LinkSafe

USER GUIDE

FREQUENTLY ASKED QUESTIONS

Please note

This FAQ is provided for both LinkSafe administrators and end users. Questions that pertain only to companies, workers and visitors are marked in teal.

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 received a reminder to renew my account.

For security reasons, accounts are automatically suspended after 90 days of inactivity. You are sent a notification email one week prior to the suspension.

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.

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. You may have done this 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 results 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.

One of my clients doesn't appear in my Contractor Portal 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 to match up with your Contractor Portal account.

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

Pre-qualifications

A company didn't receive the pre-qualification reminder I 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.

I approved or rejected a pre-qualification in error.

LinkSafe Dashboard has no provision for recalling pre-qualifications.

If you reject a company in error, wait for the company to submit their next attempt before processing again.

If you approve a company in error, consider making the company inactive. You can also delete them straight away, but if you invite them to pre-qualify again, they must complete a new pre-qualification.

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. This existing pre-qualification isn't visible to you if it has a different email address to the one you're using now.

Ask your client contact to find the existing pre-qualification 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.

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 other divisions" in Chapter 3 of the administrators' user guide for more information on this procedure.

I can't change a company's ABN.

LinkSafe Dashboard does not have any provision for changing a company's ABN, as this assumes the company has become a new legal entity.

Ask the company to complete a new pre-qualification instead.

Once the new company is pre-qualified, you can transfer their workers in bulk without having them re-induct. See "Transferring workers between companies" in Chapter 4 of the administrators' user guide for more information on this procedure.

I manually uploaded a record renewal, but the company is still marked non-compliant.

You may have added a new record instead of updating the existing one. When a company has more than one record of the same type, any expired record triggers non-compliance.

Delete the record you've just created and upload the document to the existing one instead. Be sure to update the expiry date.

Workers and inductions

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 is still 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 enter the name of their actual employer.

To avoid ambiguity such as spelling variations, the Contractor field on the Manage > Worker Search screens always searches by the associated company, and not the organisation name they entered.

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 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 where to submit new credentials in the Inductee Portal.

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

Use the link in your credential reminder email instead.

Sites

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

If you don't select the same paper size in the app as the stock you loaded the printer with, then the badge does 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 "DieCutW62H100" in the app.
- If the number is 205, select "RollW62".
- If the number is 251, select "Roll62RB".

In rare cases, your network may be blocking communication between the app and printer entirely. Ask your IT provider to investigate or consider using Bluetooth connectivity instead.

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.

I can't edit a site contact.

Global contacts are locked from editing if you don't search for them first. This is to prevent users that only look after certain sites from making system-wide changes.

If you have access to all sites, use the Site Name search field to select the GLOBAL option before editing.