AIRDAT PASSPORT
Company Administrator Help Guide
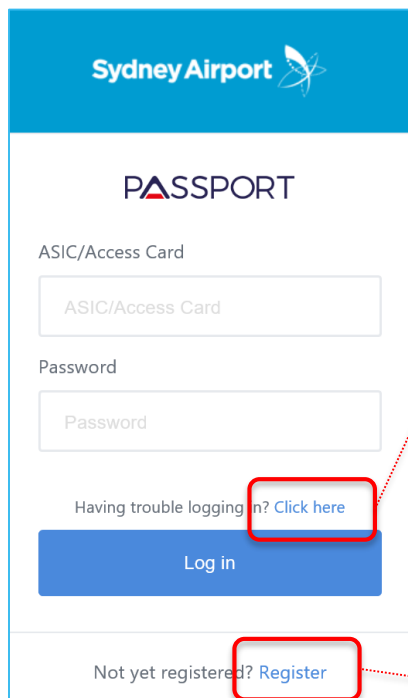
Sydney Airport

Sydney Airport

LOG IN / REGISTER

Sydney Airport

PASSPORT

ASIC/Access Card

ASIC/Access Card

Password

Password

Having trouble logging in? Click here

Log in

Not yet registered? Register

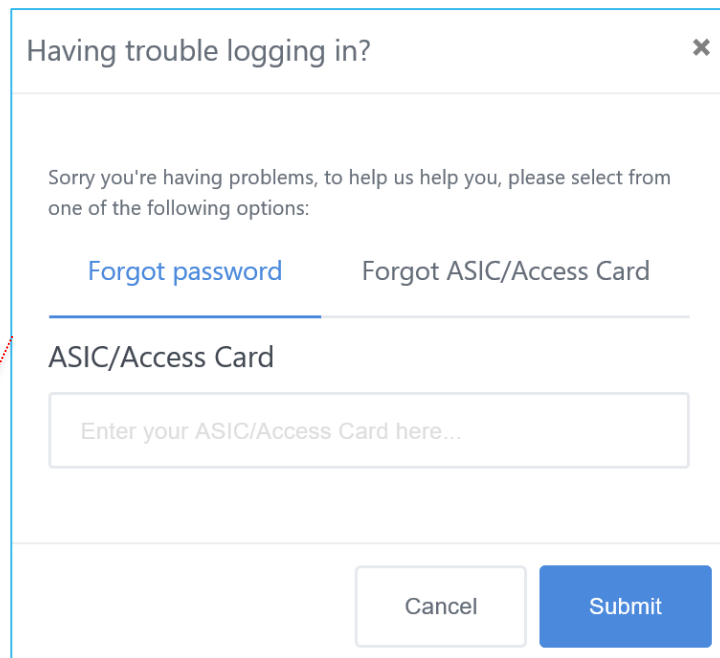### Having trouble logging in?   ✕

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

Forgot password   **Forgot ASIC/Access Card**
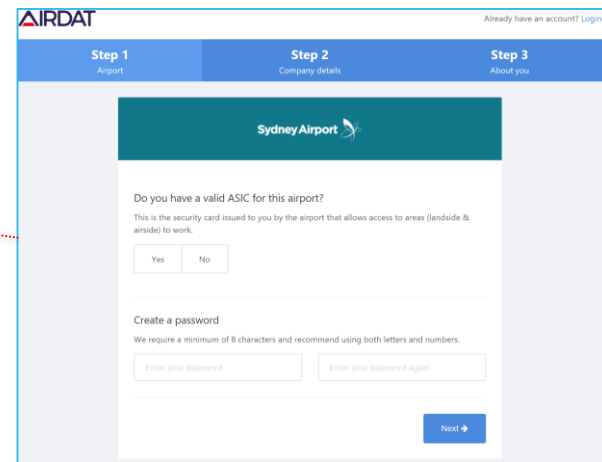
ASIC/Access Card

Enter your ASIC/Access Card here...

Cancel   Submit

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.

AIRDAT   Already have an account? Login

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

Sydney Airport

Do you have a valid ASIC 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 →

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
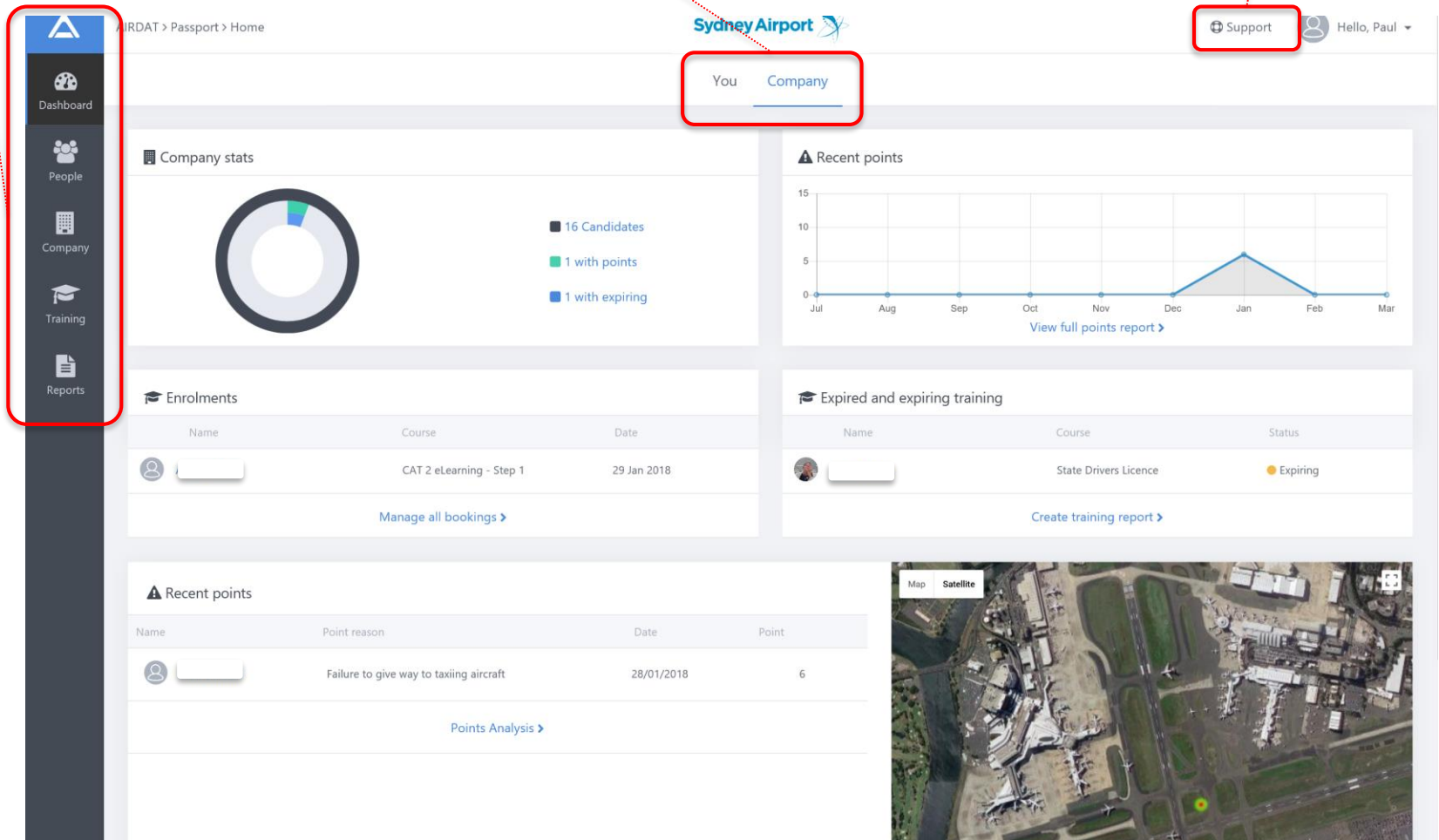
AIRDAT PASSPORT – Company Admin
GETTING STARTED

SYDNEY AIRPORT

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

AIRDAT PASSPORT – Company Admin
GETTING STARTED
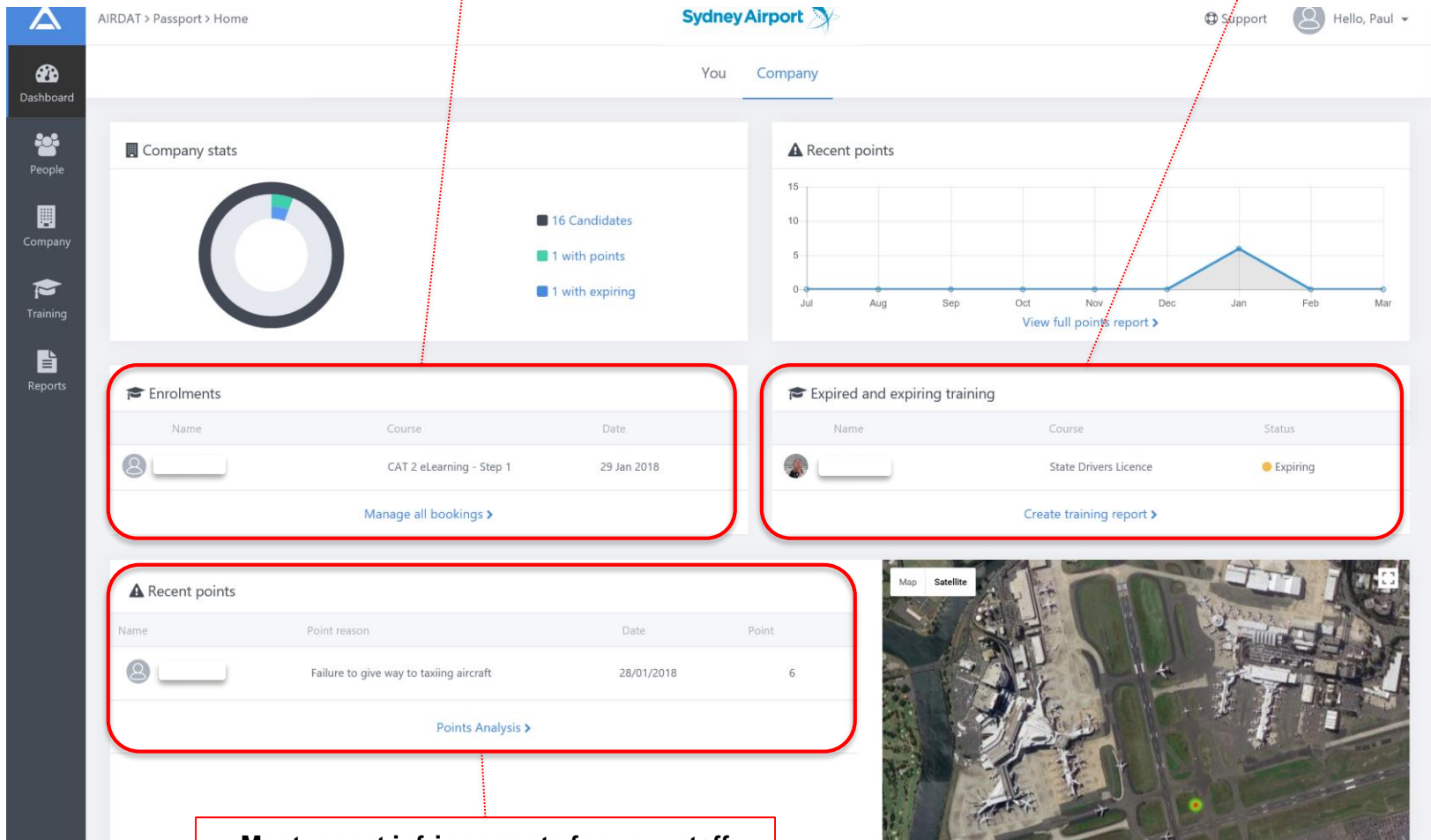
Sydney Airport

DASHBOARD VIEW

Upcoming enrolments for your staff

Qualifications due to expire within 3 months
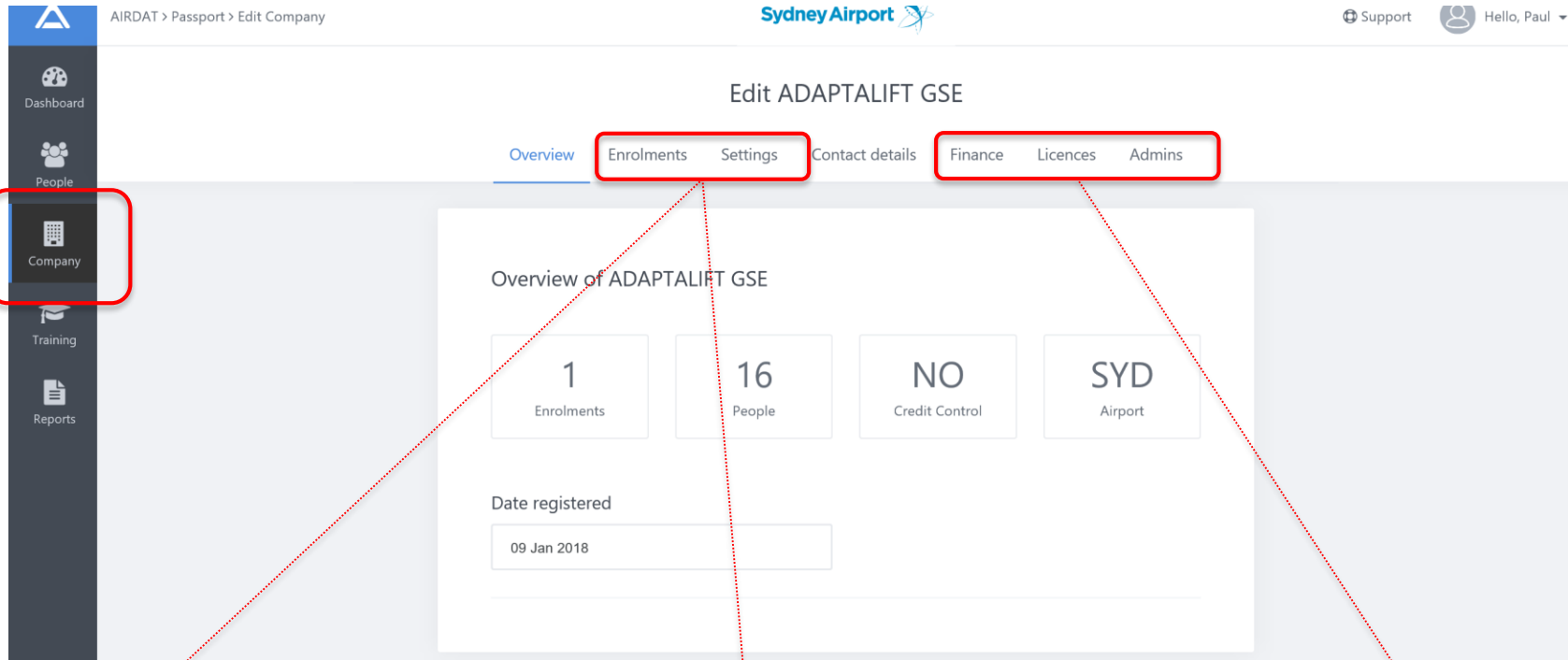
Most recent infringements for your staff

AIRDAT PASSPORT – Company Admin
GETTING STARTED

SYDNEY Airport

VIEW/EDIT COMPANY PROFILE

AIRDAT > Passport > Edit Company

Sydney Airport

⊕ Support   Hello, Paul ▾

Edit ADAPTALIFT GSE

Overview   Enrolments   Settings   Contact details   Finance   Licences   Admins

Dashboard

People

Company

Training

Reports

Overview of ADAPTALIFT GSE

1	16	NO	SYD
Enrolments	People	Credit Control	Airport

Date registered

09 Jan 2018

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

Dashboard

People

Company

Training

Reports

OPTION 1

Click on PEOPLE and search for the **person** you wish to make a booking for.
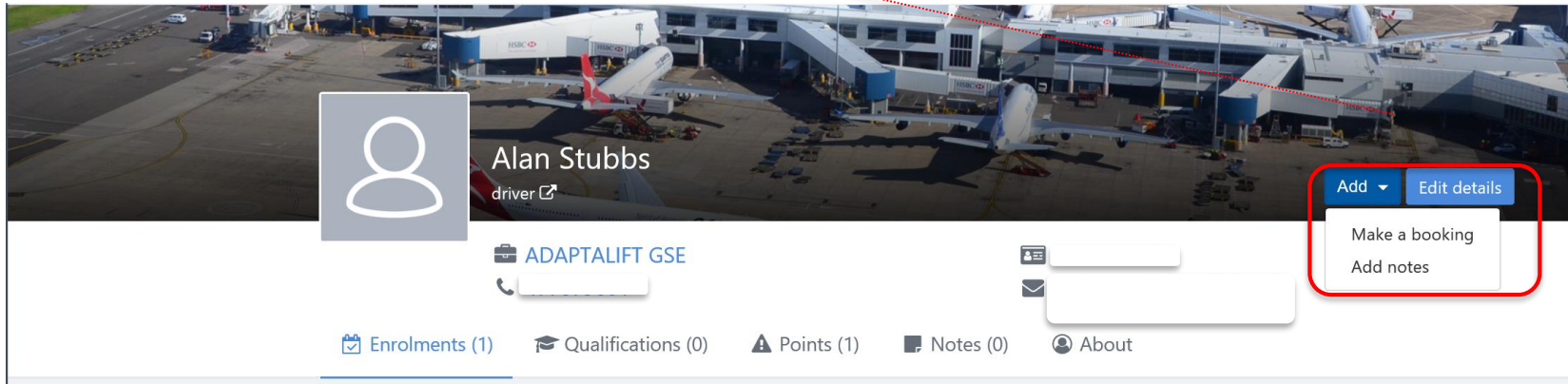
Name ⬍	ASIC ⬍	Job title ⬍	Company name ⬍
Alan Stubbs 👤 View		Driver	Adaptalift Gse
Alexander Lenci 👤 View		Parts	Adaptalift Gse

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

HOW TO MAKE A BOOKING

SEARCH FOR CANDIDATE

1. Locate the candidate

2. Click VIEW to open the drivers profile

3. Click ADD and select 'make a booking'

AIRDAT PASSPORT – Company Admin
BOOKINGS

Sydney Airport

HOW TO MAKE A BOOKING

Training enrolment

Please select course
Search for a course by name, or quickly choose from your most recents

Search for a course...

⇄ Filter (0 applied)

Course name ⬍	Type ⬍	
CAT 2 eLearning - Step 1 ⓘ View description	eLearning	Choose course
CAT 2 Practical - Step 2 ⓘ View description	In Person	⚠ Skills required
CAT 2 Theory - Step 3 ⓘ View description	In Person	⚠ Skills required

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"

Your booking details

Course price
Price breakdown for the course

Name CAT 2 eLearning - Step 1	Price per person Free of charge	GST per person Free of charge	Candidates 1	Total Free of charge

Your email address
Please ensure your email address is correct as joining instructions and booking information will be sent via email

Alexander Lenci ✐

Previous   Confirm booking

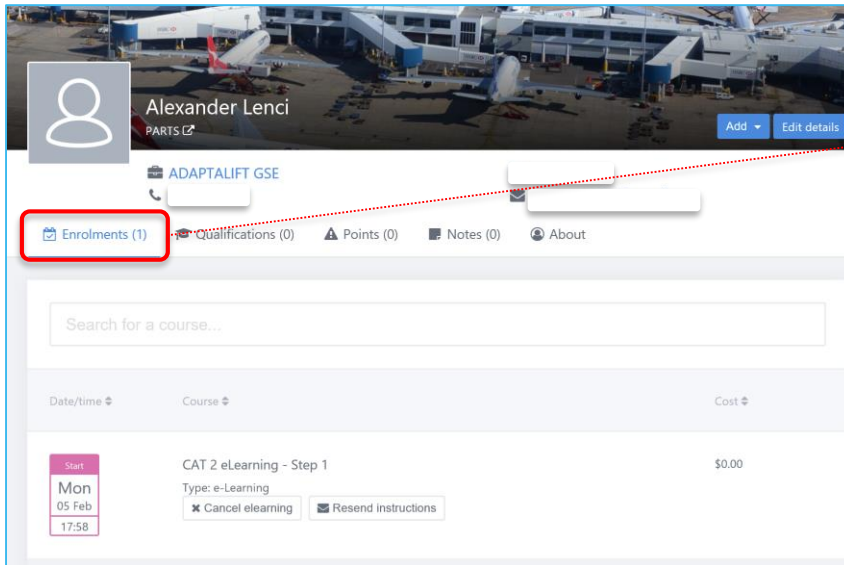**Please note:** You will only be able to book in a candidate if they meet all the required course pre-requisites. These courses will display a warning "SKILLS REQUIRED" if the candidate has not met these requirements

HOW TO MAKE A BOOKING
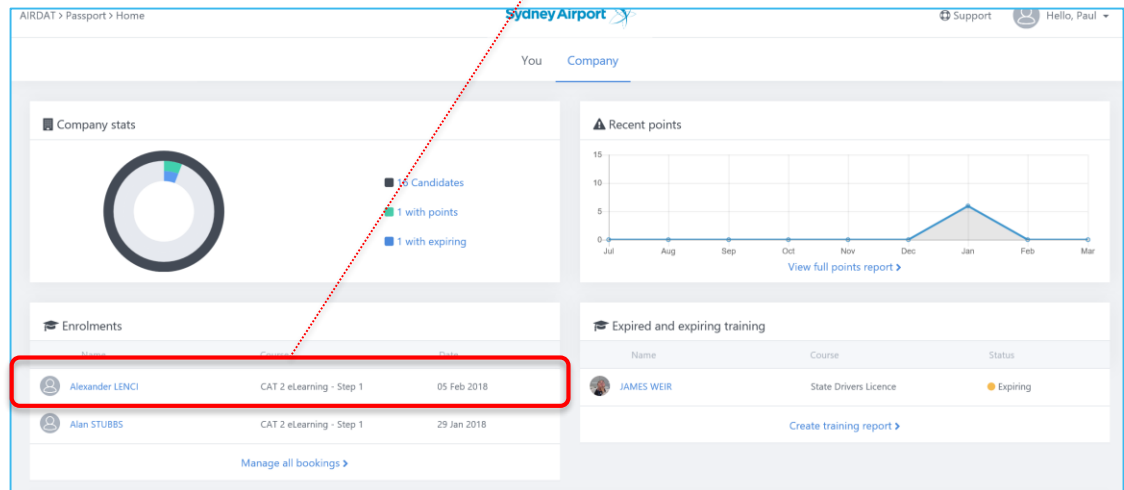
The booking is now confirmed and will be shown under "Enrolments" on the candidates profile and under your Company Admin Dashboard View

AIRDAT PASSPORT – Company Admin
BOOKINGS
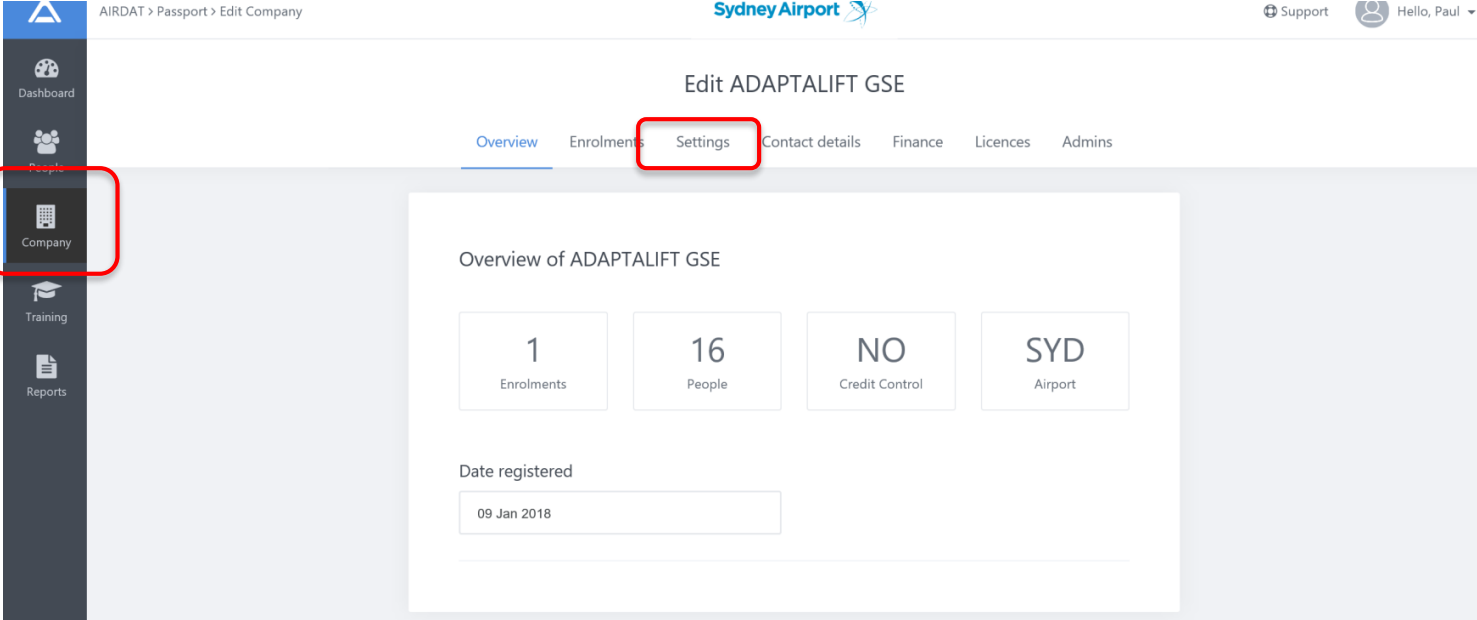
WHO CAN MAKE BOOKINGS

AIRDAT > Passport > Edit Company

Sydney Airport

Support   Hello, Paul ▾

Edit ADAPTALIFT GSE

Overview   Enrolments   Settings   Contact details   Finance   Licences   Admins

Overview of ADAPTALIFT GSE

1	16	NO	SYD
Enrolments	People	Credit Control	Airport

Date registered

09 Jan 2018

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 <u>not</u> 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.

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

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.

Start	CAT 2 eLearning - Step 1	$0.00
Mon 05 Feb 14:56	Type: e-Learning ✖ Cancel elearning ✉ Resend instructions ▶ Launch	

The option to **cancel a booking** will only be visible prior to the 24 hour cancellation period. You wont have the option to cancel a booking within 24 hours notice. Please contact Sydney Airport if you wish to swap candidates instead.

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'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

Sydney Airport

WHO CAN I CONTACT

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.