



**Unity**water

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# Pr9663 - Sitepass External User Guide

## Pr9663 - Sitepass External User Guide

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References	<a href="#">OP9117</a> - Work Health, Safety and Wellbeing Policy Statement <a href="#">Pr9744</a> - Contractor Management (Safety) Procedure

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## 1. Purpose

This document provides instruction on how Unitywater's Contracting Partners will use Sitepass, Unitywater's Contractor Management System.

## 2. Scope

Sitepass is a web-based software application that stores relevant licences and qualification of our contracting partners, as well as the portal to deliver mandatory induction training modules.

Sitepass is mandatory for all contracting partners and their subcontractors who are attending Unitywater workplaces or conducting work on behalf of Unitywater unless they are engaged under a Principal Contractor contract.

Any Contracting Partners who are registered in Unitywater's TechnologyOne software application are not required to register in Sitepass as their mandatory induction modules are delivered through the uLearn portal.

In addition, Sitepass is utilised to enable workers of Unitywater clients or tenants to complete online training or provide specific qualifications and/or licences to comply with the relevant application process.

## 3. Definitions

Term	Meaning
Contracting partner	Also referred to as ' <b>Unitywater Supplier</b> ' or ' <b>Unitywater Vendor</b> ' is a company engaged by Unitywater and operating under a current Contract or Purchase Order Terms & Conditions with Unitywater.
Site	Workplaces owned and/or operated by Unitywater.
Subcontractor	Company that does not have a direct contractual relationship with Unitywater but has been engaged by a Unitywater's Contracting Partner (Supplier) or Tenant, and as a result, their workers require access to a Unitywater owned or operated site or perform work on behalf of Unitywater.
Tenant	Company that has a valid Lease agreement with Unitywater.
Unitywater Team member	Any person employed by Unitywater.
Visitor	A person who will not be performing work for or on behalf of Unitywater and are visiting a Unitywater site to, for example, to attend a meeting.
Worker	A person: <ul style="list-style-type: none"> <li>engaged by Unitywater Supplier or their Subcontractor who performs work for or on behalf of Unitywater, or</li> <li>requires access to Unitywater site to perform work on behalf of Unitywater's Tenant.</li> </ul>

## 4. Overview and Help

### 4.1. Sitepass Overview

Sitepass is an online compliance and workforce management system that enables Unitywater to manage and authorise Contracting Partners performing work at Unitywater workplaces, or on behalf of Unitywater.

Access to an overview of Sitepass via this link:

<https://support.mysitepass.com/en/articles/402>

### 4.2. Getting Support

Sitepass provides several ways in which you can seek help using the system.



#### Call Sitepass Support - 1300 89 89 76

The Sitepass Service Desk is available 24hrs a day, 7 days a week.



#### Chat with the Sitepass Team

The Sitepass Chat function is available within the Sitepass system. Click on **Help**, then select **Chat**. A chat window will appear where you can enter your message.



#### Self Help

The Sitepass Help Centre provides a comprehensive list of easy-to-follow user guides. Within Sitepass, click on **Help**, then select **Knowledgebase**.



#### Raise a Ticket

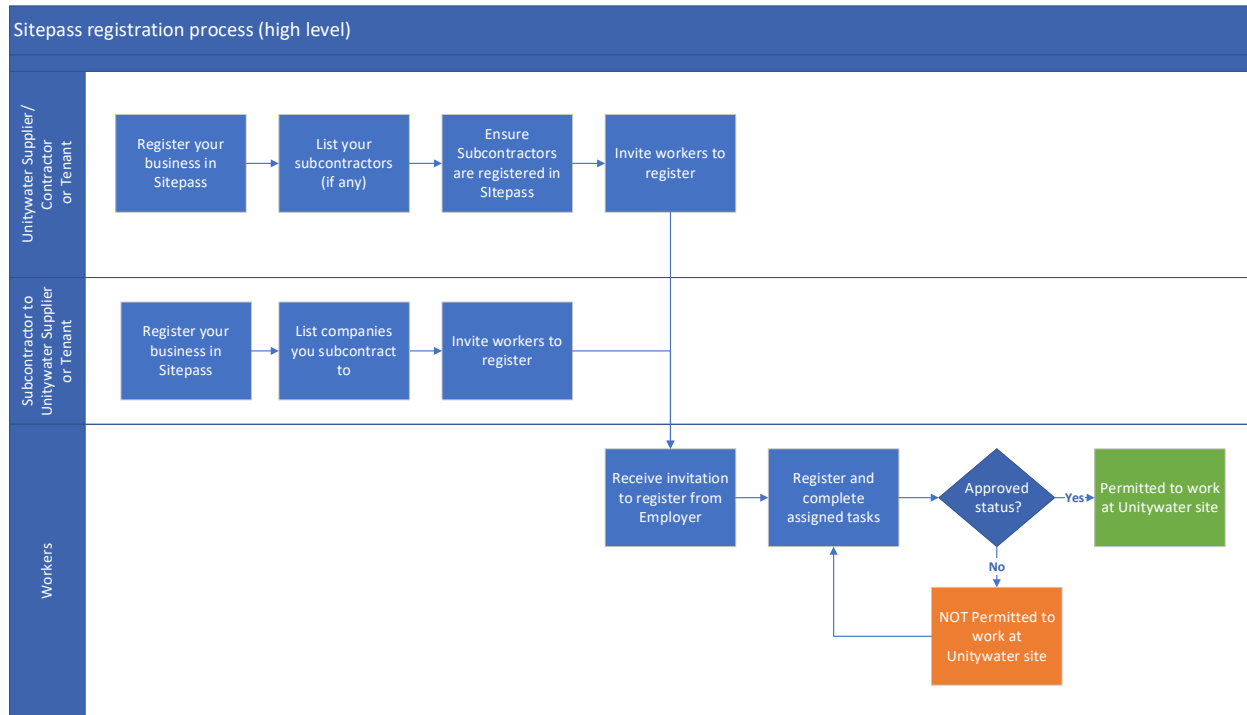
If you find a problem with the Sitepass system, raise a support ticket with Sitepass. To raise a ticket, from within Sitepass, click on **Help**, then select **Raise a Ticket**. A window will appear where you can enter the details of your problem.

If you require assistance with Unitywater specific requirements such as training modules not loading properly, assistance with workflow category selection or anything that Sitepass is unable to assist with, please email [sitepass@unitywater.com](mailto:sitepass@unitywater.com). If your enquiry is urgent, please contact the Unitywater representative that engaged you to perform the works.



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## 5. Instruction – Sitepass Administrator



### 5.1. Your responsibilities as a Sitepass Administrator

The Sitepass Administrator is the person/s who has Administrator permissions for the Contractor Business account.

As a Sitepass Administrator you are responsible to ensure that:

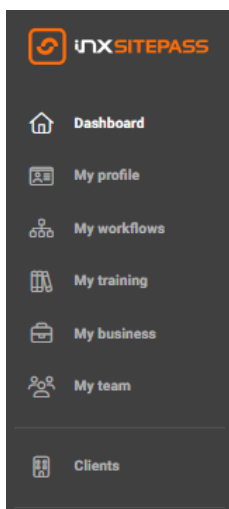
- You maintain your company’s profile information on Sitepass as per Section 5.3.
- Your workers, registered as Team Members in Sitepass, have completed the relevant requirements in Sitepass for the work that they will be conducting at Unitywater workplaces, or on behalf of Unitywater. Invite your employees to register in Sitepass under your company account following instructions in Section 5.11.
- No worker attends a Unitywater site without an approved status in Sitepass.
- If your company will use Subcontractors to deliver services to Unitywater you must
  - Indicate that you will use subcontractors via the workflow wizard at the time of registration or you may amend your answer following instructions in Section 5.9.
  - List all companies that will subcontract to your company following instructions in Section 5.7.
  - Unitywater Sitepass administrator will check whether the subcontractor is registered in Sitepass and if not, request the designated subcontractor’s Sitepass administrator (name and email), so that Unitywater can send them invitation to register in Sitepass.
  - If you wish to fast track the subcontractor registration process, email the designated subcontractor’s Sitepass administrator contact details (company name, name and email) to [sitepass@unitywater.com](mailto:sitepass@unitywater.com).

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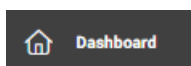
- If your company is a Subcontractor to a Unitywater supplier, you must:
  - Indicate that you will be a subcontractor via the workflow wizard at the time of registration or you may amend your answer following instructions in Section 5.9.
  - List all companies that your company will subcontract to, following instructions in Section 5.8.
  - Unitywater Sitepass administrator will validate whether the company you subcontract to is registered in Sitepass and whether they listed your company as their subcontractor.

### 5.2. Navigation – General Tips

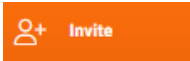
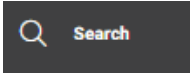

- The top left-hand pane is your index. Use this pane to switch between pages.



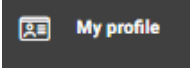
- Your Dashboard is your home page. You can use this page to gain an overview of your Sitepass account.



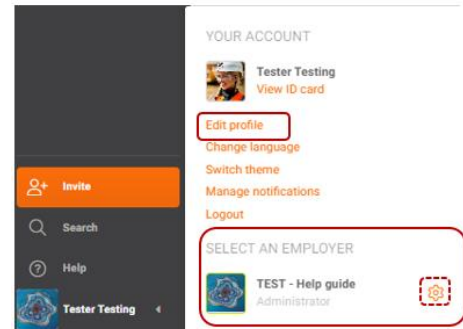
- The bottom part of the left-hand pane holds access to the following functionality:


-  invite new team members.
-  search bar; this enables you to perform a system-wide search.
-  brings up the Help Centre. You can use this feature to search for help.

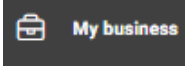
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- You can access your account details by clicking on  in the top- left-hand pane.

- Clicking on your business's logo in the bottom left-hand pane opens further selection options that allow you to, edit your profile, change the language displayed in Sitepass, switch theme, manage your notifications, log out, and switch employers (if you have multiple).



-  next to employer you are an administrator for will allow you to edit details in your business profile.

- Alternatively, you may do so via 

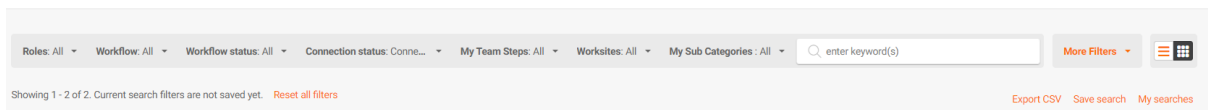
- If you have access to the Clients, My Team, Contractors, or Workers pages, then you can view those pages in a grid or a list view by switching between these icons in the top right corner.



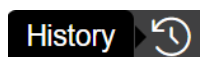
- These pages will also include a top navigation menu allowing you to filter, search and export your search results.

## My team





- You can access the History Log of any page that contains the History Log icon located on the right-hand side. Clicking on this icon opens the history log information for that page – please note that the information opens within the page itself. Clicking on the icon again closes the History Log.



- The Workflow Wizard makes it easier to select the right options for a person so that their workflow is set up correctly. When available, the Workflow Wizard appears in the top right-hand side of the page.

 **Workflow Wizard**



### 5.3. How to register your business



#### Step 1: Accept Invitation

You will have received an invitation link from Sitepass. Visit the link or follow the instructions included in the email to begin the registration process.

- *Didn't receive an invitation? You will only receive an invitation if you are a valid Unitywater supplier or a Unitywater supplier nominated your business as their approved subcontractor.*
- Contact [sitepass@unitywater.com](mailto:sitepass@unitywater.com) for assistance.



#### Step 2: Personal Account

Before creating your business, you'll need a personal account. Either create your account or login to an existing account if you have one.



#### Step 3: Validate business number

Enter your unique business reference number; this will be used to identify your business with an external regulatory body. Please select the **Australian Business Number (ABN)** and enter the ABN. Other business number types will only be accepted if your business does not have an ABN.



#### Step 4: Add a logo

Upload your business logo; this will be used to identify your business in Sitepass. This logo should be clear and easy to see while being free of obstructions. You can crop and rotate your logo once you have uploaded it.



#### Step 5: Setup your business profile

Populate your business profile with the information marked as 'Required'. The information we capture includes business logo, trading and legal business names, business structure, industry, business address, business contact information etc. We recommend enabling settings under 'My connections'. Select AUD under billing – note that your connection fee will be paid by Unitywater.



#### Step 6: Complete

At this stage, you're ready to complete the registration process and dive into Sitepass. Click '**Finish Setup**' to be taken to your Sitepass Dashboard where you will be prompted to complete a series of workflow steps to connect your business to Unitywater.

**Need assistance?** Refer to Section 4.2 Getting Support for details.

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### 5.4. Complete 'Connect to Unitywater' Workflow Questions (Categories)

When your Worker profile and your company's Contractor profile is registered, you will be prompted to complete the following workflow questions:

#### Step 1: Pick your workflow categories

- You will be presented a series of questions you must answer to indicate how your business interacts with Unitywater.
- These questions will be reviewed periodically and may be updated. You may be prompted to review your responses from time to time.
- If any of your circumstances change, you can update your responses at any time. Please refer to Section 5.9 How to update your responses to the workflow questions (Categories) for more information.
- You may be asked some additional questions that are not listed below.
- Examples of questions currently included:

Our company works with Unitywater as a: (Select ALL that apply)	
<i>We understand that companies may interact with Unitywater under multiple contractual arrangements, therefore please read carefully and select all options that apply to your company.</i>	
<b>Unitywater Supplier / Contractor</b>  (Contract or Purchase Order Terms & Conditions with Unitywater)	Only select this option if your company is an approved Unitywater Supplier with a valid contract or a purchase order.
<b>Subcontractor</b>  (to Unitywater Supplier, Principal Contractor, Tenant or Customer)	Select this option if your company does not have a direct contractual relationship with Unitywater but has been engaged by a Unitywater Supplier, Principal contractor, or Tenant and as a result your workers require access to a Unitywater owned or operated site or perform work on behalf of Unitywater.
<b>Tenant</b>  (Lease agreement with Unitywater)	Select this option if your company has a valid Lease agreement with Unitywater.

#### Step 2: Pick your worksites

- Select the worksite/s your workers will be working at.
- If any of your workers will require to manage a Network Permit to Work via the Unitywater Electronic Permit to Work System (ePTWS), add '**Network Permit to Work**' worksite.
- If the worksite your workers will be working at is not listed, you can skip this question by clicking NEXT.

#### Step 3: Pick your team

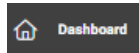
- You may add your employees at this stage, if they already have a Sitepass account.
- If not, you will be able to invite your employees to Sitepass once you finish your business registration – refer Section 5.11 How to invite your employees.

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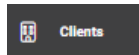
### 5.5. Complete workflow steps to connect your business to Unitywater

Once you have completed the workflow categories selection as per Section 5.4 above, workflow steps (business related tasks) will be assigned to your business profile to complete.

To complete these tasks, navigate via:

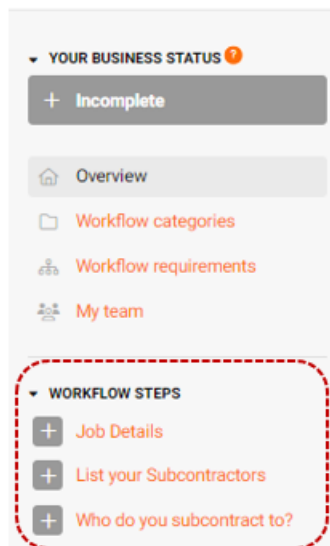


Dashboard > Workflow tasks > Business tasks or alternatively go to



Clients > Unitywater

The tasks to complete will be listed under **'Workflow steps'**



Workflow steps will be assigned to your business depending on the answers provided when answering the workflow questions (categories).

If you require to review/amend your answers, please refer to Section 5.9 How to update your responses to the workflow questions (Categories).



**TIP:** Workflow steps will be **reset periodically** to give you an opportunity to review the information provided. When this occurs, the status will be set to **'Incomplete'** and you will receive a Sitepass generated email notification.

You can add new information and archive any non-applicable records at any time.

### 5.6. Workflow steps: Complete Job details form

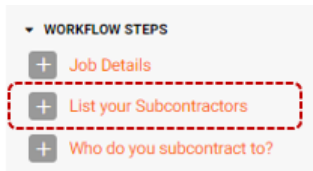
- Navigate via: Clients > Unitywater > Workflow steps > Job Details
- Answer questions in the form and click **'Submit'**.

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### 5.7. Workflow steps: List your Subcontractors

If you indicated via the workflow questions (categories) that your company will use subcontractors to deliver services to Unitywater, list your subcontractors as follows:

- Navigate via: Clients > Unitywater > Workflow steps > **List your Subcontractors**



- Click on '+Add' to list a subcontractor. Add one record per each subcontractor you are using to deliver services to Unitywater.
- Click '**Submit**' once information is complete and ready for Unitywater to review.

### List your Subcontractors

SUBMITTED
Change Status

Subcontractors List

+ Add

Click ADD to add a new record. If you use more than one subcontractor to deliver services to Unitywater, add multiple records. Click into the table to EDIT information. Use 'SUBMIT' button once information is complete and ready for Unitywater to review. Use the 'ARCHIVE' button to archive any subcontractors you no longer use to deliver services to Unitywater. (in table view 'three dots' menu, then 'ARCHIVE'.) \*\*\* Please note, that the status reflects the record verification status, i.e. confirmation the listed subcontractor is registered in Sitepass. It does not replace contractual obligations, such as the requirement of written consent from Unitywater to subcontract the provision of Goods or Services, if applicable based on the contract you operate under.

REGISTERED BUSINESS NAME	TRADING NAME	ABN	STATUS	
Test Registered Name AAA	Test AAA	11111111111	Submitted	⋮
Test Registered Name BBB	Test BBB	22222222222	Approved	⋮

Submit

Reset

All listed subcontractors and their workers, who deliver services to Unitywater on your company's behalf must be registered in Sitepass. Unitywater Sitepass administrator will verify whether their business is registered. If registered, the subcontractor list record will be approved. If not registered, we will prompt you to provide additional information to invite your subcontractor to register as per Section 5.10 How to invite your subcontractors.

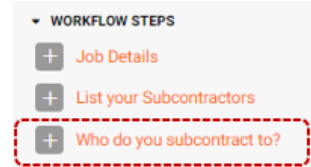
Please note that the status reflects the record verification status, i.e. confirmation the listed subcontractor is registered in Sitepass. **It does not replace contractual obligations**, such as the requirement of written consent from Unitywater to subcontract the provision of Goods or Services, if applicable based on the contract you operate under.

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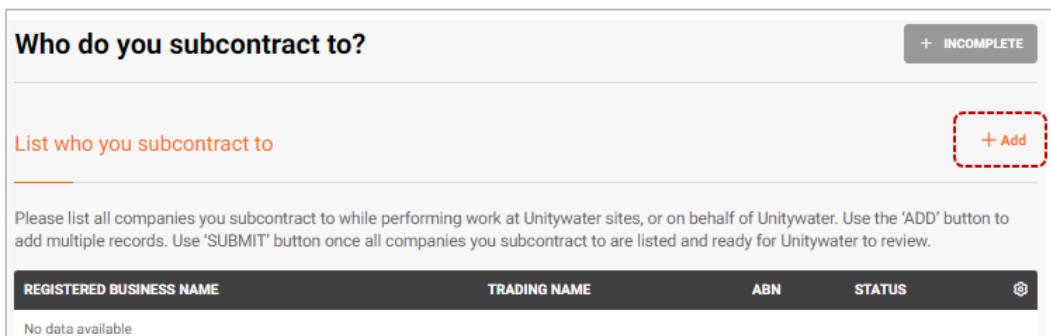
## 5.8. Workflow steps: Update 'Who do you subcontract to' table

If you indicated via the workflow questions (categories) that your company is a Subcontractor to a Unitywater Supplier or a Tenant, please list who you subcontract to

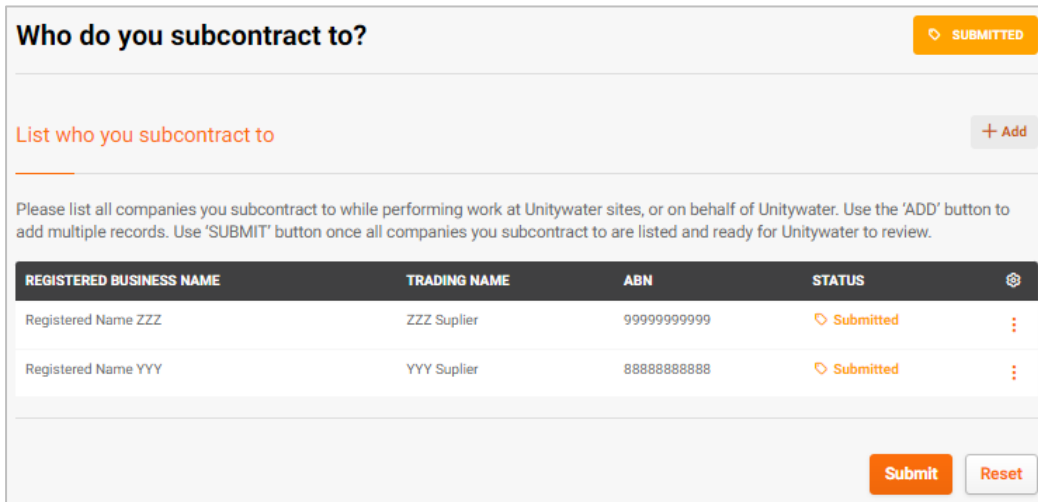
- Navigate via: Clients > Unitywater > Workflow steps > **Who do you subcontract to?**



- Click on '+Add' to the business you subcontract to. Add one record per each business you subcontract to deliver services to Unitywater.



- Click '**Submit**' once information is complete and ready for Unitywater to review.




Unitywater Sitepass administrator will verify whether the business you indicated lists your business as a subcontractor. Once verified, the entry will be approved. We may contact you if you need any additional information.

Please note that the status reflects the record verification status, i.e. confirmation the listed contractor is registered in Sitepass. **It does not replace any contractual obligations**, based on the contract you operate under.

### 5.9. How to update your responses to the workflow questions (Categories)

If your business circumstances have changed and you need to update the answers to workflow questions provided at the time you registered:

- Via the left-hand navigation pane, click on 'Clients' and select Unitywater.
- View currently selected Categories.
- To update your answers, select  **Workflow Wizard** from the top right corner.
- Make changes as required (you will be prompted to review sites and invite team members).
- Click '**Finish**' to confirm your choices.

### 5.10. How to invite your subcontractors

If your company engages subcontractors to deliver services to Unitywater, the subcontractor and their workers will require to register in Sitepass and complete any assigned requirements.

If not already registered in Sitepass, please direct your subcontractor to register their business via <https://unitywater.mysitepass.com> and invite their employees as per instructions in Sections **5.3** How to register your business and **5.11** How to invite your employees.

Alternatively, email [sitepass@unitywater.com](mailto:sitepass@unitywater.com) the name of your subcontractor and name and email address of the person who will administer Sitepass information on their behalf and we will invite them to Sitepass.

If the subcontractor requires assistance with the registration, they may email [sitepass@unitywater.com](mailto:sitepass@unitywater.com).



**TIP:** You may share **a link to this user guide** with your subcontractor:

[www.unitywater.com/sitepass-guide](http://www.unitywater.com/sitepass-guide)



### 5.11. How to invite your employees



#### Step 1: Invite team members

As an administrator on the Sitepass system, you can invite people to join your team. On the **My Team** page, click **'Invite Team'**.



#### Step 2: Select invitation type

Sitepass gives you the option to invite a group of people using a single link you distribute to your team members, or alternatively you can invite individual people via an email sent from Sitepass.

##### Group Invitation

Group invitations are useful when you have a large team you want connected to your business. Send the link via email or post it on your intranet; whichever works best for you.

Click **'Group Invite'** and enable any roles you wish to be available using the ellipse 3-dot menu icon, then simply copy the link. Invitation links for each role can be disabled at any time or refreshed to make previous links invalid using the ellipse 3-dot menu icon.

##### Personal Invitation

Personal invitations can only be used once and expire after 30 days so are best suited for connecting specific people to your business.

Click **'Personal invite'** and select the role you would like assigned to this team member.

You can copy the link provided and send it them yourself, or you can enter their email address and click **'Send invitation'** to have Sitepass send a system generated email directly to them.



#### Step 3: Manage

Once a team member connects to your business, they will appear in the **My Team** page where you can manage their roles, permissions, and workflows.

**Need assistance?** Refer Section 4.2 Getting Support for details.

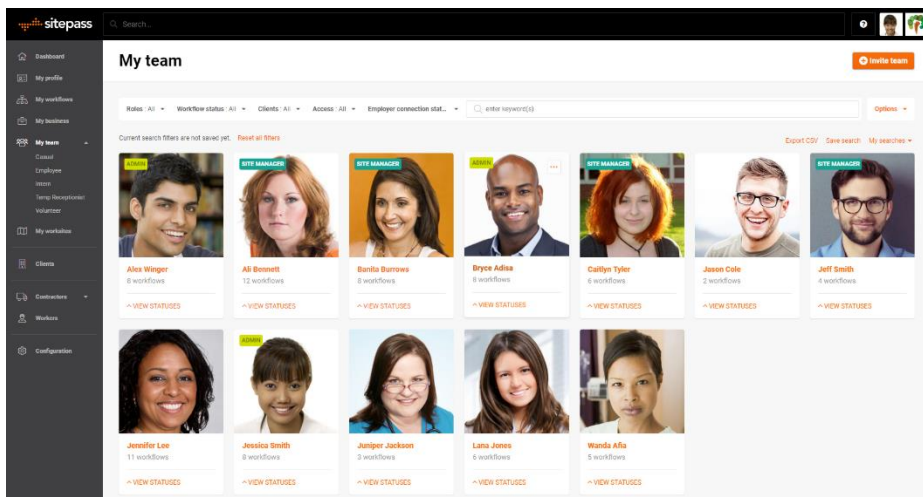
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## 5.12. Assign the Administrator permission to a team member

As an Administrator, you can assign the Administrator permission to a team member; this gives that team member the same permissions that you have. Their login is still unique, you are merely changing their level of access to your business's Sitepass account.

To give a team member Administrator permission for your business's account, please follow these steps:

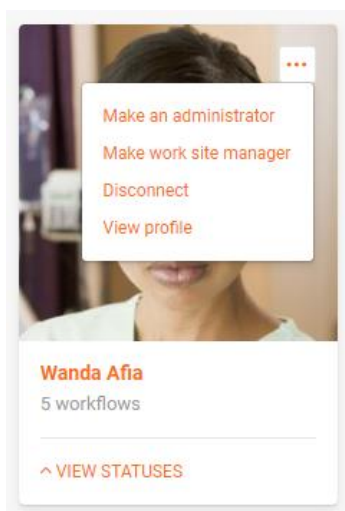
1. Log in as the Administrator.
2. Go to the **My Team** page.



3. Find the person who needs the Administrator role (if they are not yet registered, refer Section 5.11 How to invite your employees to get them registered).

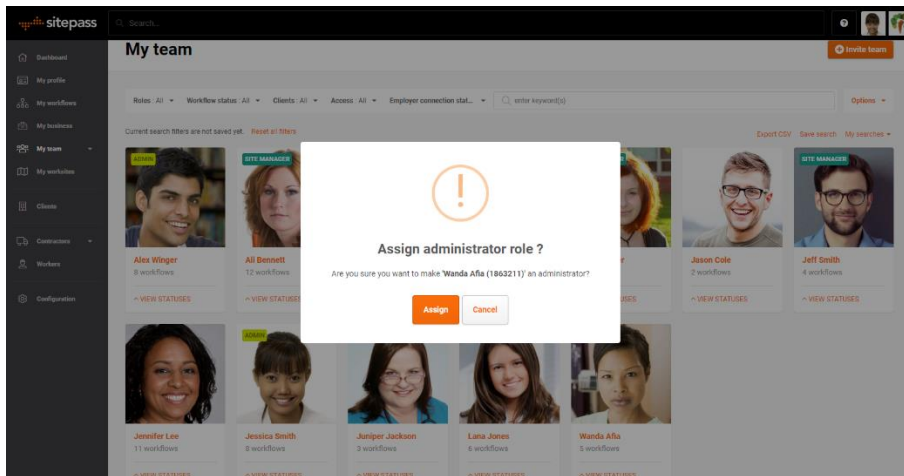
 **TIP:** Your My Teams Page needs to be in Grid View for this to work.

4. Hover over their profile; this makes three dots appear.
5. Click on the dots – this allows you to make a person an Administrator. You can also remove a person's Administrator permission via these dots. An example is provided below:

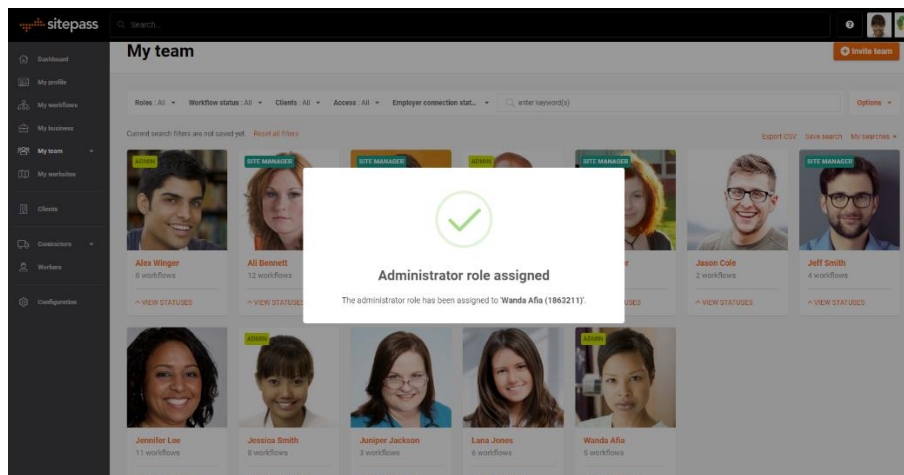


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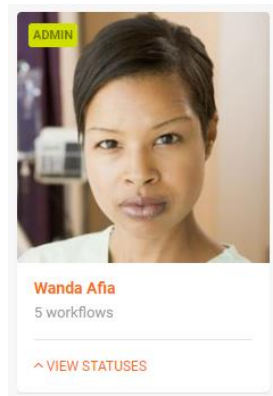
- Select the **Make an Administrator** option. The **Assign Administrator Role** warning appears – for example:



- Select **Assign** to give your team member Administration rights. Alternatively, you can select **Cancel** to cancel the change.
- When you select **Assign**, a confirmation pop-up box appears – for example:



- Have another look at your team member on your **My Team** page. They now have the word **Admin** across their profile picture; this indicates that they have Administrator rights. An example is provided below:

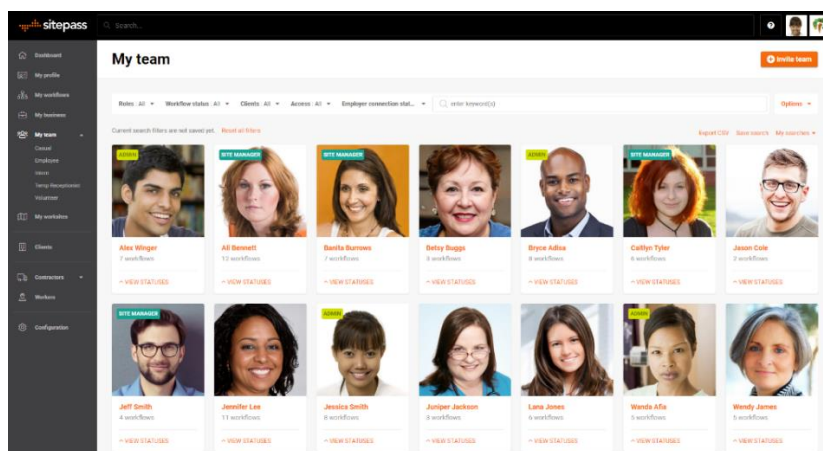


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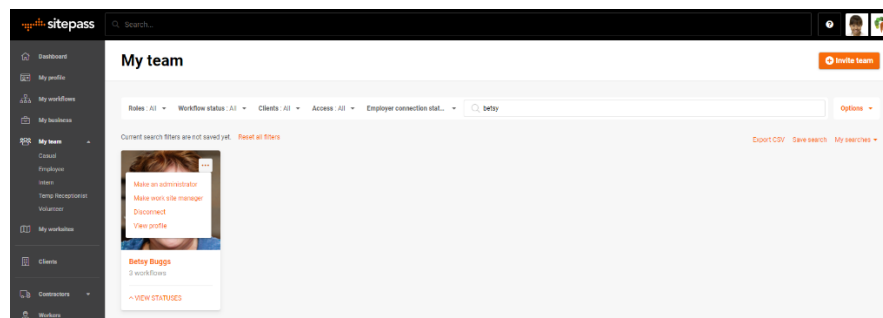
## 5.13. How to disconnect your employees from Sitepass

It is the Business Administrator's responsibility to ensure that any employees no longer employed by you or performing work at Unitywater sites or on behalf of Unitywater are disconnected from Unitywater in Sitepass.

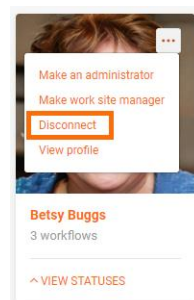
- If the worker remains employed by your company but is not longer required to perform work at Unitywater sites or on behalf of Unitywater, please follow instructions in Section 5.15 How to disconnect your employee from Unitywater.
- If the worker is not longer employed by your business, to disconnect them from your business, please follow these steps:
  1. Log in as Administrator.
  2. Go to the left index menu and select **My Team**. Your **My Team** page will open.



3. Find the required team member.
4. Hover over their profile picture. The context menu appears (three little dots).
5. Click on the context menu. The menu options appear, including one to disconnect.



6. Click on **Disconnect** to disconnect the team member from your business.



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- A warning appears asking you to confirm that you want to disconnect the team member. An example is provided below:



### Disconnect Betsy Buggs?

Are you sure you want to disconnect? By disconnecting, the team member will be automatically disconnected from you and your clients.



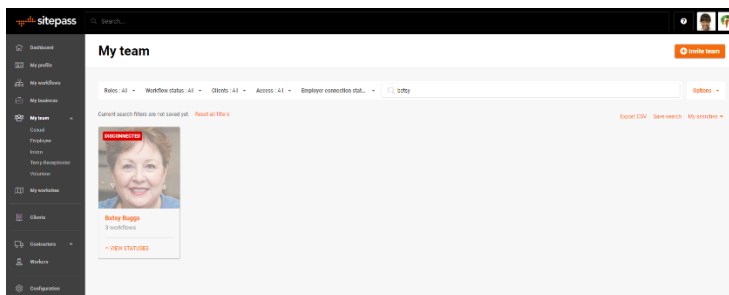
- Click on the **Disconnect** button to disconnect the team member. A confirmation of the disconnection appears. An example is provided below:



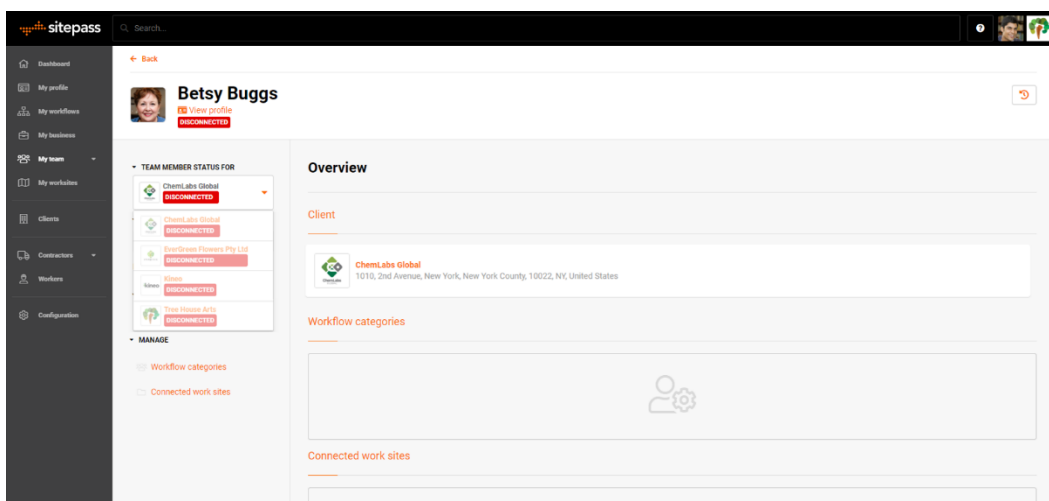
### Disconnected

You have disconnected 'Betsy Buggs (1863621)'

Your team member now shows as Disconnected on the page.



When you click on their profile picture, you are taken to their workflows page, which shows that they have been fully disconnected.



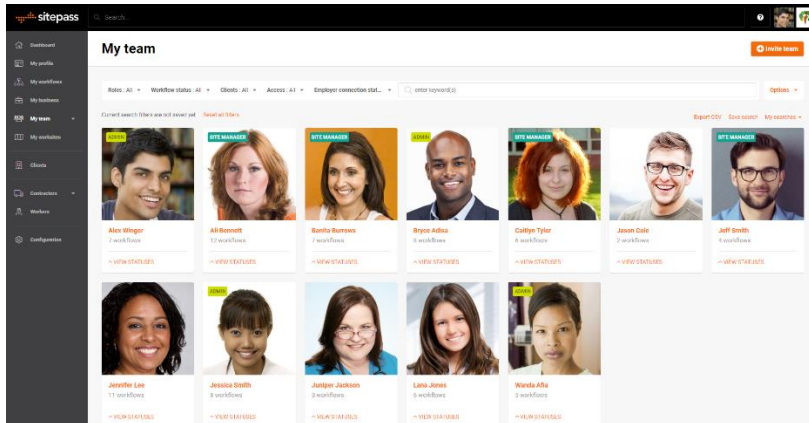


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## 5.14. How to reconnect your employees in Sitepass

As an Administrator, you can invite a disconnected team member to connect via the **My Team** page. The workflow below outlines how to use the **Connect** option.

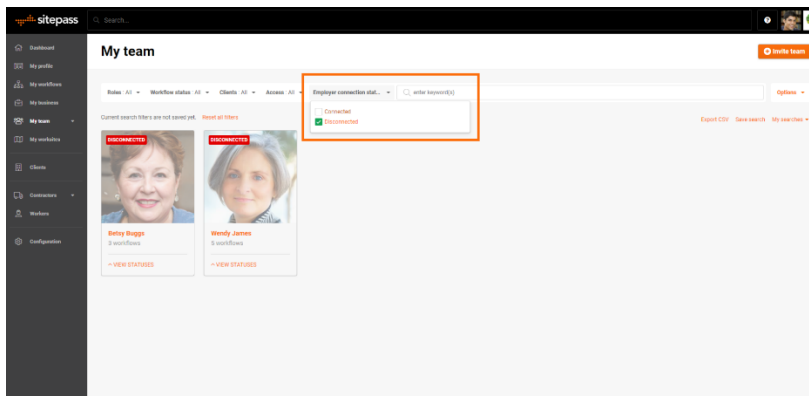
1. Log in as an Administrator.
2. Go to the left index and select **My Team**.



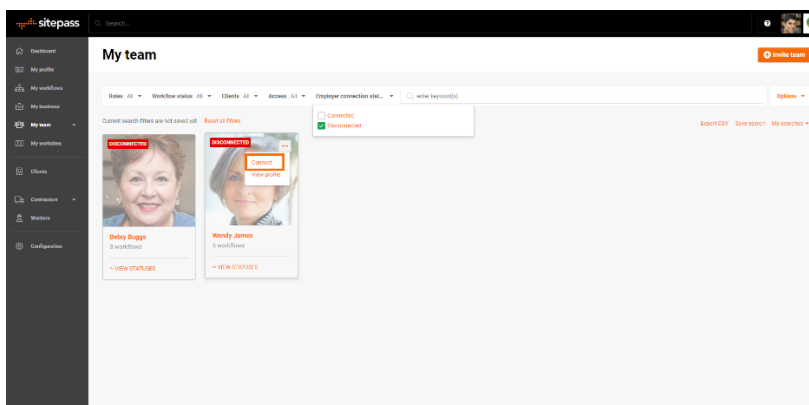
3. Find the required team member.



**TIP:** Use the Employer connection status filter to find disconnected team members.



4. Hover over the person's profile picture. The context menu appears (three little dots).
5. Click on the context menu. The menu options appear, including one to connect.



6. Click on **Connect** to send an invitation to connect to that team member.



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7. A warning appears asking you to confirm whether you would like to invite your team member to connect – an example is provided below:



### Invite Wendy James to connect?

Are you sure you want to connect?



8. Click on the **Connect** button to send your invitation; this goes to the email address set against that person's Sitepass profile.

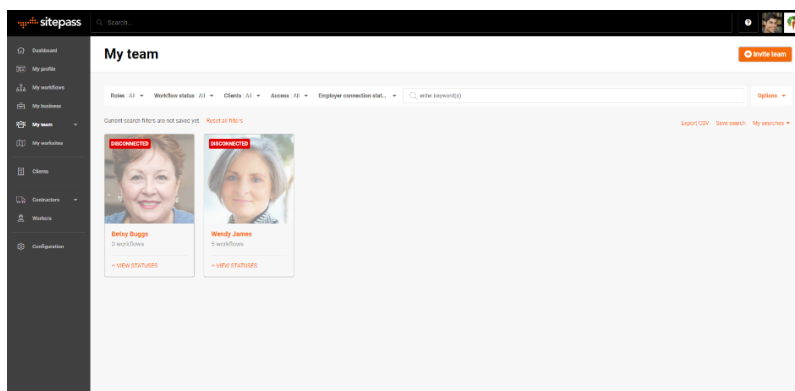
A confirmation appears. An example is provided below:



### Invitation sent

You have sent 'Wendy James (1863205)' an invitation to connect.

Your team member still shows as Disconnected on the page; this is because what you sent was an invitation to connect, and the team member must accept your invitation before the connection is completed.



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### 5.15. How to disconnect your employee from Unitywater

Your company may be connected to number of different clients via Sitepass.

If your employee no longer requires access to a Unitywater owned or operated site or access Unitywater computer systems, they may be disconnected from Unitywater following the instructions below.

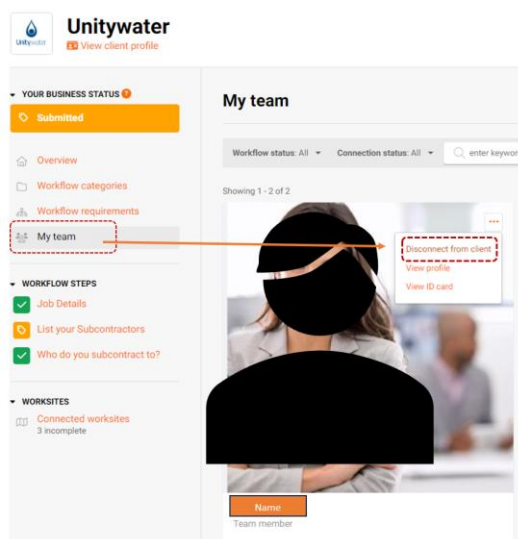
Please note that if the person no longer works for your company, it is recommended to disconnect them from your team following instructions in Section **5.13** How to disconnect your employees from Sitepass.

Unitywater may also, from time to time, disconnect your employees that have longstanding overdue training modules or who have not fulfilled licence requirements, or any other tasks assigned to them.

Should this occur and the employee still requires to access a Unitywater owned or operated site or access Unitywater computer systems, you can reconnect the employee – refer Section **5.16** How to reconnect your employee to Unitywater.

To disconnect employee from Unitywater:

- Navigate via Clients > Select **Unitywater**
- From the Unitywater client profile, select **'My team'**
- Locate team member you wish to disconnect, hover over the ellipse 3-dot menu icon, click on **'Disconnect from client'**:



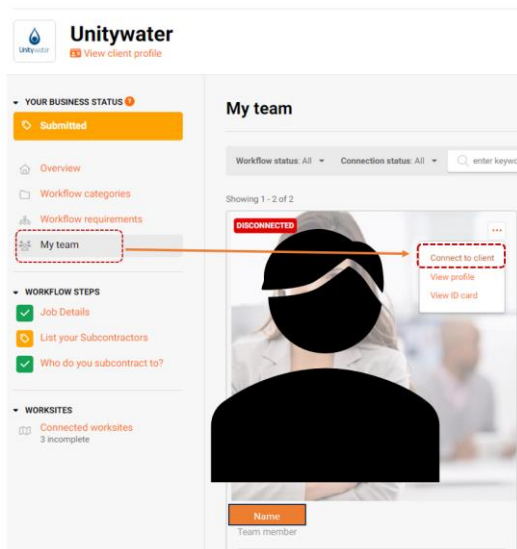
- The team members profile will be disconnected and they will no longer be prompted to complete Unitywater training and tasks. Disconnected team members will not be permitted to access Unitywater sites.



### 5.16. How to reconnect your employee to Unitywater

If your workers have been disconnected from Unitywater and they are connected to your business in Sitepass, you can reconnect them to Unitywater as follows:

- a) Your employees can self-serve and reconnect to Unitywater following instructions in Section 6.12 How to add Metered Standpipe Operator training.
- b) If you, as an administrator, are required to assist the worker to connect to Unitywater, you can:
  - Navigate via Clients > Select **Unitywater**
  - From the Unitywater client profile, select **'My team'**
  - Locate the disconnected worker, hover over the ellipse 3-dot menu icon, click on **'Connect to Client'**.




- You will be prompted to review, select and confirm answers to workflow categories on the employee's behalf as per Section 6.4 Complete 'Connect to Unitywater' workflow questions - worker.
  - Once the employee is connected to Unitywater, they will receive a notification from Sitepass and they will be able to complete all outstanding tasks via their account.
  - To track task completion progress, follow instructions in Section 5.17 Track worker's workflow status (completion of tasks) – Reporting.
- c) Unitywater Sitepass administrator can invite workers to connect to Unitywater on your company's behalf. If you require support with the above, please email [sitepass@unitywater.com](mailto:sitepass@unitywater.com) and include the name and email address of the worker you wish to reconnect.

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### 5.17. Track worker's workflow status (completion of tasks) – Reporting

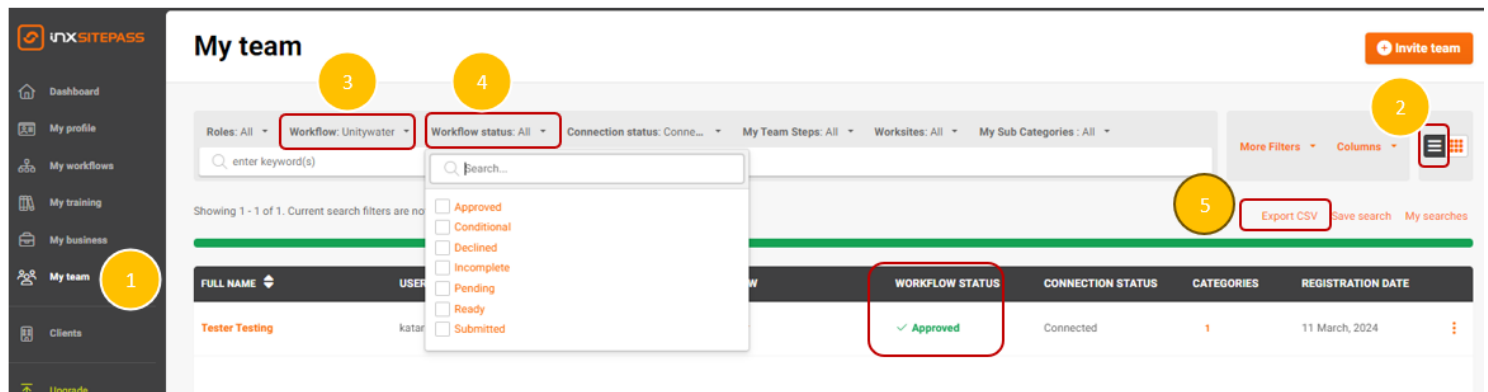
You can track your worker's progress in competing assigned tasks by monitoring their status related to the Unitywater workflow as follows:

1. Click on 'My team' via the lefthand side navigation panel.
2. Select a column view by clicking  in the top right-hand corner menu.
3. Use the top menu filter and select Workflow = Unitywater.
4. You can use the Workflow status filter to further refine your select (e.g. select Incomplete).
5. You may use the 'Export CSV' option to export the data into CSV file and manipulate it in excel if required.

**Please prompt workers in Incomplete, Pending or Declined status to complete their tasks.**



**TIP:** If you are a subcontractor to a Unitywater supplier, you may use this approach to generate a report for the company that engaged you demonstrating that your employees have an approved status.



FULL NAME	USER	WORKFLOW STATUS	CONNECTION STATUS	CATEGORIES	REGISTRATION DATE
Tester Testing	katar	Approved	Connected	1	11 March, 2024

## 6. Instruction – Workers

### 6.1. Your responsibilities as a worker

Worker is a person engaged by Unitywater Supplier or their Subcontractor who:

- performs work for or on behalf of Unitywater, or
- requires access to Unitywater site to perform work on behalf of Unitywater's Tenant.

As a Worker, you are responsible to ensure that:

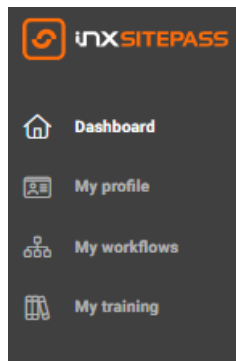
- your details are up to date in Sitepass
- you complete all mandatory induction modules prior to commencing work at a Unitywater workplace, or on behalf of Unitywater
- you complete any assigned forms and upload details and photographs of all relevant licences and qualifications required to carry out the works safely.

If you do not complete all assigned tasks and training within two (2) weeks, you will be disconnected from Unitywater in Sitepass.

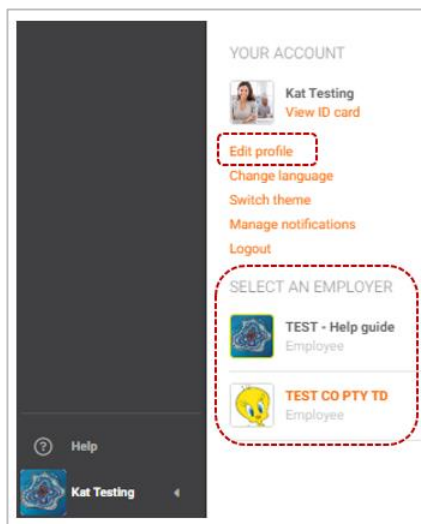
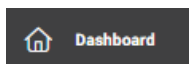
If you have been disconnected from Unitywater and you are required to perform work for or on behalf of Unitywater, you can reconnect, following the instructions in Section **6.12** How to add Metered Standpipe Operator training.

## 6.2. Navigation – General tips

- The top left-hand pane is your index. Use this pane to switch between pages.



- Your Dashboard is your home page. You can use this page to gain an overview of your Sitepass account.



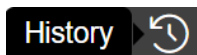
The bottom part of the left-hand pane holds access to the following functionality.



brings up the Help Centre. You can use this feature to search for help.

Clicking on your **business's logo** in the bottom left-hand pane opens further selection options that allow you to: edit your profile, change the language displayed in Sitepass, switch theme, manage your notifications, log out, and switch employers (if you have multiple).

- You can access the History Log of any page that contains the History Log icon located on the right-hand side. Clicking on this icon opens the history log information for that page – please note that the information opens within the page itself. Clicking on the icon again closes the History Log.



- The Workflow Wizard makes it easier to select the right options for a person so that their workflow is set up correctly. When available, the Workflow Wizard appears in the top right-hand side of the page.





### 6.3. How to accept your Sitepass invitation and register



#### Step 1: Email invitation

You will have received an invitation from your employer. Click the '**Connect Now**' button in the body of the email to begin the registration process.



#### Step 2: Your account details

At the registration screen, enter your **name**, **email**, and a secure **password** you'll remember. You can always reset your password later if you forget it. Check your details are correct then agree to the terms and conditions. To continue click the '**Create account**' button.



#### Step 3: Verify your email

A verification email will be sent to your email address. When you receive it, click the '**Verify email address**' button to continue the registration process. Note: be sure to check your junk/spam folder if it hasn't arrived.



#### Step 4: Add a photo

Unitywater requires you to upload a clear, easily identifiable photo of yourself to verify your identity when working at our sites, or on our behalf. Once uploaded, you can rotate, resize, or crop your photo to suit. Any inappropriate photos will result in a declined status.



#### Step 5: Primary contact details

Add your primary email address and mobile phone number so we're able to contact you about your account, or worksite related emergencies.



#### Step 6: Complete

At this stage, you're ready to complete the registration process and dive into Sitepass. Click '**Finish Setup**' to be taken to your Sitepass Dashboard

**Need assistance?** Refer to Section 4.2 Getting Support for details.

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### 6.4. Complete 'Connect to Unitywater' workflow questions - worker

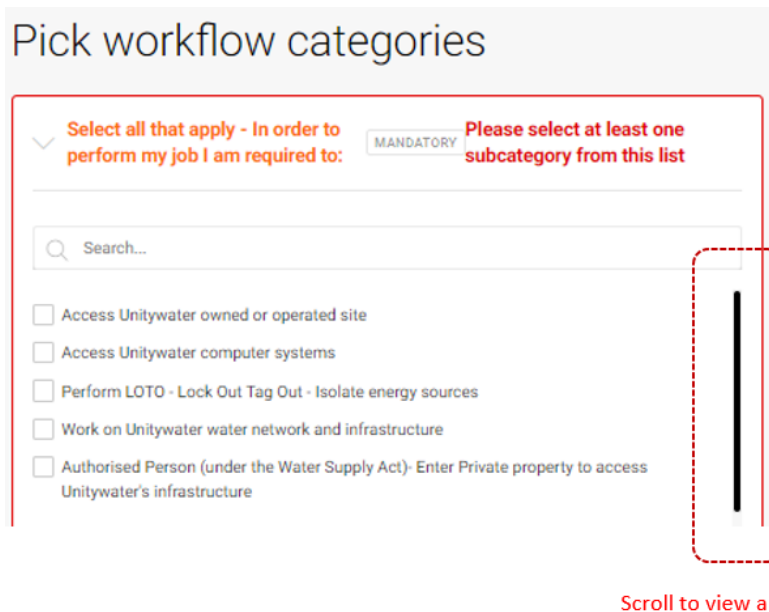
Once you set up your Sitepass profile and selected to 'connect to Unitywater, you will be prompted to complete the following workflow questions:

#### Step 1: Pick your work categories

- You will be presented with questions you must answer to indicate how you will interact with Unitywater. This will help Unitywater to determine the induction training you will be required to complete and any additional requirements.
- Please note, that the questions will be reviewed periodically, and you may be prompted to review the answers provided from time to time.
- You will be able to update your answers any time if your circumstances change. Please refer to Section **6.10** How to update answers to the workflow questions (categories).

When selecting your work categories, please ensure that:

- You use the scroll bar to view all selection options.
- Select all answers that apply to the work you will be performing.
- Click  to confirm your selections.



**Pick workflow categories**

**Select all that apply - In order to perform my job I am required to:**
MANDATORY **Please select at least one subcategory from this list**

Search...

- Access Unitywater owned or operated site
- Access Unitywater computer systems
- Perform LOTO - Lock Out Tag Out - Isolate energy sources
- Work on Unitywater water network and infrastructure
- Authorised Person (under the Water Supply Act)- Enter Private property to access Unitywater's infrastructure

Scroll to view all options

**Select all that apply - In order to perform my job I am required to:**

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- Please ensure you read all options carefully (use the scroll bar to view all options). You are required to select all options that apply to your work.

Access Unitywater owned or operated site	You must select this option and complete the assigned induction training to be permitted to enter a Unitywater owned or operated site.  Examples (not limited to) are Sewer Treatment Plants – STPs, Service Centres, Corporate Centres, Water network or infrastructure sites such as Water reservoirs, water towers, water mains, water pump stations, traffic control at Unitywater operated work sites.
Access Unitywater computer systems	You must select this option and complete all assigned training as a condition to be granted access to Unitywater information and technology or perform work remotely on behalf of Unitywater.
Perform LOTO - Lock Out Tag Out - Isolate energy sources	If you will be required to isolate energy sources before performing work (perform Lock Out Tag Out), you must select this option and complete the assigned training.  Examples of Energy sources include: Electrical, Chemical, Biological, Pressure (fluid, air and gasses), Mechanical.
Work on Unitywater water network and infrastructure	You must select this option and complete the assigned training to be permitted to Work on Unitywater water network and infrastructure.
Authorised Person (under the Water Supply Act) - Enter Private property to access Unitywater's infrastructure	If you require to Enter Private property to access Unitywater's water/sewage network as an Authorised Person under the <i>Water Supply Act</i> , you must select this option and complete all assigned training as it is a mandatory requirement to be issued the Unitywater 'Authorised Person card', following the relevant application process.

### Step 2: Pick your work sites

- If you require to manage a Network Permit to Work via the Unitywater Electronic Permit to Work System (ePTWS), add '**Network Permit to Work**' worksite.
- If you are a Standpipe operator under a current contract, add '**Metered Standpipe**' worksite.
- Once you made your selections, '**Finish**'.
- If the above does not apply to you, skip this question, and click '**Finish**'.



**TIP:** You are required to complete Network Permit to work or Metered Standpipe training, but the Network Permit to Work or Metered Standpipe site is not available to be added? Your employer must add the required site on the company account as per Section 5.4 (Step 2). Once your employer adds the required site to their account, you will be able to add it to your account following instructions in Section 6.10.

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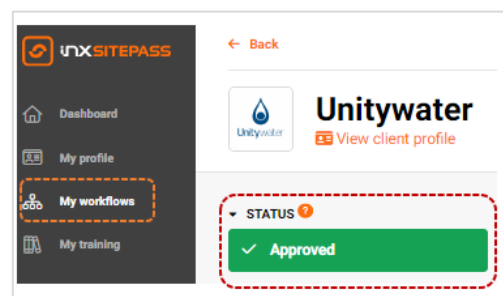
### 6.5. Understanding your Unitywater 'Workflow status'

Your 'Workflow status' represents the overall status of the tasks assigned to you by Unitywater.

**You will NOT be permitted to access a Unitywater site or Unitywater systems, if your workflow status is not 'Approved'.**

You can view your status via **My Workflows > Unitywater**

The overall 'workflow status' is generated based on the status of the tasks assigned to you by Unitywater. You will receive an email notification from Sitepass informing you of any status change and more details regarding information required (if status not Approved).



Status	Explanation	Action
Approved	The workflow has passed all the requirements as specified by Unitywater.	No action required.
Incomplete	The workflow or workflow step has not been attempted. No changes have been applied. The main status stays as Incomplete if one or more of the steps are incomplete.	Complete outstanding tasks and click 'Submit' as per Section 6.6 below.
Ready	A step has been completed but it has not been submitted. When the main status is Ready, it means that all steps within the workflow have been completed but the workflow has not been submitted to the business for approval.	Please ensure you click 'Submit' when you provide information to Unitywater.
Submitted	The workflow has been submitted to the Unitywater Sitepass Administrator but has not yet been reviewed.	If you require an urgent review, please email: <a href="mailto:sitepass@unitywater.com">sitepass@unitywater.com</a>
Pending	The Unitywater Administrator has verified one or more pieces of information within the workflow; however, further information is required before the workflow can be approved.	Complete outstanding tasks and click 'Submit' as per Section 6.6 below.
Declined	The Sitepass Administrator has declined the workflow or workflow step. Or workflow step/task is automatically set to 'Declined' status if you fail to complete assigned training course in the set timeframe or do not provide new details of a licence that has expired.	Complete outstanding tasks and click 'Submit' as per Section 6.6 below.
Conditional	The workflow or workflow step has been approved - with conditions - by Unitywater Administrator. Usually, this status includes a comment from that Administrator notifying the user of further actions required to gain a full approval status.	Complete outstanding tasks and click 'Submit' as per Section 6.6 below.

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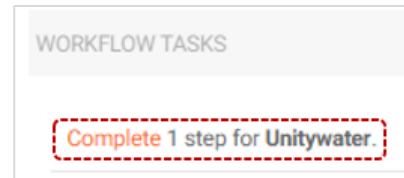
### 6.6. How to complete your outstanding tasks (workflow steps)

Based on the workflow categories you have selected; you will be assigned tasks relevant to the work you will be performing.

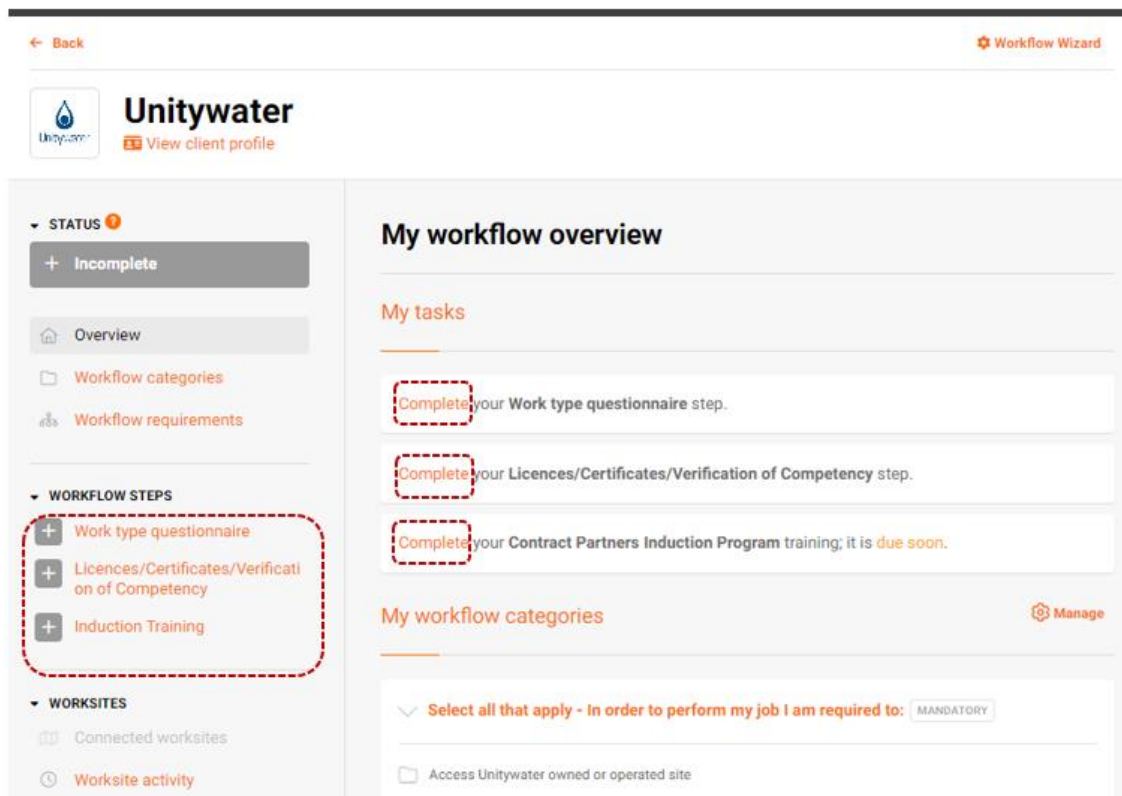
The tasks will consist of a combination of:

- the induction training you will be required to complete (may be multiple modules)
- work type questionnaire (if applicable), and/or
- a proof of licences or certification (if applicable).

a) You can complete these requirements by navigating via the **Dashboard > Workflow tasks**, or



b) Navigating via **My Workflows > Unitywater** clicking '**Complete**' under '**My tasks**' or selecting each workflow step to complete from the 'Workflow steps' navigation pane.

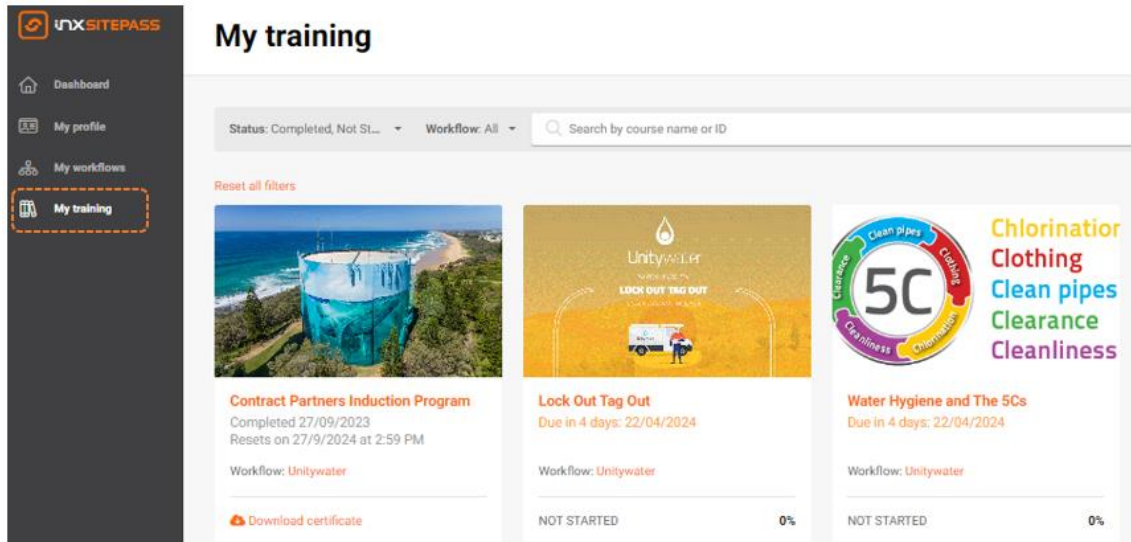




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### 6.7. How to complete your induction training

You can access the mandatory induction training modules by going to **My Training** via the left-hand navigation pane.



To launch a training module, simply click on it. It will open in a pop-up window. Please ensure you remove any pop-up blockers in your browser.

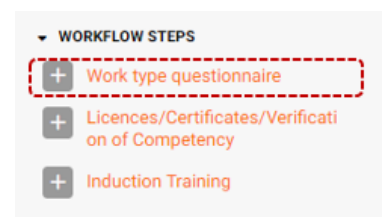
The status of each training module can be seen on the bottom of the module's tile. The statuses are:

- **Completed** – this means the module has been completed.
- **In Progress** – this means the module has been launched but has not yet been completed it. To continue completing the module, simply click on it.
- **Not Started** – this means that the module has not been launched yet.

### 6.8. How to complete the Work type questionnaire

If applicable, based on the work you will be performing, you will be assigned a task to complete the Work type questionnaire.


You can access the questionnaire by going to My Workflows via the left-hand navigation pane. Select Unitywater, then navigate via **'My Tasks'** or the **'Workflow steps'** – select **'Work type questionnaire'**.



Answer all the questions in the form. Note that all **multi-choice questions allow multi-selection**.

Answer all questions and once completed click **'Submit'**.



**TIP:** If you do not  your answers, we will not know the questionnaire is ready for review and your overall status will remain incomplete = you are NOT permitted to enter a Unitywater site or access Unitywater systems.





### 6.9. How to complete the licences, certificates and verification of competency form

If applicable, based on the work you will be performing, you will be assigned a task to provide a proof of licence or certification. If you answered 'Yes' to any of the Work type questionnaire questions, you must provide details of a corresponding licence or certification.

You may be prompted to provide a proof of licence or certification if you are utilising Unitywater services that are a subject to application approval process, such as Metered Standpipes.

If not applicable, scroll to the Licence declaration section and select 'I confirm I am not required to hold any licences to perform work on Unitywater sites or on behalf of Unitywater'.

Make sure you '**Submit**' changes made.

 **TIP:** If you do not click  below the Licence declaration section, we will not know that your licences are ready for review and your overall status will remain incomplete = you are NOT permitted to enter a Unitywater site or access Unitywater systems.

#### A. Submit a licence for verification

##### a) Add a new licence record

Licences



- Click '**Add**' in the Licences section.
- Enter information into all required fields:
  - select Licence type from the dropdown menu
  - enter Licence provider name
  - enter Licence Number
  - upload copy or photo showing the details entered
  - enter Licence Expiry date.
- Click '**Submit**' to submit the Licence data.
- Please note you will also be required to click '**Submit**' at the end of the form below Certificates to submit the changes you made for review by Unitywater.
- Any other qualifications can be added to the Certificates section of this form.

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### b) Edit an existing licence record – update expiry date and/or upload photo

**Licences** + Add

This area is where relevant Licences for licenced work are to be stored. Please select the licence type from the dropdown menu and ensure a photo or copy is uploaded. To upload or renew a licence/qualification type already listed in the table, click on the row in the table. Do not click 'Add' button unless you need to upload a licence/qualification not already listed.

TYPE	LICENCE PROVIDER	LICENCE NUMBER	LICENCE EXPIRY DATE	
General Construction Induction Card (White Card)	Workplace Health & Safety Queensland	TEST 1234	31 March, 2025	ACTIVE
Rigger - Basic (RB)	Queensland government	TEST 999999	13 March, 2024	EXPIRING SOON

- To upload a new photo of a licence and/or amend the expiry date of a licence type already listed in the table, **click on the row in the table** that you wish to edit.
- Update information as required in the Edit Licences screen.
- Click '**Submit**' to submit the updated Licence data.

Please note you must click  the end of the form to submit the changes you made for review by Unitywater.

### B. Submit a certificate for verification

#### a) Add a new certificate record

Certificates

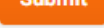


- Click '**Add**' in the Certificates section.
- Enter information into all required fields:
  - select Certificate type from the dropdown menu
  - if other, please specify – enter certificate type here if you selected 'other' in the previous step because your certificate type was not listed in the dropdown menu.
  - enter Training provider name
  - enter Licence Number
  - upload copy or photo showing the details entered
  - enter the Expiry date.
- Click '**Submit**' to submit the Licence data.
- Please note you will also be required to click '**Submit**' at the end of the form below Certificates to submit the changes you made for review by Unitywater.
- Licences should be listed in the Licences section of this form.

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### b) Edit an existing certificate record

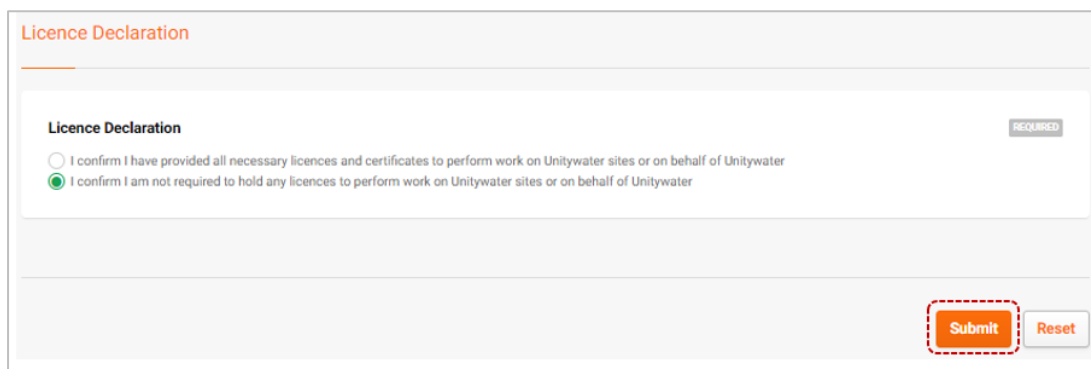
- To upload a new photo, amend the expiry date or amend any other information on an existing certificate record (already listed in the certificates table), **click on the row in the table** that you wish to edit.
- Update information as required in the Edit Certificates screen.
- Click '**Submit**' to submit the updated Certificate data.

Please note you must click  the end of the form to submit the changes you made for review by Unitywater.

### C. Complete the Licence Declaration


Please read carefully and select the declaration that applies to you.

If you are not required to hold specific licences to perform work on Unitywater sites or on behalf of Unitywater you may declare it here and '**Submit**' the form for review without entering licence information.



### 6.10. How to update answers to the workflow questions (categories)

If your work type or other circumstances have changed and you need to update the answers to workflow questions provided at the time you registered:

- Via the left-hand navigation pane, click on '**My workflows**' and select Unitywater.
- View currently selected Categories.
- To update your answers, select  **Workflow Wizard** from the top right corner.
- **Pick your categories:** Make changes as required (select additional categories or de-select categories that are no longer applicable). Click '**Next**'.
- **Pick your worksite:** Add or remove a worksite. Click '**Finish**'.
- Click '**Finish**' to confirm your choices.
- Your 'workflow steps' and 'tasks' will be updated accordingly.


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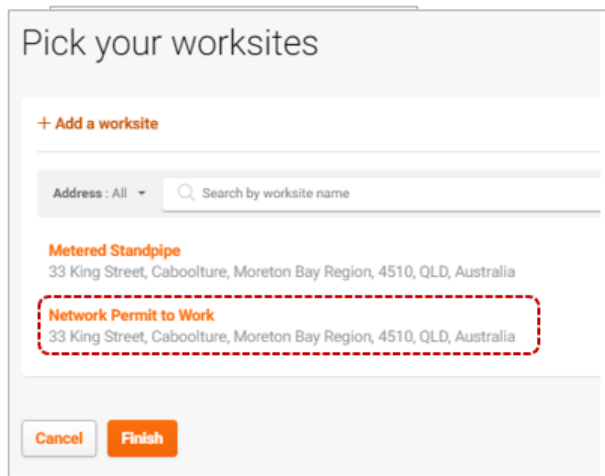
### 6.11. How to add Network Permit to Work training

If you require to manage a Network Permit to Work via the Unitywater Electronic Permit to Work System (ePTWS), you will be required to complete Network Permit to work training.

If you are **registering as a new Sitepass user** follow the instructions in Section 6.4 Complete 'Connect to Unitywater' workflow questions - worker and ensure that in Step 2: Pick your worksites you add '**Network Permit to Work**'.

If you **already have a Sitepass account connected to Unitywater**, you can add the required training by following these steps:

- Via the left-hand navigation pane, click on '**My workflows**' and select Unitywater.
- Select  **Workflow Wizard** from the top right corner.
- **Pick your categories:** Make changes if required, otherwise Click '**Next**'.
- **Pick your work sites:**
  - Click on '**Add worksite**'
  - Search or select '**Network Permit to Work**' from the list provided.



Pick your worksites

+ Add a worksite

Address: All

**Metered Standpipe**  
33 King Street, Caboolture, Moreton Bay Region, 4510, QLD, Australia

**Network Permit to Work**  
33 King Street, Caboolture, Moreton Bay Region, 4510, QLD, Australia

Cancel Finish

- Once selected, it will appear at the top of your list.
- Click '**Finish**' to confirm your choices.
- The Network Permit to Work training modules will be assigned to you.



**TIP:** You are required to complete Network Permit to work training, but the Network Permit to Work' site is not available to be added? Your employer must add the Network Permit to Work' site on the company account as per Section 5.4 (Step 2). Once your employer adds the Network Permit to Work site to their account, you will be able to add it to your account following instructions in this Section.

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### 6.12. How to add Metered Standpipe Operator training


Metered Standpipe Operators are required to:

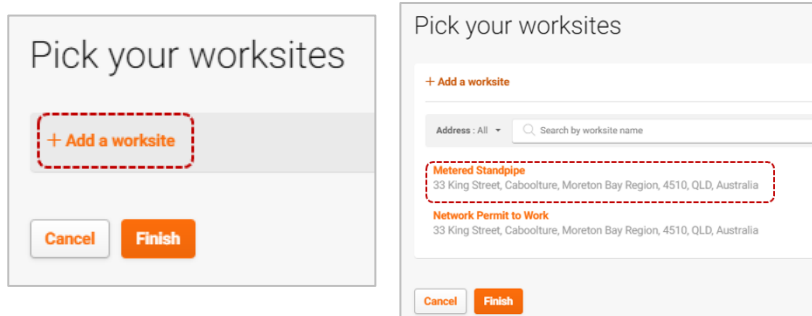
- provide Standpipe operator RTO ticket (refer Section 6.9 – Add a new certificate record)
- complete '5Cs & Water Hygiene - Metered Standpipe' training (see instructions below).

If you are **registering as a new Sitepass user**:

- You work for a Unitywater contractor or subcontractor:
  - follow the instructions in Section 6.4 Complete 'Connect to Unitywater' workflow questions - worker and ensure that in Step 2: Pick your worksites you add '**Metered Standpipe**'.
- Your employer is not a Unitywater contractor or subcontractor and you only required to register in Sitepass in order to operate Metered standpipe under a current agreement:
  - follow the instructions in Section 8.1.

If you **already have a Sitepass account connected to Unitywater**, you can add the required training by following these steps:

- Via the left-hand navigation pane, click on '**My workflows**' and select Unitywater.
- Select  **Workflow Wizard** from the top right corner.
- **Pick your categories:** Make changes if required, otherwise Click '**Next**'.
- **Pick your work sites:**
  - click on '**Add worksite**'
  - search or select '**Metered Standpipe**' from the list provided.



- Once selected, it will appear at the top of your list.
- Click '**Finish**' to confirm your choices.
- The '5Cs & Water Hygiene - Metered Standpipe' training will be assigned to you. To complete the training, follow instructions in Section 6.7.



**TIP:** You are required to complete Metered Standpipe training, but the Metered Standpipe site is not available to be added? Your employer must add the 'Metered Standpipe' site on the company account as per Section 5.4 (Step 2). Once your employer adds the Metered Standpipe site to their account, you will be able to add it to your account following instructions in this Section.

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### 6.13. How to 'reconnect to Unitywater' if I was disconnected

If you have not completed required tasks assigned to you within 15 days, you will be disconnected from the Unitywater workflow.


If you do need to access a Unitywater site, you will need to reconnect and complete all assigned tasks (training and/or forms, as applicable).

To reconnect to Unitywater:

a) Log into Sitepass via:

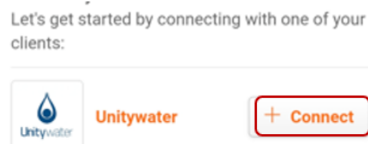
- i. this link <https://app.mysitepass.com/wms>



- ii. or via  located on any email communication from Sitepass.

b) Connect to Unitywater:


- i. Via the Dashboard select 'Connect' to Unitywater.



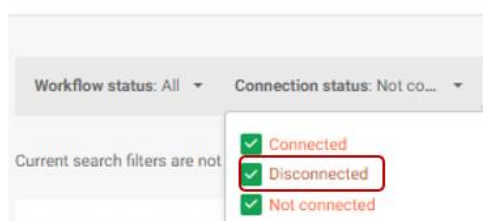
- c) Follow prompts (workflow categories selection and complete all assigned tasks).

Alternatively, contact your company's Sitepass administrator, who will be able to send you an invitation email to reconnect with Unitywater.



- You can also connect via '**My workflows**' - ensure you include 'disconnected' status in the filter to see Unitywater as an option, hover over  and select '**Connect.**'

### My workflows





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## 6.14. How to generate and download your Sitepass ID card

All Sitepass users are issued with an individualised Sitepass ID card.

- Your ID card is linked to your Sitepass account. You can download your ID from Sitepass and then present it to Unitywater when you attend one of our worksites.

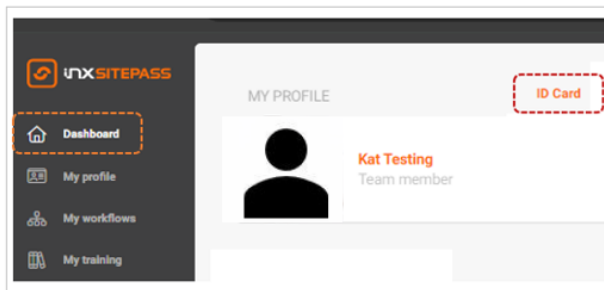
Your ID card contains a Quick Response (QR) code, which is your unique matrix barcode.

- Your barcode can be scanned by a Unitywater Team Member to ensure that you have met Unitywater requirements before you begin work.

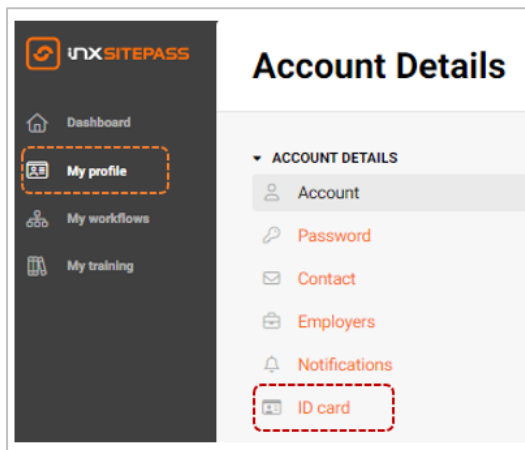


Example of Sitepass ID card

You can access your ID card in Sitepass via **Dashboard > ID card**



Or via **My Profile > ID card**



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### 7. Workers – FAQs

Before site access is granted, all contractors, tenants and their sub-contractors who are attending Unitywater workplaces or conducting work on behalf of Unitywater must be registered and approved on Sitepass.



Have you been 'approved' via Sitepass?

**No 'Approved' Status**



**No access**



Are you connected to Unitywater in Sitepass, but your status is NOT APPROVED?

- Log in to [Sitepass](#) via QR code above
- Complete outstanding tasks in Sitepass

Tip: Ensure you press '**Submit**'

(Tasks consist of Training modules, Work type questionnaire and Licence requirements. Any outstanding tasks will show under '**My tasks**')

My tasks

Complete your Licences/Certificates/Verification of Competency step.

Have you been DISCONNECTED from Unitywater workflow in Sitepass?

- Log in to [Sitepass](#) via QR code above
- Via the Dashboard select 'Connect' to Unitywater
- Follow prompts (workflow categories selection and complete all assigned **outstanding** tasks listed under 'My tasks')

Let's get started by connecting with one of your clients:



Your employer is registered but you do not have an account in Sitepass?

- Contact your employer or email [sitepass@unitywater.com](mailto:sitepass@unitywater.com) and ask for Sitepass invitation

Your employer is not registered in Sitepass?

- Inform your employer to contact [sitepass@unitywater.com](mailto:sitepass@unitywater.com) in order to register

## 8. Unitywater Sitepass registration for customers

### 8.1. Instructions for Unitywater customers who require to manage Network Permit to work or Operate Metered Standpipes

In addition to the above, Sitepass is utilised to enable workers of Unitywater clients/ customers to complete online training or provide specific qualifications and/or licences to comply with the relevant application process.

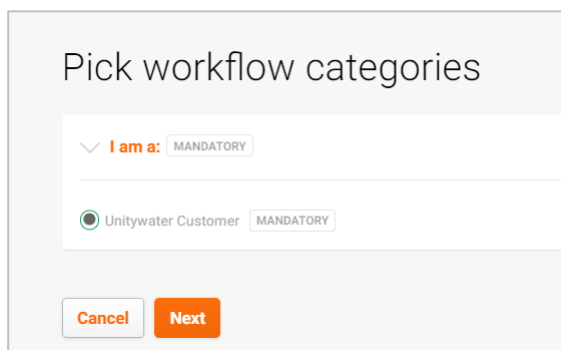
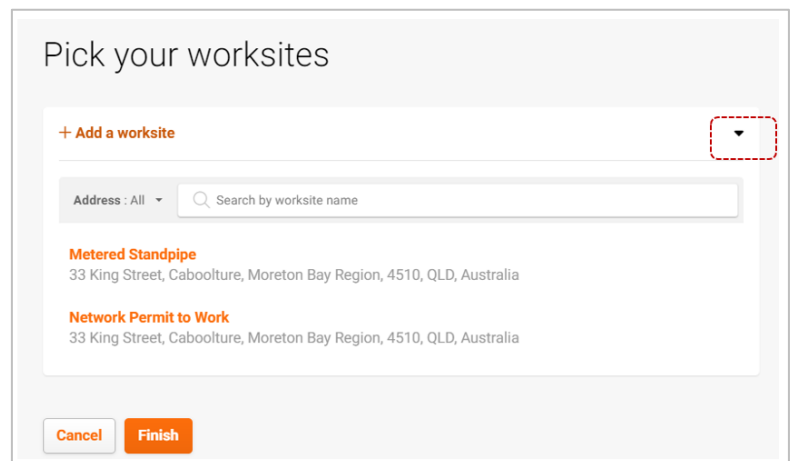
*If you are a worker of a Unitywater contractor or subcontractor, this is not the correct registration process – contact our employer and then follow instructions in Section 6.*

If your employer is **not** a Unitywater supplier/contractor, tenant or subcontractor and you require to complete training related to Network permit to work management or Standpipe operator application, you can follow the below registration process:

- As a part of the above-mentioned processes, you will receive an invitation to connect to Unitywater as a Unitywater customer.
- Follow instructions in Section 6.3 to create an account.
- Once you set up your Sitepass profile and selected to 'connect to Unitywater, you will be prompted to complete the following steps:

#### Step 1: Pick your work categories

- You will be required to confirm you are a Unitywater customer – click **Next**.

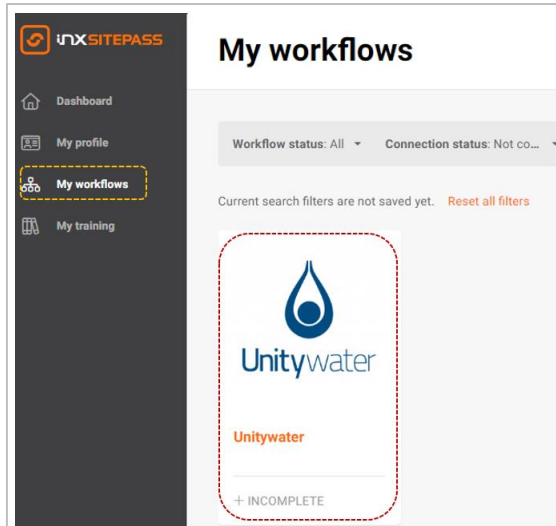
#### Step 2: Pick your work sites

- Click on the dropdown to display sites available. If required, utilise the search by worksite name functionality.
- If you require to manage a Network Permit to Work via the Unitywater Electronic Permit to Work System (ePTWS), add '**Network Permit to Work**' worksite.
- If you are a Standpipe operator under a current contract, add '**Metered Standpipe**' worksite.
- Once you made your selections, '**Finish**'.

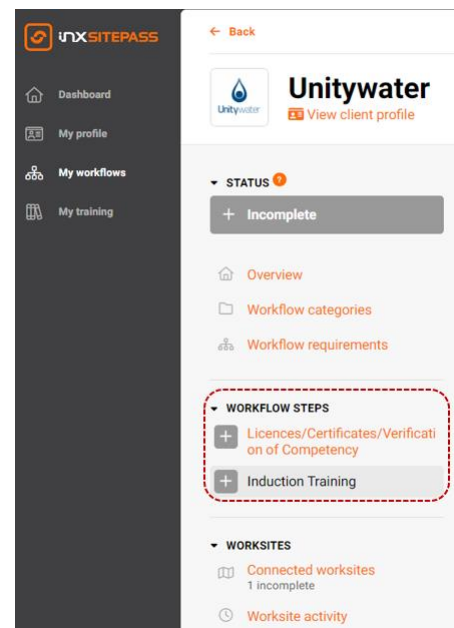
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### Step 3: Complete assigned tasks

- Based on the above two steps you will be assigned tasks related to Metered Standpipe operation or/and Network permit to work management.
- You can view all your tasks via **My workflows > Unitywater**

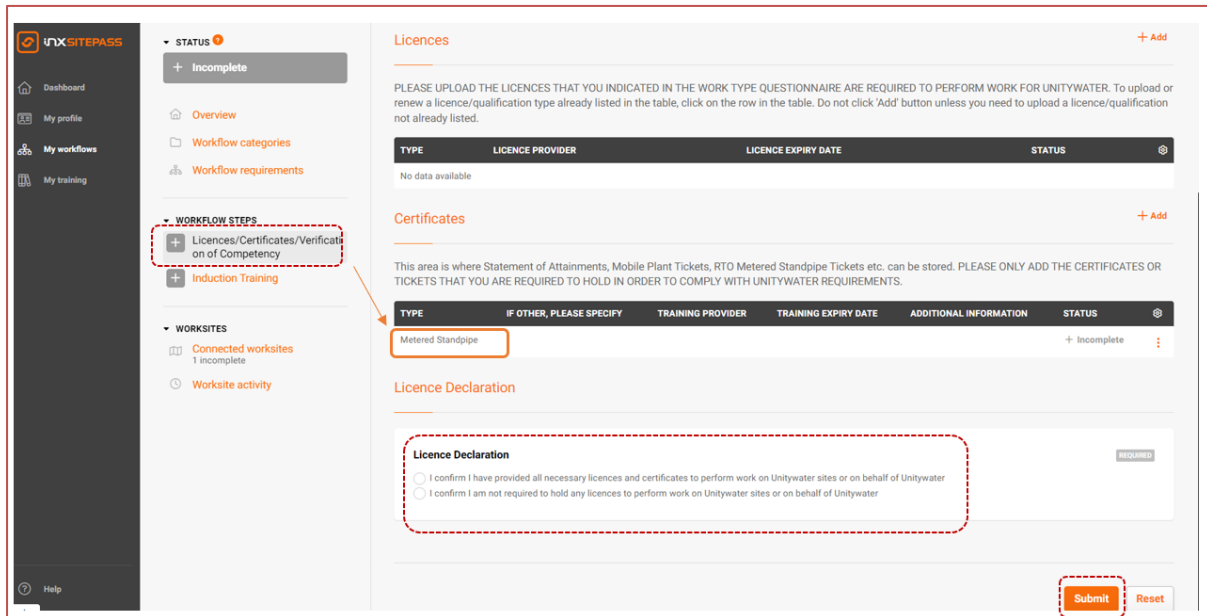


- Your tasks will be listed under 'Workflow steps' and consist of:
  - **Licences and certificates** (if you are a Standpipe operator, please record your RTO ticket under the certificates) This step is not applicable for Network permit to work related processes.
    - Follow detailed instructions on the next page.
  - **Induction training** – training assigned to you can be accessed via the workflow steps or 'My training'.
    - Click on the training course you wish to take and follow the training instructions. Once complete, the Induction Training workflow step will be 'Approved'.



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- To record Metered Standpipe ticket (RTO certificate), navigate via My workflows > Unitywater > Workflow steps > **Licences / Certificates / Verification of Competency**



- Click on 'Metered Standpipe' line under certificates (if this is not visible for you, you may select the 'ADD' button and search for Metered Standpipe certificate)
- Detailed certificate form will be displayed, enter:

- Type – Metered Standpipe
- Enter the Training provider's name
- Upload a copy of your certificate / ticket
- Enter expiry date
- SUBMIT.**

Once you submit the certificate information, please complete the Licence declaration section and **Submit** the licences form.

The status will change to 'Submitted' and a Unitywater team member will be prompted to validate and approve the record.

