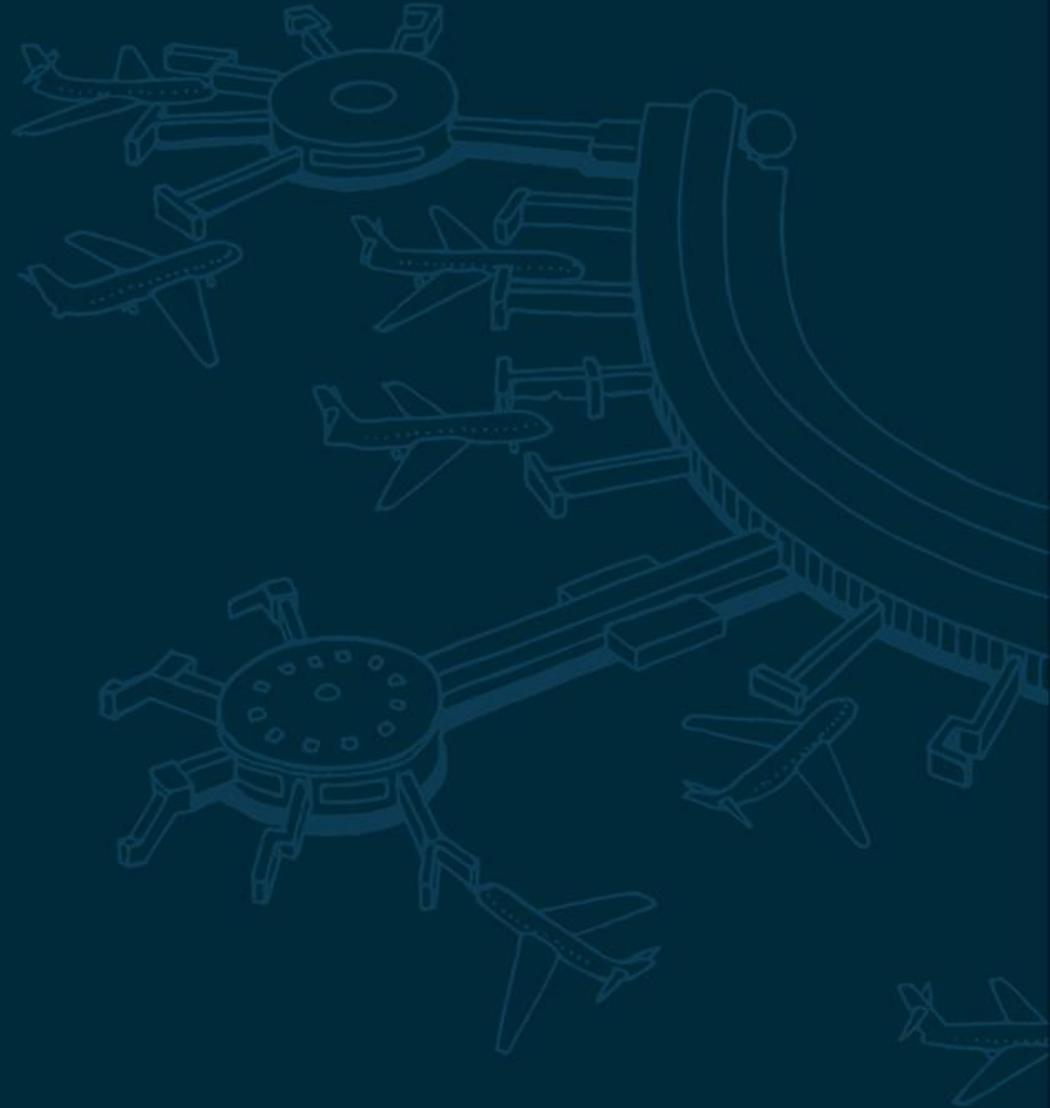




WORKING AIRSIDE

AIRDAT SAFETY & COMPLIANCE SYSTEMS

2023



WORKING AIRSIDE AT BRISBANE AIRPORT

Introduction

Brisbane Airport is proud to operate safety and compliance systems run by AIRDAT to ensure fuss free and streamlined operation for companies working airside.

This guide is to help you navigate registration on the AIRDAT systems and explain what you will need to know in order to work airside at Brisbane Airport.

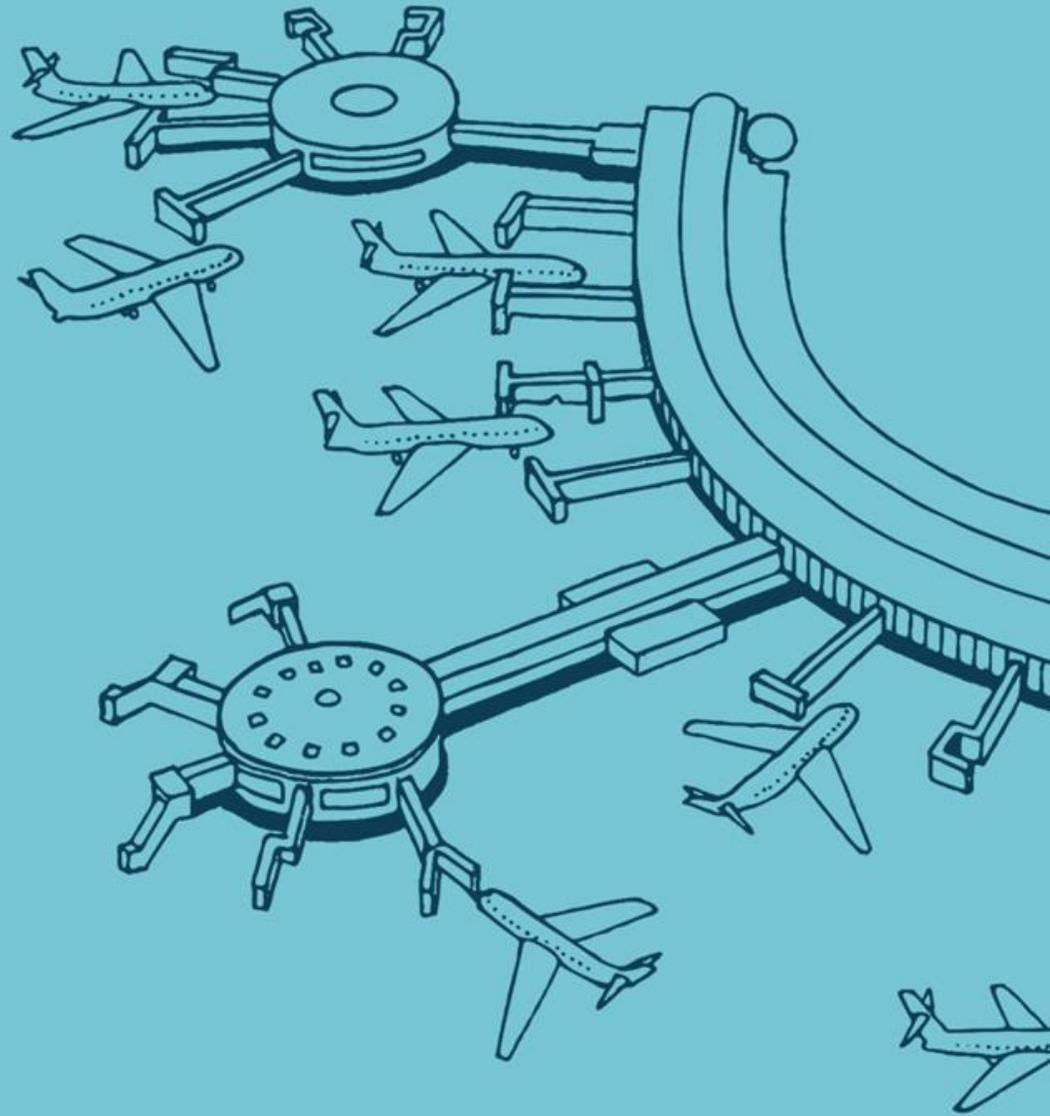
We will take you through how to register your company and staff onto the following AIRDAT systems for faster, smoother, more streamlined operation to support drivers, companies and the airport:

- Passport: Airport Safety System
- Onboard: Airport Compliance System
- VISA: Airside Safety App



PASSPORT

AIRDAT Airport Safety System





PASSPORT AIRPORT SAFETY SYSTEM

Passport is a training management and competency system used to help plan, manage, deliver, record and report on all training across the airport community.

This is where your company staff records are held and also where ADAs and other training records are managed, tracked and audited. Staff will be able to access and book training on Passport and easily track when training or licences are due for renewal.

The first step is that all companies and individual drivers will need to be registered and their profile set up on Passport so that they can drive airside and be able to book training etc. Registration of drivers can be done by the drivers themselves or the Company Administrator.

The following slides will explain how to register your company and drivers and signpost you to support guides to help get you set up.

PASSPORT REGISTERING YOUR COMPANY

STEP 1

The first step is to register your company on Passport which can be done during registration of the first person.

The first person to register will need to enter your company details carefully so that it appears on the list for subsequent people registering from your company.

Here is a direct link to register: <https://passport-bne.airdat.org/>

Here is a help document with instructions of how to register (skip to step 3 if you have used the direct link above):
<https://support.airdat.org/article/487-how-to-register-on-passport>

PASSPORT REGISTERING DRIVERS: NEW USER ENROLLMENT

STEP 2

Next your drivers will need to be registered on the Passport system.

If your company has bulk uploaded driver details, please go to the next slide.

Otherwise, there are 2 ways to do this; drivers can either register themselves or the Company Admin can do this on their behalf.

Please ensure that self registering drivers select the company name that you registered in step 1 from the drop down list and do not create additional companies.

Drivers self registering on Passport:

Here is a direct link to register: <https://passport-bne.airdat.org/>

Here is a help document with instructions of how to register (skip to step 3 if you have used the direct link above):

<https://support.airdat.org/article/487-how-to-register-on-passport>

The Company Admin will be cc'd into the completion email sent to the user so they will be able to track who has registered.

Company Admin registering the company drivers on Passport:

Here is a direct link to register: <https://passport-bne.airdat.org/>

Here is a help document with instructions of how to register your company drivers:

<https://support.airdat.org/article/194-create-a-new-candidate-on-their-behalf>

PASSPORT REGISTERING DRIVERS: EXISTING USER ENROLLMENT

Users who have previously been uploaded to Passport through a company bulk upload will need to know their details to log in to the Passport system moving forward, e.g. if they need to book training.

If you are an existing user as your company has bulk uploaded staff details, please ensure you go through the following help document carefully to ensure you are registered correctly and know how to log in to Passport, in order to ensure your ability to operate airside at Brisbane Airport continues smoothly.

<https://support.airdat.org/article/551-how-to-login-passport>

PASSPORT COMPANY ADMIN

The Company Administrator is responsible for managing company details, managing employees and booking training.

To upgrade the appropriate person to Company Admin permissions, they will need to request this by sending an email to help@airdat.org

Please visit <https://support.airdat.org/> to find a range of support documents to help answer any questions you may have.

The next slide shows some of the most common FAQs, but if you cannot find the answer to your question, please click here <https://support.airdat.org/article/188-need-a-hand> and AIRDAT support team will be happy to help.



What happens if a driver hasn't registered?

Once the system goes live on <deadline date> any driver who has not registered and created a profile at this point, will not be recognised as having a valid licence, so they will not be able to drive airside.

How do I upgrade to Company Admin permissions?

The Company Administrator is responsible for managing company details, managing employees and booking training. To upgrade the appropriate person to Company Admin permissions, they will need to request this by sending an email to help@airdat.org

I am a Company Admin - how do I book someone on a course?

Please see the following help article: <https://support.airdat.org/article/579-book-training>

I am a candidate and I have received a message saying I can't book a course. What should I do?

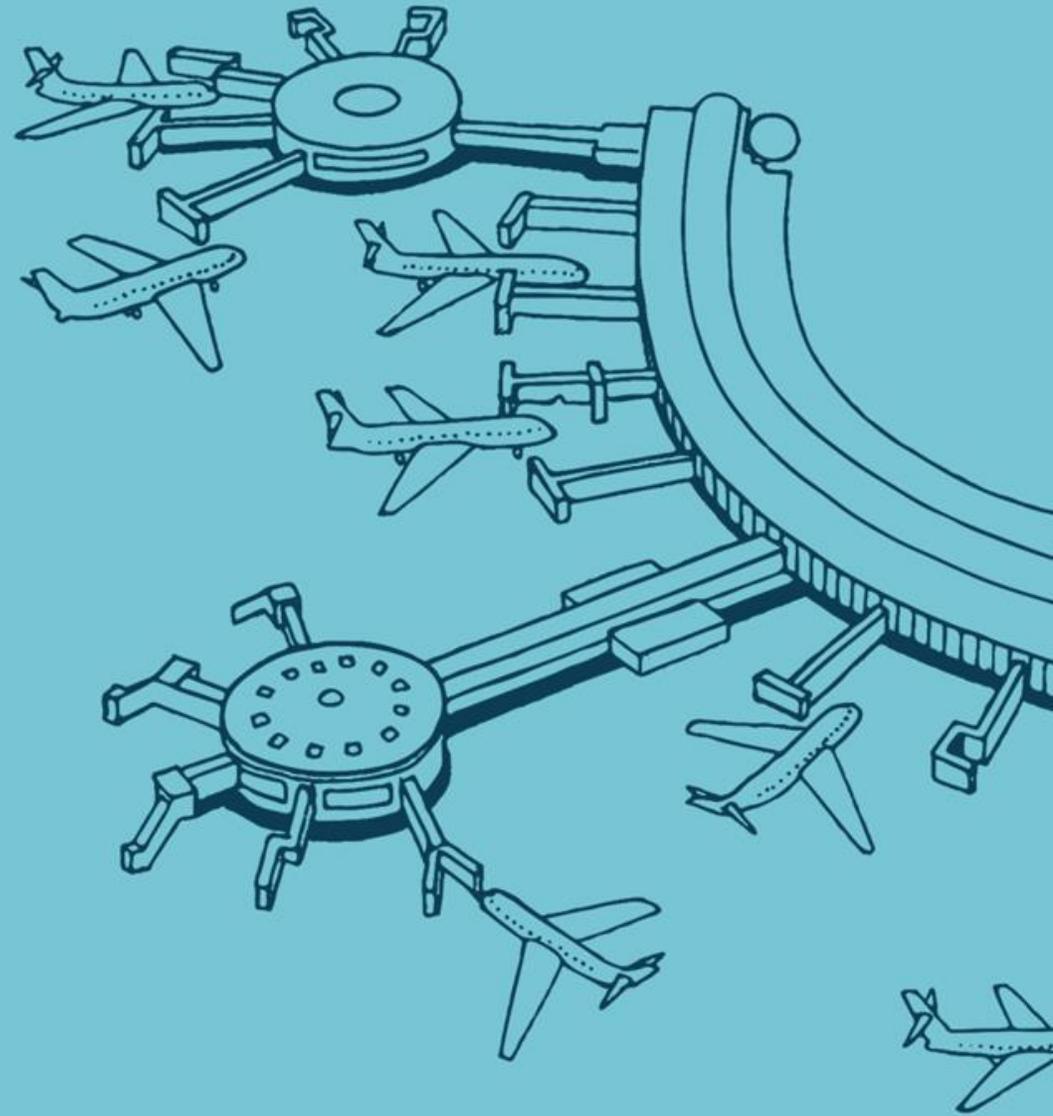
Contact your Company Administrator. They will be able to book you onto the course required.

When Passport goes live at Brisbane Airport, will my previous qualifications still be valid?

Yes. Once we have all drivers at Brisbane Airport registered on Passport, we will move across details such as training that are held in a driver's current profile. Records on the old system will still be valid until this has taken place.

ONBOARD

AIRDAT Airport Compliance System



ONBOARD AIRPORT COMPLIANCE SYSTEM

Onboard is a compliance system used to ensure all landside and airside companies and the fleets they operate, meet the standards required at Brisbane Airport.

This is where vehicle applications (e.g. AUAs), workflow, contracts, fleets and permits are managed and organised.

The following slides will explain how to register your company and signpost you to support guides to help get you set up.

Drivers do not need to be registered on Onboard - only Company Administrators and those responsible for submitting vehicle and fleet applications.

ONBOARD REGISTERING YOUR COMPANY

Onboard is a Quality Assurance and fleet management system set up by airports for their stakeholders. Companies who need to complete an Airport Application to be able to operate at an airport will first need to register their initial company details.

Once you have completed the initial registration and activated your account, you will be able to 'Create a new company in Onboard' or 'Request to become an administrator for an existing company'.

If your company is already registered on Passport, it will appear in the Company drop down list on Onboard - select it here and do not create a new company to ensure duplicate records are not created.

The first person to register against your company in Onboard will become the primary account holder or the Primary Company Administrator. Subsequent employees registering for that company will need to 'Request to become an administrator for an existing company'.

Details of how the Primary Company Administrator can accept or reject requests to access the company account and also how to adjust permissions of employees, are given in the next slide.

Here is a direct link to register: <https://onboard-bne.airdat.org/>

Here is a help document with instructions of how to register (skip to step 2 if you have used the direct link above):
<https://support.airdat.org/article/631-register-an-account-in-onboard>

ONBOARD REGISTERING ADDITIONAL USERS & SETTING PERMISSIONS

When a user signs up to Onboard - they need to request to join a company.

As a Primary Company Administrator for your company, you can accept or reject access requests to your company account.

The following help articles will guide primary account holders through this process:

<https://support.airdat.org/article/277-accepting-company-registration-requests-setting-permissions>

When a user requests access to a company account which already has a primary account holder, the request must be accepted before the user can login and view the Company's information.

Users requesting to join a company will receive a response confirming whether or not their request has been accepted:

<https://support.airdat.org/article/319-access-has-been-rejected>

<https://support.airdat.org/article/318-access-to-a-company-pending>

As a Primary Company Administrator, you can change the permissions of employees. This article will guide you through this:

<https://support.airdat.org/article/278-changing-user-permissions>

ONBOARD SUBMITTING APPLICATIONS

The Application Dashboard for Companies gives an overview to Company Administrators responsible for the airport application:
<https://support.airdat.org/article/330-application-dashboard-for-companies>

Please visit <https://support.airdat.org/> to find a range of support documents to help you navigate Onboard and answer any questions you may have.

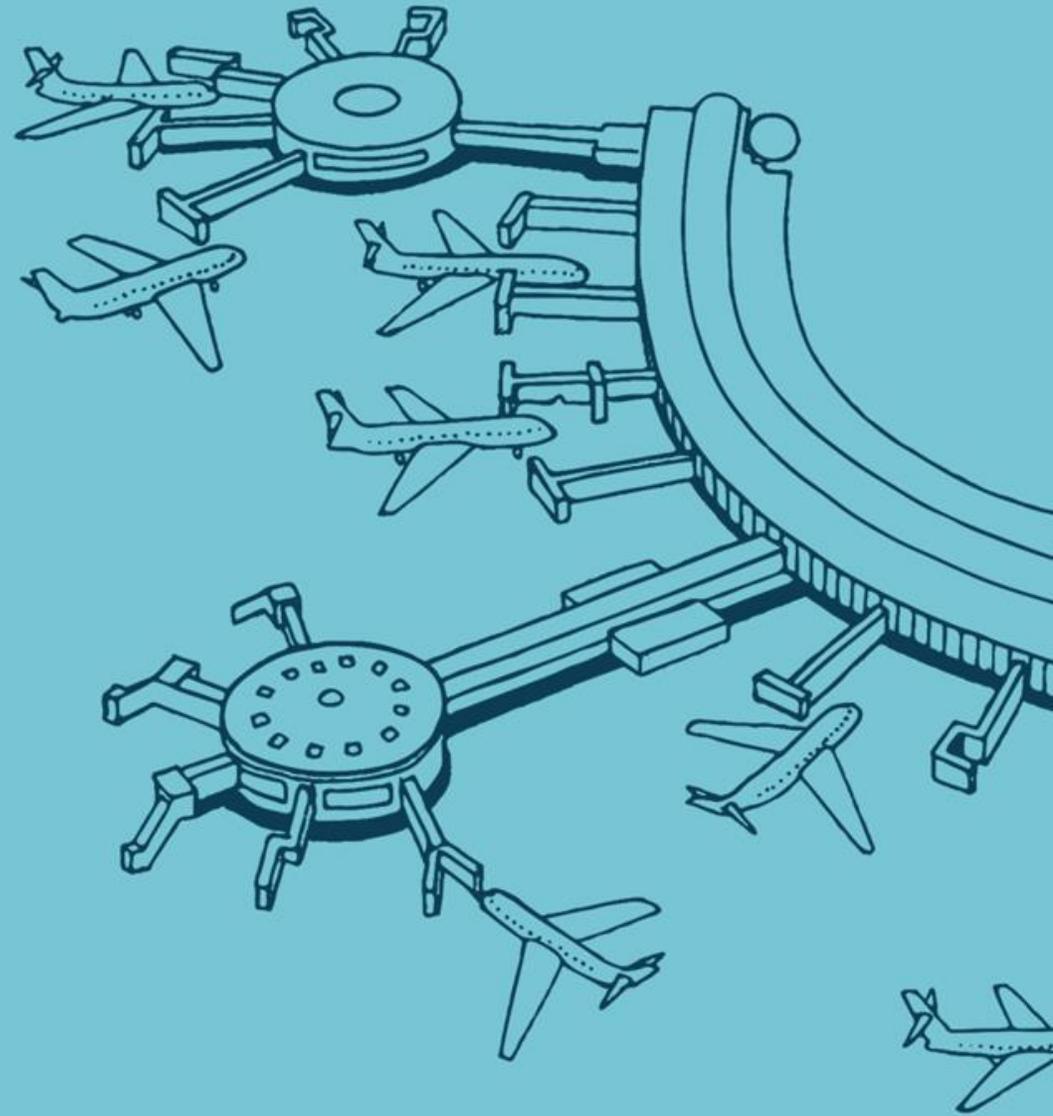
Below are links to help documents regarding some of the most common FAQs, but if you cannot find the answer to your question, please click here <https://support.airdat.org/article/188-need-a-hand> and AIRDAT support team will be happy to help.

Airport Applications: <https://support.airdat.org/category/341-airport-application>

Vehicle Management: <https://support.airdat.org/category/344-vehicle-management>

VISA

AIRDAT Airside Safety App





AIRSIDE SAFETY APP

The AIRDAT VISA App provides a holistic insight into airport operation, wherever you are.

The VISA app unites information from AIRDAT Onboard and Passport systems in one mobile application. This allows everything you need for assurance, fleet and training to be at your fingertips. Whatever your role at the airport, AIRDAT VISA provides you with what you need. It will flex to your company operation and Brisbane Airport needs.

The VISA app is designed for the entire airport community.

At Brisbane Airport we ask that all company staff working at the airport install the VISA app and log in, to meet operational needs in a flexible, convenient way. This will also help you to manage your Passport profile and book training on the move.

AIRDAT VISA is available for download on iOS and Android devices - click on the appropriate link below:





USING THE VISA APP

Please visit <https://support.airdat.org/> to find a range of support documents to help you with the VISA app and answer any questions you may have.

Below are links to help documents regarding some of the most common FAQs, but if you cannot find the answer to your question, please click here <https://support.airdat.org/article/188-need-a-hand> and AIRDAT support team will be happy to help.

Managing your Passport Profile from the VISA app: <https://support.airdat.org/category/426-profile>

Managing and booking your training from the VISA app: <https://support.airdat.org/category/424-training>



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