



QUICK START GUIDE

Transform the way you manage your contractor workforce

For contractor administrators



Leading global companies choose Rapid to support their compliance, safety and risk management processes with their employees, contractors, and site visitors. Our fully integrated and modular workforce management software supports a culture of safety and compliance for companies around the world.

Our quick start guide will outline the steps you need to take to complete the setup of your Rapid Contractor Management system.

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Adding a contractor

From the Contractor Management dashboard, you can view a summary of your contractor companies, their compliance documentation, and inductees in the system.

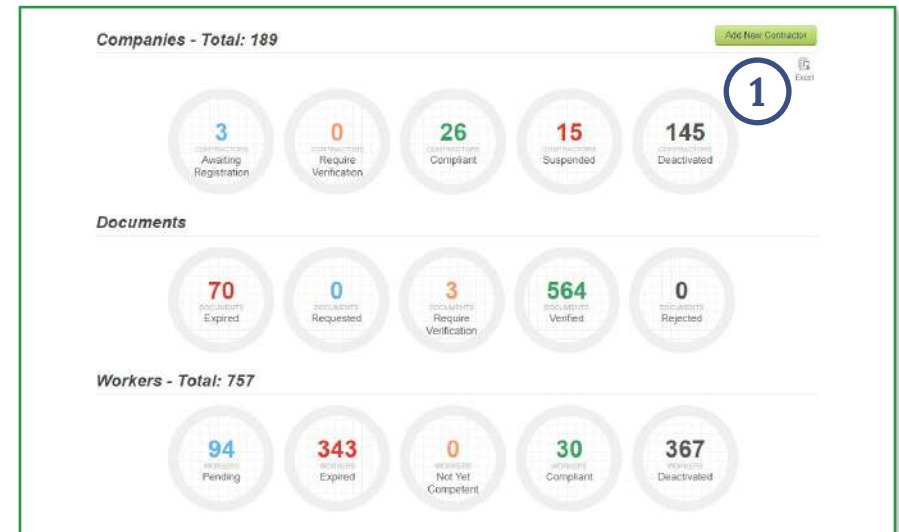
To add a new contractor, click on **Add New Contractor (1)**.

The new contractor screen will be displayed. **Personnel Type (2)** – Select a worker type that relates to the contractor you are requesting to register.

Select the **Division and Site (3)** this contractor belongs to.

Enter the contractor's information into the remaining fields. **Company Name, Primary Contact, and Email are mandatory fields (4)**.

Click **Create (5)**.



The 'Create New Contractor' form is a modal window with the following fields and steps:

- Step 2:** Personnel Type (dropdown menu)
- Step 3:** Division (dropdown menu)
- Step 3:** Site (dropdown menu)
- Step 4:** Company Name (text input)
- Step 4:** Primary Contact (First Name and Last Name text inputs)
- Step 4:** Email (text input)
- Step 4:** Phone (dropdown for country code, currently AUS, and text input)
- Step 4:** External ID (text input)
- Step 5:** Create button

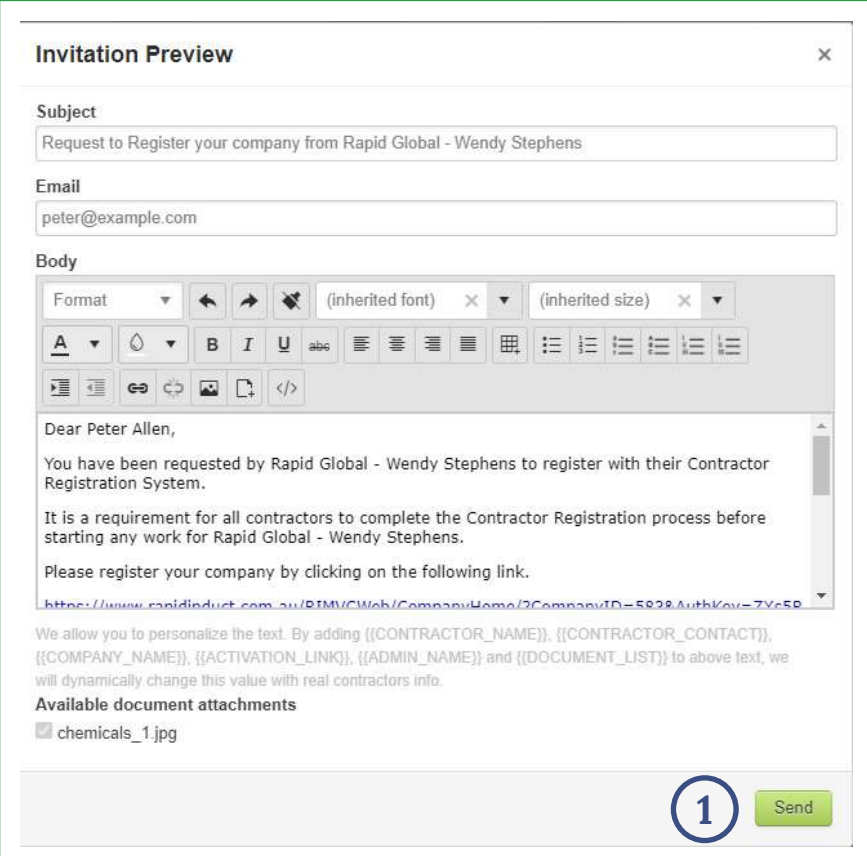
Sending an invitation

The Request to Register email will be displayed in a new window.

You can amend the email content however the link must not be altered.

Click Send (1).

A **Confirmation Message (2)** will be displayed to confirm that your email invitation has been successfully sent to the contractor.



The screenshot shows a window titled "Invitation Preview" with a close button (X) in the top right corner. It contains the following fields and content:

- Subject:** Request to Register your company from Rapid Global - Wendy Stephens
- Email:** peter@example.com
- Body:** A rich text editor with a toolbar. The text in the body reads: "Dear Peter Allen, You have been requested by Rapid Global - Wendy Stephens to register with their Contractor Registration System. It is a requirement for all contractors to complete the Contractor Registration process before starting any work for Rapid Global - Wendy Stephens. Please register your company by clicking on the following link. <http://www.rapidinduct.com.au/RIMVWeb/CompanyHome/2Company?ID=5828&AuthKey=ZYc58> We allow you to personalize the text. By adding {{CONTRACTOR_NAME}}, {{CONTRACTOR_CONTACT}}, {{COMPANY_NAME}}, {{ACTIVATION_LINK}}, {{ADMIN_NAME}} and {{DOCUMENT_LIST}} to above text, we will dynamically change this value with real contractors info. Available document attachments: chemicals_1.jpg".
- Send Button:** A green button labeled "Send" with a circled "1" next to it, indicating the step to click.



The screenshot shows a green confirmation message box with a close button (X) in the top right corner. The text inside the box reads: "Invitation email successfully sent." followed by a circled "2", indicating the second step.

Contractor registration process

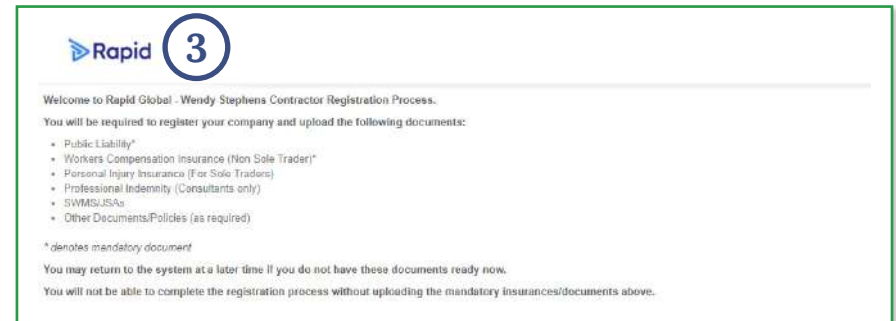
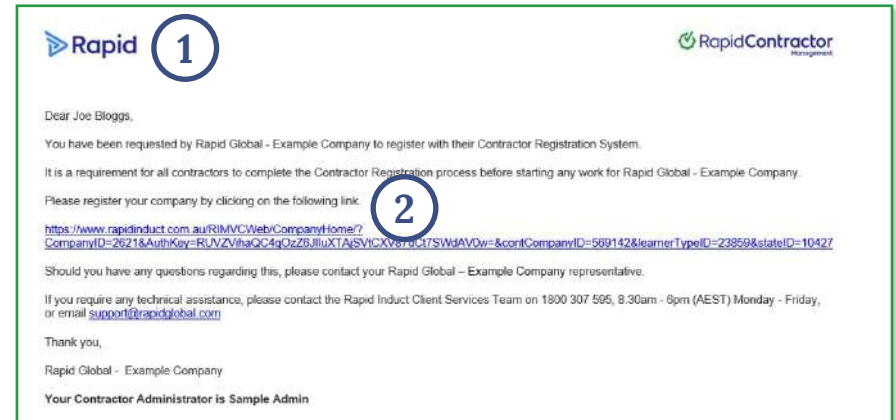
This is an example the contractor's registration experience.

The **Email (1)** displayed will be received by the contractor when invited to register.

To commence the registration, process the contractor is instructed to select the **hyperlink (2)**.

The **welcome screen (3)** will be displayed which outlines the documents the contractor will be required to upload as part of the registration process.

Click **Next**.



Contractor online declaration

The contractor will be asked to acknowledge the **Online Declaration (1)**.

Click **Next**.

The contractor is required to enter some **basic details (2)** about their company.

*Denotes mandatory field.

Click **Next (3)**.

Please note: There may be additional fields for contractors to complete, depending on how your system has been tailored for your company.

Rapid

Declaration

In order to proceed you need to declare that you are authorised to complete the E-Form survey.

I declare that I am authorised by the company to complete this survey and that all items stated are true and correct to the best of my knowledge. Yes

I declare that should any of the insurances/licenses expire or become invalid, I will update the relevant documents in this system.

* Denotes that field is mandatory

1

Back

Rapid

Please complete the following information:

Position Title (e.g. Manager, Administration) *

First Name *

Last Name *

Manager *

Job *

Blog *

2

3

Back

Next

* Denotes mandatory field

Company registration details

The contractor will be asked to enter their company details and confirm their **ABN (1)**.

*Denotes mandatory field.

Once completed, click **Next (2)**.

Please note: There may be additional fields for contractors to complete, depending on how your system has been tailored for your company.

Rapid

You need to fill in the following fields to register your Company in the Inflexion System.

Country of Origin *

ABN

Entity Name

Company Name RAPID GLOBAL PTY LTD Rapid Global

Common Name

Contact First Name *

Contact Last Name *

Email Addresses

Contact Email Address *

Email Address (Compliance Email) *

Phone Numbers

Phone Number (Business Hours) *

Phone Number (After Hours) *

Mobile Number *

Fax Number *

Business Address

Please fill in the following fields to register your Business Address in the Inflexion System.

Street Address *

City / Suburb / Town Name

Postcode *

State *

Country *

Postal Address

Same as above

Street *

City / Suburb / Town Name

Postcode *

State *

Country *

Company Website

Website

* Denotes mandatory field.

Creating account password

The contractor will now create a **Password (1)** which will be used to access the system in future.

Please note: This page will only appear if the contractor has not registered a Rapid Single Sign-On (SSO) account (MyRapid account).

The password must be:

- Minimum of eight characters.
- Must include a combination of letters and numbers.
- Consist of at least one upper case and one lower case letter.

Rapid

You are now required to create a MyRapid password so that you can log in at a later stage.

Your password must be:

- At least 8 characters long
- Consist of numbers
- Consist of at least one upper case and one lower case letter

You will also be required to re-confirm your Password to safe-guard against entering an incorrect Password.

Create your Password

Password:

Re-enter your Password

Re-confirm Password:

* Denotes mandatory field

Uploading insurance documentation

The contractor is now required to upload the **relevant insurance documentation (1)**.

Please note: If the contractor does not have their insurances at the time of registration, they can exit the registration process and return to this page by logging in.

The screenshot displays the 'Rapid' logo and a circled '1' indicating the first step of the registration process. The form is divided into three main sections:

- Public Liability Insurance:** Includes a text input for the amount (e.g., '\$ 20'), an expiry date (e.g., '26/10/2022'), and an upload field for the certificate (e.g., 'Insurance Sample.png').
- Workcover Registration Certificate:** Includes a radio button selection for 'Are you a Sole Trader?' (Yes/No), a checkbox selection for the region (ACT, South Australia, NSW, VIC, QLD, WA), an expiry date (e.g., '17/12/2022'), and an upload field (e.g., 'WC Sample.png').
- Professional Indemnity Insurance:** Includes an expiry date (e.g., '24/12/2022') and an upload field (e.g., 'Insurance Sample.png').

At the bottom, there are 'Exit' and 'Next' buttons, and a note: '* Certain mandatory field'.

Pre-qualification survey

Based on the way the system has been set up, the contractor may be asked to fill out a series of pre-qualification questions known as the **E-form Survey (1)**.

Please note: Additional documents may be requested depending on the answers to the E-form Survey.

The screenshot shows the 'Rapid' logo at the top left. A large blue circle with the number '1' is overlaid on the top right of the form. The form is divided into two main sections: '1.0 Staffing' and '2.0 Additional Health and Safety Details'. Under '1.0 Staffing', there are four questions: '1.1 How many employees do you have?' (text input), '1.2 Will you be subcontracting any of your services to other Contractors/Vendors?' (radio buttons for Yes/No), '1.3 What is your business capacity?' (text input), and '1.4 How many work orders are you able to handle at one time?' (text input). Under '2.0 Additional Health and Safety Details', there are four questions: '2.1 Please provide the name of a person who is responsible for Health and Safety matters within your organisation' (text input), '2.2 Do you have ISO 14001 accreditation?' (radio buttons for Yes/No), '2.3 Please Upload ISO 14001 accreditation?' (file upload button labeled 'Select files...'), and '2.4 Which permits will you be using?' (checkboxes for Asbestos removal/handling, Confined space entry, Working at heights, and High Voltage).

Uploading SWMS / JSA

The contractor may also be requested to upload other mandatory documents such as **Safe Work Method Statements (Job Safety Analysis) (1)** depending on how the system is set up.

To continue, click **Next (2)**.

Rapid

If your company or subcontractors for your company have Safe Work Method Statement (Job Safety Analysis) for particular facets required by Rapid Global - Donja Kazdalis please upload them for the relevant site or sites.

Please select the site in which you wish to perform work:

| State | Sites |
|--|---|
| <input type="checkbox"/> South Australia | <input checked="" type="checkbox"/> All Sites |

Select Expiry Date for Safe Work Method Statement:

Please upload your Safe Work Method Statement:

1

Uploaded Safe Work Method Statement

| Site Name | Document | Document Type | File Name | Upload Date | Expiry Date | |
|-----------|--|---------------|------------------------|--------------------|-------------|---------------------------------------|
| All Sites | Safe Work Method Statement (All Sites) | | Safety Plan Sample.pdf | 29/09/2022 1:43 PM | 19/09/2023 | <input type="button" value="Delete"/> |

Displaying 1 - 1 of 1 items

2

Please note: Uploading Safe Work Method Statement is not mandatory.

Type of work

Depending how your system has been set up, a **Type of Work (1)** section may appear next.

This section can request the contractor company to select the type of work they will be performing.

Click **Next (2)** to continue.

Based on the work types selected, **additional documentation (3)** may be requested for upload.

This section is used to request mandatory company documents that are required to perform specific job roles.

For example, if electrical work is selected, the contractor company may be required to upload an electrical licence.

Click **Next (4)** to continue.

The screenshot shows the 'Rapid' logo at the top left. Below it, the text reads 'Please select the type(s) of work you wish to perform:'. A circled '1' is placed over the 'Type of Work' section header. Under this header, there are several checkboxes: 'Asbestos Removal', 'Other', 'Cleaning', 'Plumbing', 'Electrical', and 'Hot Works'. The 'Electrical' checkbox is checked. At the bottom of the form, there is a 'Back' button on the left and a 'Next' button on the right, with a circled '2' placed over the 'Next' button. A small asterisk note at the bottom left indicates '* Denotes mandatory field'.

The screenshot shows the 'Rapid' logo at the top left. Below it, the text reads 'Additional Documents'. Underneath, it says 'You will now be required to upload the following documents:'. A circled '3' is placed over the 'Additional Documents' section header. Below this, there is a list of documents to be uploaded, with 'Electrical Licence' highlighted in orange and marked as a mandatory field. At the bottom of the form, there is a 'Back' button on the left and a 'Next' button on the right, with a circled '4' placed over the 'Next' button. A small asterisk note at the bottom left indicates '* Denotes mandatory field'.

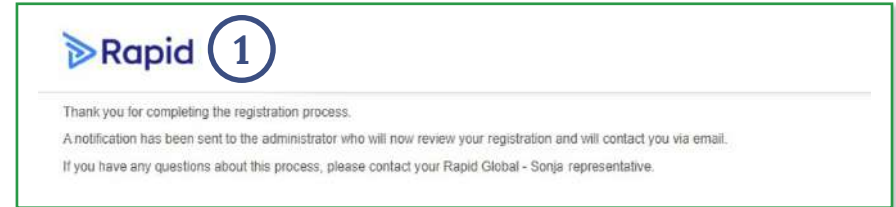
Completion of registration process

This is a sample of the **final page (1)** of the registration process.

The contractor has now **completed** the registration process.

The contractor is advised that their registration is under review and that a notification has been sent to a company administrator to determine their compliance.

The contracting company is now ready to be reviewed for **approval**.



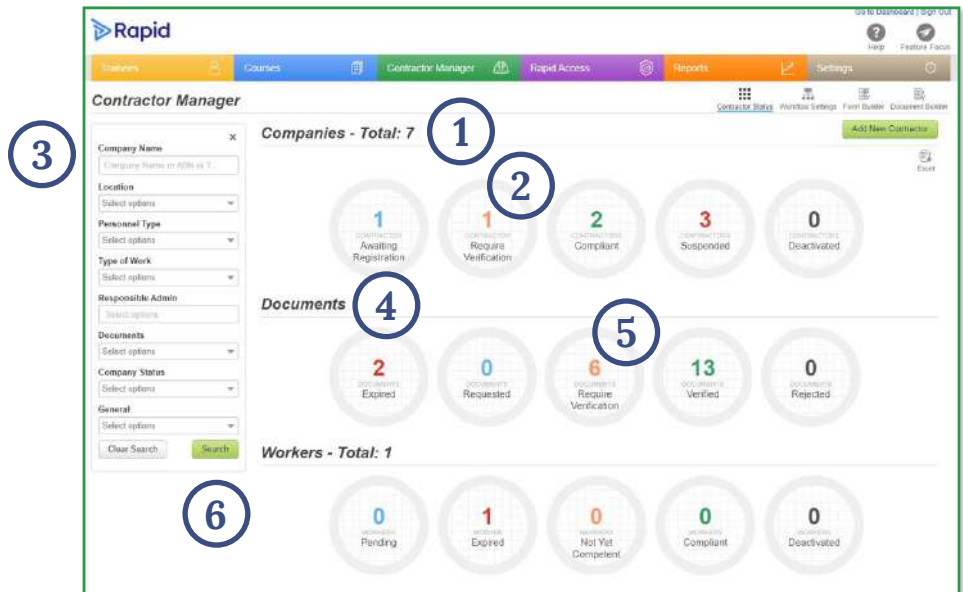
Review company verifications

From the **Companies Section (1)** on the dashboard, click the number in the **Require Verification (2)** circle to display Contractors awaiting approval.

Click on the **Contractor Name (3)** to display their company profile.

Alternatively, from the **Documents Section (4)**, click the **Requires Verification (5)** circle to view all documents awaiting approval.

The **Search Filter (6)** function can also be used to search for a particular Contracting company awaiting approval.

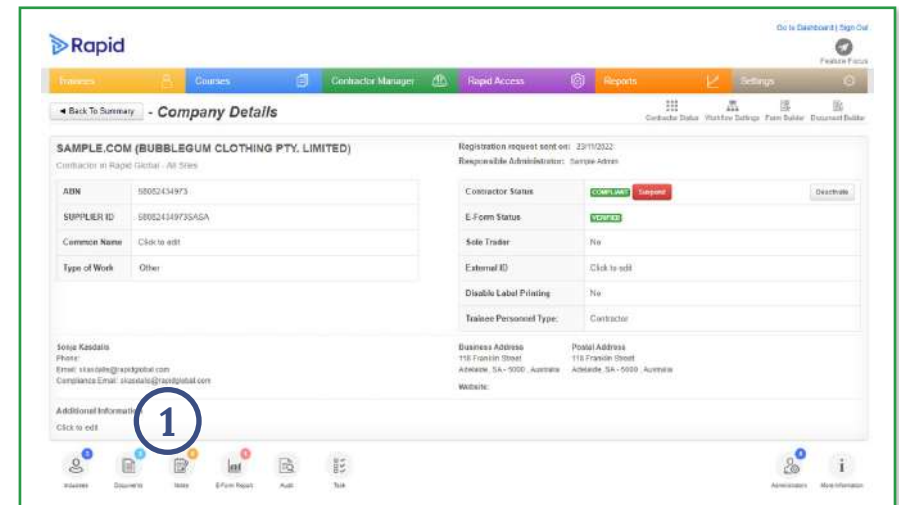


Verification Process

In the company profile, Click the **Documents Circle (1)** below the company details to view the all documents.

The **Document Status (2)** will appear on the right.

Click the document that **Requires Verification (3)**.



Verify documents

The **Document Details (1)** screen will be displayed.

Once you have reviewed and confirmed that the document meets your company's requirements, click **Verify (2)**.

Note: You can amend the expiry date or alternatively you can select **Never Expire (3)** by clicking on the date.

To close the window and return to the Contractor Management Dashboard click the 'x' (4) in the top right-hand corner.

The screenshot shows the 'Document Details: Public Liability Insurance' window. It contains the following information:

- Document Name:** Public Liability Insurance (Callout 4)
- Status:** REQUIRE VERIFICATION, with buttons for 'Reject' and 'Verify' (Callout 2)
- ABN:** 79161913862
- Name:** RAPID GLOBAL PTY LTD
- Last Verify Date:** (Callout 1)
- Insurance Amount:** \$20,000,000.00
- Last Request Date:** 26/08/2022, with a 'Send a reminder' button
- Expiry Date:** 28/01/2023 (Callout 3)
- Last Upload Date:** 26/09/2022, with an 'Upload New Doc' button
- Deleted Date:** (Callout 3), with a 'Delete' button

The 'Preview' section shows a 'Certificate of Liability Insurance Template' with the following details:

- Producer:** Suspensbase, 98 Elyester Junct, Richmond, VIC 3220
- Contact Person:** Jarrin Tutkings, Phone Number: (76) 3454356, Email: jyt@ecarrupic.com
- Insured:** Suspensbase orare consequat lectus. In e, 294 Blackbird Circle, Albany, NE
- Insurers Affording Coverage:** A table with columns 'Name' and 'NIC No.' containing 'Insurer A', 'Insurer B', and 'Insurer C'.
- Coverages:** Type of Insurance: General Liability (selected), Commercial General Liability, Claims Made, Occur.
- Limits:** Policy Number: 10145111, Each Occurrence: 1, Policy Effective Date: August 4, 1994, Damage to Rented Premises: 5, Medical Expense (Any Person): 5.

Reject documents

Alternatively, you can reject a document that does not meet your requirements.

Click **Reject (1)**.

Enter a reason the document was rejected and click **Confirm (2)**.

Please note: the reject reason entered will be included in the comment section of the email sent to the contractor.

Document Details: Public Liability Insurance

| | | | |
|------|----------------------|---------------|--|
| ABN | 79161913662 | Document Name | Public Liability Insurance |
| Name | RAPID GLOBAL PTY LTD | Status | REQUIRES VERIFICATION Reject Verify |

Details History

| | | | |
|-------------------|------------|------------------|----------------------------|
| Last Verify Date | | Insurance Amount | \$20,000,000.00 |
| Last Request Date | 26/08/2022 | Send a reminder | Expiry Date 20/01/2023 |
| Last Upload Date | 26/08/2022 | Upload New Doc | Deleted Date Delete |

Preview View Document

Certificate of Liability Insurance Template Date 31/12/20 18

Provider
Suspendlose
98 Deylar Junet
Richmond, V, 31220

Contact Person
Jasmin Tutuhings
Email ying@ecampus.com
Phone Number (78) 3954863

Insured
Suspendlose ursae consequat lectus. In a
294 Blackbird Circle
Albany, Ne

Insurers Affording Coverage

| Insurer | Name | NAIC No. |
|-----------|----------------------------------|----------|
| Insurer A | Country Mutual Insurance Company | 0000 |
| Insurer B | | |
| Insurer C | | |

Coverages

| Type of Insurance | Policy Number | Limits |
|---|--------------------------------------|------------------------------|
| Year Ltr: <input type="checkbox"/> General Liability <input type="checkbox"/> Commercial General Liability <input type="checkbox"/> Claims Made <input checked="" type="checkbox"/> Occur | 19 est 01 | Each Occurrence 1 |
| | Policy Effective Date August 4, 1984 | Damage to Rented Premises 5 |
| | | Medical Expense (Any Person) |

Reject Reason

These comments will be e-mailed to the Contractor/Supplier.

This document is rejected due to below mentioned missing information:


Cancel **Confirm**

Verify an e-form survey

Click **E-Form Report** (1)

Once the company has registered you can verify the E-form. A drop-down menu will appear showing the E-Form link, the requested and completed date as well as the E-Form status.

Click on the **E-Form Hyperlink** (2).

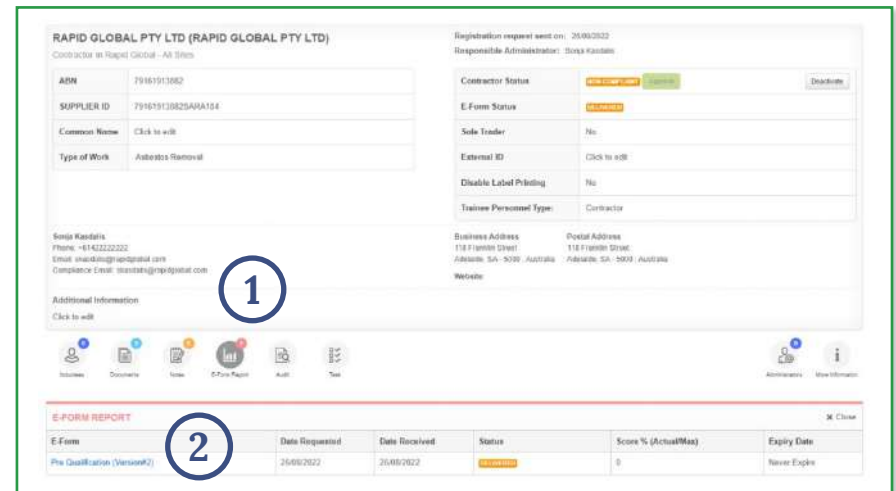
 Please note the E-form may not be available in your system.

The E-Form questions will be displayed along with the **contractor's answers** (3).

Internal comments can be made against each answer if required by selecting the **Comments icon** (4) displayed next to the question (for internal use only, comments are not sent or seen by the contractor).

To view the contractor's answers that were returned as non-compliant, click on **Non-Compliant Report** (5).

The E-Form Report can be **Verified** or **Rejected** (6).



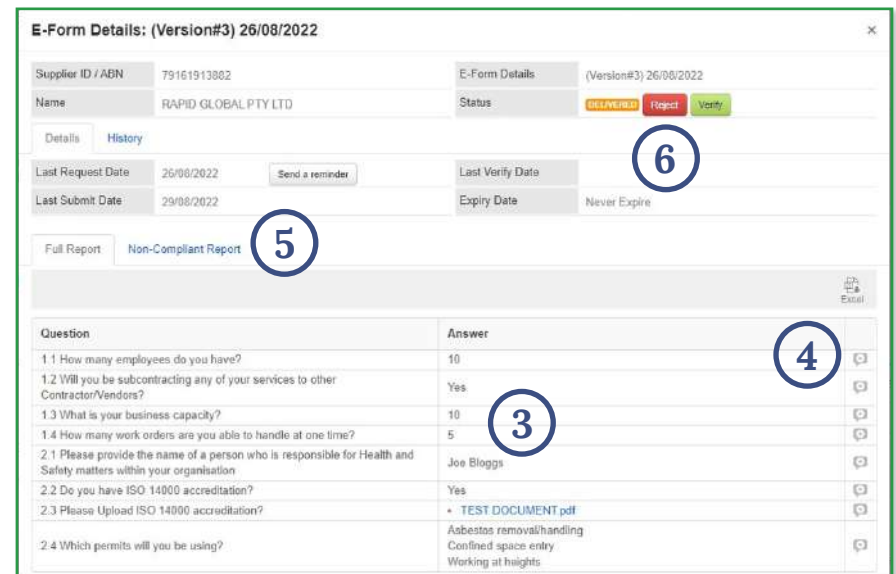
RAPID GLOBAL PTY LTD (RAPID GLOBAL PTY LTD)
 Registration request sent on: 25/08/2022
 Responsible Administrator: Steve Keston

ABN: 79161913802
 SUPPLIER ID: 79161913825A9A104
 Common Name: Click to edit
 Type of Work: Asbestos Removal

Contractor Status: **Unverified** **Verify** **Disable**
 E-Form Status: **Unverified**
 Sole Trader: No
 External ID: Click to edit
 Disable Label Printing: No
 Training Personnel Type: Contractor

Additional Information: Click to edit

| E-Form | Date Requested | Date Received | Status | Score % (Actual/Max) | Expiry Date |
|-------------------------------|----------------|---------------|-------------------|----------------------|---------------|
| Pre Qualification (Version#2) | 25/08/2022 | 25/08/2022 | Unverified | 0 | Never Expires |



E-Form Details: (Version#3) 26/08/2022

Supplier ID / ABN: 79161913802
 Name: RAPID GLOBAL PTY LTD
 E-Form Details: (Version#3) 26/08/2022
 Status: **Unverified** **Reject** **Verify**

Last Request Date: 26/08/2022 **Send a reminder**
 Last Submit Date: 29/08/2022
 Last Verify Date: **Verify**
 Expiry Date: Never Expires

Full Report **Non-Compliant Report**

| Question | Answer |
|---|--|
| 1.1 How many employees do you have? | 10 |
| 1.2 Will you be subcontracting any of your services to other Contractor/Vendors? | Yes |
| 1.3 What is your business capacity? | 10 |
| 1.4 How many work orders are you able to handle at one time? | 5 |
| 2.1 Please provide the name of a person who is responsible for Health and Safety matters within your organisation | Joe Bloggs |
| 2.2 Do you have ISO 14000 accreditation? | Yes |
| 2.3 Please Upload ISO 14000 accreditation? | TEST DOCUMENT.pdf Asbestos removal/handling Confined space entry Working at heights |
| 2.4 Which permits will you be using? | |

Approve a contracting company

Once all company documents and E-form have been verified, the contracting company can be approved.

To approve the contractor, click **Approve (1)**.

Enter any applicable comments/instructions and click **Confirm (2)**.

Please note: The comment entered will be included in the comment section of the email sent to the contractor.

Once a company is approved (compliant), induction keys can be issued to inductees/workers of the contractor company.

Registration request sent on: 23/11/2022
Responsible Administrator: Sample Admin

| | | | |
|-------------------------|---------------|---------|------------|
| Contractor Status | NON COMPLIANT | Approve | Deactivate |
| E-Form Status | VERIFIED | | |
| Sole Trader | No | | |
| External ID | Click to edit | | |
| Disable Label Printing | No | | |
| Trainee Personnel Type: | Contractor | | |

Business Address: 118 Franklin Street, Adelaide, SA - 5000, Australia
Postal Address: 118 Franklin Street, Adelaide, SA - 5000, Australia
Website:

Contractor Status [X]

These comments will be e-mailed to the Contractor/Supplier.

[Text Input Field]

Cancel Confirm

Resend a registration request

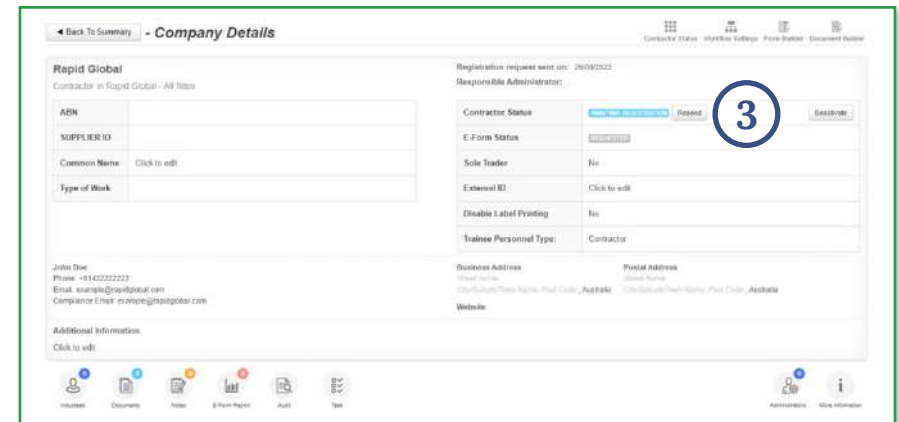
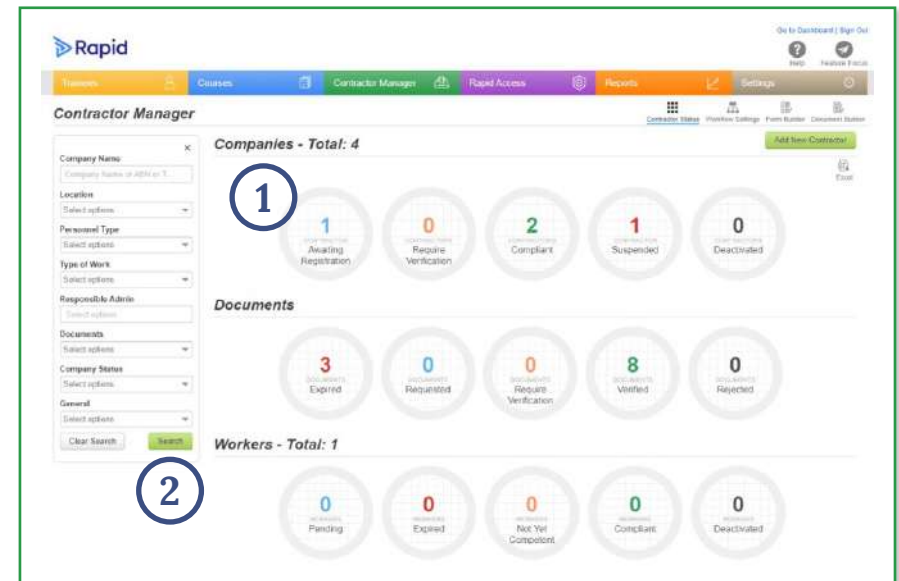
To resend a registration request email, locate the contractor company by selecting **Awaiting Registration (1)**.

Alternatively, use the **Search (2)** function to search for a particular contractor.

Once located, click on the company name to display their details.

The request to register email can be resent at any time prior to the contractor completing the registration process.

Click **Resend (3)**.



Suspend a contracting company

When a contracting company is suspended, they can no longer issue induction keys to their employees.

When a contractor has warranted suspension, an administrator can suspend by searching for the company within the contractor management dashboard, click in to the company details, then click **Suspend (1)**.

Please note: the comment entered will be included in the **Comment Section (2)** of the email sent to the contractor.

Registration request sent on: 23/11/2022
Responsible Administrator: Sample Admin

| | | |
|-------------------------|-------------------|------------|
| Contractor Status | COMPLIANT Suspend | Deactivate |
| E-Form Status | VERIFIED | |
| Sole Trader | No | |
| External ID | Click to edit | |
| Disable Label Printing | No | |
| Trainee Personnel Type: | Contractor | |

Business Address: 118 Franklin Street, Adelaide, SA - 5000, Australia
Postal Address: 118 Franklin Street, Adelaide, SA - 5000, Australia
Website:

Contractor Status [X]

These comments will be e-mailed to the Contractor/Supplier.

[Text Input Field]

Cancel Confirm

Reinstate a contracting company

A contractor company can be reinstated in a similar way to being suspended. Simply select **Reinstate (1)** in the company profile.

Companies can also be **Deactivated (2)**.

An email will not be sent to the contractor when they are deactivated.

When a contractor is being **suspended** or **reinstated**, you will be required to enter any applicable comments/instructions you would like to include and click **Confirm (3)**.

Please note: the comment entered will be included in the comment section of the email sent to the contractor.

Registration request sent on: 23/11/2022
Responsible Administrator: Sample Admin

| | |
|-------------------------|---|
| Contractor Status | SUSPENDED Reinstate Deactivate |
| E-Form Status | VERIFIED |
| Sole Trader | No |
| External ID | Click to edit |
| Disable Label Printing | No |
| Trainee Personnel Type: | Contractor |

Business Address: 118 Franklin Street, Adelaide, SA - 5000, Australia
Postal Address: 118 Franklin Street, Adelaide, SA - 5000, Australia
Website:

Annotations: (1) points to the 'Reinstate' button; (2) points to the 'Deactivate' button.

Contractor Status [X]

These comments will be e-mailed to the Contractor/Supplier.

[Text input field]

[Cancel] [Confirm]

Annotation: (3) points to the 'Confirm' button.

Learn more

Rapid's team is here to support you.

Helpful resources

Dive into our library of tutorials and support content to help you and your team get the most out of Rapid's feature rich software.

Live support

Rapid's Client Services team is ready to help you with your technical questions and can be reached by phone or email (1800 307 595, support@rapidglobal.com).

On-going consultation

Take your workplace safety to the next level and speak to our experts about Rapid's other workplace management products.

Connect with us

Keep up to date on our latest product features and follow @RapidGlobal on Linked In, Facebook or Twitter.

Share a review

We'd love to hear about your experience with our Rapid Contractor Management product, leave us a review on G2. [Take the survey](#)



Rapid Global Head Office

Level 2, 118 Franklin Street
Adelaide 5000
South Australia

1800 307 595
+61 88405 1100

support@rapidglobal.com
rapidglobal.com/support