

OBTAIN A FLINDERS AUTHENTICATION NAME (FAN)

To work on Flinders campuses, contractors need a sponsored Flinders Authentication Name. This is a unique identifier or username that provides access to our online contractor system.

GET A FAN

- If you don't have a FAN, or can't remember yours, speak to your University Responsible Person to ask them to arrange one for you.
- You need to provide your first name, last name, date of birth, and email address for your FAN to be created.

ACTIVATE YOUR FAN

- Once your FAN has been set up, you will receive an email with a link, asking you to activate your FAN.
- Click the link and follow the prompts, which includes setting up a password.
- Once activated, you will use your FAN and password to log in to any Flinders systems you are given access to, including Service One's desktop portal and the ServiceNow Agent mobile app.

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 pfid@flinders.edu.au.

FLINDERS.EDU.AU/CONTRACTORS