



Contractor User Guide

Step by Step
User Guide to the
Mirvac
Contractor Management System

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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 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.

Company Registration

Go to www.mirvacam.com.au and select Contractor > Rapid Induct > New Company Registration.

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, upload documents and issue passwords to their personnel to complete the induction.

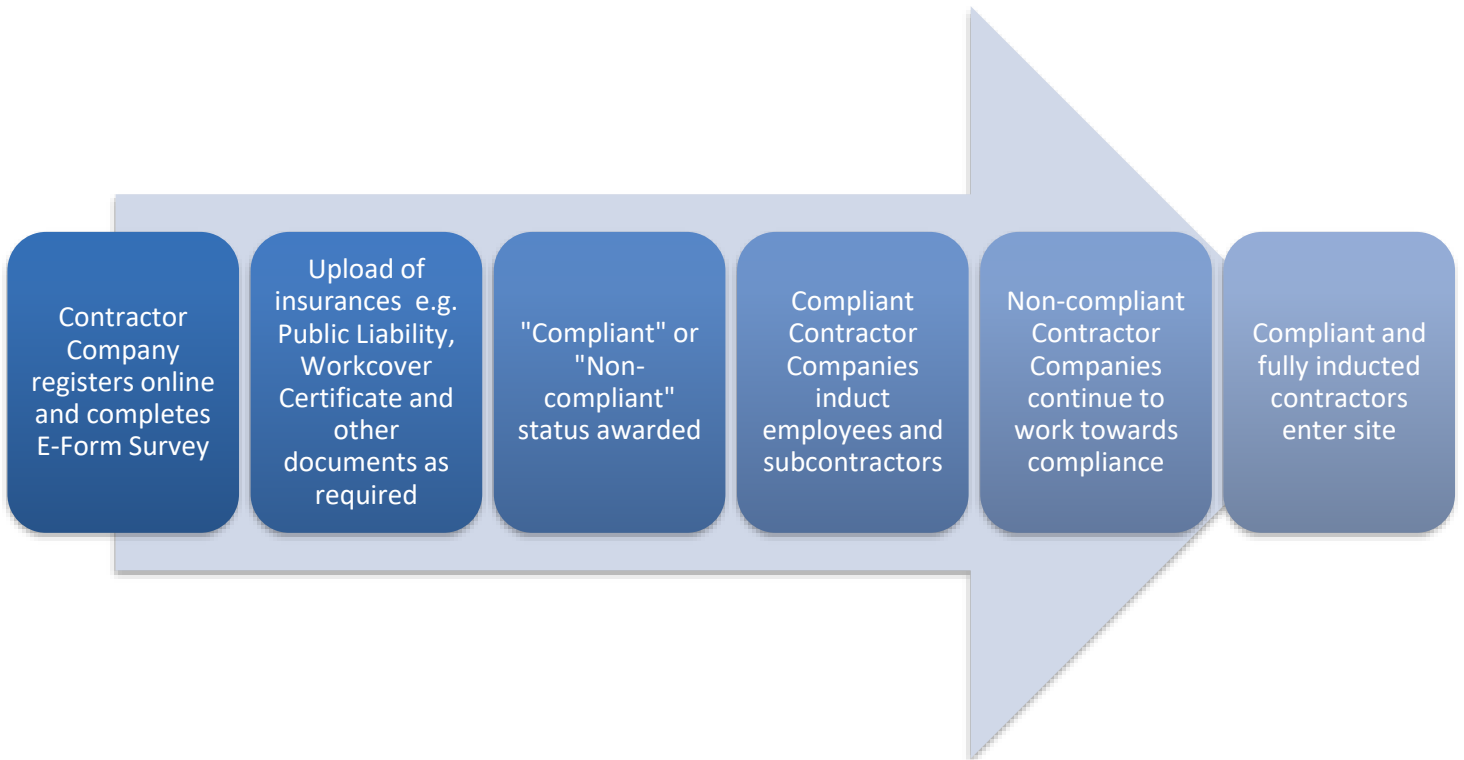
Once the contractor company is deemed "compliant" by Mirvac, they may securely log in, manage their documentation and manage their own employee and subcontractor inductions.

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

Overview of the Contractor Management Process

The 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.

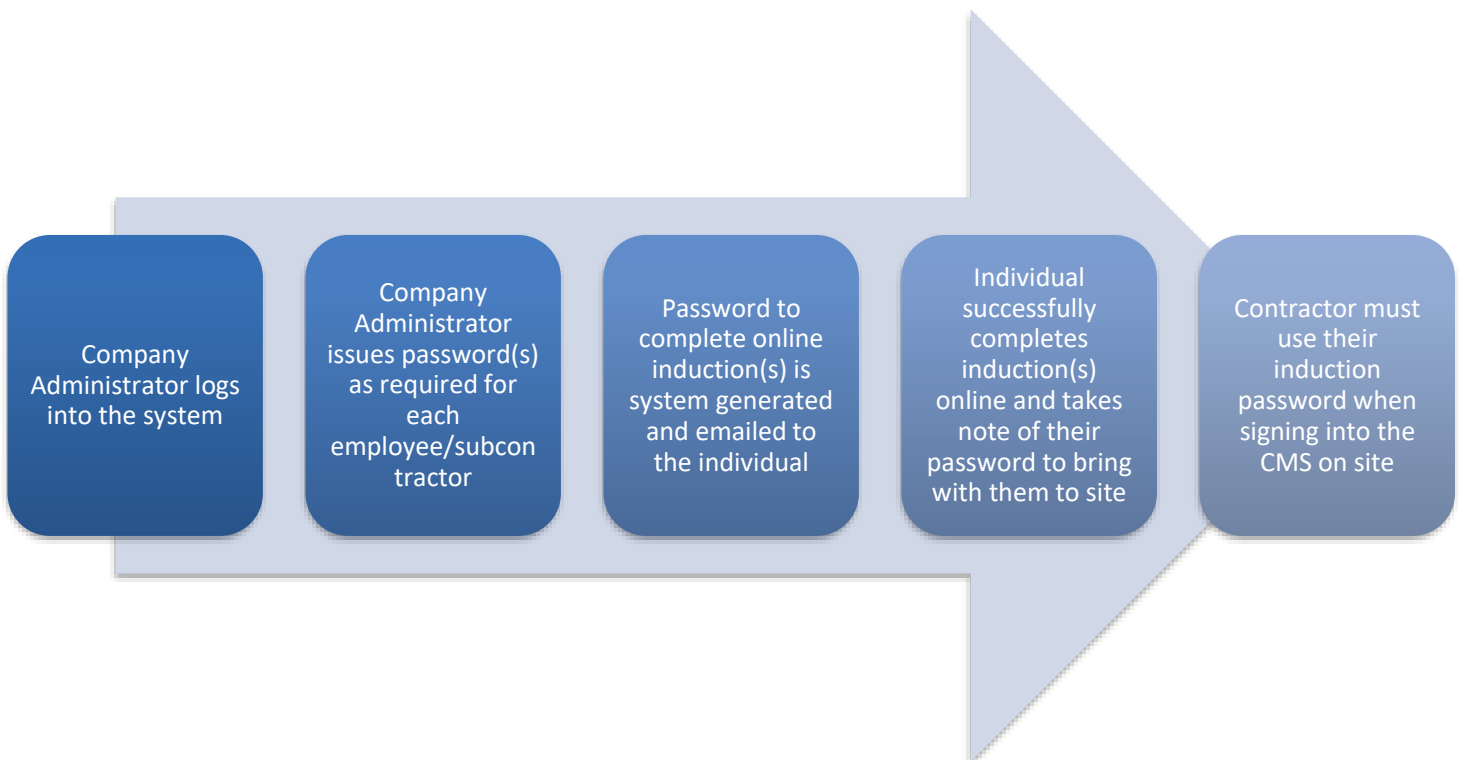


Site Requirements

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.

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.



Contractor Queries

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

Technical Support Queries

All technical queries should be referred to the Rapid Global Client Services Team.

Examples of these types of queries may include how to use the Contractor Management System, password queries, computer settings, issuing passwords, etc.

Call: 1800 307 595, 8.30am – 6pm, Mon – Fri (AEST)

For callers outside of Australia phone: + 61 8 8405 1100

or via email: support@rapidglobal.com

Other Queries

Call the Mirvac Tenant Liaison Centre

1800 134 166, 8:30am – 5pm, Mon – Fri (AEST)

or via email: MAMHSE@mirvac.com

Examples of these types of queries may include course content queries, documentation questions, information regarding site access, or general emergency or Workplace Health & Safety procedures.

Escalation Points

For any technical queries, contact the Rapid Global Client Services Team as per details above.

For all other queries contact the Mirvac Tenant Liaison Centre.

Company Registration

Go to www.mirvacam.com.au and select Contractor > Rapid Induct > New Company Registration.

Enter the required information and an email will be sent to the contractor company with a link to register the company.

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.



Welcome to Mirvac Real Estate Contractor Registration Process:

You will be required to register your company and upload the following documents:

- 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**
- Safety Management Plan**

*** denotes mandatory document.*

You may return to the system at any time to upload or modify these documents.

For assistance with document requirements, please contact the Mirvac Tenant Liaison Centre: 1800 134 166 or email mamhse@mirvac.com

Screens will be displayed to complete the following requirements:

- Details about the company, including registering your ABN and Email Address
- Create a Password – for access to the Contractor Management System
- Company documents to be uploaded – Insurances and other documents (if applicable)
- Complete E-Form Survey

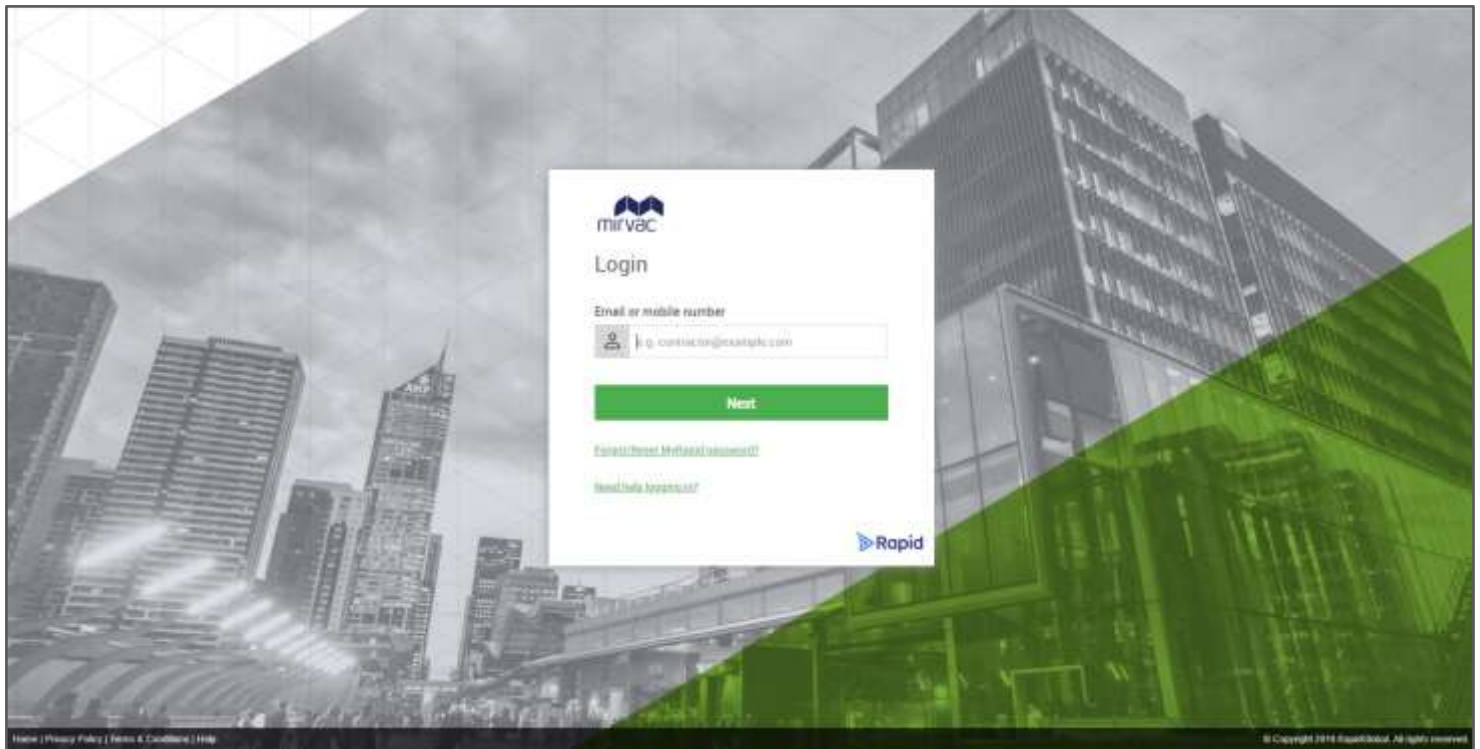
Managing Employees and Documents

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 **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'.

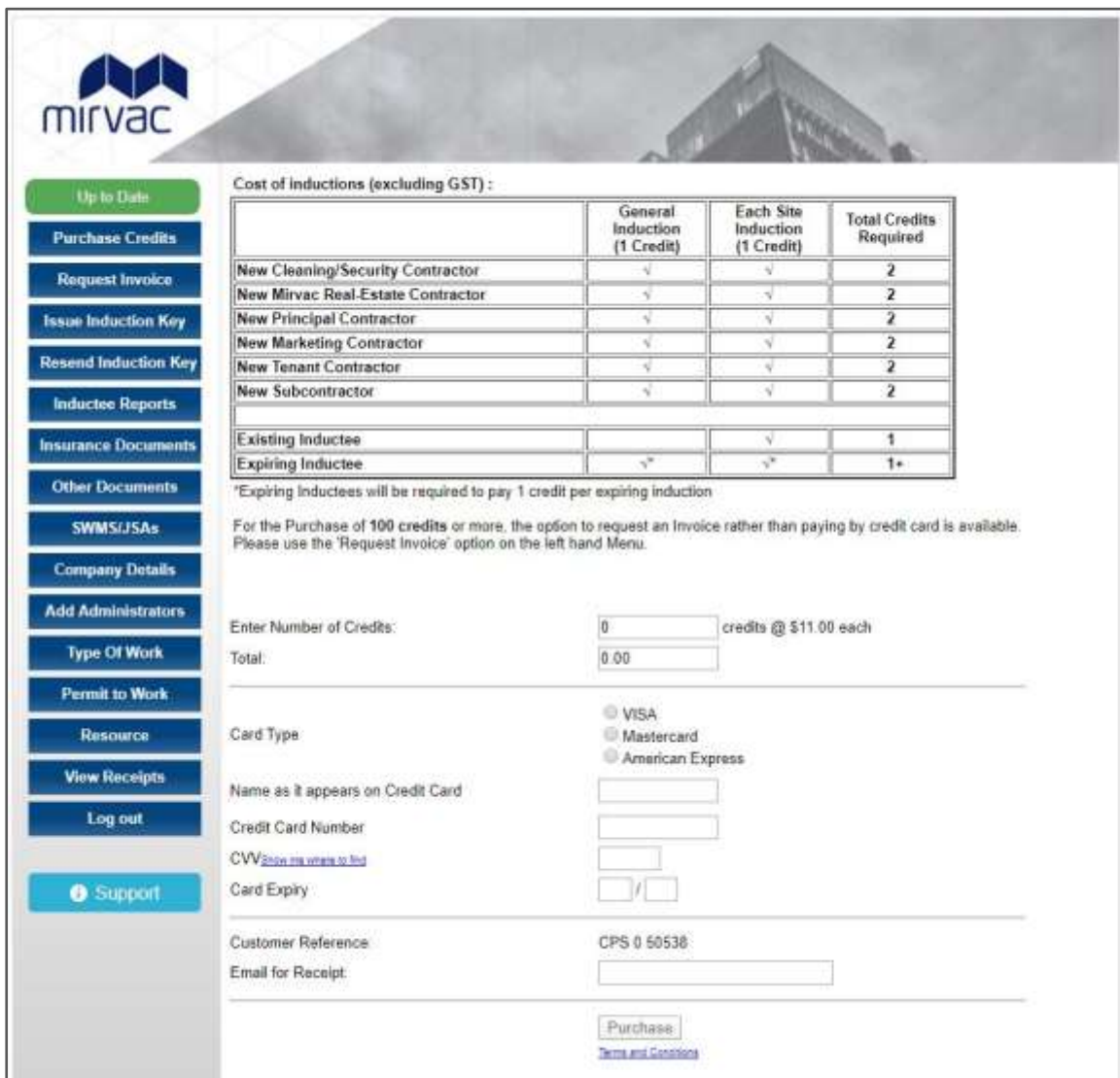


Purchasing Credits

- Credits need to be purchased prior to issuing passwords to inductees.
- 2 credits per inductee is required (1 credit for the General Induction and 1 credit for the Site Specific Induction)
- Multiple credits can be purchased.
- Credits can be purchased using a credit card.
- Each credit costs \$10 + GST.
- 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**



Cost of Inductions (excluding GST) :

	General Induction (1 Credit)	Each Site Induction (1 Credit)	Total Credits Required
New Cleaning/Security Contractor	√	√	2
New Mirvac Real-Estate Contractor	√	√	2
New Principal Contractor	√	√	2
New Marketing Contractor	√	√	2
New Tenant Contractor	√	√	2
New Subcontractor	√	√	2
Existing Inductee		√	1
Expiring Inductee	√*	√*	1*

*Expiring Inductees will be required to pay 1 credit per expiring induction

For the Purchase of 100 credits or more, the option to request an Invoice rather than paying by credit card is available. Please use the 'Request Invoice' option on the left hand Menu.

Enter Number of Credits: credits @ \$11.00 each

Total:

Card Type: VISA Mastercard American Express

Name as it appears on Credit Card:

Credit Card Number:

CVV [Show me where to find](#):

Card Expiry: /

Customer Reference: CPS 0 50538

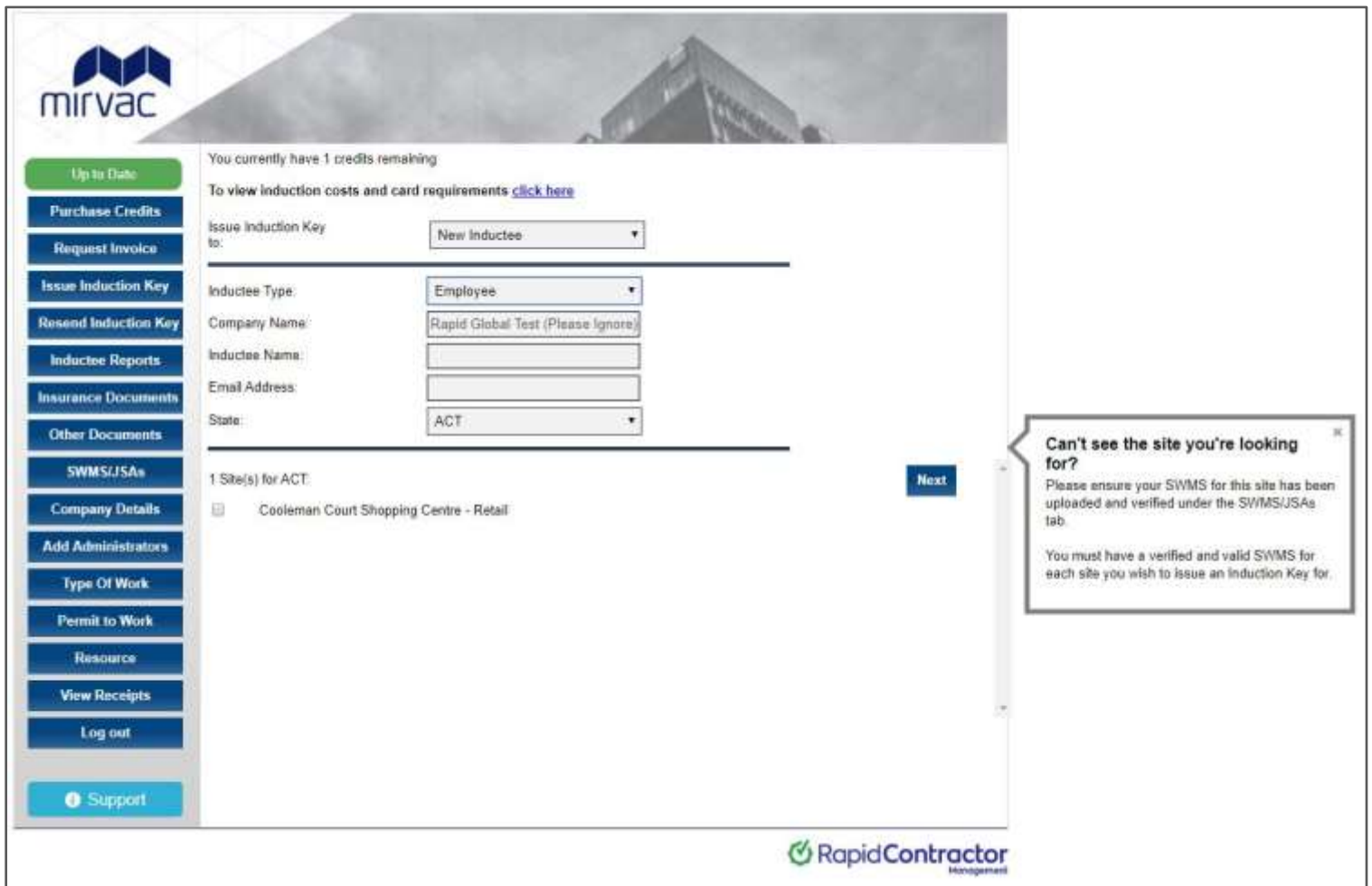
Email for Receipt:

[Terms and Conditions](#)

Issuing Passwords

To issue a password:


- Click on the 'Issue Password' 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'



The screenshot shows the 'Issue Induction Key' form in the Mirvac Contractor Management system. The interface includes a sidebar with navigation options such as 'Up to Date', 'Purchase Credits', 'Request Invoice', 'Issue Induction Key', 'Resend Induction Key', 'Inductee Reports', 'Insurance Documents', 'Other Documents', 'SWMS/JSAs', 'Company Details', 'Add Administrators', 'Type Of Work', 'Permit to Work', 'Resource', 'View Receipts', 'Log out', and 'Support'. The main content area displays the following information:

- You currently have 1 credits remaining
- To view induction costs and card requirements [click here](#)
- Issue Induction Key to:
- Inductee Type:
- Company Name:
- Inductee Name:
- Email Address:
- State:
- 1 Site(s) for ACT:
 - Coolemani Court Shopping Centre - Retail

A 'Next' button is located to the right of the site selection. A warning message box on the right side of the screen reads: "Can't see the site you're looking for? Please ensure your SWMS for this site has been uploaded and verified under the SWMS/JSAs tab. You must have a verified and valid SWMS for each site you wish to issue an Induction Key for."



Resending a Password

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 Password**' 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

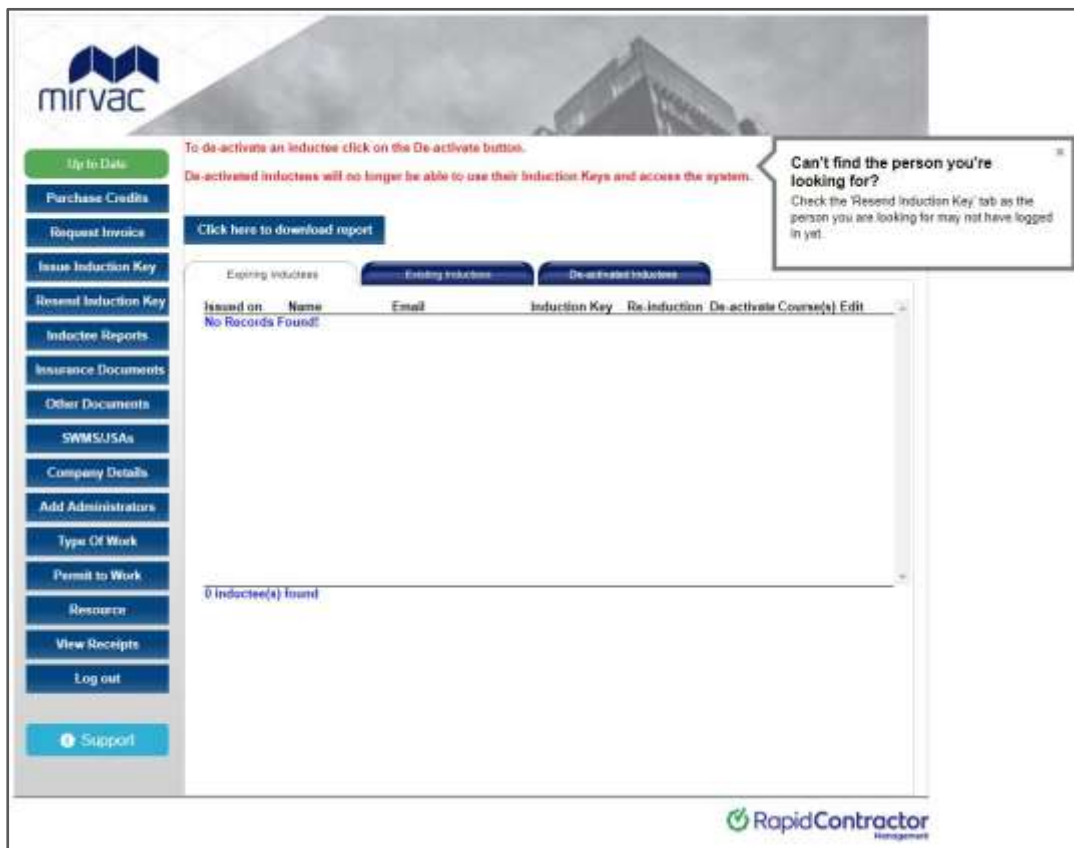
The system defaults to search for passwords issued within the past 7 days but passwords issued prior to that can be viewed by changing the date options at the top of the screen.

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



Individual Induction Process

Once an inductee receives their induction email and unique “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.

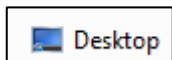
Already registered with MyRapid?

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

Uploading 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.

The following steps outline how to save a document.



Open the document

Click **File > Save As**

Use the window displayed to choose which folder the document is to be saved in. Alternatively, choose **Desktop**.

Change the name of the document in the **File name** field if required.


Click **Save**

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.

Public Liability Insurance

Please type the amount of PLI Cover contained on your certificate of currency: \$ Million

Select Expiry Date 

Please upload your PLI certificate of currency here. No file selected.

The maximum file upload size is 20 MB.

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.

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 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.

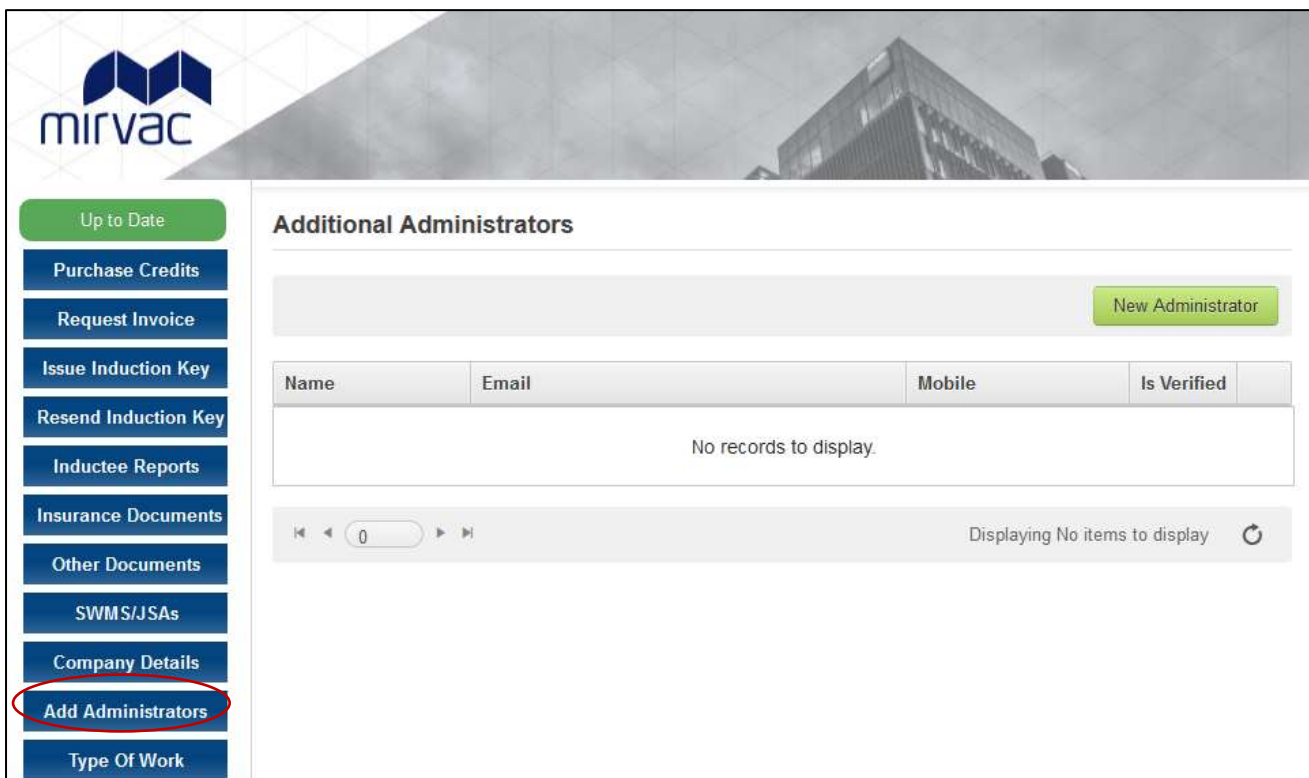
How to Add an Additional Administrator

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.



The screenshot shows the Mirvac portal interface. On the left is a navigation menu with the following items: Up to Date, Purchase Credits, Request Invoice, Issue Induction Key, Resend Induction Key, Inductee Reports, Insurance Documents, Other Documents, SWMS/JSAs, Company Details, **Add Administrators** (circled in red), and Type Of Work. The main content area is titled 'Additional Administrators' and features a 'New Administrator' button. Below the button is a table with the following columns: Name, Email, Mobile, and Is Verified. The table is currently empty, displaying the message 'No records to display'. At the bottom of the table area, there is a pagination control showing '0' items and the text 'Displaying No items to display'.

Frequently Asked Questions

Question	Answer
<p>How do I log on to the Contractor Management System and register?</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 support@rapidglobal.com</p>
<p>How do I issue inductee passwords?</p>	<p>Refer to the instructions of how to issue passwords.</p>
<p>How does an inductee complete the course(s)?</p>	<p>The inductee will receive an email with their password and a link to the Contractor Management System. https://my.rapidglobal.com/Web/Account/LogOn/569</p>
<p>What do I do if I forget my company administrator password?</p>	<p>Go to https://my.rapidglobal.com/Web/Account/LogOn/569 and click 'Forgot Password?'. Enter your email address to receive further instructions.</p>
<p>What does an inductee need to do if they forget their password?</p>	<p>The inductee can contact their company administrator who can then resend the password to them.</p> <p>Alternatively, they can refer to the Rapid Global Client Services Team who can advise who the company administrator contact person is.</p>
<p>How often must the online induction courses be completed?</p>	<p>Every 3 years</p>