RAPID GLOBAL FAQ's

Q How do I log onto the Rapid Global Contractor Management System and register?

A The primary contact of your company will receive an email request from Gladstone Ports Corporation to register online. 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.

Q I have registered my company, what next?

A Gladstone Ports Corporation's Safety Department will be required to review and verify uploaded documentation before you can access the system to induct your employees.

This can take up to 2 business days to review and complete. If you need to be approved sooner, contact your GPC Representative to have them assist in processing your registration. You will be notified by email when your company has been approved.

Q What do I do if I forget my company administrator password?

A 1. Go to the MyRapid log in page and select 'administrator'.

2. Click 'Forgot MyRapid Password? Click here'.

3. Enter your email address to receive further instructions.

Q I haven't received the verification code to reset my password.

A 1. Ensure you are correctly entering your email address or mobile number (any typo will mean you don't get the code)

2. Check your junk or spam account within your email inbox

3. Try pressing the 're-send code' button

4. Speak to your technology team about whether there is a firewall set up against emails coming from a 'no-reply' address. If there is, then request that they unblock emails from noreply@rapidglobal.com.

Q My verification code to reset my password is not working.

A Verification codes expire after 24 hours. Please go to my.rapidglobal.com and enter your email address or mobile number. Click 'next' and then 'forgot password?' to generate another link.

Q I have inductees who are no longer working for my company. What do I do?

A Deactivate the inductee under your company profile. This will notify Gladstone Ports Corporation Security Department to disable the site access card issued to the relevant inductee.

Q How do I deactivate an inductee?

A 1. Click the green ' Contractor Management' button and then 'Enter' into the Gladstone Ports Corporation package.

2. Click on 'inductee reports' or 'inductee records'

3. Find the inductees name from within the 'existing inductees' tab and click 'Deactivate'

Q I have a new employee who has been inducted in Rapid Global through their previous employer. Can this induction be transferred to my company?

A Yes. Please contact Gladstone Ports Corporation's Security Department on 4976 1350 or email induction@gpcl.com.au to organise this.

Q I have added an induction key to the wrong MyRapid profile.

A Email support@rapidglobal with the email used to link your induction key, state the induction key and the intended name for the key. If your induction key is linked to a mobile number, state the number used and the induction key.

Please Note: Rapid Global can only remove an induction key that has not been used so that it can be added to the correct account.

Q What if my inductee does not have both an email and mobile number?

A You are not required to enter both email address or mobile number. If your inductee holds an email address but does not have a mobile number you can leave the field blank, and vice versa if they only have a mobile number.

Q How do I add additional administrators?

A 1. Log into your portal and select Gladstone Ports Corporations package.

2. Select the 'add administrators' tab on the left hand side of your screen.

3. Click the 'new administrator' button, add their details and select 'add new administrator'.

Q What do the status circles in the Trainee section mean?

A **Not Used:** Passwords issued to trainees who have not started their course(s) / not activated their password yet.

Awaiting Approval: Number of trainees awaiting approval for documents.

Pending: Trainees with pending tasks (complete courses, upload documents or forms).

Expired/Not Yet Competent: This status expands to show two types of trainees:

Expired Trainees: Trainees who have not completed tasks or courses within the allocated time frame, or trainees who have expired documents.

Not Yet Competent Trainees: Trainees who have completed a course(s) and been deemed Not Yet Competent (due to not reaching the set pass mark).

Compliant: Trainees who have successfully completed all tasks (courses, documents and forms).

Q The status of my company is suspended. What does this mean?

A This means you still have access to your contractor portal and there is an action to be completed by you, this could be updating documents that have expired. Once updated, Gladstone Ports Corporation's Safety Department will be required to verify the document(s) so that your company will show a compliant status.

Please note: induction keys can only be issued when you are in a compliant status.

Q The status of my company is deactivated. What does this mean?

A This means that Gladstone Ports Corporation has deactivated your profile in their system and you will no longer have access to your contractor portal. To be reactivated you will need to contact your GPC Representative. Rapid Global is unable to reactivate your profile.

Q How do I update my company's name and ABN?

A As the change of an Australian Business Number (ABN) or company name is legally binding, you will need to contact Rapid Global directly via email (cannot do this over the phone) to arrange this.

Please email support@rapidglobal.com with the following details:

• Your old ABN and/or company name

• Your new ABN and/or company name

• If possible, the legal document from the Australian Business Register showing the change of details has been processed by them

• The name(s) of the company's you are registered with that you would like Rapid Global to process the change for.

Q How do I verify my new details

A Once you're logged into your MyRapid account, you can hover over the drop down arrow to the right of your name in the top right hand corner and select 'My Account. You will see all email addresses and mobile numbers associated with your account. New details will say 'verification required' you can click the green 'verify' button to send a code to yourself. Once code has been received and entered in the box that appears, the email address or mobile number will be added to your account and will work for future log in attempts.

Q Can I use the same email address for multiple people?

A No. Each person who has to complete an induction will need to have a MyRapid account set up using their own unique details.

For you as an administrator, this means that while you are able to issue out all the induction passwords to a generic email address, your inductees will need to enter their own personal email address or mobile number on the login page to access their own MyRapid account or to set up a new one. Then on the next page it will ask them for their Induction Key and their last name (if they are setting up a new account). This will then link their email or mobile entered on the previous page to that Induction Key that you sent out.

Q Can inductees work for multiple companies?

A Yes. If an inductee is already current in Rapid Global please contact Gladstone Ports Corporation's Security Department on 07 4976 1350 or email induction@gpcl.com.au to duplicate their profile for each company they are working for. No access is permitted to site until inductees current induction is authorised in Rapid Global. If the company is being paid as a sub-contractor under their own ABN the inductee will need to register their own company in Rapid Global.

Q How does an inductee complete the course(s)?

A The inductee will receive an email with their password and a link to the Contractor Management System.

Q Induction key not working?

A "If you're on the screen saying 'Enter your MyRapid Password', then please make sure you are entering your personal password (i.e. the one you created) rather than your Induction Key. The Induction Key is added under the 'Rapid Induct' section once you are logged in.

If you're getting an error message saying, 'Please log in with your MyRapid account' when you click on 'Add Induction Key', this means you have an existing MyRapid account made using some of your other details, and you probably already have that Induction Key entered on that account. "

Q I keep receiving 'invalid email or mobile number' error message.

A This means you have an existing MyRapid account made with other details, and the ones you are trying to use have not yet been verified. Try using your mobile number or email address that you have set the account up with previously.

Q Who is my Gladstone Ports Corporation Representative?

A If your company is an entity paid by GPC under a commercial arrangement (contractor) or a subcontractor to an entity paid by GPC (Sub-contracting to a GPC Contractor) your GPC Representative will be the person who has engaged you for these works. If you are an Essential Services, Port User or Other your GPC Representative will be listed on the GPC website, just go to www.gpcl.com.au and click on 'operations' then 'security and site access' then 'induction'.

Q Can an inductees email be updated once registered?

A Yes. Only Rapid Global can update a registered accounts email address please contact the Rapid Induct Client Services Team on 1800 307 595 or +61 8 405 1100 (for international callers).

Q Who do I contact for technical support queries? (e.g.: password queries, computer settings, issuing passwords, act)

A "Call Rapid Global Support: 1800 307 595, 8:30am - 6:00pm, Monday to Friday (AEST) For callers outside of Australia phone +61 8 8405 1100 or via email: support@rapidglobal.com"

FOR MORE INFORMATION

GPC Security Team - Inductions

(07) 4976 1350 | Inductions@gpcl.com.au

GPC Gladstone Ports Corporation

Growth, prosperity, community.