

# COMPLETE A GENERAL INDUCTION

Prior to starting work on University premises, you must carry out an online induction to comply with our Work Health & Safety policy. Before you can do this, you need a sponsored Flinders Authentication Name (FAN) to gain system access. Your University Responsible Person will arrange this for you.

## ENSURE YOU ARE REGISTERED

- Individual contractors must be registered in our 'Service One' system (see our quick reference guide for registering your company if you are not already set up). **Please note that you cannot complete your induction if your company registration is incomplete or your insurance certificates are out of date.**

## FOLLOW EMAIL INSTRUCTIONS TO COMPLETE INDUCTION

- Once you have been registered as a contractor, you will receive an email with instructions to undertake an induction.
- Click the link in your email. You will be prompted to log in with your FAN and password, and then you'll be taken directly to the induction information.
- Note that you can complete the induction in your mobile app by selecting 'Take inductions', however you may find it easier to read the information on a computer screen rather than on your mobile.
- Once you have read the induction information, follow the prompts to acknowledge you have understood Flinders' terms and conditions.
- Now that you have completed your induction, you are ready to begin working at our campuses.

**Note:** Your induction is valid for 12 months, and you will be notified and invited to re-do it when it's due to expire.

## FOR SUPPORT OR MORE INFORMATION

For technical support, including questions about your FAN, password or access to the system contact our **IT service desk team** on (08) 8201 2345 during business hours. You can also log a request online using the IT help and support service in Service One.

For support with the contractor process, policy, work permits and permissions to proceed, or your work at Flinders, contact our **Properties, Facilities and Development team** on (08) 8201 2733 during business hours or email [pfid@flinders.edu.au](mailto:pfid@flinders.edu.au).