

**LA TROBE UNIVERSITY**  
**CONTRACTOR MANAGEMENT USER GUIDE**  
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# **Contractor Management System**

Step by Step User Guide

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Dear Contractor,

All contractors, consultants and suppliers must be registered and compliant in La Trobe University's contractor management system prior to starting work with the University. This system is used to ensure contracted companies are aware of, and maintain compliance with, University and legislative requirements.

This Contractor Information guide provides you with step-by-step instructions on how to register with our Contractor Management System. It also explains how to manage induction course completion for your employees and subcontractors that work at La Trobe University 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](mailto:support@rapidglobal.com)

Contractors failing to follow this process will put their ongoing service relationship with La Trobe University at risk.

If you have any questions regarding these changes, please refer to the contacts provided in the Contractor information guide.

Thank you for your assistance.

**Infrastructure and Operations**

La Trobe University

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## 1 Overview

This guide provides an overview of the new La Trobe University online Contractor Management system.

The system consists of an easy to use online contractor system where the contractor company must first register their company and upload any relevant documents.

All approved 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 La Trobe University site have completed an online induction *prior* to commencing work.

### 1.1 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](mailto:support@rapidglobal.com)

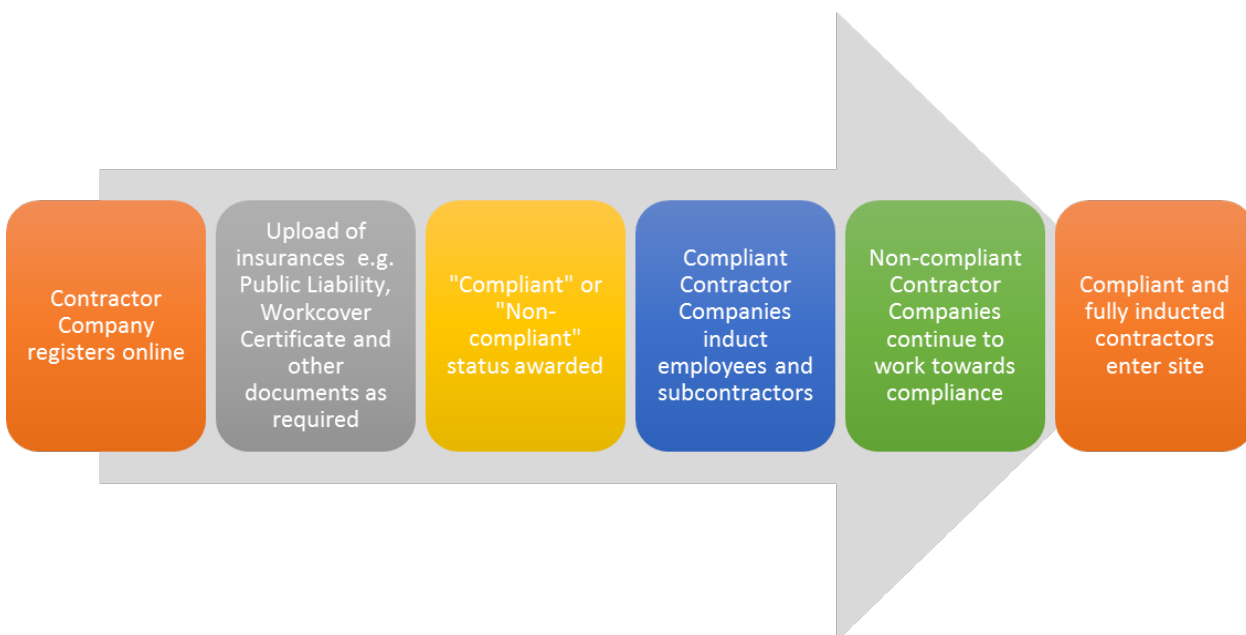
The contractor 'Company Administrator' will be required to register the company into the system, upload documents and issue passwords to their personnel to complete the induction.

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

## 2 Overview of the Contractor Management Process

### 2.1 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.

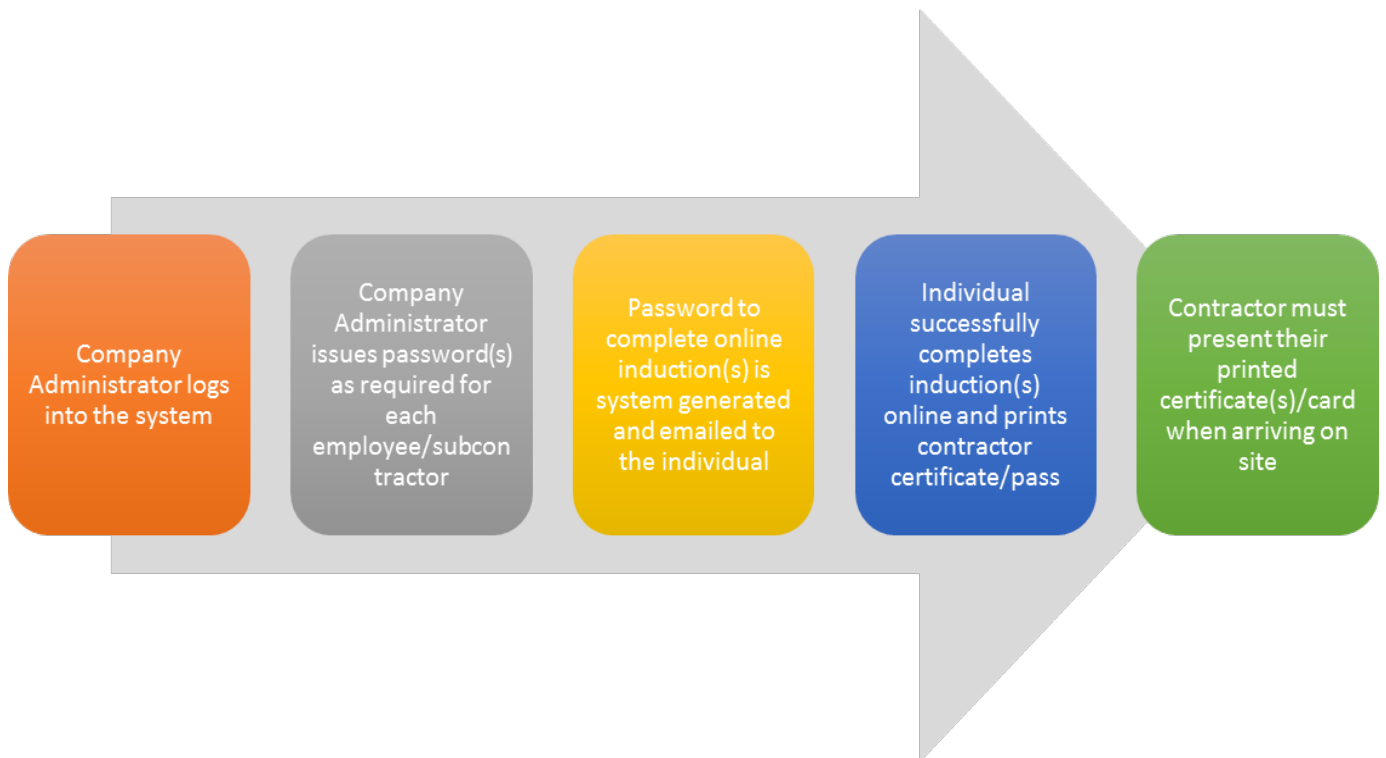


### 3 Site Requirements

Contractors are required to sign in at the I&O Customer Service Desk or as otherwise arranged with your La Trobe University Representative.

### 4 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://sso.rapidglobal.com/Web/Account/LogOn/927> and proceed with issuing passwords.



### 5 Contractor Queries

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

#### 5.1 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](mailto:support@rapidglobal.com)**

#### 5.2 Other Queries

Other queries should be referred to I&O Business Support Team via telephone on 03 9479 2017 or email [iobsi@latrobe.edu.au](mailto:iobsi@latrobe.edu.au)

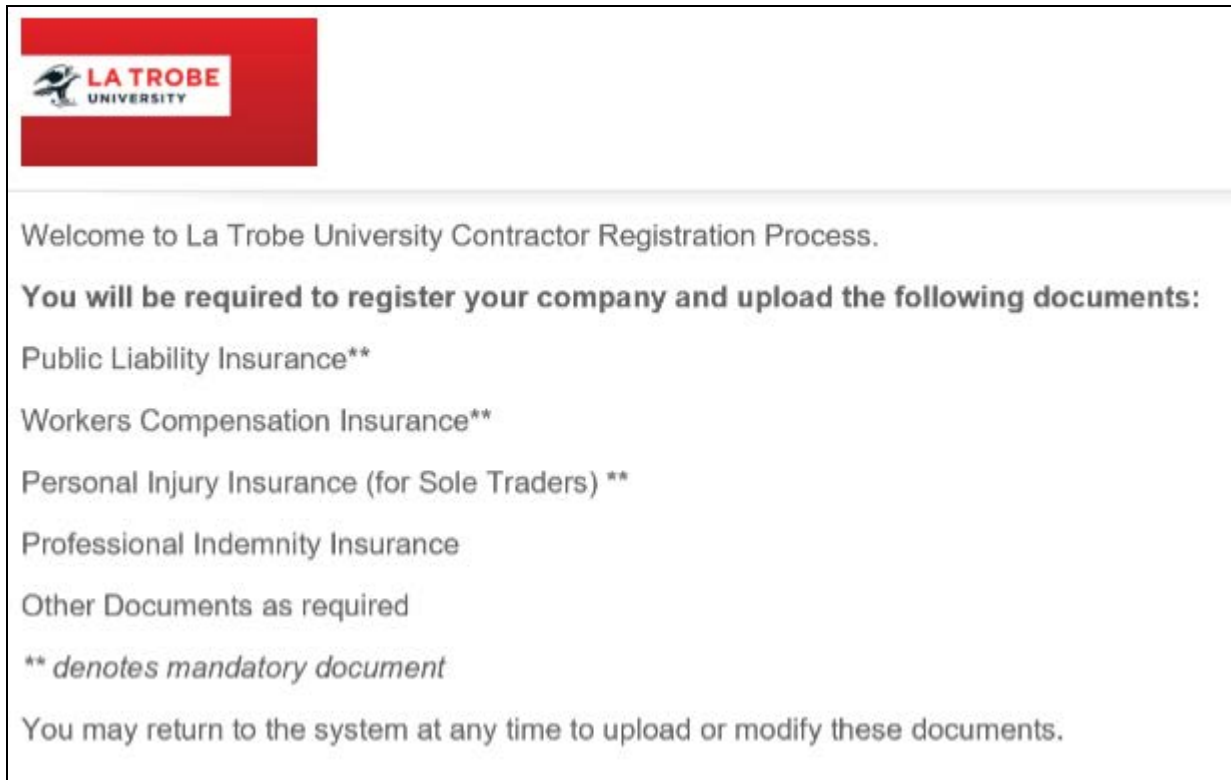
Examples of these types of queries may include course content queries, documentation questions, information regarding site access, or general emergency or Workplace Health & Safety procedures.

## 6 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
- Create a PIN – for access to the Contractor Management System
- Company documents to be uploaded – Insurances and other documents (if applicable)
- Complete E-Form Survey

## 7 Managing Employees and Documents

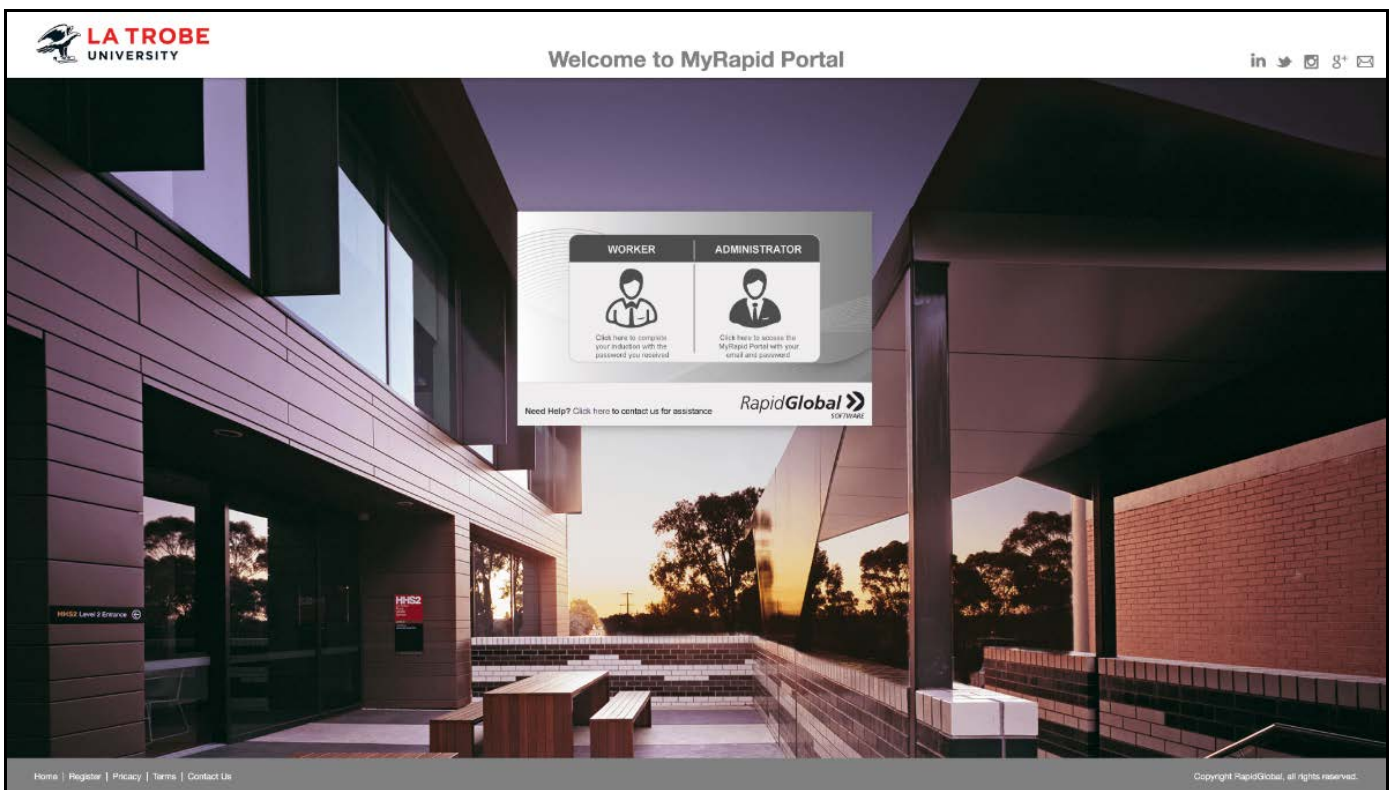
Upon completing the registration process you would have received an email with a link to verify your 'My Rapid' account email.

When returning to the system after successful registration and activation of your account, visit: <https://sso.rapidglobal.com/Web/Account/LogOn/927> 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 'La Trobe University'.**



## 8 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'

The screenshot displays the 'Issue Password' interface within the La Trobe University Contractor Management system. The header features the La Trobe University logo and the slogan 'BE PART OF THE WIDER CONVERSATION'. A left-hand navigation menu includes buttons for 'Up to Date', 'Issue Password', 'Resend Password', 'Inductee Reports', 'Company Details', 'Insurance Documents', 'Other Documents', 'E-Forms', 'Add Administrators', 'Resource', and 'Log out'. The main content area is titled 'Issue Password' and contains a form with the following fields: 'Company Name' (a dropdown menu currently showing 'RAPID GLOBAL NOMINEE P' with an 'Add New' button next to it), 'Inductee Name' (a text input field), and 'Email Address' (a text input field). A 'Next' button is positioned below the form fields.



## 9 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.*

## 10 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 La Trobe University Contractor Management system interface. The header features the La Trobe University logo and the slogan "BE PART OF THE WIDER CONVERSATION". The left sidebar contains a navigation menu with buttons for "Up to Date", "Issue Password", "Resend Password", "Inductee Reports", "Company Details", "Insurance Documents", "Other Documents", "E-Forms", "Add Administrators", "Resource", and "Log out". The main content area displays a message: "To de-activate an inductee click on the De-activate button. De-activated inductees will no longer be able to use their passwords and access the system." Below this is a button "Click here to download report". The main content area also features a tabbed interface with "Expiring Inductees", "Existing Inductees", and "De-activated Inductees". The "Existing Inductees" tab is selected, showing 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 page, it says "0 inductee(s) found".

## 11 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://sso.rapidglobal.com/Web/Account/LogOn/927>
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

## 12 Frequently Asked Questions

Question	Answer
<b>How do I log on to the Contractor Management System and register?</b>	<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</p> <p>+ 61 8 405 1100 (for international callers) or email <a href="mailto:support@rapidglobal.com">support@rapidglobal.com</a></p>
<b>How do I issue inductee passwords?</b>	Refer to the instructions of how to issue passwords.
<b>How does an inductee complete the course(s)?</b>	<p>The inductee will receive an email with their password and a link to the Contractor Management System.</p> <p><a href="https://sso.rapidglobal.com/Web/Account/LogOn/927">https://sso.rapidglobal.com/Web/Account/LogOn/927</a></p>
<b>What do I do if I forget my company administrator password?</b>	Go to <a href="https://sso.rapidglobal.com/Web/Account/LogOn/927">https://sso.rapidglobal.com/Web/Account/LogOn/927</a> and select 'Administrator'. Click 'Forgot MyRapid Password? click here'. Enter your email address to receive further instructions.
<b>What does an inductee need to do if they forget their password?</b>	<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>
<b>How often must the online induction courses be completed?</b>	Every 2 years.