

SafetyNow



Contractor Management



Contractor Company Administrator user guide

SafetyNow Contractor Management System

RMIT Health, Safety & Wellbeing

October 2024

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1. Purpose of this guide

This guide provides instructions and information to help Contractor Company Administrators use the SafetyNow Contractor Management System to manage their company compliance and the compliance of their workers who carry out works at RMIT properties.

2. Before a worker can undertake work at RMIT

If a worker needs to attend an RMIT site to carry out any type of work, they must have an **Active SafetyNow account** with an **Approved Compliance Status**.

After they've been registered in SafetyNow, they'll receive these four emails inviting them to activate their account:

- Two from Noggin, the SafetyNow software platform. Refer to [3. Activate your SafetyNow \(Noggin\) account](#) for instructions.
- Two from Workday, RMIT's Learning Management System. Refer to the [SafetyNow Contractor Worker user guide](#) for instructions on how a worker completes their induction courses in Workday.

Important: All the activation steps must be completed successfully before a worker can undertake work at an RMIT site.

3. Activate your SafetyNow (Noggin) account

You'll receive two emails from Noggin (SafetyNow) asking you to activate your account:

1. One containing general instructions and links to the SafetyNow user guides.
2. One with a Noggin account activation button. Click on the **Activate Account** button to login to SafetyNow and set your password. Noggin is the software used by SafetyNow.

If you don't receive these emails in your inbox, please check your Spam/Junk folder.

Note: The activation email will display **Noggin** branding. This is the software used by SafetyNow.

If a worker has an induction course due, they'll also receive two emails from the RMIT **Workday** system. Workday is where they'll complete their induction courses.

4. Login to the SafetyNow Contractor Administration System

1. Click on this link: [SafetyNow](#).
2. Enter your email address in the **Username** field, then click **Continue**.
3. Enter your password, then click **Log in**.
4. Enter the passcode from the SMS sent to your phone, then click **Submit passcode**.

Note: The activation email will display **Noggin** branding. This is the software used by SafetyNow.

noggin | Login
a Motorola Solutions Company

Please enter your Noggin user information

-----@contractorcompany.com.au

Remember me

Continue

noggin | Login
a Motorola Solutions Company

Please enter your Noggin user information

-----@contractorcompany.com.au

.....

Remember me [Forgot password?](#)

Log in

noggin | SMS
a Motorola Solutions Company

Please enter the passcode received via SMS

Enter passcode

Submit passcode

Didn't receive the passcode? [Resend passcode](#)

5. SafetyNow Contractor Company Administrator Navigation

5.1. Contractor Company Administrator Home Dashboard

On the **Contractor Company Administrator Home Dashboard**, there are two lists to select from:

1. My companies:

- Displays company contact details.
- To view and edit your company details and to view and action company documents and questionnaire, click the company record to go to the Company Overview page. See [6. Company Overview page](#).

2. My worker record:

- Displays your SafetyNow worker record.
- To view and edit your worker details, view and action your compliance documents, and view your induction courses (if required), click your worker record to go to your Worker Overview page.
- For instructions on how workers use SafetyNow to complete their compliance requirements and check in/check out when at an RMIT site, refer to the **SafetyNow Contractor Worker user guide**.

Contractor Company Administrator - Home Dashboard

Overview

My companies 1

| Status | Name | Type | Contact | Phone |
|-----------|--------------------|------|------------|--------------|
| Requested | Contractor Company | | Joe Bloggs | +61404555777 |

My worker record 2

| Name | Phone | Email |
|------------|--------------|-------------------------------------|
| Joe Bloggs | +61404555777 | joe.bloggs@contractorcompany.com.au |

5.2. Home button

To return to the Contractor Company Administrator - Home Dashboard page from any part of the system, click on the **Home** button.

Contractor Company Administrator - Home Dashboard

Overview

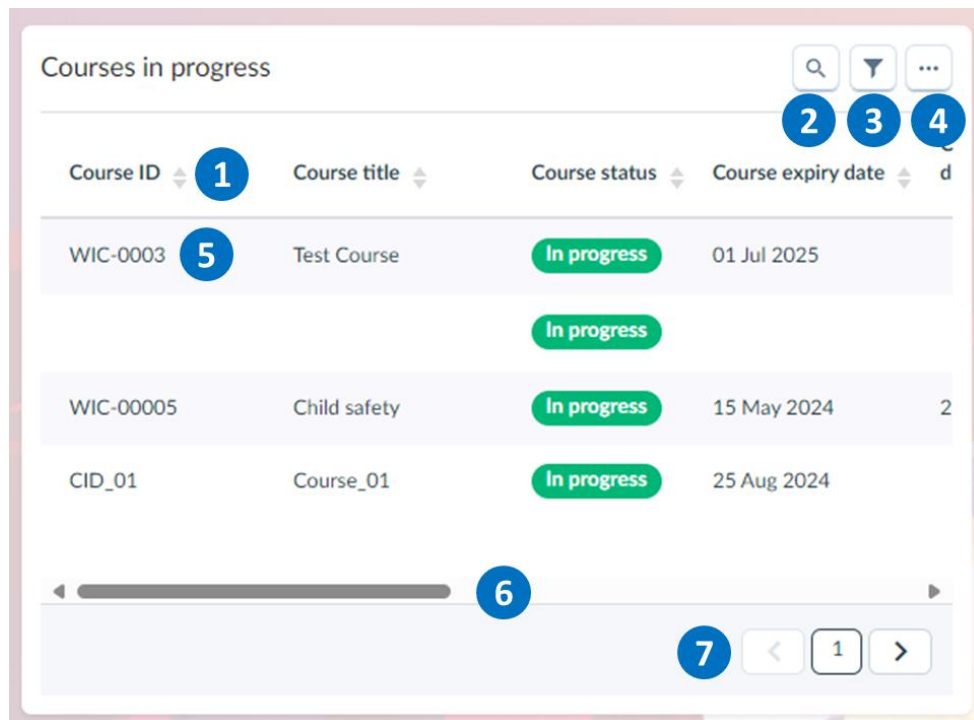
My companies

| Status | Name | Type | Contact |
|--------|------|------|---------|
|--------|------|------|---------|

5.3. List functions

SafetyNow lists provide the following functions:

1. The **Sort** arrows next to the column header can be used to order the companies as required.
2. The **Search** (magnifying glass) button can be selected to search for a particular company using key words.
3. The **Filter** button can be selected to filter the company list by a particular column value.
4. The **More Actions** (three-dot) button, followed by **Export csv** option can be used to export the displayed list to Excel in CSV format.
5. Click on the list record to go to see further details about that item.
6. If there is information beyond the list window, the scroll tool can be used to view information that's out of view.
7. If the list spans over multiple pages, the page tool can be used to move forwards and backwards through the pages.



6. Company Overview page

On the **Company Overview page** there are two tabs to select from:

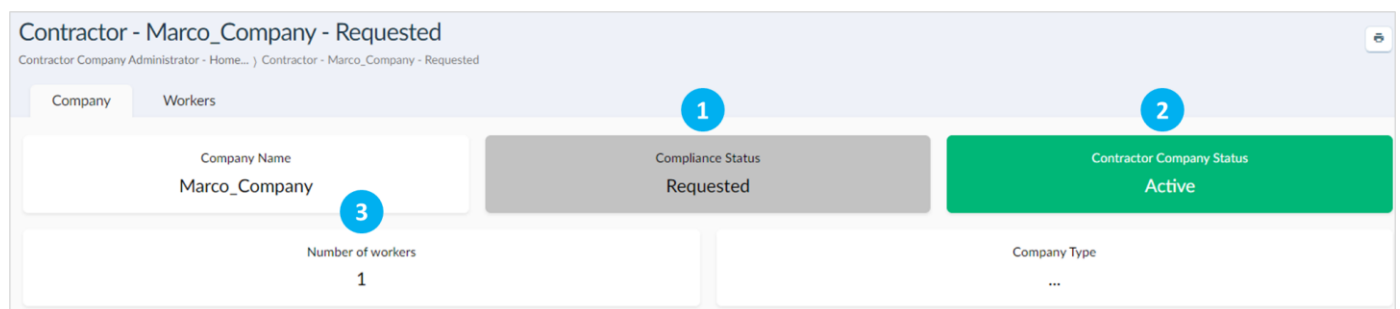
1. **Company tab:** Displays the Company Overview page.
2. **Workers tab:** Displays the Workers Overview page.



6.1. Company Overview dashboard

On the **Company Overview page**, a dashboard displays important information such as the:

1. Company Compliance Status
2. Contractor Company Status (system status – Active or Inactive),
3. Number of company workers from your Company that have registered in SafetyNow.



6.2. Company Compliance Status types

A company can be in one of four **Compliance Statuses**:

- **Requested:** When a company is new, and their documents and questionnaire are yet to be submitted.
- **In review:** The company has submitted their documents and questionnaire, but they haven't been assessed by RMIT yet.
- **Suspended:** The company's documents and/or questionnaire have been rejected by RMIT and may need to be resubmitted.
- **Compliant:** The company's documents and questionnaire have been approved by RMIT and the company has met its compliance requirements.

6.3. Contractor Company Status types

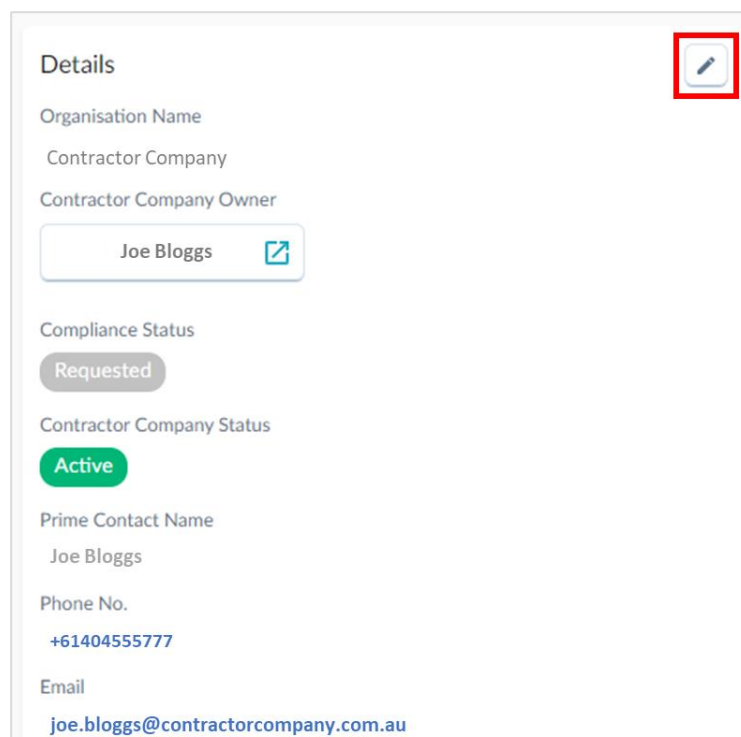
The Contractor Company Status is set as **Active** when a new contractor company is created in SafetyNow by RMIT. It can only be changed to **Inactive** by an RMIT Contractor Administrator.

When a Contractor Company Status is set to **Inactive**, the contractor company and their workers will no longer be able to access SafetyNow. Additionally, an **Inactive** company's workers will not be permitted to work at RMIT properties.

6.4. View and update company details

The **Details** section displays your company information.

To view further details or to update this information, click on the **Edit** (pencil) button to open the Edit Contracting Entity window.



The screenshot shows a 'Details' window with the following information:

- Organisation Name:** Contractor Company
- Contractor Company Owner:** Joe Bloggs (with an edit icon)
- Compliance Status:** Requested
- Contractor Company Status:** Active
- Prime Contact Name:** Joe Bloggs
- Phone No.:** +61404555777
- Email:** joe.bloggs@contractorcompany.com.au

An edit icon (pencil) is highlighted with a red box in the top right corner of the window.

In the **Edit Contracting Entity** window, update your company information if required, then click **Save**.

Cancel Edit Contracting Entity Save

Contractor Company ID
Company-0215

Organisation name*
Marco_Company

Primary Contact First Name*
Joe

Primary Contact Middle Name
test

Primary Contact Last Name*
Bloggs

Email*
joe.bloggs@contractorco.com.au

Phone*
+61404555777

Australian Business Number

6.5. View and action company compliance documents

The **Documents** list displays the company compliance documents you must submit and maintain on behalf of your Company and their status.

To action a compliance document, click on a document record to open the Edit Entity Document window.

| Document type | Status |
|----------------------------------|-----------|
| Public Liability Insurance | Requested |
| Worker Compensation Insurance | Requested |
| Professional Indemnity Insurance | Requested |
| Safety Documentation | Requested |

In the **Edit Entity Document** window:

1. In the **Expiry Date** field, select the document expiry date (where required).
2. In the **Insured Amount** field, enter the insurance cover dollar figure (where required).
3. In the **Document Upload** section, upload the document file.
4. To keep the changes, click **Save**.

5. The document status will update from **Requested** to **Pending Verification**.

The screenshot shows a web form titled "Edit Entity document". At the top left is a "Cancel" button, and at the top right is a "Save" button. The form contains the following fields and sections:

- Type:** Public Liability Insurance
- Status:** Requested
- Expiry date *:** 13 Dec 2024
- Related company:** Contractor - Marco_Company - Requested
- Insured amount *:** 1000000
- Document upload:** A dashed box containing the text "Drag files here or" and an "Upload" button.

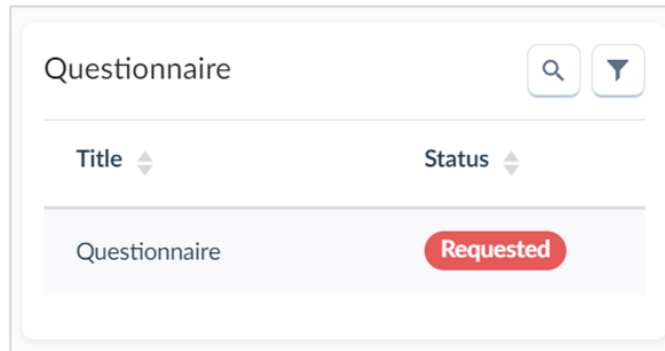
Blue circles with numbers 1, 2, 3, and 4 are overlaid on the form to highlight specific elements: 1 is on the Expiry date field, 2 is on the Insured amount field, 3 is on the Upload button, and 4 is on the Save button.

6.5.1. Company compliance document/questionnaire status types

- **Requested:** The document/questionnaire has not been submitted by the contractor company yet.
- **Pending Verification:** The document/questionnaire has been submitted by the contractor company but hasn't been verified by RMIT yet.
- **Rejected:** The document/questionnaire has been rejected by RMIT and may need to be resubmitted.
- **Compliant:** The document/questionnaire has been verified and approved by RMIT.
- **Expired:** The document has expired, and an updated document needs to be submitted. Does not apply to questionnaires.

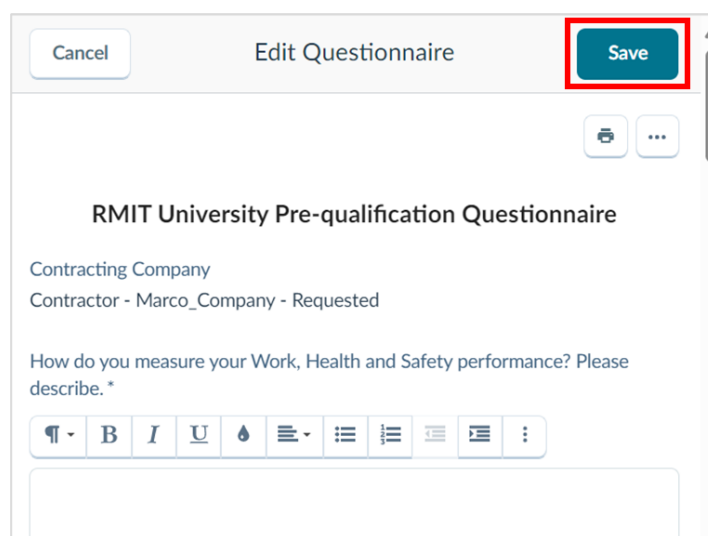
6.6. View and action company questionnaire

1. The **Questionnaire** section displays the RMIT University Pre-qualification Questionnaire record.
2. To view and complete your company questionnaire, click on the record to open the **Edit Questionnaire** window.



3. In the **Edit Questionnaire** window, complete the required fields and click **Save**. The questionnaire status will update from **Requested** to **Pending Verification**.

Important: If you answer 'No' to a question, please provide a reason in the **Comment** field.



6.7. View worker check-in records

The **Check-in and Check-out Records of Company Workers** list displays the details of all your company worker check-ins at RMIT properties.

To view additional details about a check-in, click on the record.

| Worker | Phone Number | Attendance Status | Check-in Time | Check-out Time |
|-----------------------------|--------------|-------------------|-------------------|----------------|
| STC68_W1Fname STC68_W1Lname | +61403599670 | Invalid | 09 Sep 2024 08:34 | |

6.8. View and post company logs

The **Timeline Logs** section lists all the company actions carried out in SafetyNow. To view additional details about an action, click on the log record.

To create a log, click the **+Post** button to open the **New Log** window, click on **Log** and fill in the required fields.

Timeline Logs

+ Post



Joe Bloggs posted a Log

CMS@SafetyNow - Company Document Rejected - Please Review the Comment email was sent to srinivas.thada+68w1@rmit.edu.au on 10 Sep 2024 14:15 AEST

Today at 2:15 PM

7. Workers Overview page

To go to the Workers Overview page, on the Company Overview page click the **Workers** tab.

On the **Workers Overview** page, you can:

1. Add a new worker to SafetyNow.
2. View the **Workers of this Company** list, which displays all workers registered in SafetyNow and their Compliance Status. Click on a worker record to go to that worker's overview page.
3. View the **Worker Documents** list, which displays worker compliance documents and their status. For instructions on how to action these documents, refer to: [7.4.3 View and action worker compliance documents](#).

The screenshot shows the 'Workers Overview' page. At the top, there are two tabs: 'Company' and 'Workers'. The 'Workers' tab is selected. Below the tabs, there is a profile icon and a blue circle with the number '1' next to it, with the text 'Add Worker' below. Below this, there are two main sections. The left section is titled 'Workers of this company' with a blue circle containing the number '2'. It features a table with columns for 'Worker name', 'Phone number', 'Email address', and 'Sta'. One row is visible for 'Joe Blow' with phone number '+61404555777' and email 'joe.blow@contractorco.com.au'. The right section is titled 'Worker Documents' with a blue circle containing the number '3'. It features a table with columns for 'Worker', 'Worker document type', and 'Date the worker document ex...'. Two rows are visible: 'Marco Costanzo' with 'Working with Children Check' and 'Marco Costanzo' with 'Photo Identification'. Both sections have search and filter icons in the top right corner.

7.1. Worker Compliance Status types

A worker's compliance status can be one of the following:

- **Awaiting Worker Details:** When a worker is new, and their documents are yet to be submitted and/or their induction courses haven't been completed.
- **Suspended:** The worker's documents have been rejected or they have expired and need to be resubmitted.
- **Approved:** The worker's documents have been approved and their induction courses have been completed. The worker can now work at an RMIT site.

7.2. Worker Document Status types

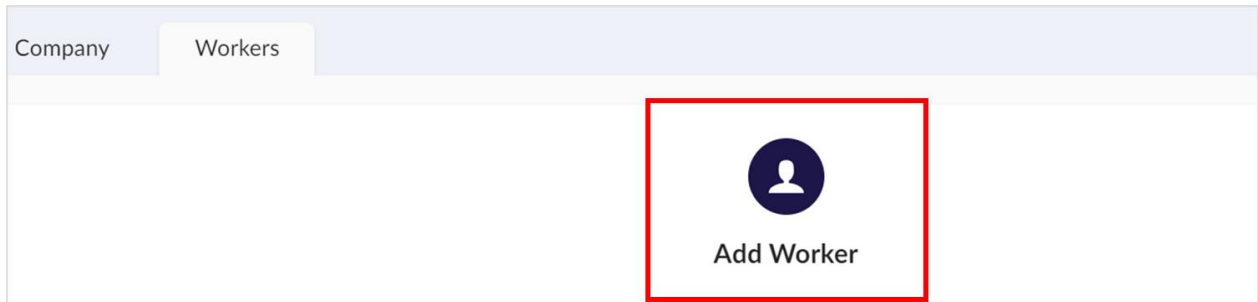
A worker's compliance documents can have one of the following statuses:

- **Requested:** The document has not been submitted by the worker yet.
- **Review:** The document has been submitted by the worker but hasn't been reviewed by RMIT yet.
- **Rejected:** The document has been rejected by RMIT and will need to be resubmitted.

- **Approved:** The document has been approved by RMIT.
- **Expiring:** The document is expiring in 30 days or less.
- **Expired:** The document has expired and an updated document needs to be submitted.

7.3. Add a new worker or administrator

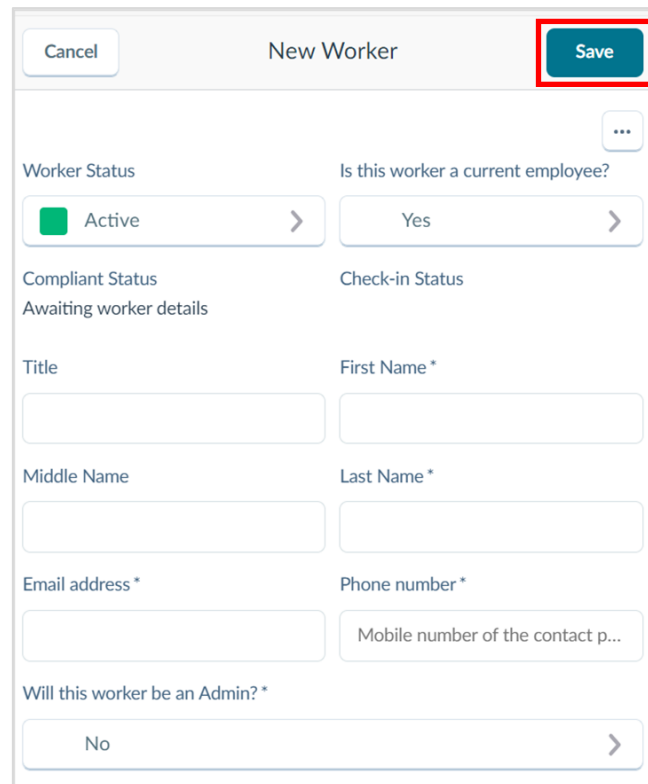
1. To invite a worker or administrator from your company to register on SafetyNow, click on the **Add Worker** button to open the New Worker window.



2. In the **New Worker** window, complete the required fields, then click **Save**.

Important:

- In the **Phone number** field, enter the worker's mobile phone number with the +61 prefix (e.g. +61414656998). This is required for the worker login process.
- In the **Email address** field, do not use an RMIT email address. The worker's private or contractor company email address should be used.
- In the **Will this worker be an Admin?** field, only select 'Yes' if the worker needs Contractor Company Administrator access. This access allows the worker to view and edit company information and the information of other company workers. Refer to [7.4.2 Make an existing worker an administrator](#) for full instructions on creating an administrator.



Cancel New Worker Save

Worker Status Active Is this worker a current employee? Yes

Compliant Status Awaiting worker details Check-in Status

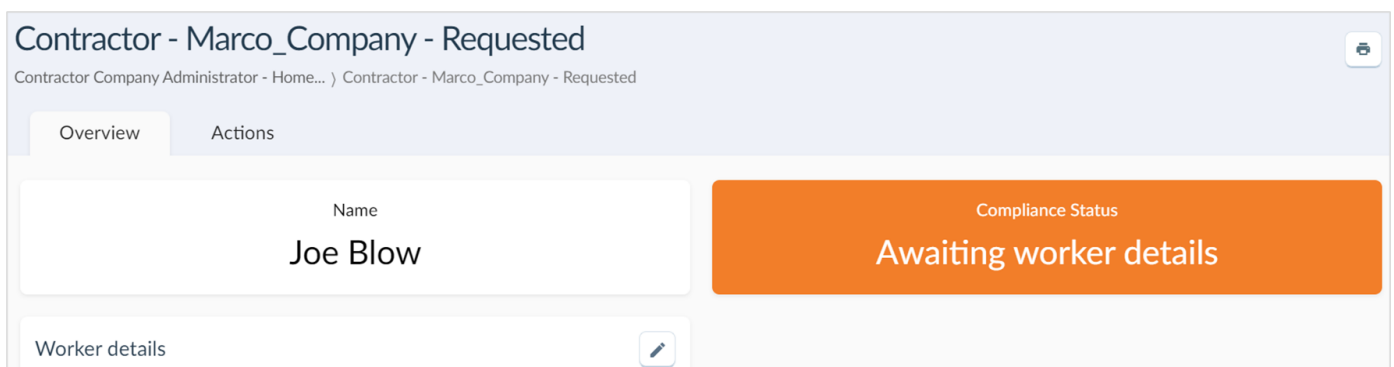
Title First Name *

Middle Name Last Name *

Email address * Phone number *
Mobile number of the contact p...

Will this worker be an Admin? *
No

- The new worker's overview page will open. The worker will have an **Active** system status and an **Awaiting Worker Details** Compliance Status.



Contractor - Marco_Company - Requested

Contractor Company Administrator - Home...) Contractor - Marco_Company - Requested

Overview Actions

Name Joe Blow

Compliance Status Awaiting worker details

Worker details

- The worker will receive separate emails asking them to activate their SafetyNow account and their Workday account. They will then be able to submit their compliance documents, complete their induction courses and once compliant, check in at RMIT sites. Refer to the [SafetyNow Contractor Worker user guide](#) for instructions on these worker activities.

7.4. View worker overview

The **Workers of this Company** list displays all the workers from your company that have been invited to register on SafetyNow, with their contact details and statuses.

Click on a worker record to open the **Worker Overview** page.

| Created | Worker name | Phone number | Email address | Compliance Status | Worker Status | Is this worker a current em.. |
|-------------------|------------------------------------|--------------|----------------------------|-------------------------|---------------|-------------------------------|
| 07 Sep 2024 01:51 | Ritika Vohra | +61421732114 | contractorwork29@gmail.com | Awaiting worker details | Active | Yes |
| 06 Sep 2024 23:46 | Contra_29_Fname Contra_29_LName | +61426611987 | contractoradm29@gmail.com | Awaiting worker details | Active | Yes |

7.4.1. View and edit worker details

1. The **Worker Overview** page displays the worker's details, status, compliance documents, and induction courses.
2. To update the worker's details, in the **Worker Details** section, click the **Edit** (pencil) button to open the **Edit Worker** window.

Joe Blow

Contractor Company Administrator - Home...) Contractor - Marco_Company - Requested) Joe Blow

Overview Actions

Name
Joe Blow

Worker details ✎

Worker name
Joe Blow

Phone number
0415556889

Email address
joe.blow@gmail.com

Contracting Company
Contractor - Marco_Company - Requested

Compliance Status
Awaiting worker details

Worker Status (Active/Inactive)
Active

Compliance Status

Awaiting worker details

Worker Documents

Worker document type Worker document status Date worker document expires

Induction courses

3. In the **Edit Worker** window, update the worker's details, then click **Save**.

The screenshot shows the 'Edit Worker' form with the following fields and values:

- Worker Status:** Active
- Is this worker a current employee?:** Yes
- Compliant Status:** Suspended
- Check-in Status:** Invalid
- Title:** (empty)
- First Name *:** Bonne_w2fname
- Middle Name:** Bonne_w2mname
- Last Name *:** Bonne_w2lname
- Email address *:** bonnie.meiselbach+1@rmit.edu.au
- Phone number *:** +61499013042
- Will this worker be an Admin? *:** No

The 'Save' button in the top right corner is highlighted with a red box.

7.4.2. Make an existing worker an administrator

To make an existing worker an administrator:

1. In the **Edit Worker** window, click on the field under **Will this worker be an Admin?'**.

The screenshot shows the 'Edit Worker' form with the following fields and values:

- Worker Status:** Active
- Is this worker a current employee?:** Yes
- Compliant Status:** Awaiting worker details
- Check-in Status:** (empty)
- Title:** Mr
- First Name *:** Joe
- Middle Name:** (empty)
- Last Name *:** Blow
- Email address *:** joe.blow@gmail.com
- Phone number *:** 0415556889
- Will this worker be an Admin? *:** No

The 'Will this worker be an Admin? *' field is highlighted with a red box.

Contracting Company
Contractor - Marco_Company - Approved

2. In the **Will this worker be an Admin?** window, click **Yes**.

Cancel Will this worker be an Admin? X

Will this worker be an Admin?

Yes

No

3. In the **Edit Worker** window, click **Save**.

To ensure the administrator receives administrator notifications:

1. Click the **Home** button, to go to the **Contractor Company Administrator - Home Dashboard**.
2. In the **My Companies** list, click on your company record, to go to the **Company Overview page**.
3. In the **Details** section, click the **Edit** button to open the **Edit Contracting Entity window**.
4. In the **Additional Contacts** section, click the **Add** (plus) button to open the Additional Contacts window.

Cancel Edit Contracting Entity Save

Email * Phone *

marco.a.costanzo@gmail.com +61414343556

Australian Business Number

Compliance Status Contractor Company Status

Approved Active

Address chooser

Select address >

Company Owner

Marco Costanzo >

Contractor type >

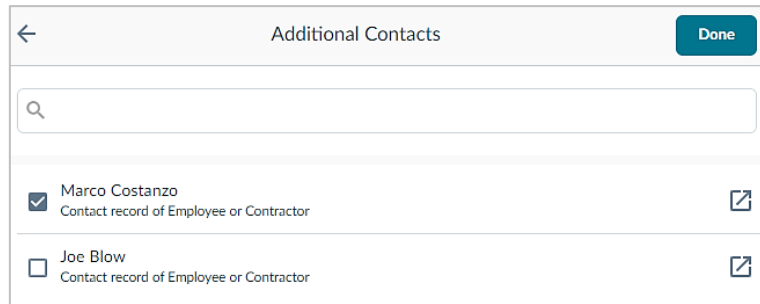
Company type >

Additional Contacts

+ (highlighted in red)

No items here
Add an item

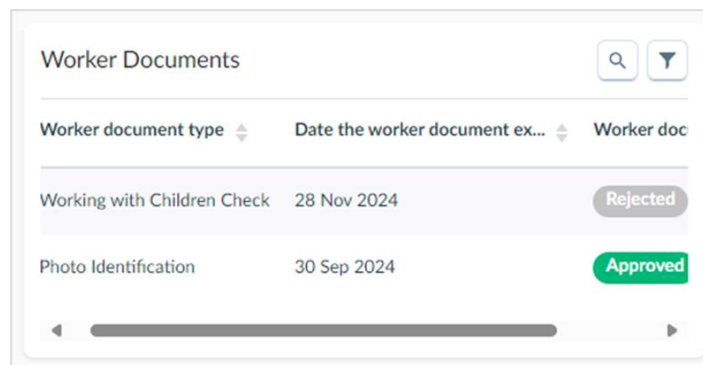
5. Click the tick box next to the worker that needs to be an admin.
6. Click **Done**.



Important: Selecting the administrator as an Addition Contact is required for them to receive administrator notifications.

7.4.3. View and action worker compliance documents

The **Worker Documents** list displays the worker's compliance documents, their expiry date and status.



To view and action a worker compliance document, in the **Worker Documents** list, click on a document record to open the **Edit Worker Competency** window.

In the **Edit Worker Competency** window:

1. If the worker has submitted a document, to view the document, click the document record.
2. To upload a document, click the **Upload** button and select the required file.
3. To input the document expiry date, click the **Date the Competency Expires** field, then select the date.
4. To keep the changes, click **Save**.

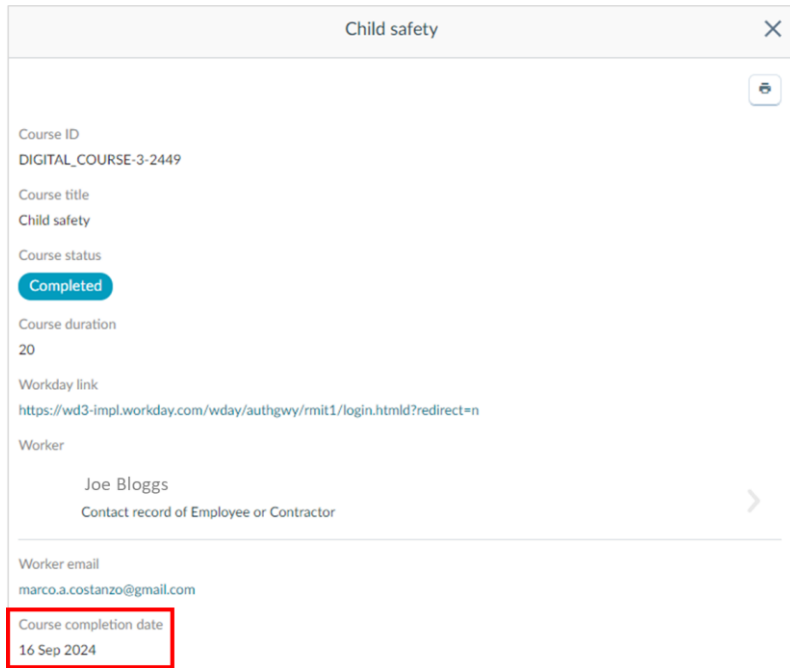
7.4.4. View worker induction courses

The **Induction Courses** list displays the worker’s induction courses and the **Course Status**.

The **Course Status** will update when the worker completes the induction course in Workday. For information about how workers complete induction courses, refer to the **SafetyNow Contractor Worker user guide**.

| Induction courses | | |
|-----------------------|---|---------------|
| Course ID | Course title | Course status |
| DIGITAL_COURSE-3-2448 | Sexual harm and response to disclosures | Not started |
| DIGITAL_COURSE-3-2449 | Child safety | Not started |

To view a course completion date, click a course record to open the course information window. The course completion date is displayed towards the bottom of the window.



7.4.5. Worker induction course status types

A worker's induction courses can be in one of the following statuses:

- **Not Started:** The course hasn't been started by the worker yet.
- **In Progress:** The course has been started by the worker but isn't completed yet.
- **Expiring Soon - Retrain:** The course is expiring in 30 days or less and must be completed again.
- **Expired:** The course has expired and must be completed again.
- **Completed:** The course has been completed by the worker.

7.4.6. View and post worker logs

The **Timeline Logs** section lists all the actions carried out on the worker profile. To view additional details about an action, click on the log record.

To create a log, click the **+Post** button to open the New Log window, click on **Log** and fill in the required fields.

