Flinders University

CHECK IN AND OUT OF SITE

Contractors who carry out work at our Flinders University campuses are required to sign in and sign out as part of our WHS policy. Before you can do this, you need a sponsored Flinders Authentication Name (FAN) and to be registered as a contractor –speak to your University Responsible Person for assistance with this.

Please be aware that you will not be able to check in unless your company registration is completed and your insurance certificates are up to date.

CHECK IN

- Log in to your 'Service Now Agent' mobile app using your FAN and password.
- Select the three dots at the top-right of screen (iPhone) or the green + button in the bottom-right corner (Android).
- Select 'Log a check in' from the list that appears.
- If your work relates to a Work Order Task, select the WOT number from the dropdown list; otherwise, leave blank.
- Select the location you are working at.
- Enter your mobile number.
- Type and search in the list for the name of your Flinders contact (the staff member you are here to see or report to).
  Select whether or not you require a key (this is for our records only - you will need to arrange with your University Responsible Person to obtain any keys required).
- Select 'Submit' at the top-right of screen (iPhone) or the green arrow in the bottom-right corner (Android) to confirm your check-in. You are now checked in and can begin your work.

Note: If you have multiple Work Order Tasks, only one check-in per campus per day is required.

CHECK OUT

- From your app home screen, select 'My check ins' under the heading 'My items'.
- You will be presented with a brief summary of your check-in.
- You can swipe left on the summary and then select the 'Check out' button.
- Select whether or not you have returned any keys or swipe cards (in addition to whatever arrangements you have made with your Flinders contact to return them).
- Select the green tick in the bottom-right corner and confirm your check-out.
- Press anywhere on the summary to open the check-in in more detail.
- Select the green 'Check out' button at the bottom of the screen.
- If you have any University keys or cards, select whether or not you have returned them (this is for our records only; you will need to arrange with your University Responsible Person to return any keys or cards).
- Select 'Submit' at the top-right of your screen (iPhone) or the green arrow button in the bottom-right corner (Android) to confirm.
- You are now checked out and can return to your home screen or close the app.

Note: Flinders' contractor business hours are generally 7am–4pm. You will receive a notification on your mobile phone if you have not checked out at the end of the day.

Your check-in and check-out locations will be shown as 'pin drops' on a map in our system. This helps us to ensure your safety in the event that we need to contact you. If you do not consent to us collecting this information, you need to turn off your location data on your mobile device.

FOR SUPPORT OR MORE INFORMATION

For technical support, including questions about your FAN, password or access to the system contact our **IT service desk team** on (08) 8201 2345 during business hours. You can also log a request online using the IT help and support service in Service One.

For support with the contractor process, policy, work permits and permissions to proceed, or your work at Flinders, contact our **Properties, Facilities and Development team** on (08) 8201 2733 during business hours or email pfd@flinders.edu.au.

FLINDERS.EDU.AU/CONTRACTORS