

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

Training reports

- How to run training reports

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Support

Last updated: 01/06/2022

Getting started

**LOG IN
REGISTER**

<https://passport-syd.airdat.org/account/login?ReturnUrl=%2F>

PASSPORT
Built by AIRDAT

SYD
Sydney's Airport

Login to Passport

Login ID

Enter your Login ID here

Password

Enter your password here

Forgot password or Login ID? [Click here to reset](#)

Log in

Don't have an account? [Register](#)

Having trouble logging in?

Sorry you're having problems, to help us help you, please select from one of the following options:

[Forgot password](#) [Forgot Login ID](#)

Login ID

Enter your Login ID here...

Cancel Submit

If you have forgotten your details to log in

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

Step 1 Airport **Step 2** Company details **Step 3** About you

SYD
Sydney's Airport

Do you have a valid Login ID for this airport?

This is the security card issued to you by the airport that allows access to areas (landside & airside) to work.

Yes No

Create a password

We require a minimum of 8 characters and recommend using both letters and numbers.

Enter your password

Enter your password again

Next →

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

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

The screenshot shows the AirDat dashboard interface. A navigation toolbar on the left contains icons for Dashboard, People, Company, Training, and Reports. The main content area is divided into several sections: 'Company stats' with a donut chart showing 16 Candidates, 1 with points, and 1 with expiring; 'Recent points' with a line graph showing points from Jul to Mar; 'Enrolments' with a table listing courses and dates; and 'Expired and expiring training' with a table listing training items and their status. Annotations include a red box around the navigation toolbar, a red box around the 'You' and 'Company' profile switch, and a red box around the 'Support' button in the top right corner.

Navigation Toolbar

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

Access a range of support article or email AirDat directly

AIRDAT > Passport > Home

Support Hello, Paul

Dashboard

People

Company

Training

Reports

Company stats

- 16 Candidates
- 1 with points
- 1 with expiring

Recent points

View full points report >

Enrolments

Name	Course	Date
	CAT 2 eLearning - Step 1	29 Jan 2018

Manage all bookings >

Expired and expiring training

Name	Course	Status
	State Drivers Licence	Expiring

Create training report >

Getting started

DASHBOARD VIEW

Upcoming enrolments
for your staff

Qualifications due to
expire within 3 months

The dashboard is titled "AIRDAT > Passport > Home" and includes a navigation sidebar with "Dashboard", "People", "Company", "Training", and "Reports". The main content area is divided into several sections:

- Company stats:** A donut chart showing 16 Candidates, 1 with points, and 1 with expiring.
- Recent points:** A line graph showing points from July to March, with a peak in January. A link "View full points report >" is provided.
- Enrolments:** A table with columns for Name, Course, and Date. One entry is shown: "CAT 2 eLearning - Step 1" on "29 Jan 2018". A link "Manage all bookings >" is at the bottom.
- Expired and expiring training:** A table with columns for Name, Course, and Status. One entry is shown: "State Drivers Licence" with status "Expiring". A link "Create training report >" is at the bottom.
- Recent points (table):** A table with columns for Name, Point reason, Date, and Point. One entry is shown: "Failure to give way to taxiing aircraft" on "28/01/2018" with "6" points. A link "Points Analysis >" is at the bottom.

Most recent
infringements for
your staff

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

Dashboard

People

Company

Training

Reports

Edit ADAPTALIFT GSE

Overview Enrolments Settings Contact details Finance Licences Admins

Overview of ADAPTALIFT GSE

1 Enrolments	16 People	NO Credit Control	SYD Airport
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Date registered

09 Jan 2018

SETTINGS

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

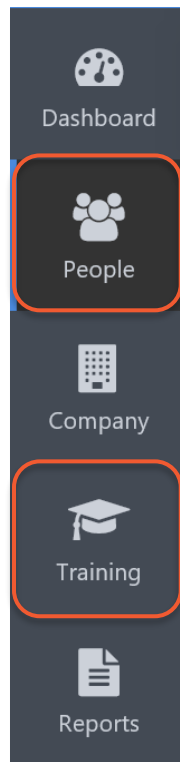
Can candidates make bookings?

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**

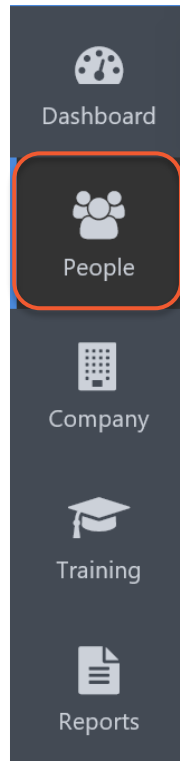
Who would you like to make this enrolment for?
Choose to enrol either yourself or other company members onto a course


Myself


Others



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

The profile page for Alan Stubbs, a driver at ADAPTALIFT GSE. The page features a header image of an airport tarmac, a profile picture placeholder, and the name 'Alan Stubbs' with the job title 'driver'. Below this is the company name 'ADAPTALIFT GSE' and contact information. At the bottom, there are statistics for 'Enrolments (1)', 'Qualifications (0)', 'Points (1)', and 'Notes (0)', along with an 'About' link. A dropdown menu is open over the 'Add' button, showing options for 'Make a booking' and 'Add notes'. The 'Add' button and the 'Make a booking' option are highlighted with red rounded rectangles.

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 <input type="button" value="Choose course"/>
CAT 2 Practical Assessment (Part 3 of 3) View description	In Person	<input type="button" value="Skills required"/>
CAT 2 Theory Assessment (Part 2 of 3) View description	In Person	<input type="button" value="Skills required"/>
CAT 2P Airside Driving Awareness (Part 1 of 3) View description	eLearning	<input type="button" value="Choose course"/>
CAT 2S Airside Driver Awareness (Part 1 of 3) View description	eLearning	<input type="button" value="Choose course"/>

3

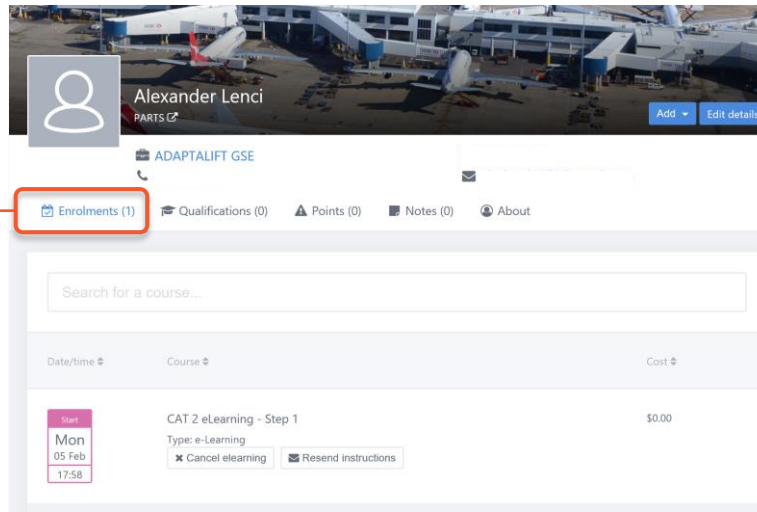
1. Search and select the course you want to book into
2. Click "Choose Course"
3. Click "Continue"
4. Review your booking for important information
5. Click "Confirm Booking"
6. You will receive an email notification of your booking



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



Alexander Lenci
PARTS

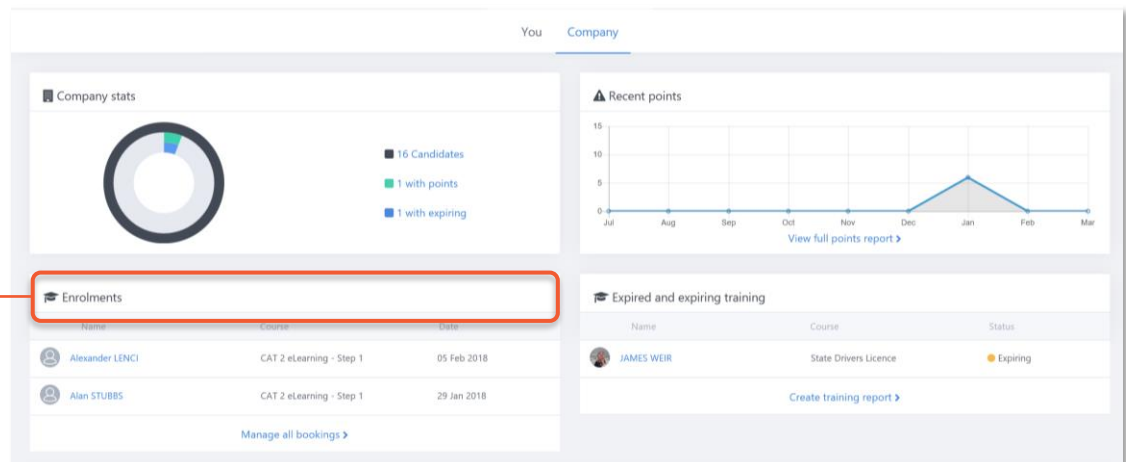
ADAPTALIFT GSE

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

Search for a course...

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

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



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
Alexander LENCI	CAT 2 eLearning - Step 1	05 Feb 2018
Alan STUBBS	CAT 2 eLearning - Step 1	29 Jan 2018

Manage all bookings

Name	Course	Status
JAMES WEIR	State Drivers Licence	Expiring

Create training report

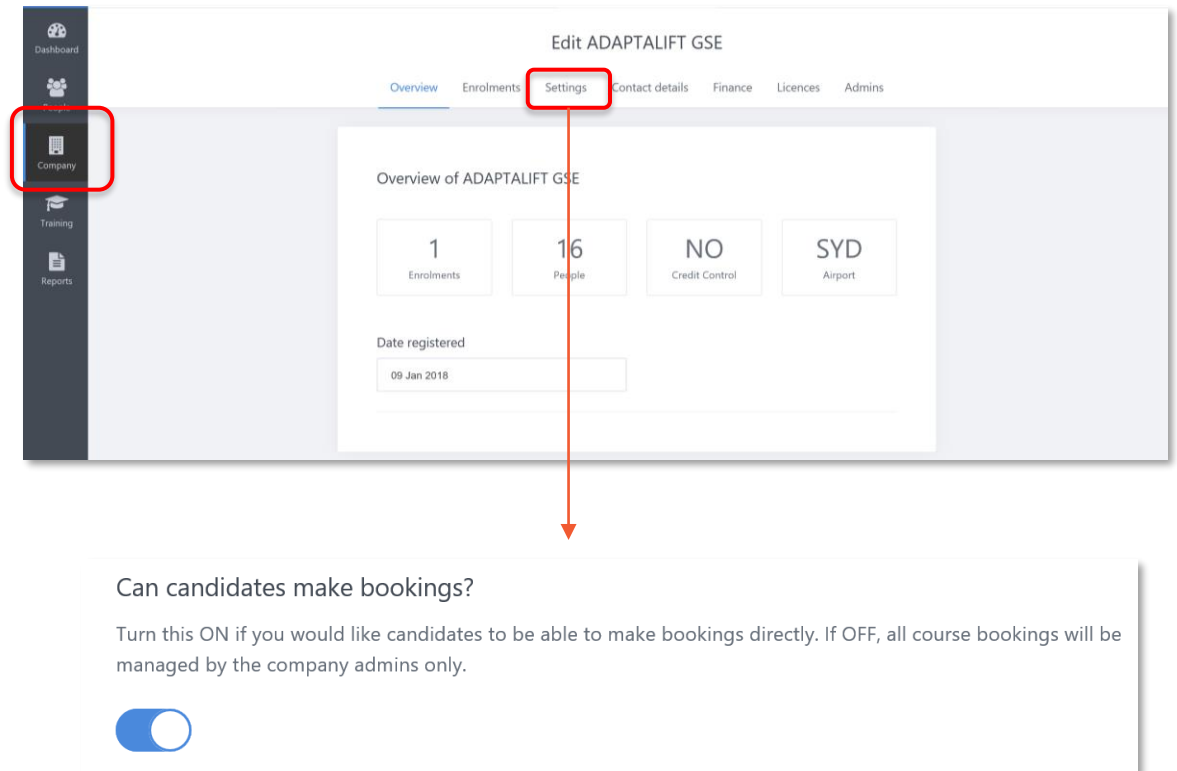
Bookings

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 shows the 'Edit ADAPTALIFT GSE' page. The sidebar on the left has a 'Company' menu item highlighted with a red box. The top navigation bar has a 'Settings' tab highlighted with a red box. The main content area shows an 'Overview of ADAPTALIFT GSE' with four cards: '1 Enrolments', '16 People', 'NO Credit Control', and 'SYD Airport'. Below this is a 'Date registered' field with the value '09 Jan 2018'. A red arrow points from the 'Settings' tab to a modal window below the screenshot.

Can candidates make bookings?

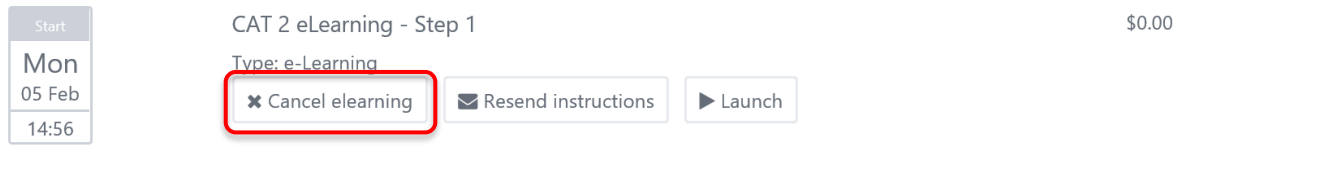
Turn this ON if you would like candidates to be able to make bookings directly. If OFF, all course bookings will be managed by the company admins only.

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 card for 'CAT 2 eLearning - Step 1' with a price of '\$0.00'. On the left, there is a 'Start' section with the date 'Mon 05 Feb' and time '14:56'. Below the title, it says 'Type: e-Learning'. There are three buttons: 'Cancel elearning' (highlighted with a red box), 'Resend instructions', and 'Launch'.

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.

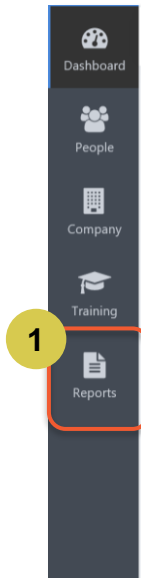
- 2 If **within 24 hours of the course/booking**, please contact Sydney Airport for assistance. While we are not able to cancel or refund this booking, we can swap candidates – so if you have another candidate that could attend this course booking instead, we can swap candidates ensuring the booking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

Training reports

HOW TO RUN REPORTS

1. Click on 'Reports' from the navigation toolbar
2. Select 'Assessments' for report type
3. Choose one or more training course to report on
4. Choose your company
5. Select 'All' for Status of training
6. Select how you want the report to display
7. Click on 'Generate report'



2 Report type

Please select the type of report you would like to generate. Assessments will provide you with the status of selected assessments for all users at the defined companies. Job roles will display the required skills for the selected job role and list out the status for each user under that role.

Assessments Job Roles

3 Select assessments

Choose the assessments that you'd like your report to include. Leave empty to show all assessments.

SYD - General Contractor Induction ✕ SYD - DAMP: Drug and Alcohol Awareness Program ✕
SYD - Baggage Induction Third party contractors ✕

4 Select companies

Select the companies you'd like to report on. Leaving this empty will allow you to report on all companies but restrict the number of assessments to a max of five.

Search for a company

5 Status

This will be applied to all assessments chosen

All

6 Show report in

Microsoft Excel

7

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:

- Introductory video for a company administrator [here](#)
- AirDat have a large catalogue of help articles for company administrator 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.