AIRDAT PASSPORT
Company Administrator Help Guide

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Where possible we have migrated company and driver data from our existing systems into AirDat, meaning we have already created a log in and profile for most people.

When logging in for the first time, please click on “Having trouble logging in? Click Here”. This will allow you to reset your password using either your ASIC number or email address.

If we have successfully migrated your information into the Passport, you will receive an email to re-set your password; however if you do not receive this email, you will need to register yourself.

If you experience issues trying to log in or register to AirDat Passport, please email us airdat@syd.com.au or contact us on 02 9667 9079.
Company Admins can switch between your personal profile and your company profile.

Access a range of support article or email AirDat directly.
AIRDAT PASSPORT – Company Admin
GETTING STARTED

DASHBOARD VIEW

Upcoming enrolments for your staff

Qualifications due to expire within 3 months

Most recent infringements for your staff
AIRDAT PASSPORT – Company Admin
GETTING STARTED

**VIEW/EDIT COMPANY PROFILE**

**ENROLMENTS**
Review all current enrolments for your staff

**SETTINGS**
Set whether candidates 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.

**FINANCE, LICENCES & ADMIN**
These are set by Sydney Airport. Please contact us if any of these details require updating
HOW TO MAKE A BOOKING

OPTION 1
Click on PEOPLE and search for the person you wish to make a booking for.

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
HOW TO MAKE A BOOKING

SEARCH FOR CANDIDATE
1. Locate the candidate
2. Click VIEW to open the driver's profile
3. Click ADD and select 'make a booking'
4. Select the course you wish to enroll the candidate into
5. Click “Choose Course”
6. Select date and time for course and click “Continue”
7. Final check before confirming booking – this page will outline course price, date/time, location and any important information relating to the course (i.e. what to bring to your assessment)
8. Click “Confirm 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
HOW TO MAKE A BOOKING

The booking is now confirmed and will be shown under “Enrolments” on the candidates profile and under your Company Admin Dashboard View.
All companies must decide if course bookings can be made candidates OR if course bookings will be to a company admin function only. Default setting is ON, so candidates can 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.

**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.
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.

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.

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.
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.
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](#)
For **business process** enquiries, such as you are unsure what information you need to provide or unsure how to make a course booking, please contact Sydney Airport at airdat@syd.com.au

For **technical issues**, such as the website is down, please contact AirDat directly via the SUPPORT button, located at the top right of the AirDat website.

All general enquiries please contact Sydney Airport at airdat@syd.com.au or on 02 9667 6320.