



# LinkSafe

## USER GUIDE

### COMPANIES, WORKERS & VISITORS





## Please note

The workflow of the LinkSafe system is highly customisable and not all aspects of this user guide may apply to all systems. It has been written in general terms to describe the most typical scenarios.

## Completing pre-qualifications

### Getting started

Your first step in using the LinkSafe system is to complete your pre-qualification. Your client will send you an invitation email through the system with a link to access the form.

To start your pre-qualification:

1. **Click the link in your invitation email.**  
The introduction screen appears in a new browser window.
2. **Enter your email address and click Start.**  
The passcode screen appears and a passcode email is sent to you.
3. **Enter the passcode provided and click Continue.**  
The Main Menu appears.
4. **Click Start A New Form.**  
The pre-qualification form appears.

**Note:** The passcode is valid until midnight on the day of its issue. You'll be sent a new passcode if you need to suspend your progress and resume later. The passcode is only used to verify your email address and can be disregarded once you've completed the pre-qualification.

### Using the form

Use the Back and Next buttons to move through the pre-qualification form. Complete every question and upload all documents required. Ensure you enter your ABN correctly as this will be checked against the Australian Business Register.

Once you complete your pre-qualification, click the Confirm My Submission button at the end. You'll receive a submission receipt with a copy of your answers for your records. The submission email will also include a receipt number that you can quote if you need to contact your client with any questions.

You'll be notified by email when your pre-qualification has been reviewed.

### Suspending your pre-qualification

Your pre-qualification will automatically be saved as you move through the form. If you need to pause your progress, simply close the browser. You can use your invitation link to resume the pre-qualification.

If you've deleted or misplaced your invitation email, you can send yourself a link to resume the pre-qualification by clicking Save As Draft.

To resume your pre-qualification:

1. **Click the invitation or resume link in your invitation or suspension email.**  
The introduction screen appears in a new browser window.
2. **Enter the same email address you used to start the pre-qualification and click Start.**  
The passcode screen appears and a passcode email is sent to you.
3. **Enter the passcode provided and click Continue.**  
The Main Menu appears.
4. **Click Continue on the incomplete pre-qualification.**  
You are returned to the last page you completed.

**Note:** The system prevents duplicate pre-qualifications by checking the ABN. If you have a pre-qualification in progress and want to start over, delete it before starting a new one.

### Subcontractor pre-qualification

Your approval email may contain a link that you can distribute to any of your subcontractors that need to complete a pre-qualification of their own.

Your company will be identified as the principal contractor to any company that submits a pre-qualification using this link.

If you don't have your pre-qualification approval email handy, you can retrieve the subcontractor pre-qualification link using the Contractor Centre.

To retrieve the subcontractor pre-qualification link, go to the Company Details screen, go to the Business Details tab, select the required client and click Resend Link. The link is sent to you via email.

### Renewing your pre-qualification and records

The LinkSafe system tracks the expiry of your pre-qualification and records. 21 days prior to expiry, you'll receive a reminder email to renew. You'll also receive notification if your pre-qualification or any of your records have been rejected.

**Note:** Reminder emails for records will continue to be sent on a weekly basis until you renew that record.

To renew or re-submit your pre-qualification, click the link in your reminder or rejection email and follow the steps described in "Getting started" above. If you're amending a rejected pre-qualification, your previous answers will be pre-filled.

**Note:** Records that have an expiry date are excluded from pre-qualification renewals.

To renew or re-submit a record:

1. **Click the renewal link in your reminder or rejection email.**  
The New Document Upload screen appears in a new browser window.
2. **Click Browse to search your computer or device for the document and click OK.**  
The document is uploaded.
3. **Complete the other details and click Start Upload.**  
The record is sent for review.

**Note:** You'll receive a notification email when your record has been approved.

## The Contractor Centre

### Introduction

The Contractor Centre is a system provided to company administrators to monitor their workers' inductions and update their details.

To register for the Contractor Centre:

1. **Click the Contractor Centre link in your pre-qualification approval email.**  
The New User Registration screen appears in a new browser window.
2. **Ensure your details are correct and click Register.**  
A welcome email is sent to you.

**Note:** If your client adds a new contact to your company's profile, and that person does not have a LinkSafe account, they will be sent an email inviting them to register for the Contractor Centre.

### Managing workers

You can use the Contractor Centre to update workers' details and statuses, and view their completed inductions and credentials.

To export a report of your induction records, go to the Inductions screen and click the Report button. The report is sent to you via email.

To view and edit a worker's details:

1. **Go to the Inductions screen and click the worker entry.**  
The Update Worker Details window appears.
2. **Make the required changes and click Save Changes.**  
The changes are saved.

The Inductions and Credentials tabs display the inductions that the worker has completed and the credentials that the worker has uploaded.

To retrieve a worker's ID card:

1. **Go to the Inductions screen and click the worker entry.**  
The Update Worker Details window appears.
2. **Go to the Inductions tab and click the Download Certificate button on the appropriate course.**  
The ID card is downloaded.

To make a worker inactive:

1. **Go to the Inductions screen and click the worker entry.**  
The Update Worker Details window appears.
2. **Change the Status field to Inactive.**  
If the worker is already inactive, then you can select Active to reverse this procedure.
3. **Type a reason for the change and click Save.**  
The worker's status is updated.

**Note:** If one of your workers is made inactive by your client, you will receive a notification email.

If you need to induct a new worker and don't have your pre-qualification approval email handy, you can send the worker an induction link directly.

To send an induction link to a new worker:

1. **Go to the Inductions screen, select the required client and click Induct New Worker.**  
The Induct Worker window appears.
2. **Select the required induction and enter the workers' email addresses.**  
You can separate email addresses with a space, semi-colon or new line. You can also paste from another program (for example, if you have an existing list in Excel).
3. **Click OK.**  
The workers receive induction links.

If you have a worker who has already completed a client's induction in another company's name, you can associate them with your own company without having them re-register and complete another induction.

When signing into site, the LinkSafe app will allow the worker to choose which company they're representing on that visit. All compliance checks will be performed against the chosen company.

To associate an existing worker from another company with your own:

1. **Go to the Inductions screen, select the required client and click Link Existing Worker.**  
The Search For Worker window appears.
2. **Enter the worker's PIN and last name and click Find.**  
The Link Existing Worker window appears.
3. **Verify the worker's details and click OK.**  
The worker is associated with your company.

To remove a worker's association with your company:

1. **Go to the Inductions screen and click the worker entry.**  
The View Linked Worker Details window appears.
2. **Click Unlink Worker and click Yes on the confirmation popup.**  
The association is deleted.

### Updating details

You can use the Contractor Centre to administer your company's contact and financial information.

To update your company information:

1. **Go to the Company Details screen and go to the Business Details tab.**  
You'll need to ensure your details are being edited for the correct client by setting the Client field.
2. **Make the required changes and click Save.**  
The changes are saved.

To add a new contact:

1. **Go to the Company Details screen, go to the Business Details tab and click Add Contact.**  
The Add Contact window appears.
2. **Use the Contact Type field to categorise the contact.**  
You won't be able to select Primary, as there can be only one primary contact.
3. **Complete the other details.**  
The Contact Type, First Name, Last Name, Email and Reminder Emails fields are mandatory.
4. **Use the Reminder Emails field to choose whether the new contact should receive reminder emails.**  
If you choose Selected Record Types, the Reminder Types field appears. You can use this to further customise which reminder emails are sent.
5. **Click OK.**  
The new contact is created.

To edit an existing contact:

1. **Go to the Company Details screen, go to the Business Details tab and click the contact name.**  
The Edit Contact Details window appears.
2. **Make the required changes and click OK.**  
The changes are saved.

To delete an existing contact:

1. **Go to the Company Details screen, go to the Business Details tab and click the contact name.**  
The Edit Contact Details window appears.
2. **Click the Delete button and click Yes on the confirmation popup.**  
The contact is deleted.

## Completing inductions

### Registering for PINs

Your pre-qualification approval email contains a link to undertake your induction. This link is associated with your company only, and should be distributed to your workers.

**Note:** You can also distribute this link to your subcontractors that haven't been pre-qualified in their own right. Their workers will be associated with your company.

Before accessing an induction, each worker must register for a unique PIN. This is an eight digit number that identifies the worker and acts as their username to access the induction system and sign into site.

To register for a PIN:

1. **Click the Induction link in your pre-qualification approval email.**  
The PIN Registration screen appears in a new browser window.
2. **Click Continue, complete your personal details and choose a password.**  
Mandatory fields are marked with an asterisk. The password must be between 8 and 15 characters long and include at least one number and special character (i.e. a punctuation mark).
3. **Click Continue and click Finish.**  
The induction portal appears and a confirmation email is sent to you.

**Note:** The PIN is not interchangeable. If you do business with more than one client, your workers will need to register for a PIN for each client.

### The induction portal

The induction portal is a website that hosts links to the induction. You can access this from the link in your PIN confirmation email.

To undertake your induction:

1. **Click the induction portal link in your PIN confirmation email.**  
The induction portal appears in a new browser window.
2. **Click the required induction button, click Continue and enter your PIN and password.**  
A forgotten PIN/password function is available if needed.
3. **Click Continue, verify your personal details and click Continue.**  
The induction welcome page appears.

## Submitting your credentials

If the client you're undertaking the induction for requires you to upload trade licences and credentials, these will be prompted for before the induction welcome page appears.

To upload your credentials:

1. **After verifying your personal details, click Continue.**  
The Trade Credentials screen appears.
2. **Click Browse to search your computer or device for the document and click OK on the confirmation popup.**  
The document is uploaded.
3. **Complete the other details.**  
It's important that you enter the reference number and expiry date exactly as they appear on the document.
4. **Repeat steps 2 and 3 for each mandatory credential.**  
You can also upload other credentials on an optional basis if needed.
5. **Click Continue.**  
The induction welcome page appears and the credentials are sent for review.

## Undertaking your induction

Use the Back and Next buttons to move through the induction content. Each slide has a minimum reading time, which has been calculated according to the amount of content. The Next button will be disabled until this amount of time has elapsed.

All multiple choice questions must be answered correctly. If you answer a question incorrectly, the question will be flagged and you'll get a chance to try again. If you answer too many questions incorrectly, you'll be returned to the start of the induction.

Any external documents must be read before continuing. In several cases these include a checkbox that must be filled before you can continue. In turn, the checkbox will be disabled until the document has been opened.

## Suspending your induction

If you need to pause your progress with an induction, you can suspend it.

To suspend an unfinished induction, click the Close/Suspend link in the bottom left hand corner and click Suspend Course. An induction suspension email is sent to you.

To resume a suspended induction, click the link in your suspension email and click Continue Course in the new browser window. The induction is restarted from the last page you completed.

**Note:** The suspension link can only be used once. Repeat the procedure if you need to pause the induction again.

## The ID card

When you complete the induction, you'll receive a confirmation email with your ID card attached in PDF format.

The ID card includes the following information:

- your name, company and trade type;
- your photo;
- your PIN and induction expiry date;
- your contact details; and
- a QR code for signing into site.

You can print the card and cut it out to fit in a wallet or lanyard, or store it as an image on your phone.

## Renewing your inductions and credentials

The LinkSafe system tracks the expiry of your inductions and credentials. 21 days prior to expiry, you'll receive a reminder email to renew. You'll also receive notification if any of your credentials have been rejected.

To renew your induction:

1. **Click the induction portal link in your reminder email.**  
The induction portal appears in a new browser window.
2. **Click the required induction button, click Continue and enter your PIN and password.**  
A forgotten PIN/password function is available if needed.



3. **Click Continue, verify your personal details and click Continue.**  
The induction welcome page appears.

To renew or re-submit a credential:

1. **Click the renewal link in your reminder or rejection email.**  
The New Trade Credentials Upload screen appears in a new browser window.
2. **Click Browse to search your computer or device for the document and click OK.**  
The document is uploaded.
3. **Click Upload.**  
The credential is sent for review.

## The Inductee Centre

### Introduction

You can use the Inductee Centre to monitor your inductions and update your personal details.

To log into the Inductee Centre:

1. **Click the Inductee Login link in your PIN confirmation email.**  
The inductee login screen appears in a new browser window.
2. **Enter your PIN and password and click Login.**  
A forgotten PIN/password function is available if needed.

**Note:** The link to the Inductee Centre is <http://www.inducteeportal.linksafe.com.au>.

### Managing inductions

The Inductions tab displays all inductions available for your PIN. You can perform different actions depending on the status of each induction:

- If the status is Not Taken, you can start a new induction.
- If the status is About To Expire or Expired, you can renew the induction.
- If the status is Taken, you can download a copy of your ID card if one was originally generated.

### Updating your details

You can use the Inductee Centre to administer your personal information.

To update your personal information:

1. **Go to the Account tab and make the required changes.**  
Note that your name can't be edited through the Inductee Centre. Contact the company if you need to change this.
2. **To change your photo, click the photo image.**  
The Update My Photo window appears.
3. **Click Browse to search your computer or device for the photo and click OK.**  
The new photo is saved.
4. **Click Save My Details.**  
The changes are saved.

To change your password:

1. **Go to the Account tab and click the Change My Password button.**  
The Change My Password window appears.
2. **Type your old password, choose a new one, retype it to confirm and click OK.**  
The new password is saved.

To regenerate your ID card after changing your details, go to the Account tab and click Reissue My Certificate. Induction confirmation emails with the updated cards are sent to you.

**Note:** Following this procedure regenerates ID cards for every induction where one is available for your PIN. If you want to download one card at a time, go to the Inductions tab and click the Download Certificate button on the required induction. Note that this will download the card on file rather than regenerating a new one.

### Signing into site

#### Using the app as a contractor

When you arrive on site, you'll need to sign in using the LinkSafe app on a tablet provided.

To sign into site using the app:



1. **Tap the Contractor button.**  
The Validate screen appears.
2. **Enter your PIN and tap Validate, or tap Scan QR Code and position the QR code on your ID card in the camera's field of view.**  
The Permit Selection screen appears (or if you failed the compliance check, the Access Denied screen appears—await instructions from your site contact if this happens).
3. **Select which permits you need to apply for and tap Continue.**  
The Work Detail screen appears.
4. **Enter the details of your permit application, using the Add buttons to attach images of your risk assessments and SWMSs, and tap Continue.**  
The Permit Checklist screen appears.
5. **Ensure each item is checked and enter your permit commencement time.**  
If the password field is visible, your site contact will need to complete this before you can continue. You'll need to repeat this step for every permit you've applied for.
6. **Tap Continue.**  
The Photo screen appears.
7. **Tap Take Photo.**  
The Camera screen appears.
8. **Tap the Camera icon to take your photo.**  
The photo is capture and you are returned to the Photo screen.
9. **Tap the Sign Here button.**  
The Signature screen appears.
10. **Enter your signature and tap Capture.**  
You are returned to the Photo screen.
11. **Tap Sign In and collect your visitor label from the printer.**  
You are signed in.

To sign out:

1. **Tap the Sign Out button and tap Contractor.**  
The Sign Out screen appears.

2. **Tap Scan QR Code and position the QR code on your ID card or visitor label in the camera's field of view, or tap PIN, enter your PIN and tap Sign Out.**  
You are signed out.

### Using the app as a visitor

The LinkSafe system replaces conventional visitor log books and allows visitors to sign into site using the same app that workers use.

To sign in as a visitor:

1. **Tap the Visitor button.**  
The Visitor Registration popup appears.

If you've never visited this site before:

2. **Tap the New Registration option.**  
The Details screen appears.
3. **Enter your personal details and tap Continue.**  
The Site Contact screen appears.

If you've visited this site previously:

2. **Tap the Already Registered option.**  
The Search screen appears.
3. **Enter your details and tap Search.**  
The Site Contact screen appears. If your search terms result in more than option, select the appropriate one before continuing.
4. **Tap the Name field, select who you're visiting and tap Sign In.**  
The Induction screen appears.
5. **After reading the induction page, tick the I Agree checkbox and tap Next.**  
Repeat this step as many times as necessary. After completing the induction, the Photo screen appears.
6. **Tap Take Photo.**  
The Camera screen appears.
7. **Tap the Camera icon to take your photo.**  
The photo is capture and you are returned to the Photo screen.
8. **Tap the Sign Here button.**  
The Signature screen appears.
9. **Enter your signature and tap Capture.**  
You are returned to the Photo screen.

**10. Tap Sign In and collect your visitor label from the printer.**

You are signed in and your contact is notified of your visit.

To sign out:

**1. Tap the Sign Out button and tap Visitor.**

The Sign Out screen appears.

**2. Enter your details and tap Search, or tap Scan QR Code and position the QR code on your visitor label in the camera's field of view.**

You are signed out.

**Using a QR code as a contractor**

If the site you're attending is unmanned, the site may display a LinkSafe QR code for you to scan with your smartphone instead of providing a tablet.

To sign into site using a QR code, scan it using any available QR reader app, or your device's own camera app if possible. The Validate screen appears in a new browser window.

**Note:** There is a LinkSafe QR Reader app available for free on the Android platform that you can use if you have issues scanning QR codes.

After reaching the Validate screen, the procedure for signing in and out is similar to signing in using the app.