



# RAPID GLOBAL FAQ'S

**Q** How do I get an induction key?

**A** If you have been asked to complete an induction you will be issued a password by your company administrator. If you are unsure who to contact, speak with your manager to find out who your company administrator is.

**Please note:** induction keys cannot be issued by Rapid Global support agents.

**Q** What do I do if I have forgotten my password to access the induction?

**A** To reset your password, just go to [my.rapidglobal.com](http://my.rapidglobal.com), click 'forgot password?', then enter your email or mobile number associated with your account. This will send you a verification link with a number. Once you've entered that number into the webpage text field asking for it, you'll be able to reset your password.

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

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

**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](mailto:noreply@rapidglobal.com).

**Q** How often must the online induction course be completed?

**A** Every 24 months.

**Q** My course status beside my induction is 'In Progress'. What does this mean?

**A** Your induction has not registered as completed. Log back into your account and finalise the induction by clicking through to Submit on the final slide.

**Pending:** The induction has not been started

**In Progress:** the induction is currently in progress

**Not Yet Competent:** the induction is complete, however the required pass mark was not achieved

**Competent:** the induction is complete and the required pass mark has been achieved.

**Q** What does the status beside my documents mean?

**A Pending / Requested:** Document request has been sent but no document uploaded

**Delivered / Require verification:** Document has been uploaded and is awaiting verification by an administrator

**Verified:** Document has been verified as acceptable by an administrator

**Rejected:** Document has been rejected by an administrator

**Expired:** Document date has exceeded the document expiry date

**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** My photo has been rejected. What does this mean?

**A** Your photo did not meet the acceptable requirements and cannot be printed on your site access card. You will need to upload another photograph which meets the following:

- you are standing in front of a plain white background;
- you are looking directly into the camera;
- you have nothing obscuring your face (e.g. hat/sunglasses);
- the photo is in JPEG format

**Q** I have completed the induction online, what do I do next?

**A** You will need to contact your GPC Representative and ask them to verify your documents and authorise your profile. The GPC Representative will be the person who is engaging in your company to complete work on our site. This will also be the person your company is in contact with.

**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** 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** 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** 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](http://www.gpcl.com.au) and click on 'operations' then 'security and site access' then 'induction'.

**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](mailto: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** 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](mailto:support@rapidglobal.com).

## FOR MORE INFORMATION

GPC Security Team - Inductions

(07) 4976 1350 | [Inductions@gpcl.com.au](mailto:Inductions@gpcl.com.au)



**Gladstone Ports Corporation**

Growth, prosperity, community.