



# Contractor User Guide

Step by Step  
User Guide to the  
Mirvac Integrated Investment Portfolio  
Contractor Management System

## Contents

Overview .....	3
Building Impact Works .....	3
Site Requirements .....	3
Company Registration for New & Existing Contractors .....	4
New Contractors .....	4
Existing Contractors .....	4
Overview of the Contractor Management Process.....	5
Managing Employees and Documents .....	5
Uploading Documents.....	6
Uploading Company Documents .....	6
Uploading Individual Documents .....	6
Overview of the Induction Process .....	7
Issuing Inductions.....	7
Purchasing Credits.....	7
Issuing Induction Keys .....	7
Resending an Induction Key .....	8
Individual Induction Process.....	8
How to Amend Company Details.....	9
Viewing Inductee Reports .....	9
How to Add an Additional Administrator .....	9
Contractor Queries.....	9

## Overview

This guide provides an overview of the Mirvac online Contractor Management system.

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

The system must be used by all contractors directly engaged by Mirvac and/or Tenant Contractors and subcontractors who will be carrying out Building Impact Works on Mirvac managed sites.

## Building Impact Works

**Building Impact Works involve any of the following:**

- Isolations to the fire system
- Isolations or connections at any electrical board or panel, or communications panel **not** located in the premises
- Welding, grinding, cutting
- Roof access
- The drilling of core holes through walls or slabs
- The use of dangerous goods or hazardous substances
- The installation of heavy objects (such as compactus or safes)
- Works that will impact the quiet enjoyment of, or access to, other parts of the building or other premises by other tenants or the public
- The removal or modification of the landlords assets (such as lighting, sprinklers, ceilings and AC plant), and;
- Works that require a Development Application or Construction Development Certificate or similar approval prior to commencement

**All approved contractors must be registered on the system. There will be an administration cost associated with the online induction.**

It is the responsibility of the contractor company to ensure that all their employees and/or subcontractors that will be working at a Mirvac site have completed an online general and site-specific induction **prior** to commencing work.

## Site Requirements

All contractors attending site **must** log into the Contractor Management System (CMS) terminal upon attending site prior to beginning works and **must** sign out upon leaving site. The location of the CMS terminal will be specified in the site-specific induction. Contractors must use the induction key provided to access their inductions as the password to log in onsite.

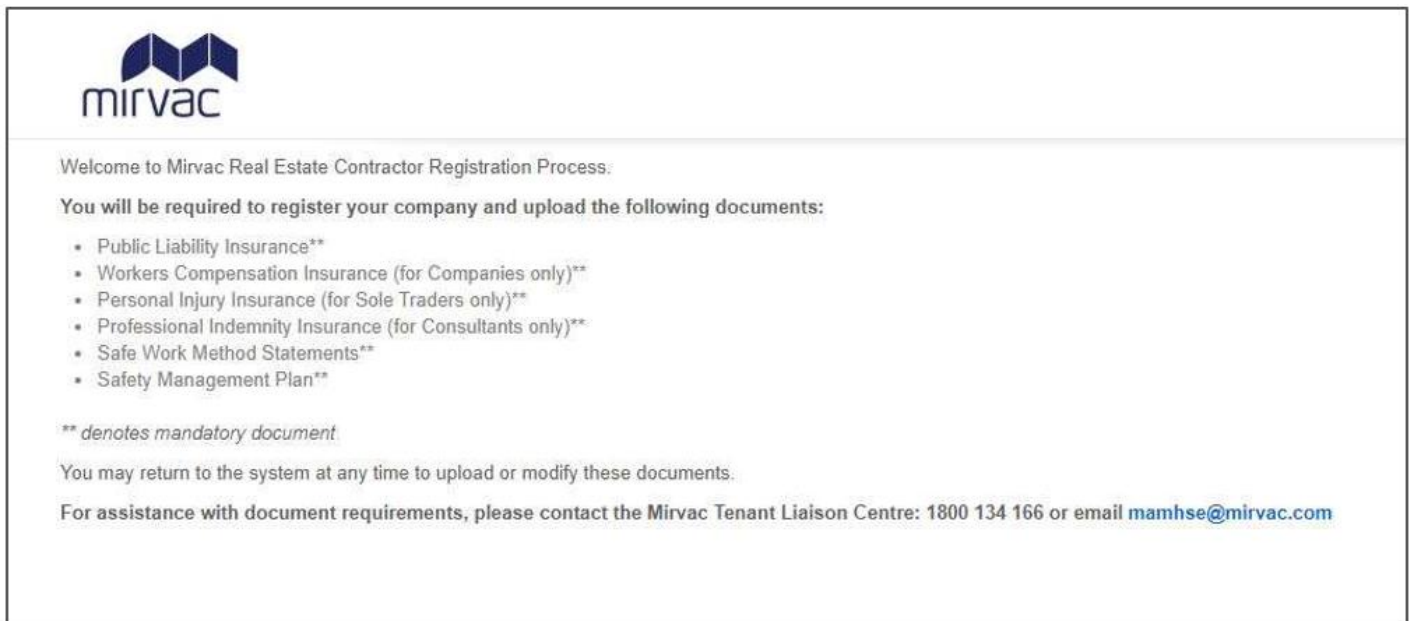
## Company Registration for New & Existing Contractors

### New Contractors

- Go to [www.mirvacam.com.au/contractors](http://www.mirvacam.com.au/contractors) and select New Company Registration located under contractor registrations and inductions .
- After entering your company details an invitation to register will be sent to the supplier/contractor representative (Company Administrator). A Company Administrator is the person who the contractor nominates as the main contact for any questions relating to the online contractor induction process.
- The contractor 'Company Administrator' will be required to register the company into the system, complete an E-Form, upload documents and issue passwords to their personnel to complete the induction.
- Once the contractor company is deemed "compliant" by Mirvac, they may securely log in, manage their documentation and manage their own employee and subcontractor inductions.
- 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)

An example of the screen when first logging in is shown below.

**Please take note of the mandatory documents that are required depending on the Personnel type selected, as part of the registration process.**

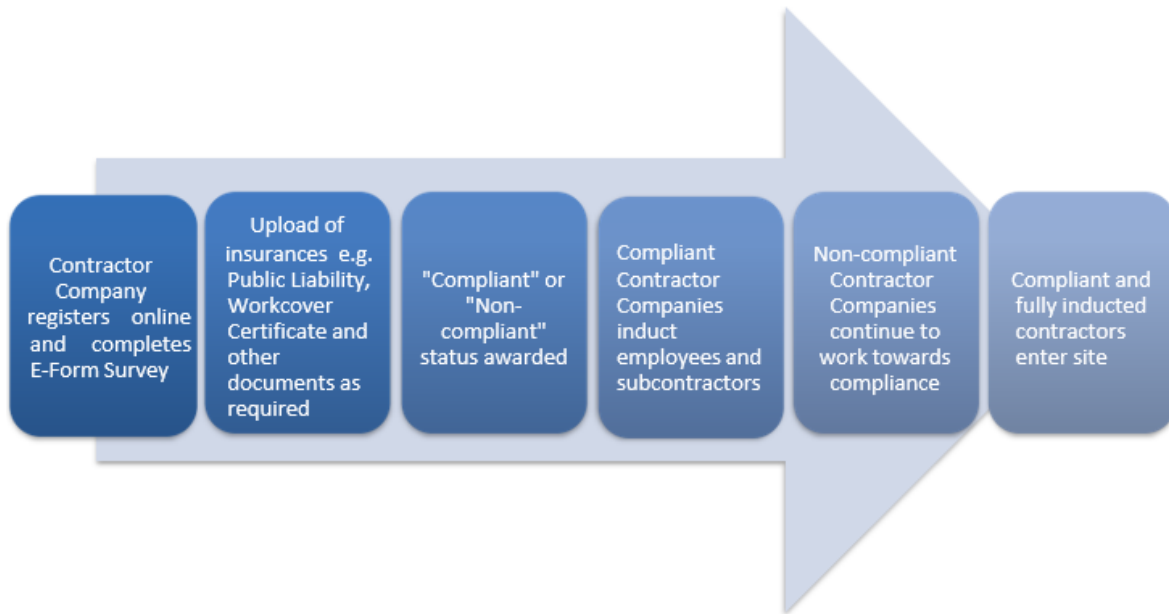
A screenshot of the Mirvac Contractor Registration Process screen. The header features the Mirvac logo. Below the logo, the text reads: "Welcome to Mirvac Real Estate Contractor Registration Process." followed by "You will be required to register your company and upload the following documents:". A bulleted list follows: "Public Liability Insurance\*\*", "Workers Compensation Insurance (for Companies only)\*\*", "Personal Injury Insurance (for Sole Traders only)\*\*", "Professional Indemnity Insurance (for Consultants only)\*\*", "Safe Work Method Statements\*\*", and "Safety Management Plan\*\*". Below the list, it states "\*\* denotes mandatory document". Further down, it says "You may return to the system at any time to upload or modify these documents." and at the bottom, "For assistance with document requirements, please contact the Mirvac Tenant Liaison Centre: 1800 134 166 or email [mamhse@mirvac.com](mailto:mamhse@mirvac.com)".

### Existing Contractors

- Go to [www.mirvacam.com.au/contractors](http://www.mirvacam.com.au/contractors) , select existing contractors located under contractor registrations and inductions .
- Log in using your previously created email and password for the Administrator on your company profile. If you are unsure of who your company admin is for your profile, please contact [MAMHSE@mirvac.com](mailto:MAMHSE@mirvac.com) with your ABN number and company details.

## Overview of the Contractor Management 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 and legislative rules and regulations.



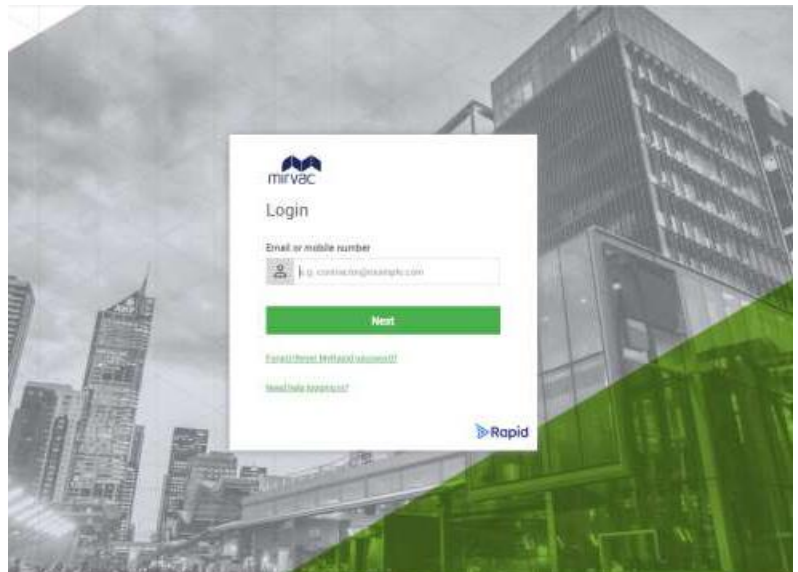
### Managing Employees and Documents

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://my.rapidglobal.com/Web/Account/LogOn/569> where the below screen will be presented:

Enter your Administrator **Email address/Mobile** and **Password** to log in and manage inductees and update any company details/documents.

**If you already have a 'My Rapid' account, log in with the above link, select 'Rapid Contractor' and then 'Mirvac Real Estate'.**



## Uploading Documents

### Uploading Company Documents

To upload documents into the Contractor Management System, each document must be saved on a computer. Documents received via email must be saved on a computer before uploading. Hard copy documents must be scanned to a computer before uploading.

Return to the Contractor Management System to upload the required document(s).

If a document already exists and has been rejected or expired, the 'Remove' button must be selected first before following the steps below.

Some documents may require an Expiry Date to be entered. In this example, the amount of PLI cover must be entered in the box provided.

Click the calendar icon to select the Expiry Date. Select the Year, then the Month and then the Day.

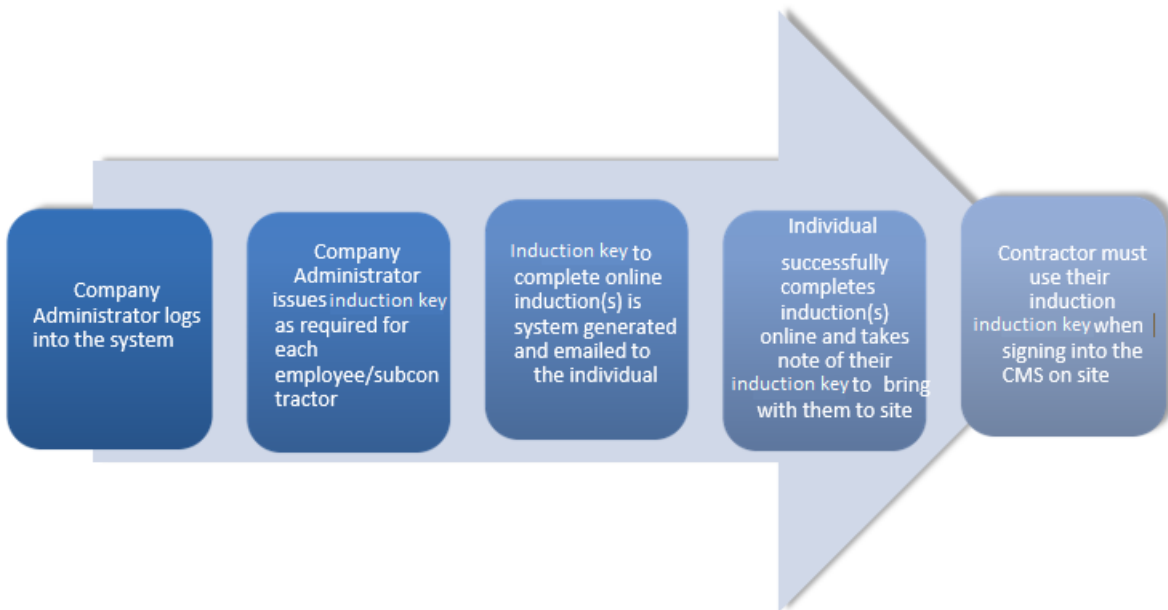
To upload the document, click Browse or Choose File. A window will be displayed where the document can be located. Select the document and click Open. The window will close. Click Upload. Once the document has been successfully uploaded, you will have access to click a Preview button.

### Uploading Individual Documents

To upload individual documents into the Contractor Management System like an inductees licence, navigate to the individual documents tab. Click the drop down of inductee names and select the worker you wish to upload a document for and then select the drop down for the type of document. Select expiry date (if applicable) and choose a file to upload.

## Overview of the Induction Process

Once the Company has successfully registered and their status is compliant, the Company Administrator can log in at: <https://my.rapidglobal.com/Web/Account/LogOn/569>, and proceed with issuing passwords.



## Issuing Inductions

### Purchasing Credits

- Credits need to be purchased prior to issuing passwords to inductees.
- Multiple credits can be purchased.
- Credits can be purchased using a credit card.
- Each credit costs \$27.50 inc GST per year and is valid for unlimited courses per inductee
- Inductions are valid for 3 years.

#### **To purchase credits:**

- Select the Purchase Credits button on the left-hand side of the screen
- Complete all fields displayed
- Click Purchase

## Issuing Induction Keys

#### **To issue an induction key:**

- Click on the 'Issue Induction Key' tab
- Select if the Inductee is a New Inductee or an Existing Inductee
- For a new inductee, select whether the inductee is an employee or sub-contractor, enter the inductee's name, email address and choose the State and site(s) they are working at
- Click 'Next'

## Resending an Induction Key

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 Induction Key**' 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.*

## Individual Induction Process

Once an inductee receives their induction email and unique Induction Key "PE" password they need to complete the following steps:

Click the link provided in the email or visit <https://my.rapidglobal.com/Web/Account/LogOn/569>

### **Not registered with MyRapid?**

- Enter your email/mobile to create your MyRapid account.
- You will be asked to enter the PE password as part of the registration process.

### **Already registered with MyRapid?**

- Once logged in to your MyRapid account, please add the above PE password using the Add PE Password button (if not already added).



## How to Amend Company Details

### Company details that can be updated include:

1. Contractor administrator's email address
2. Physical address
3. Billing address
4. Contact numbers

**Note:** The Company Name and ABN **cannot** be changed. If these company details need to be updated, please email [mamhse@mirvac.com](mailto:mamhse@mirvac.com) with the old and new details and you will be provided information on how to proceed.

### To amend the Company Details:

1. Click on the '**Company Details**' tab
2. Amend the relevant details as required

**Note:** Changing the registered email address within the Company Details tab for a Contractor Administrator will also change the MyRapid login email address to access the portal.

## 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

## How to Add an Additional Administrator

Adding an additional administrator allows more than one person access to manage the portal. All company administrators will have the same level of access.

### To add an Additional Administrator:

1. Click on the '**Add Administrators**' tab
2. Click on the **New Administrator** button
3. Add the new administrator's details in the fields
4. Click **Add New Administrator**

An invitation email will be sent to the new administrator requesting to join MyRapid if they do not already have a MyRapid Account.

## Contractor Queries

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

<p><b>Technical Support Queries</b></p> <p>All technical queries should be referred to the Rapid Global Client Services Team.</p> <p>Examples of these types of queries may include how to use the Contractor Management System, password queries, computer settings, issuing passwords, etc.</p>	<p><b>Rapid Global Client Team</b></p> <p>Call: 1800 307 595, 8.30am – 6pm, Mon – Fri (AEST)</p> <p>For callers outside of Australia: + 61 8 8405 1100 Email: <a href="mailto:support@rapidglobal.com">support@rapidglobal.com</a></p>
<p><b>Other Queries</b></p> <p>Examples of these types of queries may include course content queries, documentation questions, information regarding site access, or general emergency or Workplace Health &amp; Safety procedures.</p>	<p><b>Mirvac Tenant Liaison Centre</b></p> <p>1800 134 166, 8:30am – 5pm, Mon – Fri (AEST)</p> <p>or via email: <a href="mailto:MAMHSE@mirvac.com">MAMHSE@mirvac.com</a></p>

## Frequently Asked Questions

<p><b>How do I log on to the Contractor Management System and register?</b></p>	<p>The primary contact (Company Administrator) 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 + 61 8 405 1100 (for international callers) or email <a href="mailto:support@rapidglobal.com">support@rapidglobal.com</a></p>
<p><b>What do I do if I forget my company administrator password?</b></p>	<p>Go to <a href="https://my.rapidglobal.com/Web/Account/LogOn/569">https://my.rapidglobal.com/Web/Account/LogOn/569</a> and click '<b>Forgot Password?</b>'. Enter your email address to receive further instructions</p>
<p><b>How does an inductee complete the course(s)?</b></p>	<p>The inductee will receive an email with their password and a link to the Contractor Management System. <a href="https://my.rapidglobal.com/Web/Account/LogOn/569">https://my.rapidglobal.com/Web/Account/LogOn/569</a></p>
<p><b>What does an inductee need to do if they forget their password?</b></p>	<p>The inductee can contact their company administrator who can then resend the password to them. Alternatively, they can refer to the Rapid Global Client Services Team who can advise who the company administrator contact person is.</p>
<p><b>How often must the online induction courses be completed?</b></p>	<p>Every 3 years</p>
<p><b>What happens if my document is rejected?</b></p>	<p>If your document is rejected, your compliance email listed in your profile will receive a detailed reason as to why. Your document will need to be revised and re-uploaded for review in line with the feedback sent to you.</p>
<p><b>Does Mirvac have any templates I can use?</b></p>	<p>Mirvac provide a SWMS (Safe Work Method Statement) and a SMP (Safety Management Plan) template on the <a href="http://www.mirvacam.com.au/contractors">www.mirvacam.com.au/contractors</a> under Resources</p>
<p><b>Does Mirvac provide the checklist used to review my documents?</b></p>	<p>Mirvac provide a SWMS (Safe Work Method Statement) and a SMP (Safety Management Plan) checklist on the <a href="http://www.mirvacam.com.au/contractors">www.mirvacam.com.au/contractors</a> under Resources</p>
<p><b>Where can I find Mirvac Minimum Requirements?</b></p>	<p>Mirvac Minimum Requirements for Critical Focus Areas can be found at <a href="http://www.mirvacam.com.au/contractors">www.mirvacam.com.au/contractors</a></p>
<p><b>How long will it take for my documents to be verified?</b></p>	<p>Documents will be reviewed within 72 hours on business days only. If your works are urgent, please contact your site contact who can escalate critical safety works only.</p>
<p><b>Do you have any help videos?</b></p>	<p>Help videos for navigating the Rapid portal can be located under the help section on the top right banner when you log into the portal.</p>
<p><b>I already have an account, but I have changed my ABN, what do I need to do?</b></p>	<p>If your ABN has changed, you will need to re-register as a new contractor and upload the required documentation which matches your new ABN.</p>
<p><b>I've updated my ABN, can my inductees be transferred to my new profile?</b></p>	<p>Yes, the company administrator can email <a href="mailto:mamhse@mirvac.com">mamhse@mirvac.com</a> with the previous ABN and new ABN details and list of contractors to transfer.</p>