

Welcome to
Sydney's Airport

AIRDAT PASSPORT

Company Administrator

Help Guide

SYD

Getting started

- Log in or Register
- Dashboard view
- Edit company profile

Bookings

- How to make course bookings
- Who can make bookings
- How to change a booking

FAQ's

Support

Getting started

**LOG IN
REGISTER**

<https://www.airdat.org/> > Select Sydney Airport > Select Passport

The main login page features the SYD Sydney's Airport logo and the title 'Login to Passport'. It includes a form for 'ASIC/Access Card' with the example value 'SYD394180' and a 'Password' field with masked characters. Below the password field is a link 'Forgot password or ASIC/Access Card? Click here to reset'. At the bottom, there is a 'Log in' button and a 'Don't have an account? Register' link.

This modal window is titled 'Having trouble logging in?'. It contains the text 'Sorry you're having problems, to help us help you, please select from one of the following options:'. There are two tabs: 'Forgot password' and 'Forgot ASIC/Access Card'. The 'Forgot ASIC/Access Card' tab is active, showing a form to 'Enter your ASIC/Access Card here...'. At the bottom are 'Cancel' and 'Submit' buttons.

If you have forgotten
your details to log in

To register and create a new account, fill out the form

The registration form is divided into three steps: 'Step 1 Airport', 'Step 2 Company details', and 'Step 3 About you'. Step 1 is active. It asks 'Do you have a valid ASIC/Access Card for this airport?' with 'Yes' and 'No' radio buttons. The 'No' button is highlighted with a red box. Below this is a 'Create a password' section with two input fields and a 'Next' button at the bottom right.

Click 'No' if
you do not
have a valid
ASIC or
Access Card

SYD
Sydney's Airport

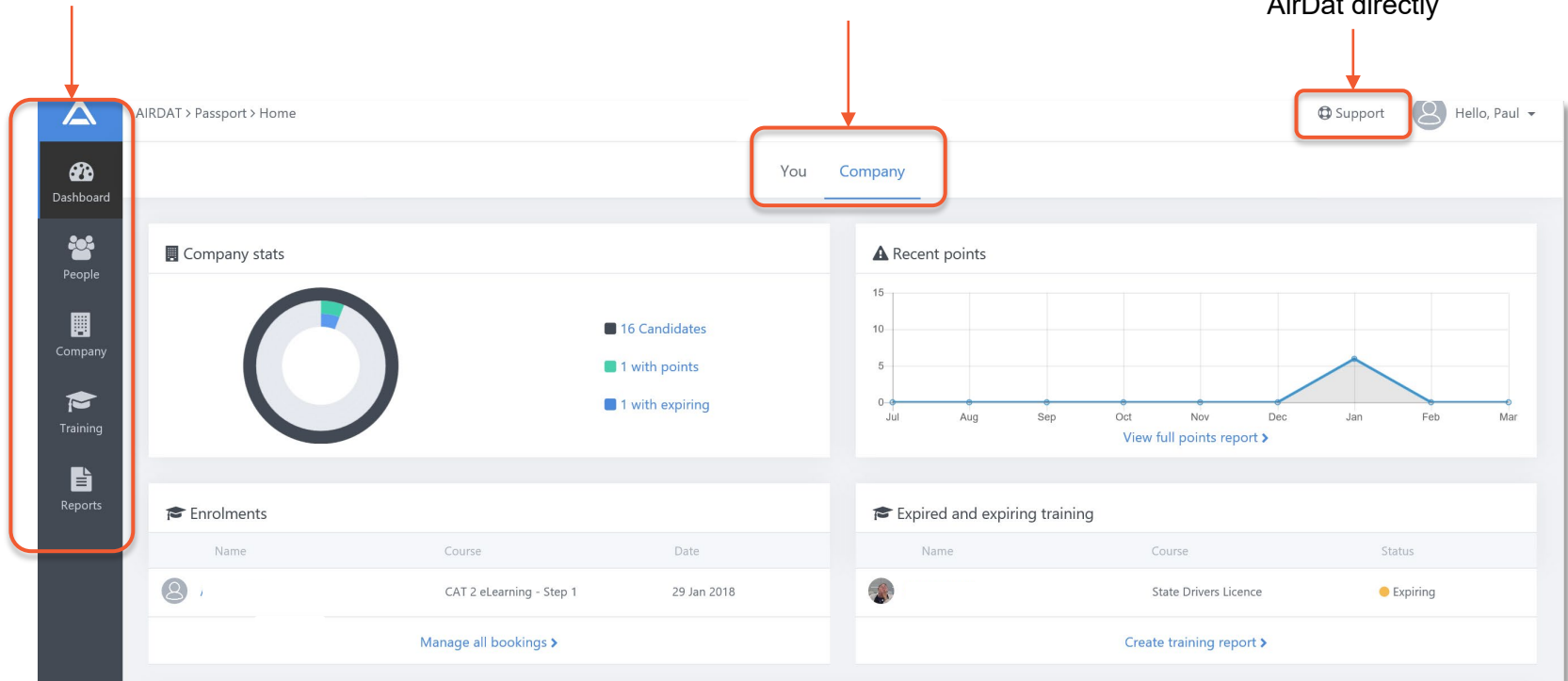
Getting started

DASHBOARD VIEW

Navigation
Toolbar

Company Admins can switch between your
personal profile and your company profile

Access a range of
support article or email
AirDat directly

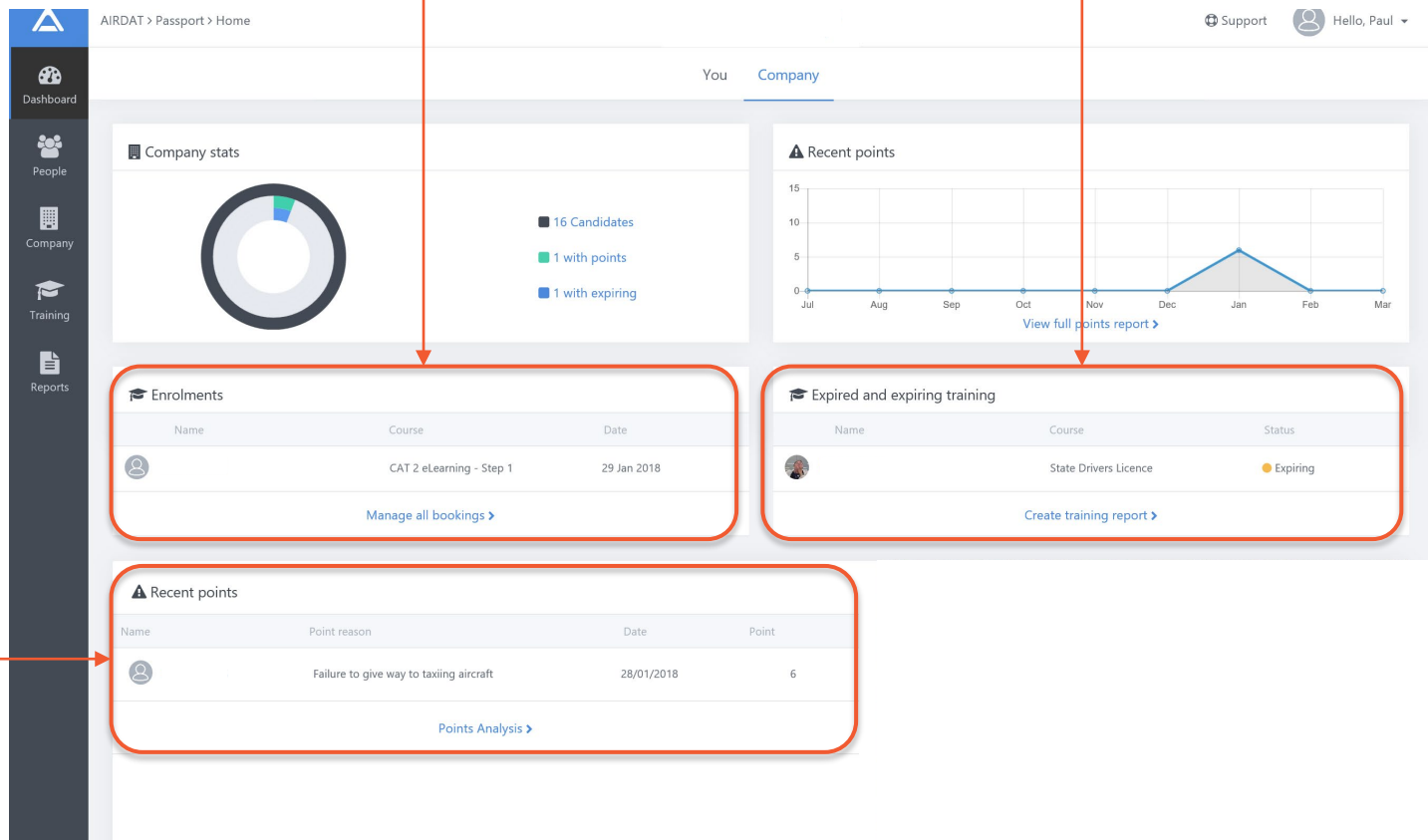


Getting started

DASHBOARD VIEW

Upcoming enrolments
for your staff

Qualifications due to
expire within 3 months



Getting started

EDIT COMPANY PROFILE

ENROLMENTS

Review all current enrolments for your staff

FINANCE, LICENCES & ADMIN

These are set by Sydney Airport. Please contact us if any of these details require updating

The screenshot shows the ADAPTALIFT GSE interface. On the left is a dark sidebar with icons and labels: Dashboard, People, Company (highlighted with a red box), Training, and Reports. The main content area is titled 'Edit ADAPTALIFT GSE' and has a tabbed interface with 'Overview' (selected), 'Enrolments', 'Settings', 'Contact details', 'Finance', 'Licences', and 'Admins'. The 'Enrolments' tab is highlighted with a red box, and a red arrow points from it to the 'ENROLMENTS' section header above. Below the tabs, the 'Overview of ADAPTALIFT GSE' section displays four cards: '1 Enrolments', '16 People', 'NO Credit Control', and 'SYD Airport'. Below these cards is a 'Date registered' field showing '09 Jan 2018'. A red arrow points from the 'Settings' tab to the 'SETTINGS' section header below the screenshot.

SETTINGS

Set whether your staff can make their own bookings, or if this should be restricted to company admin function only

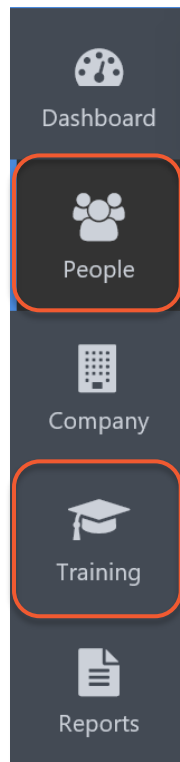
Can candidates make bookings?

Turn this ON if you would like candidates to be able to make bookings directly. If OFF, all course bookings will be managed by the company admins only.





Bookings

HOW TO MAKE A BOOKING



OPTION 1

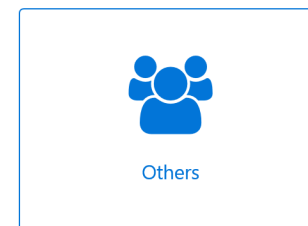
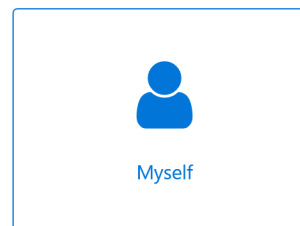
Click on 'People' and search for the **person** you wish to make a booking for

Name	ASIC	Job title	Company name
 Alan Stubbs View	SYD360362	Driver	Adaptalift Gse
 Alexander Lenci View	SYD360100	Parts	Adaptalift Gse

OPTION 2

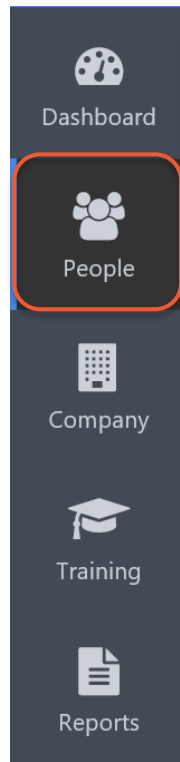
Click on 'Training' to search by **course**

Who would you like to make this enrolment for?
Choose to enrol either yourself or other company members onto a course



Bookings

HOW TO MAKE A BOOKING






1


Locate
your staff

2

Click 'View' to open the person's profile

Name	ASIC	Job title	Company name
 Alan Stubbs View		Driver	Adaptalift Gse
 Alexander Lenci View		Parts	Adaptalift Gse

 **Alan Stubbs**
driver

 **ADAPTALIFT GSE**

[Enrolments \(1\)](#) [Qualifications \(0\)](#) [Points \(1\)](#) [Notes \(0\)](#) [About](#)

[Add](#) [Edit details](#)

[Make a booking](#)
[Add notes](#)

3

Click 'Add' and select
'make a booking'

Bookings

HOW TO MAKE A BOOKING

Training enrolment

Please select a course
Search for a course by name or [view all](#)

1 [Filter \(0 applied\)](#)

Course name	Type	
CAT 2 Airside Driver Awareness (Part 1 of 3) View description	eLearning	2 Choose course
CAT 2 Practical Assessment (Part 3 of 3) View description	In Person	Skills required
CAT 2 Theory Assessment (Part 2 of 3) View description	In Person	Skills required
CAT 2P Airside Driving Awareness (Part 1 of 3) View description	eLearning	Choose course
CAT 2S Airside Driver Awareness (Part 1 of 3) View description	eLearning	Choose course

[Previous](#) 3 [Continue](#)

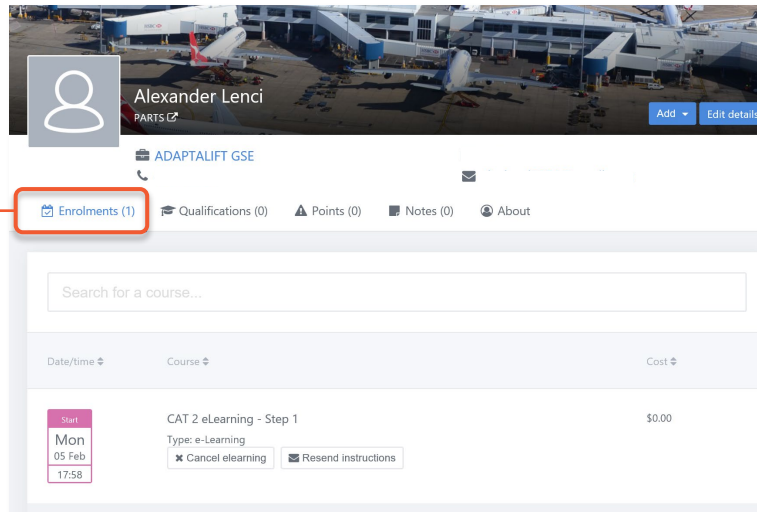
1. Search and select the course you want to book into
2. Click “Choose Course”
3. Click “Continue”
4. Review your booking for important information
5. Click “Confirm Booking”
6. You will receive an email notification of your booking

Please note: You will only be able to book in a candidate if they meet all the required course pre-requisites. These courses will display a warning “Skills required” if the candidate has not met these requirements

Bookings

HOW TO MAKE A BOOKING

The booking is now confirmed and will be shown under “Enrolments” on the candidate’s profile and under your Company Admin Dashboard View



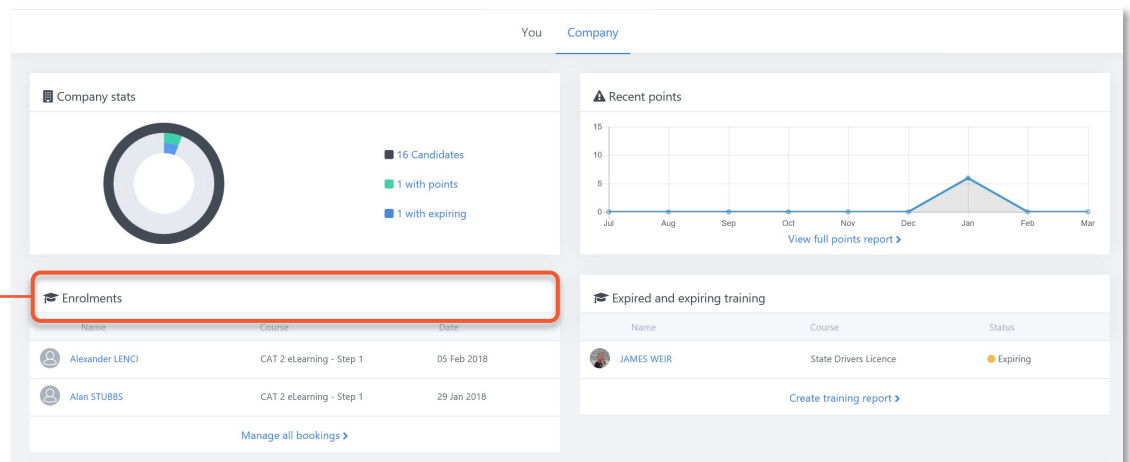
Alexander Lenci
PARTS

ADAPTALIFT GSE

Enrolments (1) Qualifications (0) Points (0) Notes (0) About

Search for a course...

Date/time	Course	Cost
Start Mon 05 Feb 17:58	CAT 2 eLearning - Step 1 Type: e-Learning Cancel eLearning Resend instructions	\$0.00



You Company

Company stats

16 Candidates
1 with points
1 with expiring

Recent points

View full points report

Expired and expiring training

Name	Course	Status
JAMES WEIR	State Drivers Licence	Expiring

Create training report

Enrolments

Name	Course	Date
Alexander Lenci	CAT 2 eLearning - Step 1	05 Feb 2018
Alan STUBBS	CAT 2 eLearning - Step 1	29 Jan 2018

Manage all bookings

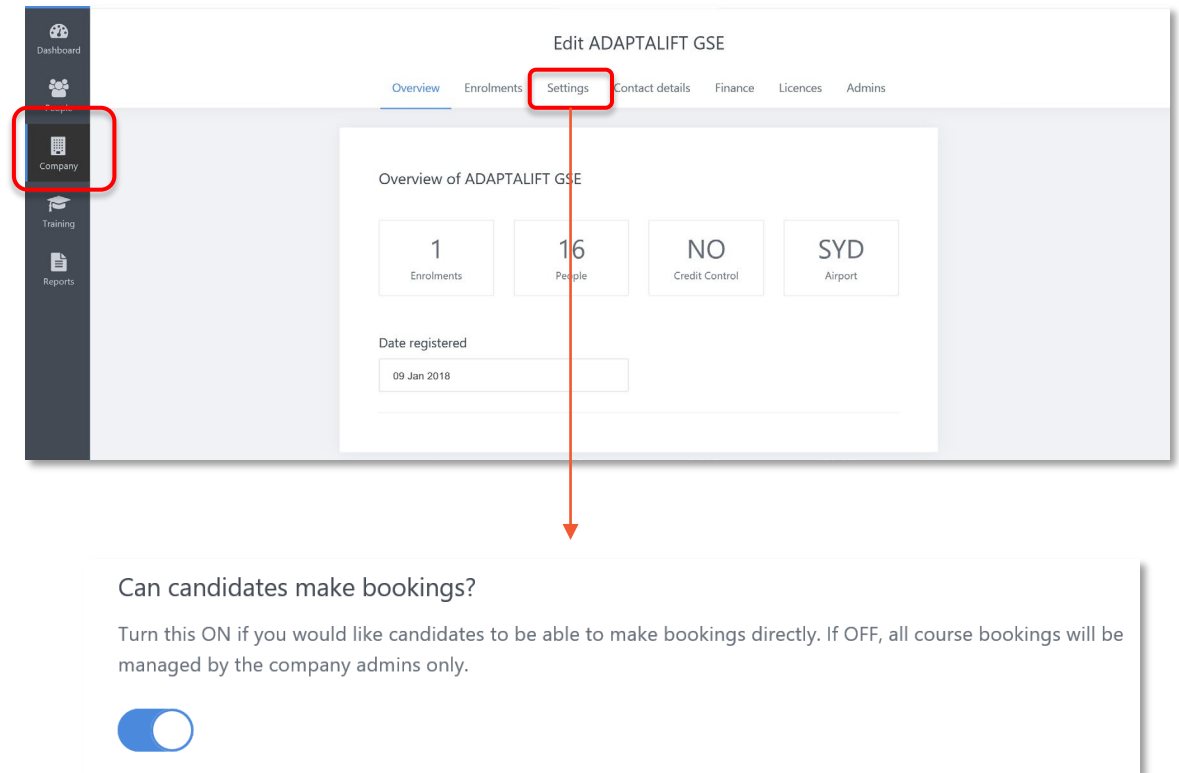
Bookings

WHO CAN MAKE BOOKINGS

All companies must decide if course bookings can be made by candidates OR if course bookings will be to a company admin function only.

Default setting is OFF, so candidates can't book themselves; however, this can be changed at any time.

Please note: Payment is now captured at the time of booking a course. All no-shows, fails and bookings not cancelled more than 24 hours in advance **will be charged**.



The screenshot displays the SYD system interface. On the left, a dark sidebar contains navigation icons for Dashboard, Company, Training, and Reports. The 'Company' icon is highlighted with a red box. The main content area is titled 'Edit ADAPTALIFT GSE' and features a top navigation bar with tabs: Overview, Enrolments, Settings, Contact details, Finance, Licences, and Admins. The 'Settings' tab is highlighted with a red box. Below the tabs, the 'Overview of ADAPTALIFT GSE' section shows four statistics: 1 Enrolments, 16 People, NO Credit Control, and SYD Airport. A 'Date registered' field shows '09 Jan 2018'. An arrow points from the 'Settings' tab to a modal window titled 'Can candidates make bookings?'. The modal contains a toggle switch that is currently turned ON.

Can candidates make bookings?

Turn this ON if you would like candidates to be able to make bookings directly. If OFF, all course bookings will be managed by the company admins only.

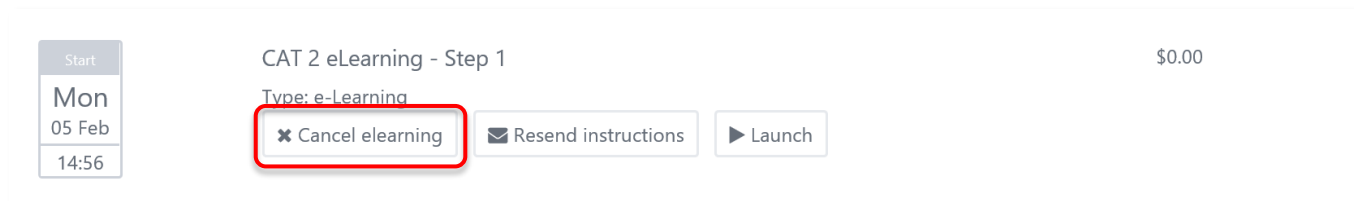
☒

Bookings

HOW TO CHANGE A BOOKING

If you need to change a booking, there are two options:

- 1 If **prior to the 24 hour cancellation period**, simply cancel the booking (you will be refunded for this course) and make the new booking



The screenshot shows a booking interface for 'CAT 2 eLearning - Step 1' with a price of '\$0.00'. On the left, a 'Start' box displays 'Mon 05 Feb 14:56'. Below the title, it says 'Type: e-Learning'. There are three buttons: 'Cancel elearning' (highlighted with a red rectangle), 'Resend instructions' (with an envelope icon), and 'Launch' (with a play icon).

The option to cancel a booking will only be visible prior to the 24 hour cancellation period. You won't have the option to cancel a booking within 24 hours notice. Please contact Sydney Airport if you wish to swap candidates instead.

- 2 If **within 24 hours of the course/booking**, please contact Sydney Airport for assistance. While we are not able to cancel or refund this booking, we can swap candidates – so if you have another candidate that could attend this course booking instead, we can swap candidates ensuring the booking does not go to waste.

Please note: There will be no refunds for bookings cancelled within 24 hours. Cancellations made prior to the 24 hour cancellation period will be refunded in full.

FAQ

FAQ's

Q: Who do I contact if either I or my staff have difficulty registering or logging in initially

A: Contact the Sydney Airport Airside Driving Centre via airdat@syd.com.au or 02 966 9079.

Q: Can we add more company admins to our Passport profile?

A: Yes you can have multiple company admins; however these are managed and assigned by Sydney Airport. Please [click here](#) to review the permission levels available. All requests must be sent in writing to Sydney Airport Airside Driving Centre at airdat@syd.com.au and must include the approval of an existing company administrator.

Q: Can I swap one candidate for another, without cancelling a booking

A: Yes candidates can be swapped within 24 hours of the course booking, however this can only be done by Sydney Airport. If its more than 24 hours from your course booking, its easier to cancel the original booking and create a new one. You will be refunded the original course booking if more than 24 hours notice is given.

Q: Can we cancel bookings without being charged or penalized

A: Yes, however it must be cancelled outside the 24 hour cancellation period. If within the 24 hour cancellation period, no refunds or cancellations will be granted under any circumstances.

Q: If one of our drivers fails, how long til we can re-book them into sit their test again

A: If a driver fails the 72 hour lock out will still apply

Q: What assessments are drivers required to complete in order to be qualified

A: You can download an assessment workflow for all ADA categories on the [Airside Driving Centre website](#)

FAQ

FAQ's

Q: Do I need to complete the new eLearning Course?

A: Yes, this is a new pre-requisite that must be completed by all candidates in order to book into a theory or practical assessment. It must be completed every 2 years (for a renewal ADA) or upon your first application. To complete the eLearning you must review every slide and achieve 80% in the assessment to progress. You can re-sit the eLearning assessment as many times as needed and there is no lock-out period for re-sitting the test.

Q: Will I be notified if my drivers are issued with an infringement notice

A: Yes a notification will be automatically emailed to the offender and the company administrator.

Q: Do you have any other supporting materials, such as videos or help guides available


A: Yes there are lots of materials available to assist:

- We have uploaded a number of articles at the [Airside Driving Centre website](#) which you can access anytime. Please bookmark this page as it will be our main location for information and materials.
- Introductory video for a company administrator [here](#)
- AirDat have a large catalogue of help articles available online [here](#)

Support

WHO CAN I CONTACT

For **business process queries**, including issues with registrations or log ins and general support with eLearning course, please contact airdat@syd.com.au or on 02 9667 9079

For **technical issues** including general website support and document upload support,, please contact AIRDAT directly via the  [Support](#) button, located at the top right of the website.

All general enquiries please contact Sydney Airport at airdat@syd.com.au or on 02 9667 9079.