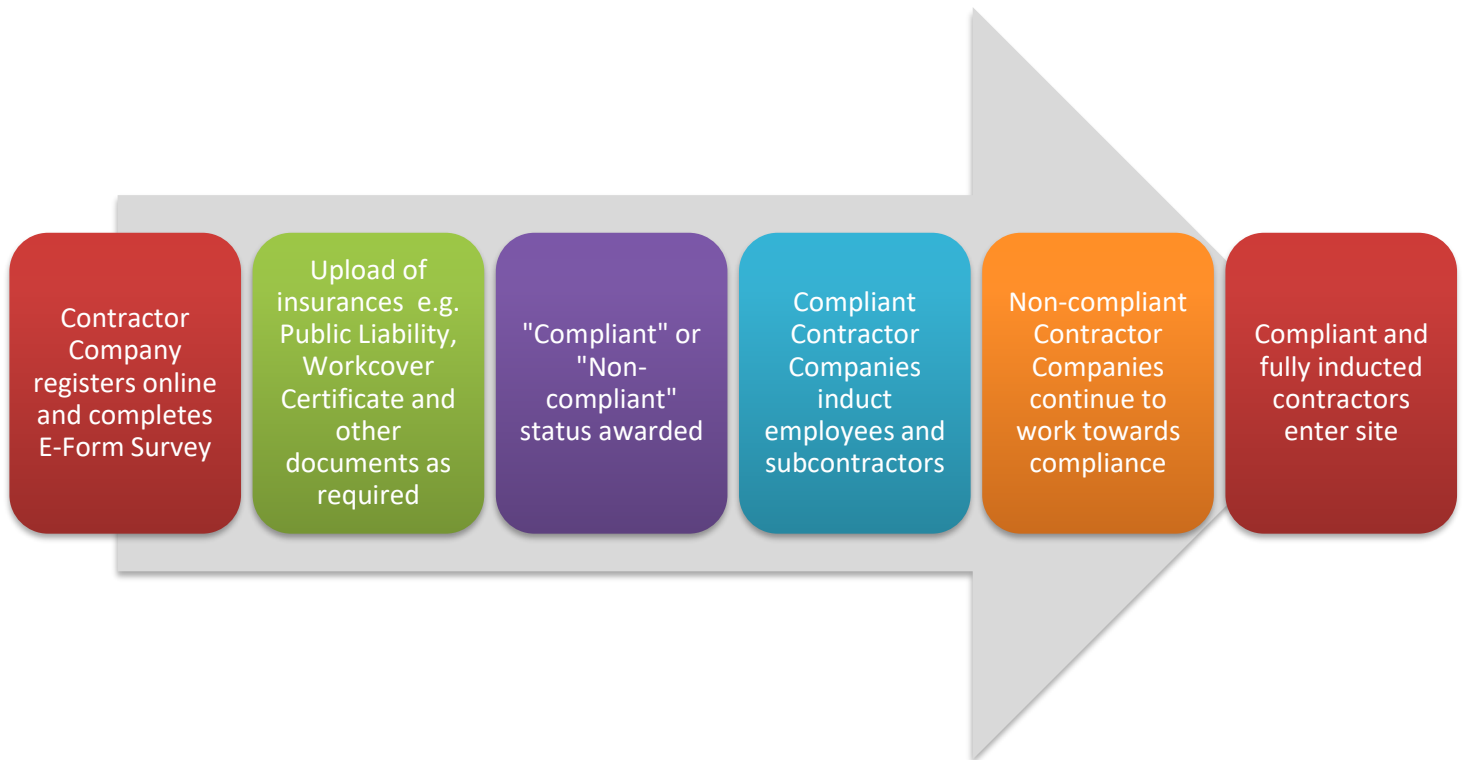
The contractor 'Company Administrator' will be required to register the company into the system, upload documents and issue passwords to their personnel to complete the induction.

Once the contractor company is deemed "compliant", by a Resthaven System Administrator, they may securely log in, manage their insurance documentation and manage their own employee and subcontractor inductions.

Overview of the Contractor Management Process

The Process

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

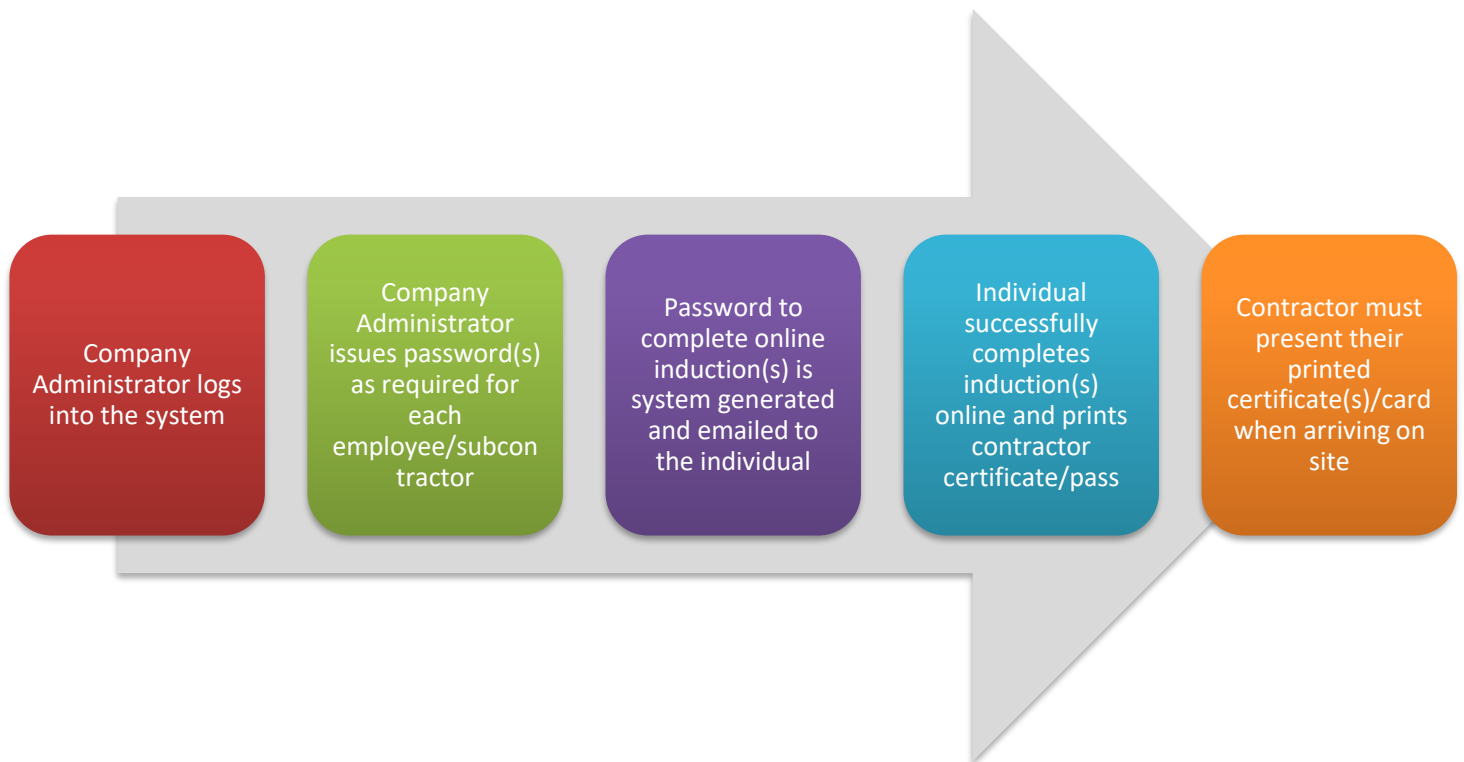


Site Requirements

Contractors are required to present their printed induction certificate to site reception. Further documents may be required to be filled out at the time.

Overview of the Induction Process

Once the Company has successfully registered and a System Administrator approves status of compliant, the Company Administrator can log in at: <https://my.rapidglobal.com/Web/Account/LogOn/616> and proceed with issuing passwords.



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 Management 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

For all other enquiries, please email contractors@resthaven.asn.au

Examples of these types of queries may include course content queries, documentation questions, information regarding site access, or general emergency or Workplace Health & Safety procedures.

Escalation Points

For any technical queries, contact the Rapid Induct Client Services Team as per details above.

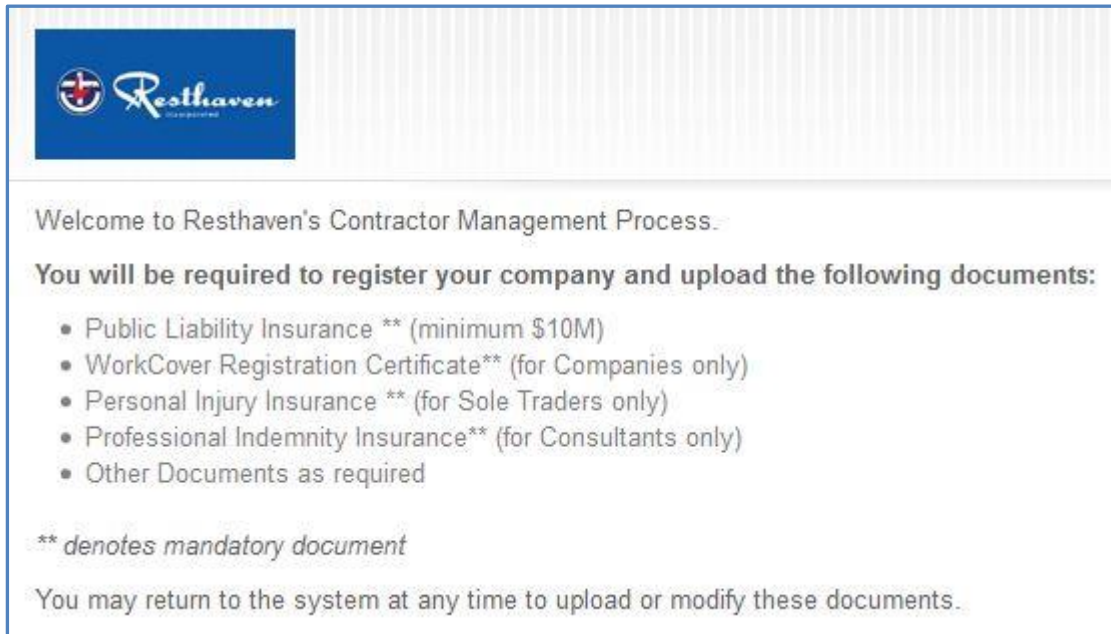
For all other enquiries, please email contractors@resthaven.asn.au

Company Registration

An email will be sent to the contractor company with a link to register the company.

An example of the screen when first logging in is shown below.

Please take note of the mandatory documents that are required as part of the registration process.



Screens will be displayed to complete the following requirements:

- Details about the company, including registering your ABN and Email Address
- Create a Password – for access to the Contractor Management System
- Company documents to be uploaded – Insurances and other documents (if applicable)
- Complete E-Form Survey (add if applicable)

Managing Employees and Documents

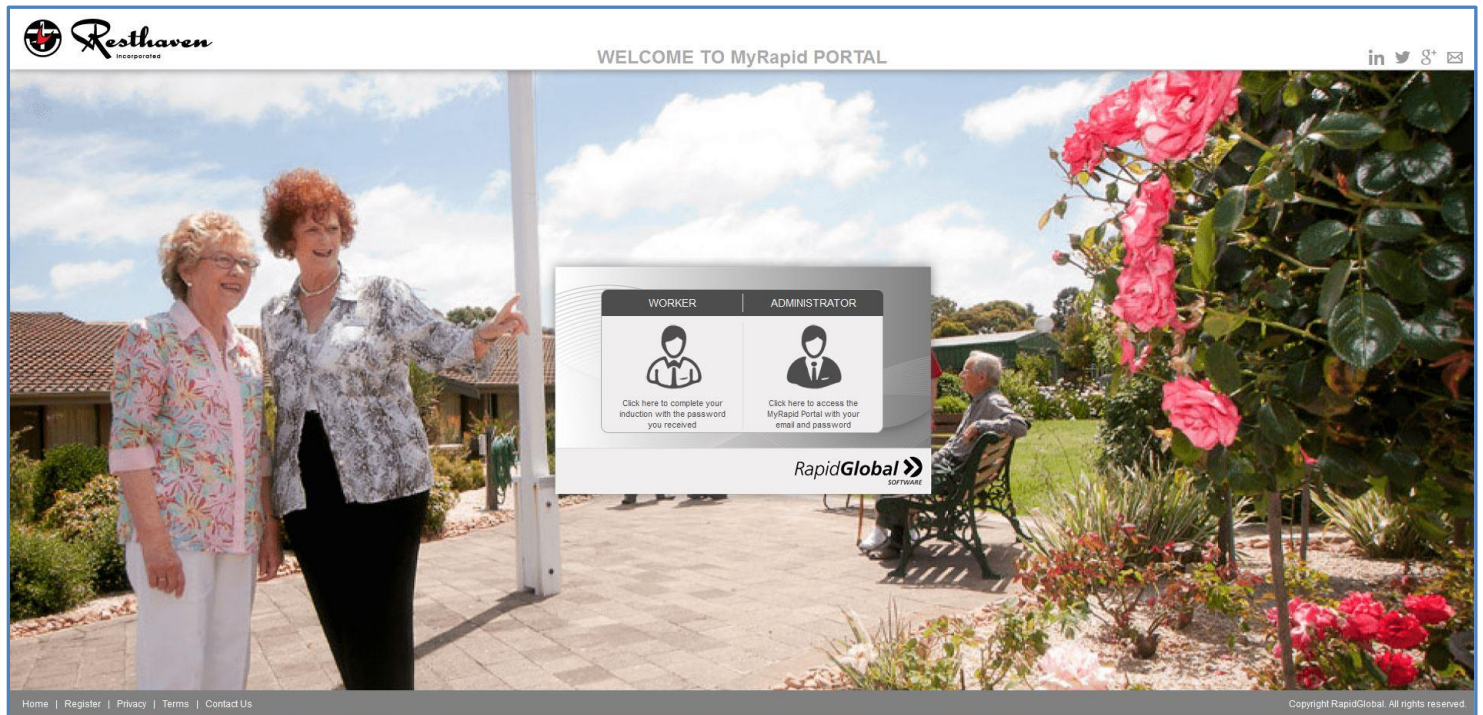
Upon completing the registration process you would have received an email with a link to verify your 'My Rapid' account email.

When returning to the system after successful registration and activation of your account, visit:
<https://my.rapidglobal.com/Web/Account/LogOn/616> where the below screen will be presented:

Select **Administrator** to manage inductees and update any company details/insurances.

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 'Resthaven'.

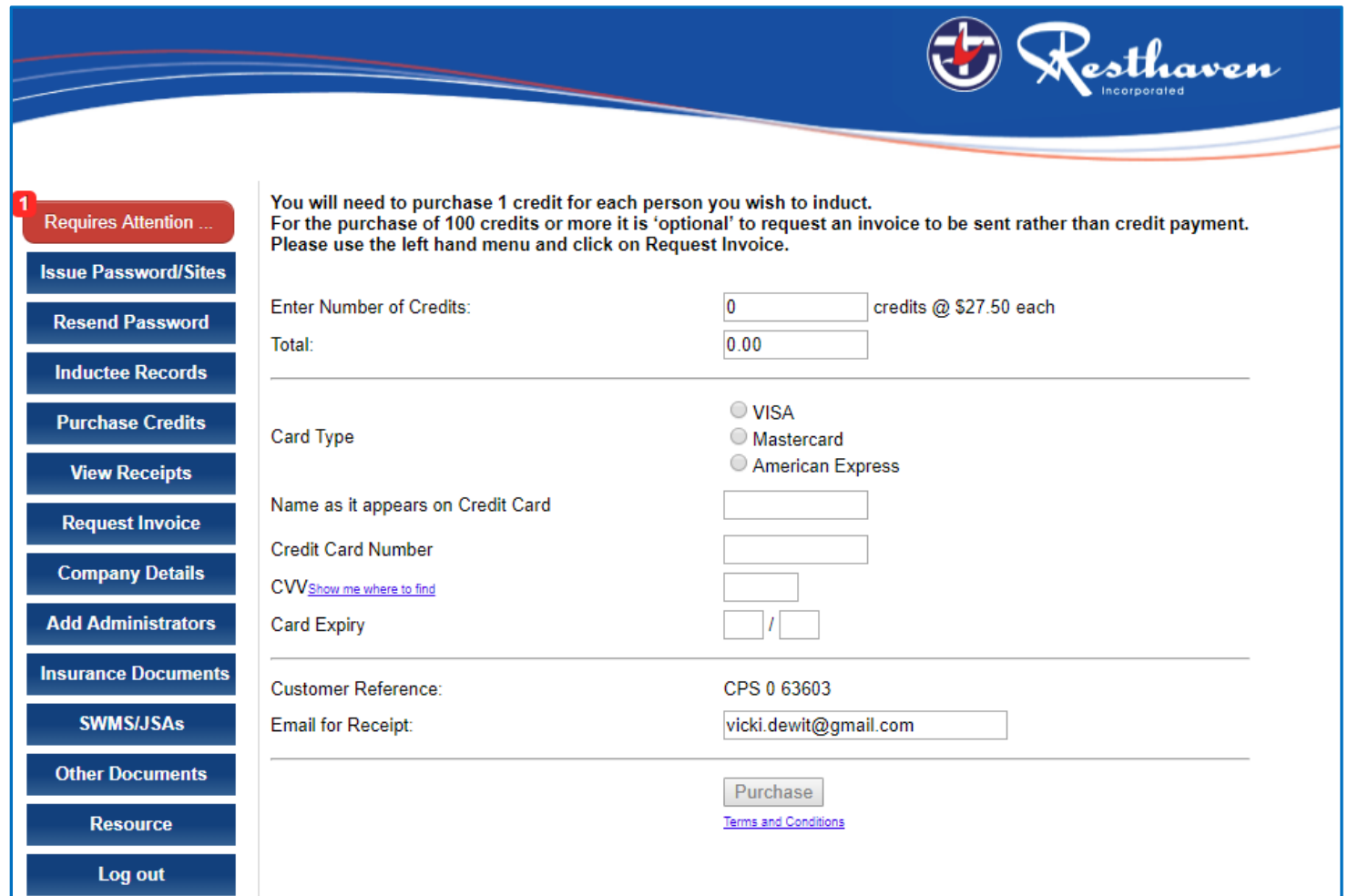


Purchasing Credits

- Credits need to be purchased prior to issuing passwords to inductees.
- 1 credit per inductee is required.
- Multiple credits can be purchased.
- Credits can be purchased using a credit card.
- Each credit cost \$27.50 (GST inclusive).
- The General Induction is valid for 2 years.

To purchase credits:

- Select the **Purchase Credits** button on the left hand side of the screen
- Complete all fields displayed
- Click **Purchase**



The screenshot shows the 'Purchase Credits' page in the Resthaven Contractor Management system. On the left is a vertical menu with buttons: 'Requires Attention ...' (highlighted with a red '1'), 'Issue Password/Sites', 'Resend Password', 'Inductee Records', 'Purchase Credits', 'View Receipts', 'Request Invoice', 'Company Details', 'Add Administrators', 'Insurance Documents', 'SWMS/JSAs', 'Other Documents', 'Resource', and 'Log out'. The main content area has a blue header with the Resthaven logo. Below the header, a message states: 'You will need to purchase 1 credit for each person you wish to induct. For the purchase of 100 credits or more it is 'optional' to request an invoice to be sent rather than credit payment. Please use the left hand menu and click on Request Invoice.' The form contains the following fields: 'Enter Number of Credits' (input: 0), 'Total' (input: 0.00), 'Card Type' (radio buttons for VISA, Mastercard, American Express), 'Name as it appears on Credit Card' (input), 'Credit Card Number' (input), 'CVV' (input with a link 'Show me where to find'), 'Card Expiry' (input / input), 'Customer Reference' (input: CPS 0 63603), and 'Email for Receipt' (input: vicki.dewit@gmail.com). At the bottom right is a 'Purchase' button and a link to 'Terms and Conditions'.

Issuing Passwords

To issue a password:

- Click on the **'Issue Password'** tab
- Select if the Inductee is a New Inductee or an Existing Inductee
- For a new inductee, add the Inductee's Name and Email Address
- Click **'Next'**

Up to Date

Issue Password

Resend Password

Inductee Reports

Purchase Credits

View Receipts

Request Invoice

Company Details

Insurance Details

SWMS/JSAs

Other Documents

Resource

Log out

You currently have 5 credits remaining

You will need to purchase 1 credit for each person you wish to induct.

Issue Password

Company Name:

RAPID GLOBAL

Add New

Inductee Name:

Email Address:

Next

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 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

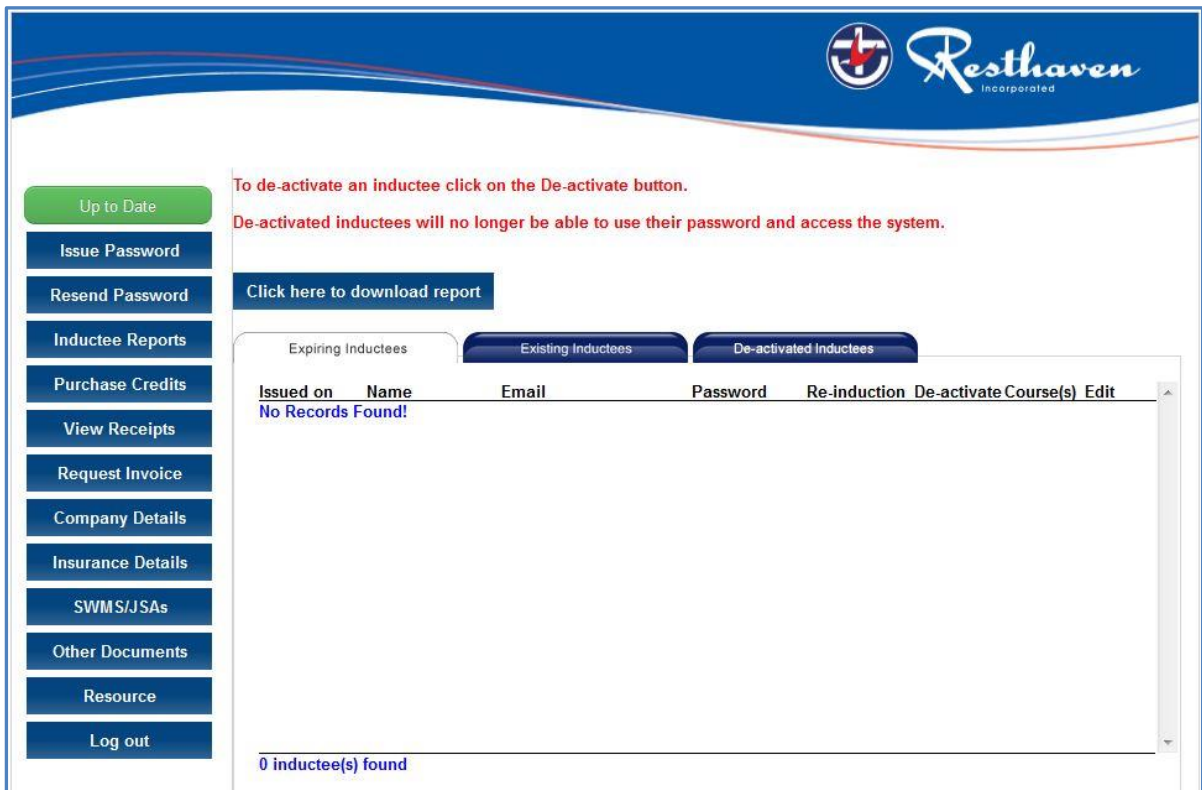
The system defaults to search for passwords issued within the past 7 days but passwords issued prior to that can be viewed by changing the date options at the top of the screen.

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:

1. Click on the '**Inductee Reports**' tab.
2. Select the **date range** that you wish to search an inductee record for.
3. Inductee records will be displayed for all passwords issued during the date range selected



The screenshot shows the Resthaven Contractor Management system interface. On the left is a vertical menu with buttons: Up to Date, Issue Password, Resend Password, Inductee Reports (highlighted), Purchase Credits, View Receipts, Request Invoice, Company Details, Insurance Details, SWMS/JSAs, Other Documents, Resource, and Log out. The main content area has a header with the Resthaven logo and two red warning messages: "To de-activate an inductee click on the De-activate button." and "De-activated inductees will no longer be able to use their password and access the system." Below these is a button "Click here to download report". There are three tabs: "Expiring Inductees", "Existing Inductees" (selected), and "De-activated Inductees". Under the "Existing Inductees" tab, there is a table with columns: Issued on, Name, Email, Password, Re-induction, De-activate Course(s), and Edit. The table currently displays "No Records Found!". At the bottom of the table area, it says "0 inductee(s) found".

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/616>
2. Select **Worker**
3. Enter the password
4. Click on the name of the course and work through the course using the **Next** button
5. Once completed print the completion certificate

Frequently Asked Questions

Question	Answer
How do I log on to the Contractor Management 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?	Refer to the instructions of how to issue passwords.
How does an inductee complete the course(s)?	<p>The inductee will receive an email with their password and a link to the Contractor Management System.</p> <p>https://my.rapidglobal.com/Web/Account/LogOn/616</p>
What do I do if I forget my company administrator password?	<p>Go to https://my.rapidglobal.com/Web/Account/LogOn/616 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?	<p>The inductee can contact their company administrator who can then resend the password to them.</p> <p>Alternatively, they can refer to the Rapid Induct Support Team who can advise who the company administrator contact person is.</p>
How often must the online induction courses be completed?	Every 2 years