RapidGlobal
SOFTWARE

Contractor Management System

User Guide (version 1.0 cpays)

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.

Contents

How to Purchase Credits

Credits must be purchased/available **<u>prior</u>** to issuing a password to inductees or to re-induct existing inductees.

Credits can be purchased using a valid credit card.

To purchase credits:

1. Click on the '**Purchase Credits'** tab
2. Complete all fields
3. Click '**Purchase'**

Credits will be available immediately once purchased.

Once credits are available, you can issue passwords to the inductee, from the '**Issue Password'** tab.

Note: See pages 2-3 on how to issue a password.

How to Issue a Password to a New Worker/Inductee

Before a password can be issued, a credit must be purchased/available for <u>each</u> Inductee.

To issue a password:

1. Click on the '**Issue Password/Site**' tab
2. Select the option **'New Inductee'**
3. Complete the inductee's details (name and email address)
   You can use the same email address if you wish to send more than one password to the same person. This person will then provide the passwords to their inductees
4. If presented in the system, you may need to select the State and Site(s) where the inductee will be performing work
5. Click '**Next**'
6. The password will be automatically sent to the nominated email address

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

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

Note: There is no cost to issue additional Site courses, if applicable.

How to Resend a Password

When to Resend a password:

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

To resend a password:

1. Click on the '**Resend Password**' tab
2. From the **Name Search** field, type the inductee's name (surname preferred) and click Search
3. **OPTIONAL**: Click the 'Edit' button if the inductee's details need to be amended and then click Save
4. Click the '**Issue**' button
5. Amend the name or email address if required and then click on the '**Send**' button
6. 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 an Inductee/Worker

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

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

To re-induct:

Before a course can be re-inducted, a credit must be purchased/available for <u>each</u> inductee.

1. Click on the '**Inductee Records'** tab
2. Select the option **'Expiring Inductees'**
3. **Search** for the inductee from 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 automatedly send to the inductee/worker to complete the selected course

How to View Inductee Records

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

To view Inductee records:

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

How to De-activate/Remove an Inductee

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

To De-activate/Remove an Inductee:

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

NOTE:
- The deactivated inductee will not be able to use their password to access the system.
- Inductees can be reactivated at any time.

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 access to manage 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 an inductee 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 the generic My Rapid Portal link: https://my.rapidglobal.com
2. Select **Worker**
3. Enter the password
4. Upload any documents if applicable
5. Click on the name of the course and work through the course using the **Next** button
6. 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