



LinkSafe

USER GUIDE

FREQUENTLY ASKED QUESTIONS



System and accounts

I can't log in.

Make sure you're entering your email address as your username without any typos or spaces.

Do the same thing for your password: enter it exactly as it has been provided without any typos, spaces or inadvertent use of caps lock.

Note that double-clicking the password to copy and paste can sometimes "grab" the following space, so it's best to type it out manually.

If the above doesn't work, try resetting the password again.

I'm not receiving LinkSafe emails.

Check your junk or spam folder. Every anti-spam protection is different and some may be more sensitive than others.

In rare cases, your email system may be blocking our server entirely. Ask your IT provider to confirm and take steps to allow them.

I've received a reminder to renew my account.

For security reasons, accounts are automatically suspended after 90 days of inactivity. One week prior to the suspension, you will be sent a notification email.

To renew your account, all you need to do is log in before the 90-day period ends.

If your account is suspended, please contact LinkSafe to reactivate it.

My account tells me I don't have access to any modules.

Please contact LinkSafe to correct this issue.

One of my clients doesn't appear in my Contractor Centre account.

Your pre-qualification for that client may have been submitted by someone else at your company. You must be listed as a company contact in order to match up with your Contractor Centre account.

Ask your client contact to update your company's details.

I'm receiving an out-of-date browser error, but I'm using Chrome, Firefox, etc.

LinkSafe recommends the use of a browser no later than one year old.

Try manually updating your browser, or consider enabling automatic updates.

You may also have copied and pasted the URL of the page you're trying to access from one browser to another, e.g. if the link opened in an outdated default browser and you want to try another. Doing this only copies the URL of the error page itself, and will result in the same error, even if the second browser is up to date.

Try copying the link directly from the LinkSafe email you sourced it from. Consider also changing your computer's default browser.

Pre-qualifications

I'm receiving a duplicate ABN error when trying to complete my pre-qualification, but I can't see the existing submission.

Your company may already be pre-qualified for that client. This can arise when your client has multiple divisions that may not have access to each other's contractors.

Ask your client contact to confirm.

You may also have a pre-qualification submission in progress that was started or abandoned by another person at your company. If this existing form has a different email address to the one you're using now, then it won't be visible to you.

Ask your client contact to find the existing form and advise who originally started it. They can also change its email address for you to resume it, or delete it entirely if you would rather start afresh.

A company didn't receive the pre-qualification reminder I've manually sent them, but their company contact details are correct.

This email is sent to the email address associated with the pre-qualification itself, not the company. Prior to March 2019, changes to a company's primary contact were not automatically pushed to their pre-qualification.

Try editing the email address on the pre-qualification directly, then re-send the reminder. See "Editing pre-qualifications" in Chapter 2 of the administrators' user guide for more information on this procedure.

Companies

I can't find a company, but they assure me their pre-qualification has been approved.

The company may be managed by another business division which you don't have access to.

The Manage > Advanced Company Search screen allows you to search your entire database without respect to divisional boundaries.

If necessary, you can engage the company at your own division after finding them. See "Engaging companies at another division" in Chapter 3 of the administrators' user guide for more information on this procedure.

I'm receiving reminder emails, but I've already submitted a record renewal.

Record reminders are sent as long as the record is expired or approaching expiry. They only stop once the record renewal has been accepted.

Ask your client contact to review your record renewal in a timely manner to avoid unnecessary emails.

I can't find where to submit new records in the Contractor Centre.

The Contractor Centre does not have any provision for managing your records.

Use the link in your record reminder email instead.

Workers and inductions

I can't retrieve my PIN or password.

Ensure you're submitting the correct details. Your first and last names, email address and phone number must be exact matches.

If any of those details have changed since you registered for your PIN, you may need to speak to your client contact to retrieve them and possibly update your contact details.

The induction link takes me straight to the LinkSafe website instead of the PIN registration.

The induction link can't be copied between browsers, and must be communicated to workers exactly as it originally appears.

Try copying the link directly from the LinkSafe email you sourced it from, or ask your company supervisor to do the same.

This may also happen if your browser is set to deny cookies or secure connections.

Consult your device or browser's user guide for information on changing these settings.

I can't find a worker, but they have a valid PIN.

In most cases, this is because their company has been made inactive. Workers are automatically hidden from the Manage > Worker Search screens when their company is inactive. Their induction will still be visible on the Inductions > Search screen.

The worker may also belong to a company which isn't engaged by your business division. See "I can't find a company..." above.

The organisation field on the Inductions > Search screen doesn't match a worker's associated company.

When completing their PIN registration, workers are prompted to enter their own company name as a free-text entry. This is to accommodate situations such as subcontractors who are inducted in the name of a principal company, but still need to advise who they are actually employed by.

To avoid ambiguity, e.g. spelling variations, the Contractor field on the Manage > Worker Search screens will always search by the associated company, and not the organisation name they've entered.

I can't find where to submit new credentials in the Inductee Centre.

The Inductee Centre does not have any provision for managing your credentials.

Use the link in your credential reminder email instead.

Sites

I've connected the app to the printer, but the ID badges aren't printing.

If you haven't selected the same paper size in the app as the stock you've loaded the printer with, then the badge will not print.

The paper has a three-digit number on the back that you can use to identify the stock.

- If the number on the paper is 202, then select "62mm x 100mm" in the app.
- If the number is 205, select "62mm".
- If the number is 251, select "62mm RB".

Additionally, the Export File Name field at the top of the Printer Paper Setting screen must be left blank.

In rare cases, your network may be blocking communication between the app and printer entirely. Ask your IT provider to investigate.

I can't find where in the app to administer my companies, workers, incident reporting, etc.

The app is only used as part of Site and Visitor Management, and does not have any provision for admin tools.

Use the web-based admin system instead.