Port Pass:

Company Administration & Port User Procedures

August 2023

Version: [1.5]

NAPIER°
PORT

TABLE OF CONTENTS

How to register for a Port Pass access card

1. **To register as a New Port User in Port Pass, click on this link https://portpass.co.nz/**

Port Pass access cards are valid for five (5) years, after which point they expire.

Napier Port's Health and Safety induction is valid for two (2) years, after which point it expires.

2. **The below screen will appear, click on 'Apply Now'**
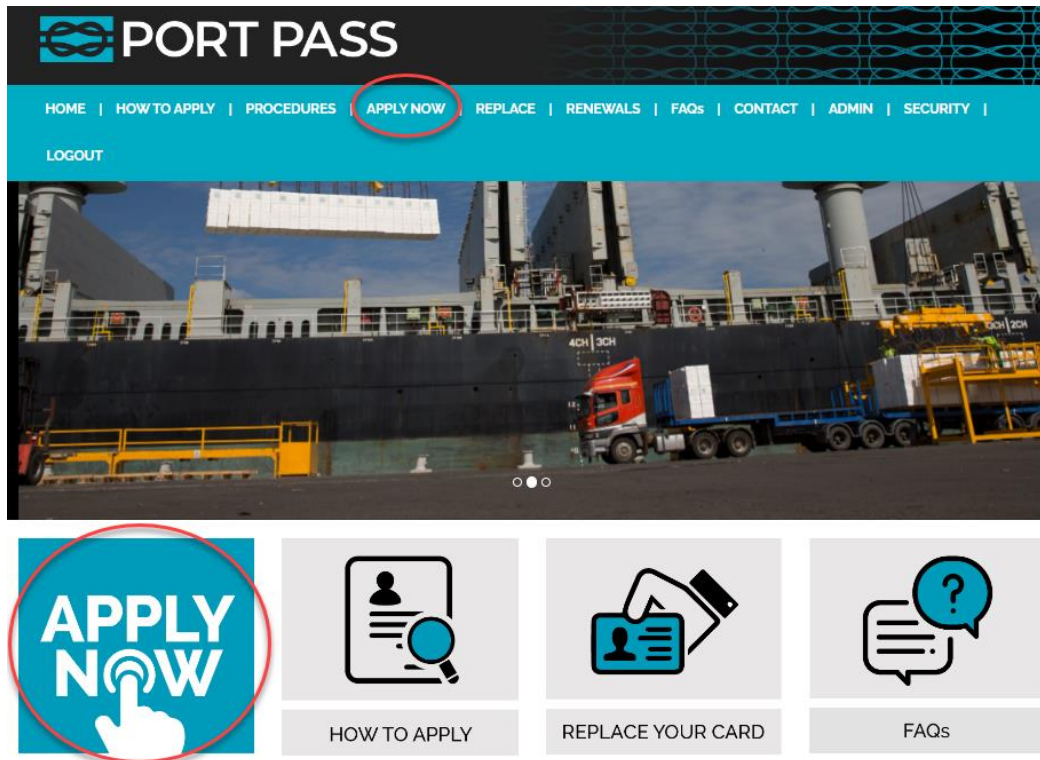
3. **To select your employers name, start typing the first few letters of your Company under EMPLOYER 'Company Name'**

Example: Type Napier for Napier Port, a list of Companies will appear that have the word Napier. Click on your Company.

*If your company has not been created refer to 'How to register a company' process on **page 8***

Please ensure you search all iterations of your company name before adding a new version, particularly abbreviated versions ie HB vs Hawkes Bay or Limited vs LTD

4. **Under IDENTIFICATION, Card Type, click on the down arrow to see options of; Drivers Licence, Passport or 18+ card**

Note: If your do not hold a current Drivers Licence or Passport, but have a government agency photo ID card, select the 18+ option and enter the ID number into this section

2. IDENTIFICATION

To complete your induction, you must provide the form of identification that you will bring during your on-site security check.

Card Type	Driver Licence
Licence *	gg111112
Expiry Date *	02/02/2022

5. **You must add a current photo by using your web cam (click on USE CAMERA) or select a photo from your browser (saved files).**
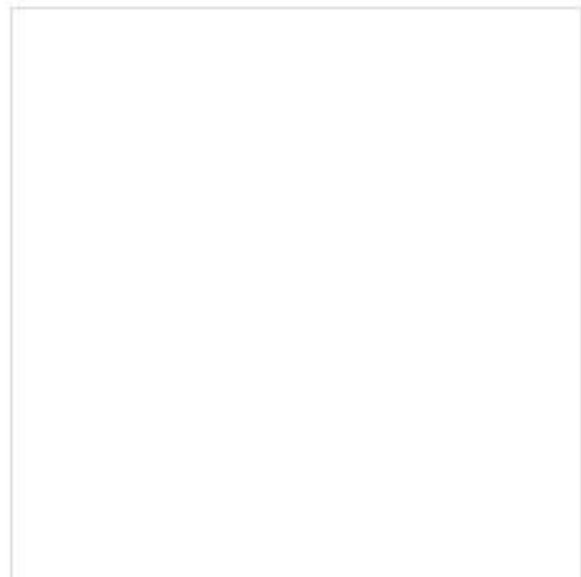
Note: Photos will be rejected by the Port Pass Support Team if they are not a clear image of your head and shoulders, are wearing hats or sunglasses, the photo is blurry or too much light in the background.

3. CURRENT PHOTO

- A recent clear image of your head and shoulders is required
- No hats or sunglasses

Max file size: 4MB. Our system only accepts jpeg, gif, png and bmp files.

USE CAMERA

Choose Files

If your photo was rejected, you will receive an email advising reason why, with a link to upload a new photo, contact Port Pass at support@portpass.co.nz or on 0800 767 877 if you are having issues.

6. Fill out ALL fields under 'YOUR DETAILS'

Please ensure you provide the correct email address, without this, registrations cannot proceed.

4. YOUR DETAILS

First Name *

Surname *

Date Of Birth *
24/07/2002

Email *

Confirm Email *

Cell Phone *
eg 022 000 000

7. When fields 1-4 are complete, tick the TERMS AND CONDITIONS box and click on Submit

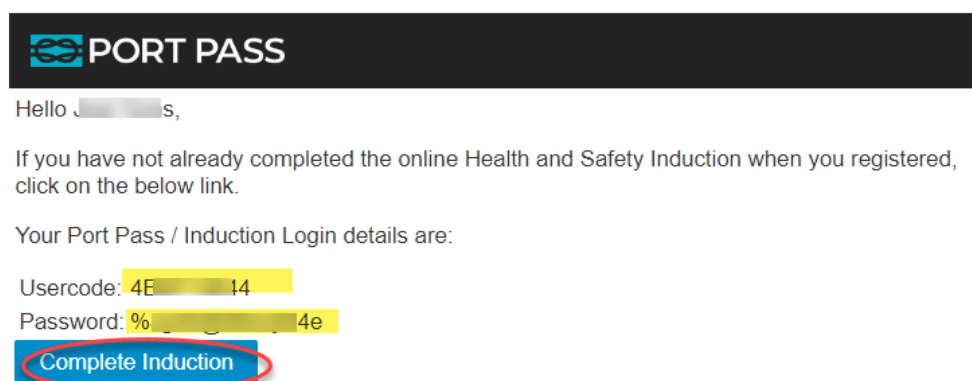☐ By clicking this box I agree to the Port Pass TERMS AND CONDITIONS.

SUBMIT

What next?   Complete the H&S Induction

Once the new registration has been submitted the Health and Safety induction invite will pop-up in your browser, so the induction can be completed straight away (prior to payment).

An Induction Invite will also be sent to the registered email address, so it can be completed when time allows.

Click on the blue 'Complete Induction' link (your Usercode and Password are in the pop-up and email – as below example), this will take you directly to the H&S Induction LOG IN site – refer **Port User: Complete H&S Induction** page 5-7

PORT PASS

Hello Js,

If you have not already completed the online Health and Safety Induction when you registered, click on the below link.

Your Port Pass / Induction Login details are:

Usercode: 4B14
Password: %4e

Complete Induction

For ease of use you can copy and paste the Usercode & Password into the login screen.

You may also use the same details to login to Port Pass and monitor your application.

If using a generic email address, please ensure the person requiring access to the Port completes the Induction themselves. Failure to do so may result in access being denied.
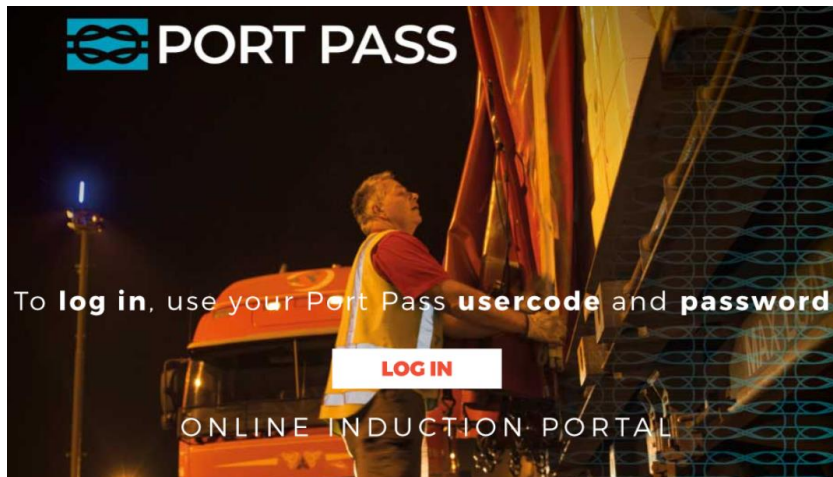
Note:

If you have created a new company, the nominated Company Administrator will receive an email to 'Complete Company Signup' refer to **page 10.** This must be actioned for your company to gain access to the facility.

If you have registered yourself under an existing company, the nominated Company Administrator will receive a 'New User Request – Verify and Pay' email – **refer to page 12.**

How to complete the H&S Induction

*For induction RENEWALS the Company Administrator will need to login to purchase the renewal invite first – see process on **page 18***

1. **To access the Napier Port H&S Induction login page as below, you will need to click on the blue 'Complete Induction' link sent to you via email or in the pop-up screen when you first registered (refer to page 3), this also contains your Usercode and Password.**

Note: If you cannot login, contact the Port Pass Support team, they may have to reset your password support@portpass.co.nz or 0800 767 877

2. **Once logged in, the below Induction page will appear. Click on START, allow a few seconds while the system launches into the slides. The Induction will take you about 20-25 minutes.**

   Note: each slide is timed between 20-30 seconds, click on CONTINUE to view the next slide.
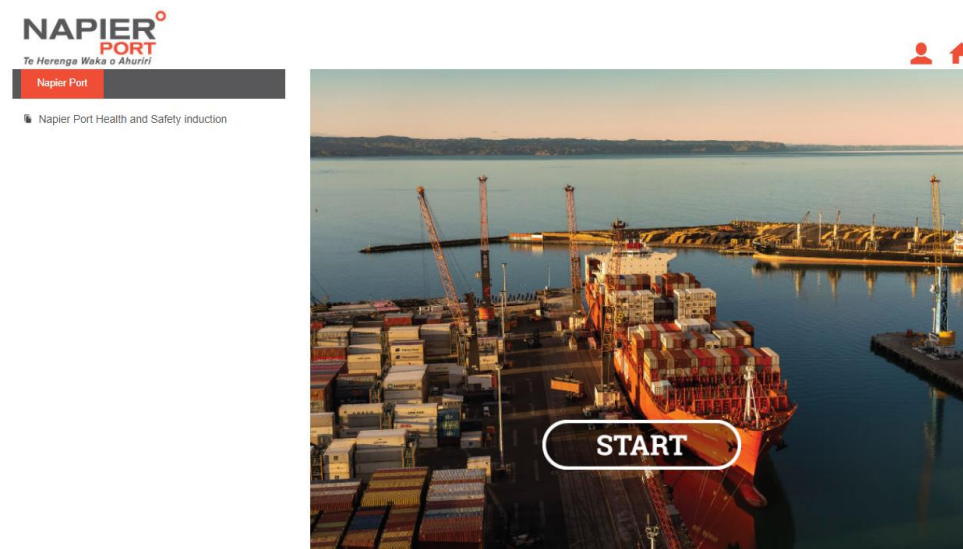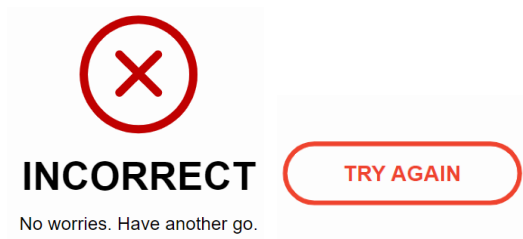

3. **After the slides, a group of QUESTIONS will appear. Make your selection and click on SUBMIT.**

   a. *If correct the below will appear. Click on CONTINUE to view the next set of slides and questions.*

b. If you happen to answer one of the questions incorrectly, the below will appear, click on TRY AGAIN

INCORRECT

No worries. Have another go.

TRY AGAIN

4. **When you get to the end of the slides and questions, the below page will appear, <mark>wait</mark> for the word EXIT MODULE to appear, click on it, this will take you back to the Induction Home-page**

INDUCTION COMPLETE – WELL DONE

NAPIER°
PORT
Te Herenga Waka o Ahuriri

Further information:

Napier Port's safety protocols are set out in two booklets – one for individuals, one for companies.

You can find the booklets in the Health and Safety section of our website: www.napierport.co.nz

When you click 'EXIT MODULE', this tab will close. The induction start page may still be open. You do not need to 'start' the induction again – it has now already been completed.

←   EXIT MODULE

5. **To log out of the H&S Induction, first click on the head icon, then click on Logout (as circled below)**
   Before you log out, you can also view your H&S Induction Certificate by clicking on Account settings

C_____an

Account settings

No messages

Check My System

Legal   ▶

Logout
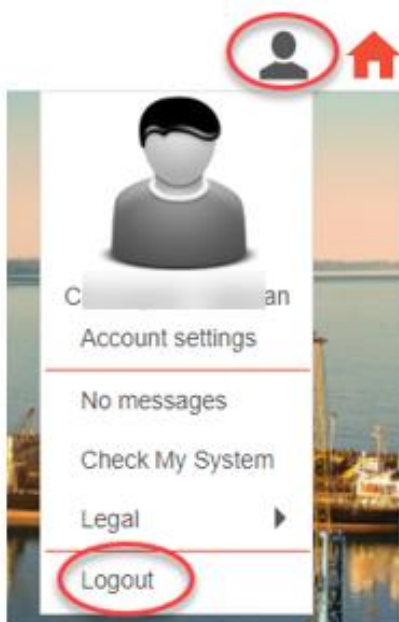
6. **Your H&S Induction Certificate is available to view or download, click on the certificate icon as circled**

7. **Note - when the Company Administrator is logged into Port Pass, they will be able to see whether staff have completed the H&S Induction**

If the word 'Competent' is Blue, the H&S Induction has been done, if red the induction is yet to be done. Under the Certified tab the completed induction date will be displayed, if not done it will appear as 'NOT CERTIFIED'.


If you have any queries, contact the Port Pass Support team support@portpass.co.nz **or 0800 767 877**

How to register a Company

If your Company (employer) is not in Port Pass when registering as a NEW Port User, a new company will need to be created.

Contact Port Pass support at support@portpass.co.nz if you are having issues, including changing the name of your company.

1. **To register a NEW company in Port Pass, click on this link https://portpass.co.nz/**

2. **The below screen will appear, click on 'Apply Now'**
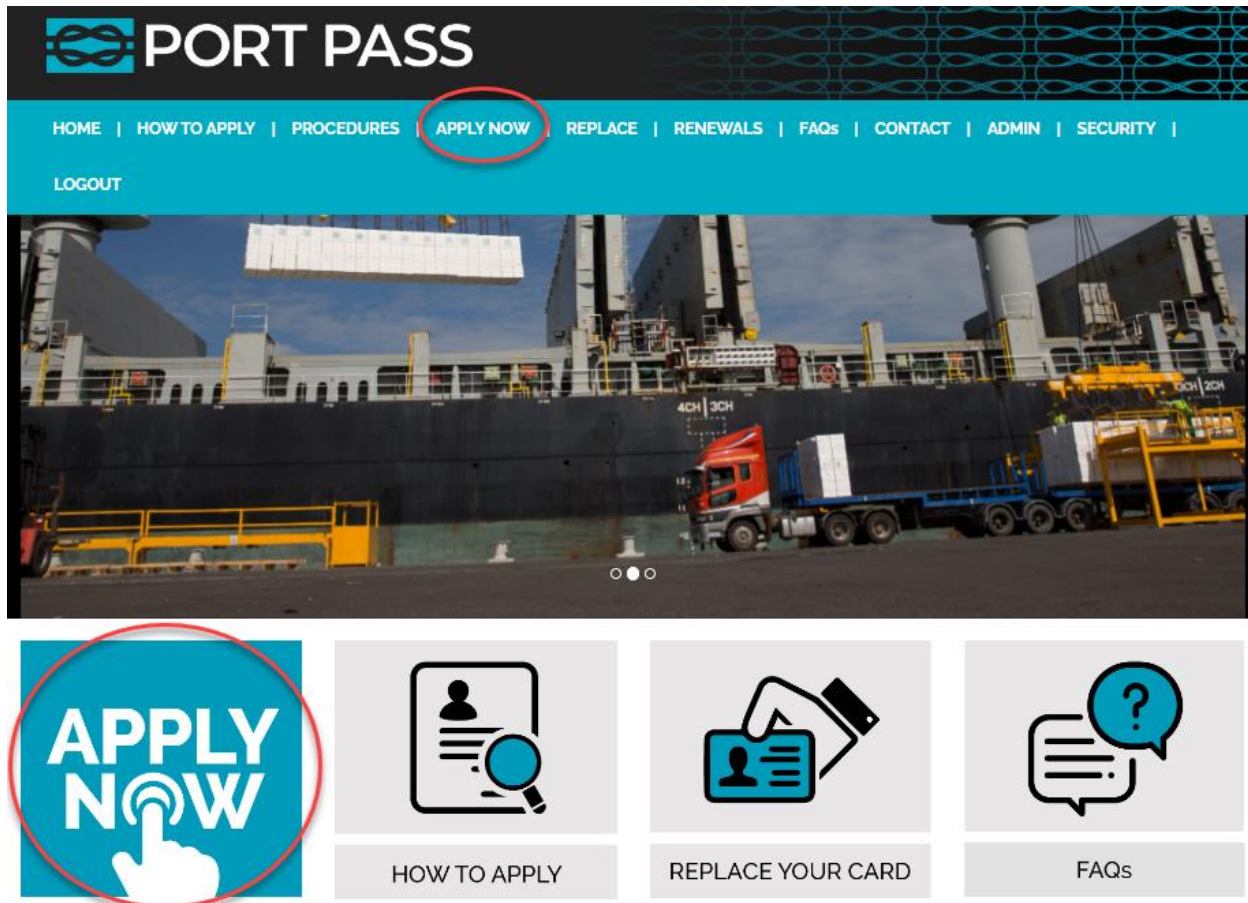
3. **To check whether your Company has already been created, next to 'Company Name' start typing the first few letters of your Company.**

   Example: Type Napier for Napier Port, a list of Companies will appear that have the word Napier. Click on your Company.

4. **If your Company does not appear you will need to create it by typing the full name of your company. Once done, click on 'Add as new company'.**

   Please ensure you search all iterations of your company name before adding a new version, particularly abbreviated versions i.e. HB vs Hawkes Bay or Limited vs LTD

   ## REGISTER

1. EMPLOYER	
Company Name *	Napier Building
	Napier Building
	Add as new company...

   contact them to complete your registration.

5. **Fill in email, phone and contact person details. This is the person responsible for verifying employees and paying for their Port Pass card** *(the nominated Company Administrator).*

   Please ensure you provide the correct email address as an email will be sent to the Company Administrator to accept payment for the Port Pass card, without this confirmation an employee's application cannot proceed.

1. EMPLOYER	
Company Name *	Napier Building
	Napier Building
	Add as new company...
Email *	
Phone *	
Contact Person *	

   Please search for your employer above. If you are unable to find your employer, you may create them now, and we will contact them to complete your registration.
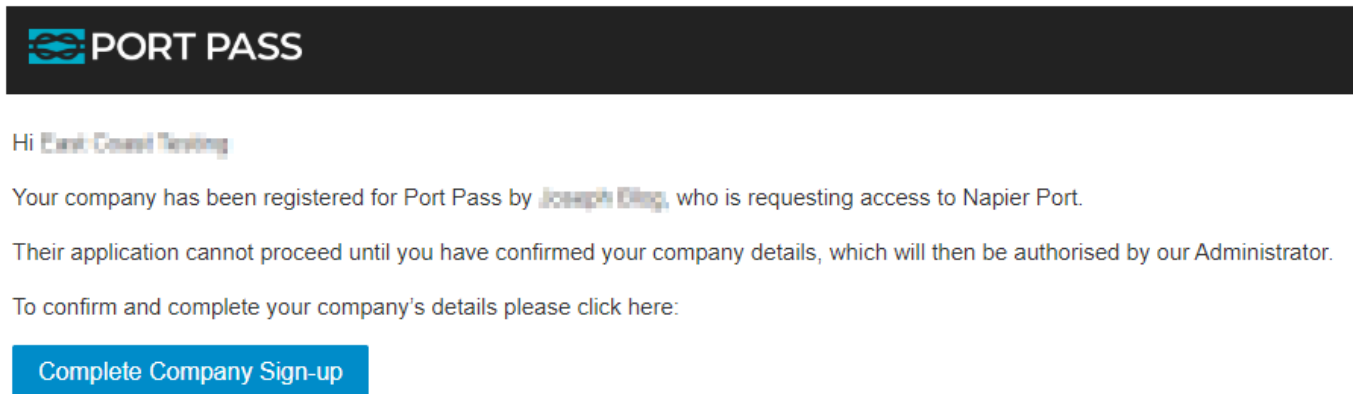
What Next?

The nominated Company Administrator will receive an email to 'Complete Company Signup' **refer to page 10.** This must be actioned for your company to gain access to the facility.

How to complete the 'Company Signup'

1. **When a <u>New Company</u> has been registered, the nominated Company Administrator will receive an email to 'Complete Company Signup – as below example.**

   Click on Complete Company Sign-up. This must be actioned for company employees to gain access to the Port facility.
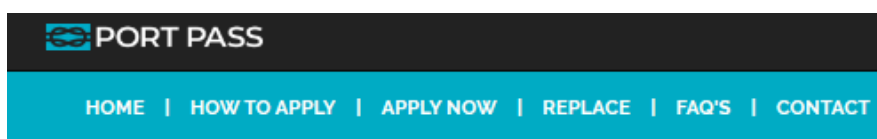
   PORT PASS

   Hi Esst Comst Testing

   Your company has been registered for Port Pass by Joseph Bloggs, who is requesting access to Napier Port.

   Their application cannot proceed until you have confirmed your company details, which will then be authorised by our Administrator.

   To confirm and complete your company's details please click here:

   Complete Company Sign-up

2. **Check ALL details are correct, re-type your email address and click on 'I CONFIRM THE DETAILS PROVIDED ARE CORRECT AND REQUEST FINALISATION' button**

   If you are not the 'Company Administrator' please change details to reflect the person responsible for administering employees registered under your company. Refer to ‘Company Administrator unique USERCODE login' on page 15

   PORT PASS

   HOME | HOW TO APPLY | APPLY NOW | REPLACE | FAQs | CONTACT | LOGIN

   ## VERIFY COMPANY DETAILS

COMPANY STATUS	
Company Name *	Esst Comst Testing
Contact Person *	Joe Bloggs
Admin Email *	ICT@gmail.com
Re-Type Email *	
Admin Phone Number *	027xxxxxxx

   I CONFIRM THE DETAILS PROVIDED ARE CORRECT AND REQUEST FINALISATION.

3. **The below will appear once finalised.**

   PORT PASS

   HOME | HOW TO APPLY | APPLY NOW | REPLACE | FAQ'S | CONTACT

   ## COMPANY FINALISED

   Thank you for confirming and updating your company details.

What's Next?

4. **Napier Port will receive an email to verify that your company can access their facility.**

Hi Napier Port,

██████████ has verified their company and requested to access Napier Port.

To verify that ██████████ employees may access your facilities please click here:

Verify access of ██████████ to Napier Port
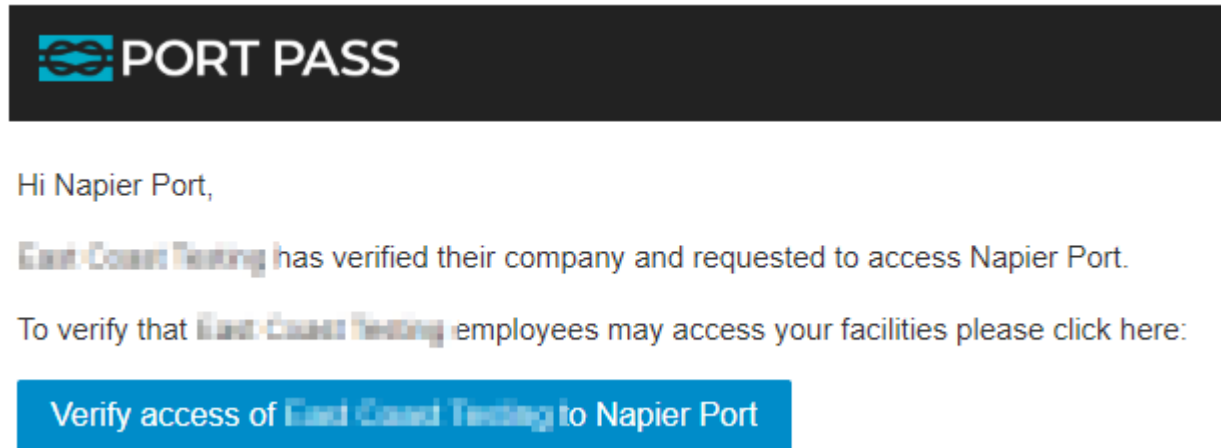
5. **When verified the Port Pass Support Team will tick the Authorise access box and click on I AUTHORISE *(company name)* TO ACCESS NAPIER PORT**

HOME | HOW TO APPLY | APPLY NOW | REPLACE | FAQs | CONTACT | LOGIN

AUTHORISE COMPANY

COMPANY STATUS

Company Name *	
Contact Person *	Joe Bloggs
Admin Email *	@gmail.com
Admin Phone Number *	027

☐ Authorise access.

I AUTHORISE ██████████ TO ACCESS NAPIER PORT.

HOME | HOW TO APPLY | APPLY NOW | REPLACE | FAQ'S | CONTACT

COMPANY AUTHORISED

Company has been authorised.
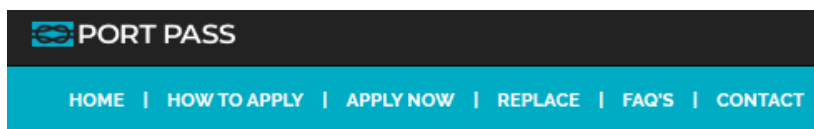
What next?

The nominated Company Administrator will receive a 'New User Request' email to verify and pay for an employees Port Pass card(s), **see following page…**
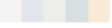
How to 'Verify and Pay' for a new Port User registration

1. **When a new user has registered for Port Pass under your Company, you will receive an email to either accept or reject their application.**

   The nominated Company Administrator will need to click on 'I Verify and accept charges for ....' and ACCEPT EMPLOYEE for their application to proceed.
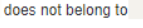

2. **Once you have verified and accepted charges, an Invoice will be sent. You will need to click on 'Pay Invoice' before your employees' application can proceed.**

   Note: Invoice PDF attached.

3. **This will take you to a secure Credit Card payment option. Enter details, click on Submit, and click next to complete payment.**

Credit Card payment will show 'Transaction Approved' in green and Port Pass will display 'Payment Successful'.
If the transaction is declined, try again or refer to your bank or credit card company as there may be an issue with your card.

Payment Successful

Thank you, payment of $40 NZD has been received.

4. **Once payment has been received your Company will be sent an email with a PDF attachment containing a statement.**

Hi

Thank you, we have received and processed your payment for the following access card/staff member

- Access Card (PPNZ2   ) for

Port Pass Support <support@portpass.co.nz>

Receipt

Statement_21-06-2019T021206.pdf
47 KB

Hi

Thank you, we have received and processed your payment.

5. **When the Port Pass Support team have authorised your employees' details, the employee will be sent an email to collect their Port Pass Access Card.**
    - *Please note there are TWO collection points as below*

PORT PASS

Hi................,|

Your Port Pass access card is now ready to be collected.

Please ensure you bring the same ID you registered with as proof of identity and select the correct collection point:

There are TWO collection points:

1. **Main Collection point: EASTERN GATE - Port Security. Available 24/7**

    → **Important: Please note when collecting from Port Security Eastern Gate:**

        o STOP at the pre-check swipe and use the Intercom to advise Port Security you are there to collect your card.
        o They will instruct you to pull over to the Left-hand side, exit your vehicle and use the pedestrian crossing to cross the road. Security will meet you at the turnstile and collect your Photo ID.
        o Once your card has been printed you will be given access to the Port.

    → **Accessing the Port via Port Security Eastern Gate with your Port Pass card:**

        o Each time you come to the Port via the Eastern Gate, you MUST pre-swipe your Port Pass card.
            - GREEN Light – Proceed
            - RED Light – Pull over to the Left-hand side

2. **WESTERN GATE:**
        o Entry via **LANE 1** for Container truck drivers / Port Pack destined truck drivers
        o Driver to access the Gatehouse through the driver's entrance
        o Once your card has been printed you will be given access to the Port.

Port Main Building collection by arrangement only – call Port Pass Support on 0800 767 877

What next?

If an employee has not received the above **'Collect Access Card'** email, check the following have been done

- **Health and Safety Induction has been completed**
- **Employee has clicked on 'Validate Email' email**
- **Company has Verified their employee and has paid for their Port Pass card**
- **The Facility has authorised their submitted Photo (or you have re-submitted if photo has been rejected)**

Refer to Company Administrator USERCODE login on the next page

Toll Free: 0800 767 877

Email: **support@portpass.co.nz**

Company Administrator USERCODE login

Logging in to Port Pass as the Company Administrator to manage employees

Once the 'Complete Company Signup' has been done, the Company Administrator will receive a unique Usercode from the Port Pass Support Team, this will enable the nominated Company Administrator to manage employee's registrations which includes; removing employees that no longer work for your company, managing their H&S Induction & renewal process, and changing details such as updating email address and phone numbers.
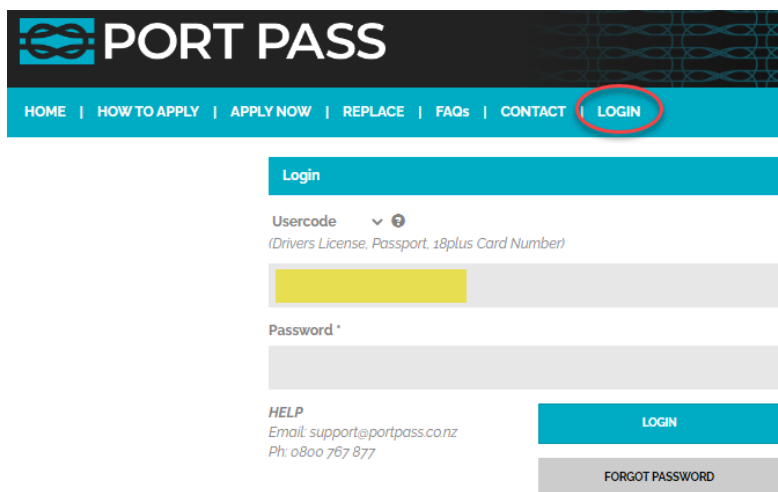
*If you, as the **Company Administrator** have not received a unique Usercode, check your 'Junk' inbox or contact Port Pass at support@portpass.co.nz or on 0800 767 877 and one of the team will assist.*

To access Port Pass as the nominated Company Administrator, you will first need to create a password by following the below process.
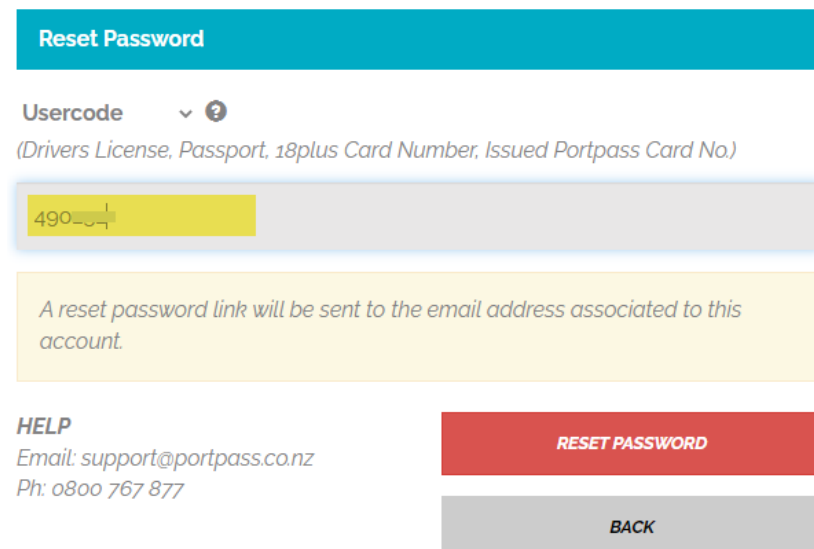
1. **To login to Port Pass as the Company Administrator click on this link https://www.portpass.co.nz/**
   This will take you to the Port Pass home page

2. **Click on the LOGIN tab and enter your Usercode number and click on FORGOT PASSWORD.**

3. **The Reset Password screen will appear. Re-type your USERCODE into the highlighted section and click on RESET PASSWORD**

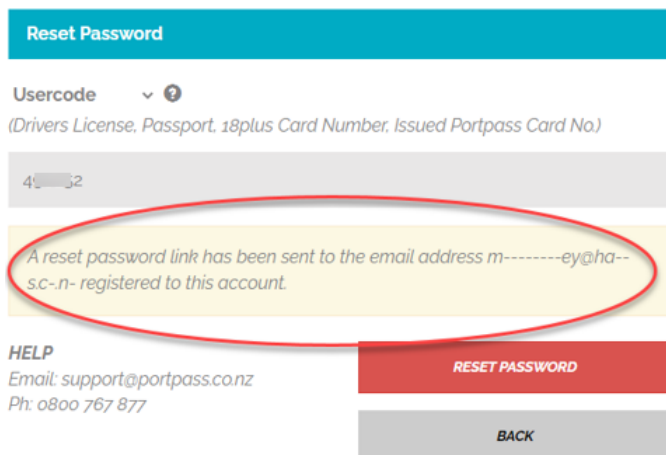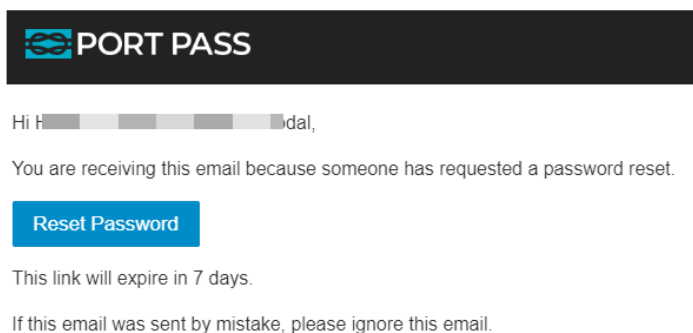4. **The Reset Password screen will partially display a fragment of the email address that the reset password link has been sent to, this will help you identify which email address to check for the renewal link.**

If this email address no longer exists, contact Port Pass at support@portpass.co.nz or 0800 767 877 to amend. If it is correct, check your 'Junk' inbox

Reset Password

Usercode ⌄ ❓

(Drivers License. Passport. 18plus Card Number. Issued Portpass Card No.)

4_____52

A reset password link has been sent to the email address m--------ey@ha-- s.c-.n- registered to this account.

HELP
Email: support@portpass.co.nz
Ph: 0800 767 877

RESET PASSWORD

BACK
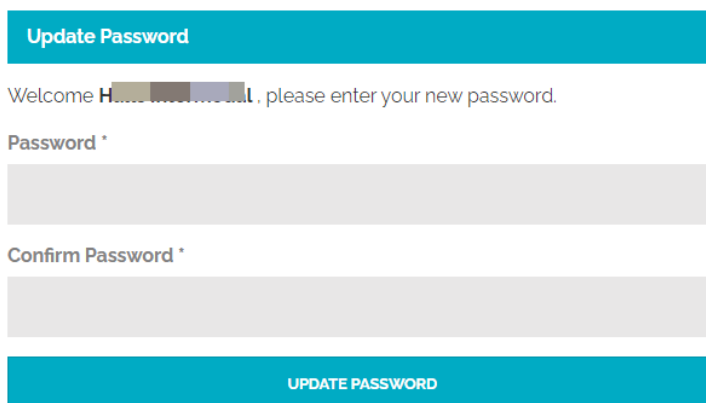
5. **You will receive a 'Password reset' email.**

Click on Reset Password
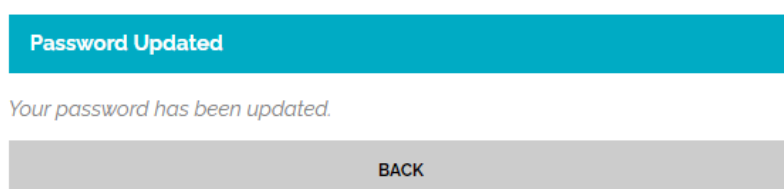
⊜ PORT PASS

Hi H_____dal,

You are receiving this email because someone has requested a password reset.

Reset Password

This link will expire in 7 days.

If this email was sent by mistake, please ignore this email.

6. **The Update Password screen will display. Type in the new password twice then click on UPDATE PASSWORD.**

Update Password

Welcome H_____l , please enter your new password.

Password *

Confirm Password *

UPDATE PASSWORD

7. **Once successfully updated the system will alert you with the below message, click on BACK**

This will take you back to the Login screen

Password Updated

Your password has been updated.

BACK

8. **The Login screen will appear, type in your USERCODE and new password then click on LOGIN**
    This will take you to the Port Pass Home page

9. **The HOME page will display as below TABS. You can now manage your employees by clicking on the REPLACE, RENEWAL and ADMIN tabs**
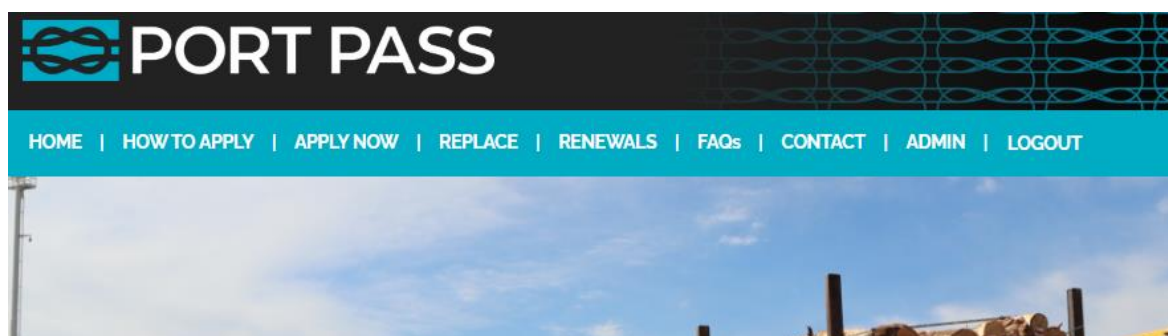
What's Next?

To learn how to manage your employees, go to **Company Administrator – Key Admin Functions** on the next page

Company Administrator - Key Admin Functions

Key Tabs and what they do ………………..

RENEWALS Tab (H&S Induction renewal)

Napier Ports H&S Induction is valid for 2 years, at which point all Port Users will need to go through the H&S Induction RENEWAL process to gain access to the Port.

The Renewal process requires the assigned Company Administrator to log into Port Pass to purchase the H&S Induction.

1. **The nominated Company Administrator will be emailed a list of their staff whose inductions are due to expire, with a link to Port Pass to purchase induction renewals**

   The Company Administrator will need to click on the blue 'Purchase Induction Renewals' tab which will take them to the login page

2. **The below LOGIN screen will appear, this is where the Company Administrator will enter their Usercode & Password.**

   If you do not know your Usercode & Password, refer to 'Company Administrator USERCODE login' process on page 15

3. Once logged in, click on the RENEWALS tab.
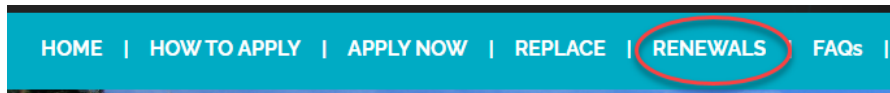
4. This will take you to the Port Pass H&S RENEWAL management tabs as displayed below

Upcoming induction expiries requiring purchase	: 2	**PURCHASE INDUCTION RENEWALS**
Incomplete purchased induction renewals	: 0	**SEND INDUCTION REMINDERS**
Upcoming PortPass card expiries	: 0	**PURCHASE CARD RENEWALS**
Uncollected purchased PortPass card(s)	: 3	**SEND COLLECTION REMINDERS**

HELP
Email: support@portpass.co.nz
Ph: 0800 767 877

BACK

5. To view upcoming inductions requiring purchase, click on the PURCHASE INDUCTION RENEWALS link which will take you to a list of staff that need to renew their Inductions

Tick the box against each staff member that requires access to Napier Port then click on PURCHASE INDUCTION RENEWALS. If there are staff that no longer work for your company, refer to the Admin Tab *procedure on **page 22**, go down to the* "To 'Terminate' an employee" *process on **page 24***

PURCHASE INDUCTION RENEWALS

Usercode	PortPass Card No	First Name	Last Name	Email	Induction Expiry Date	Purchase Induction Renewal
4ECL			Anderson	Nephianderson@....nz	31/08/2022	☑
4D1				........@....co.nz	21/10/2022	☑
4716				.........@....k.com	27/09/2022	☑
4D		Christopher		...........@....b.nz	05/11/2022	☑
4679		Steven	Davies	...........@....co.nz	26/11/2022	☑
4F9C				.............nz	25/11/2022	☐
43A				....:3.co.nz	22/09/2022	☐
4CEC				...........@....il.com	13/09/2022	☐
	PPN					☐

CLEAR ALL **SELECT ALL**

TOTAL PRICE: $25.00

HELP
Email: support@portpass.co.nz
Ph: 0800 767 877

PURCHASE INDUCTION RENEWALS

BACK

6. You will receive an automated email with a list of staff you have selected to renew their Induction(s), click on Pay Invoice

PORT PASS

Hi ____ apier,

Please see attached invoice for the following access card(s)/staff member(s)

- Induction renewal for Ne_____son
- Induction renewal for A____lon
- Induction renewal for Pi___ ____er
- Induction renewal for Ch_____an
- Induction renewal for S____ ___es

Please pay the invoiced amount of $25 before your employee's application can proceed.

By clicking on the "**Pay Invoice**" button you agree to the Terms and Conditions of Port Pass.

Pay Invoice

Payment is available by credit/debit card only. Other payment methods are not accepted at this time and will incur a $40 administration fee

7. This will take you to a secure Credit Card payment option. Enter details, click on Submit, and click next to complete payment.

Credit card payment will show 'Transaction Approved' in green and Port Pass will display 'Payment Successful'. If the transaction is declined, try again or refer to your bank or credit card company as there may be an issue with your card.

Payment Successful

Thank you, payment of $25 NZD has been received.

8. A 'Receipt for.......' email will be sent, with a statement attached which will show payment received.

Hi   pier,

Thank you, we have received and processed your payment for the following access card(s)/staff member(s)

- Induction renewal for N   on
- Induction renewal for A   on
- Induction renewal for P   er
- Induction renewal for C   an
- Induction renewal for S   vies

9. Each user will now receive an email inviting them to renew their induction.

User follows instructions on the email as below

PORT PASS

Hi C ▭ an

Your PortPass is due to expire soon on 5th November 2022 and you won't be able to legally access Napier Port.

BEFORE YOU BEGIN DO you know your Username and password?

If YES.

1. Click on Start Induction Renewal below. Click on LOGIN and use your Username and password to login to your profile page
2. Click on START INDUCTION RENEWAL. This will take you to the Induction page, use your login details to gain access to the Induction.

If NOT. You will need to reset your password

1. Use your unique ID **PPNZ** number which can be found on your Port Pass card.
2. Click on Start Induction Renewal below. Click on LOGIN and then use the dropdown arrow to select Portpass.
3. Type in your PPNZ number and click on FORGOT PASSWORD. Follow the instructions until you have reset your password and logged into your profile page.
4. Click on START INDUCTION RENEWAL. This will take you to the Induction page, use your login details to gain access to the Induction.

Once you have completed the Induction you will be certified for another 2 years.

Thanks,

C3 Napier

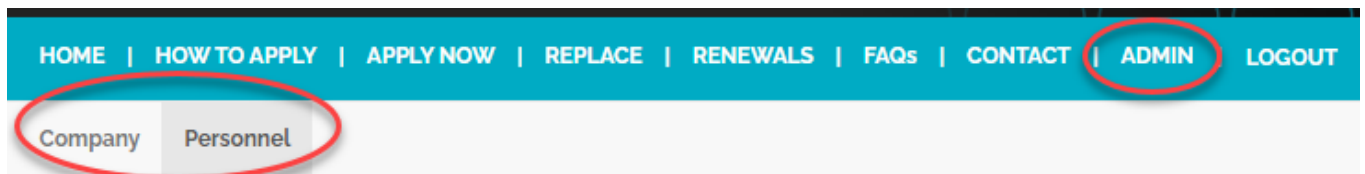To renew your induction for Napier Port Please click here:

Start Induction Renewal

If a Port User is having issues logging into Port Pass refer to Logging into Port Pass as a Port User and Forgotten / Reset Password further down in this document

ADMIN Tab

1. **When you click on the ADMIN tab there are two further greyed out tabs. Company and Personnel - as circled.**

2. **Under the 'Company' tab, this shows you your Company Status details. This is where you can change the Company Administrator details; Contact Person, email address and phone number.**

   If changes are made, scroll down and click on SAVE (bottom right corner)

   Note: Additionally, if you scroll down, you will see a list of staff registered under your company, including the Company Administrator record, this can be identified under the Access Card tab as **'No Access Card'.**

3. **If you do change the Company Administrator details, you will also need to change the 'Admin Login' record to match the above. Click on the down-arrow under Action, and click on Edit**

4. **Scroll down to view the below pages. In the PERSONAL DETAILS section, you can change the details of the Contact Person, email address and phone number.**

   Additionally, under 🟡**1** *– please **DO NOT** click on **ADMIN** tab as this will deactivate the Company Admin rights.*

   You can also change the Company Administrator login, see # 🟡**2**

PERSONAL DETAILS

First Name *	Joe
Last Name *	Bloggs
Email *	Joe@gmail.co.nz
Date Of Birth *	01/01/2000
Cell Phone *	021132645

EMPLOYMENT WITH TR

Role: AUTHORISED SECURITY ADMIN ❓ ← **DO NOT click on ADMIN. This will deactivate your Admin rights**

🟠**1**

LOGIN DETAILS

Usercode	4A____783
	Password requires at least 11 characters including one uppercase character.
Password	
Confirm Password	

🟠**2**

You can reset the Company Administrator password here.

Don't forget to click on SAVE

5. **When clicking on the 'Personnel' tab this will also give you a list of staff registered under your company.**

   This is where you can see how your employee's registration is progressing.

   For example, if any of the below are red this means this part of the process is not complete (blue = process is complete).

HOME | HOW TO APPLY | APPLY NOW | REPLACE | RENEWALS | FAQs | CONTACT | **ADMIN** | LOGOUT

Company | **Personnel**

Email ↕	Identity ↕	Employment ↕	Endorsement ↕	Access Card ↕	Action
▭▭▭	BA753897	▭▭ic	Napier Port / Verified	Invoiced Paid Printed / Finalised	▾
▭▭▭	BQ215185	▭▭▭	Napier Port / Verified Competent	Invoiced Paid Printed / Finalised	▾
▭▭▭	DM064441	▭▭▭	Napier Port	Invoiced Paid Printed	▾

- If Email is displaying red = User needs to verify their email address
- If Employment is displaying red = Company needs to verify & pay
- Endorsement = 'Napier Port' turns Blue and 'Verified' disappears once the Port Pass card has been printed
- Access Card = If printed and Finalised is red, the Port User still needs to collect their card
- If all boxes are blue this means all aspects of the Port Pass registration are complete.
- "Competent" under Endorsement denotes H&S Induction status, displays as below:

For a comprehensive explanation of what the different colours mean – go to page 37

6. **When in the Personnel tab you can Edit details or Terminate (remove) an employee from your company by clicking on the Action dropdown arrow next to the person's name.**

To 'Terminate' an employee –

i.   If one of your staff no longer works for you, you can remove them from your Company list by clicking on 'Terminate'.

ii.   Click on OK if you are certain you want to remove this person from your Company List.

   Note: Once you click on OK, they will no longer appear under your company
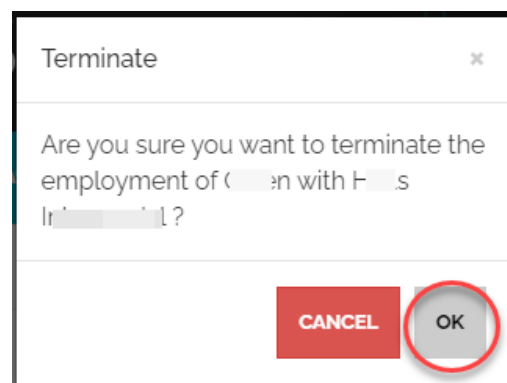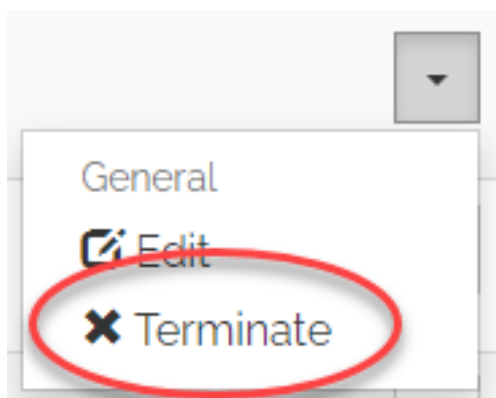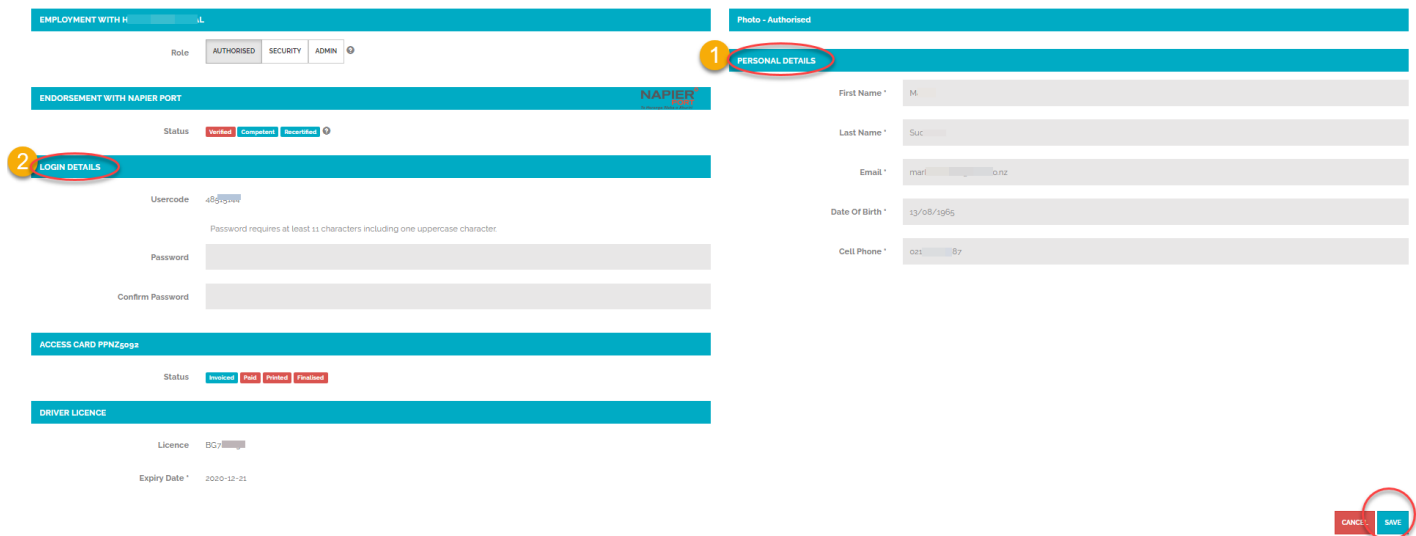
If you have made an error and 'Terminated' the wrong person, contact support@portpass.co.nz

Edit an employee's details –
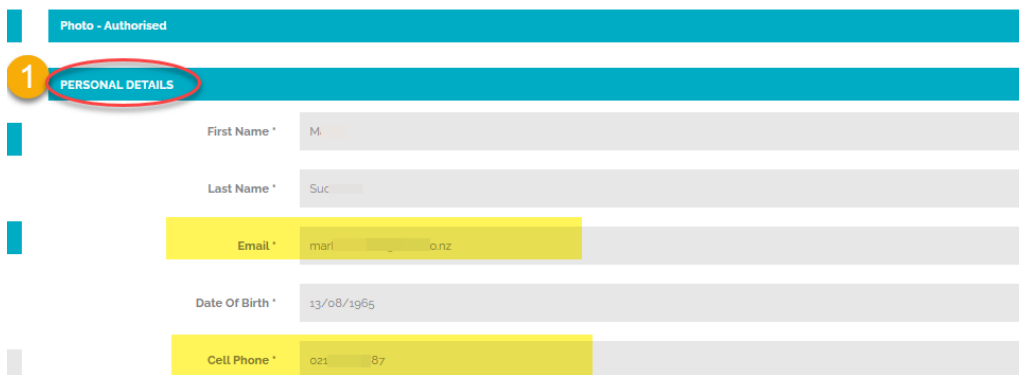
i. Clicking on Edit will allow you, as the Company Administrator, to update details of your staff members, such as change their email address, phone number, or reset their password.
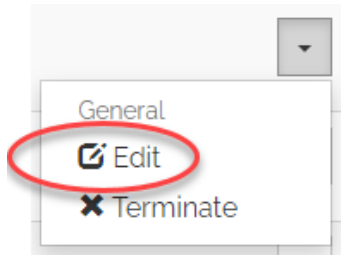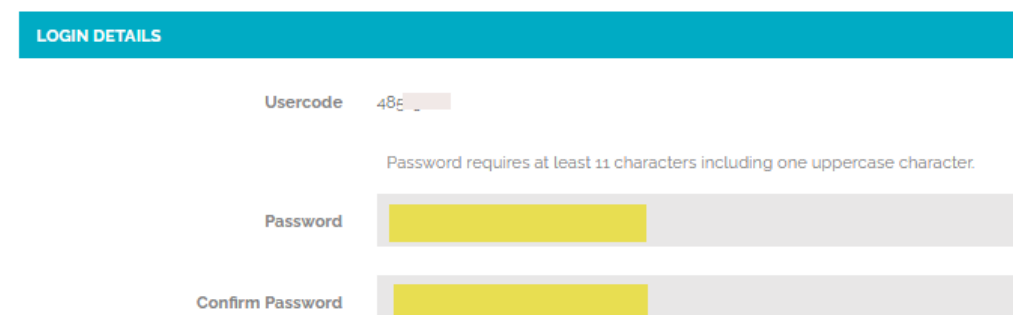
ii. The staff members profile page will display as below:

a) Under PERSONNEL DETAILS, you can update the Email or Phone Number.

Once done, scroll down and click on SAVE

b) Go to the LOGIN DETAILS section if you need to RESET their password.

Type in the new password twice and click on SAVE

How do I add a new employee to my Company?

If the new employee has a current Port Pass card, contact Port Pass at support@portpass.co.nz or on 0800 767 877 to transfer them over to your company.

An email will be sent to the Company Administrator to 'Verify' they work for you, once done the Port will add the appropriate access gate to their profile.

If they are no longer in the system, they will have to re-register under your company

How to apply for a Replacement Card

REPLACE Tab

1. **If a Port Pass card has been stolen, lost, damaged or there is a changed a name, a replacement card is required to access the Port.**

    Click on REPLACE or REPLACE YOUR CARD sections as indicated below.
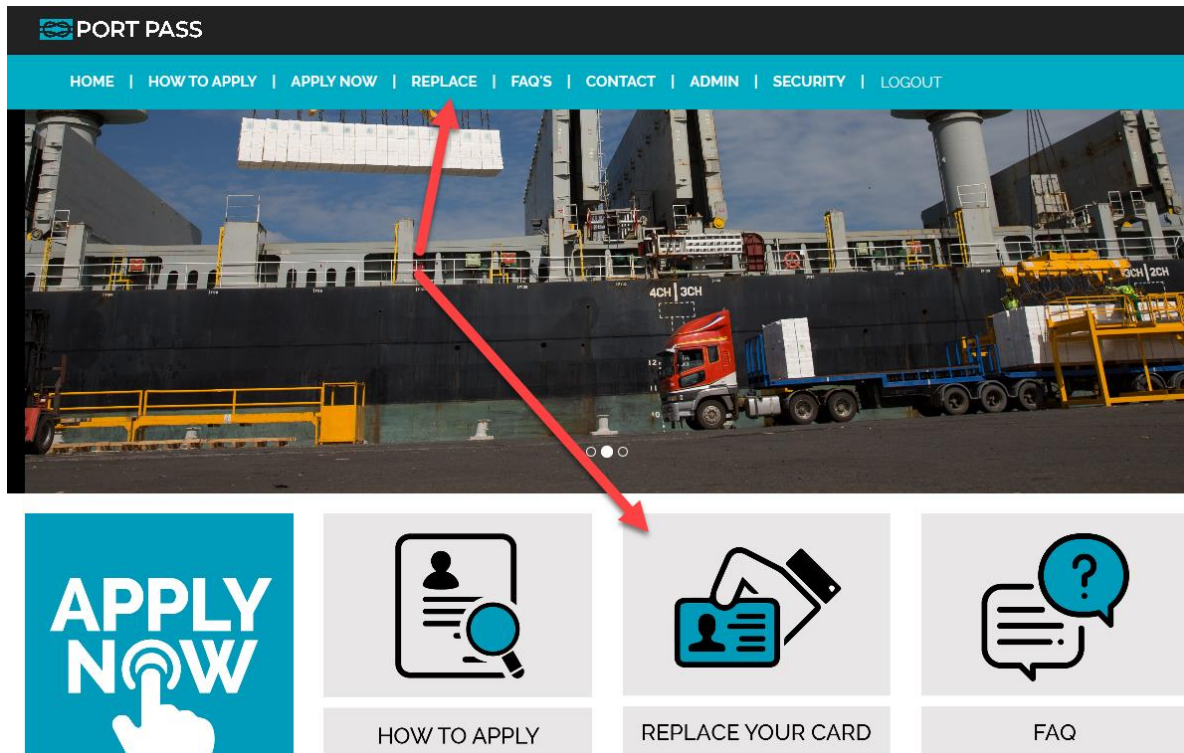
2. **The following screen will appear, click on LOGIN**

REPLACE YOUR **PORT PASS**

Lost or Damanged

Report a lost or damage card to the Port you obtained it from before applying for a new Port Pass card.

Stolen

Report the theft of the card to the New Zealand Police and the Port you obtained the card from before applying for a new card.

Name Change

Contact the Port you obtained the card from to inform them of a name change. You will need to provide an ID that has your new name stated.

Once you have requested a new card, your old card will be cancelled.

Cards found/damaged or altered need to be returned to the Port you obtained the original card from as it remains the property of Port Pass.

[LOGIN]

3. The login screen will appear

For this process, use the same Usercode, PPNZ card No. or form of ID that was used when you first registered for Port Pass.

Click on the dropdown arrow as circled below, then select the form of ID used as above. Type the ID number into the grey section below followed by a Password (that was used when you first registered).

If you have forgotten your Password, click on FORGOT PASSWORD
Refer to 'Forgotten / Reset Password' procedure as above page 32

4. Once logged into your Profile page click on REPLACE ACCESS CARD

5. Select a 'Reason' by clicking on the dropdown arrow

Replace Access Card

ACCESS CARD PPNZ9

Reason *	Select a reason
	Lost
	Stolen
	Damaged

6. Click on CANCEL EXISITING CARD AND PURCHASE REPLACEMENT

Replace Access Card

ACCESS CARD PPNZ9

Reason *	Lost

CANCEL   CANCEL EXISTING CARD & PURCHASE REPLACEMENT

7. If you are certain you want to cancel your card, press OK

Note: once cancelled your previous card will no longer access the Port and an email will be sent to your Company Administrator to authorise and pay for a replacement card.

Confirm Request   ✕

Please confirm you would like to replace Access Card: PPNZ9.

CANCEL   OK

8. The below screen will appear, press SAVE

Click on LOGOUT once you have finished

Profile

LOGOUT

YOUR DETAILS

Usercode	4D4
First Name *	
Last Name *	
Email *	@napierport.co.nz
Cell Phone *	021

PHOTO

DRIVER LICENCE

Licence	MM9
Expiry Date *	2020-06-20

ACCESS CARD PPNZ11

Status	Invoiced Paid Printed Finalised

SAVE

9. **The below email will be sent to the Company Administrator asking to accept charges for a replacement card**
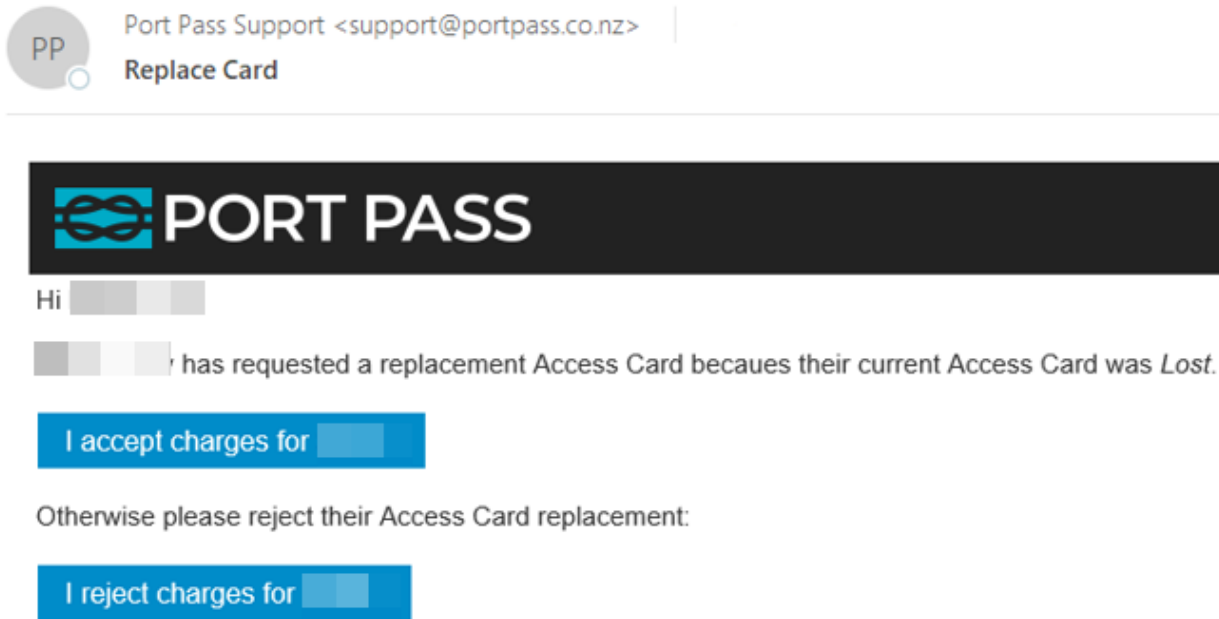
10. **Once charges are accepted, the Company Administrator will receive an invoice. Click on Pay Invoice:**
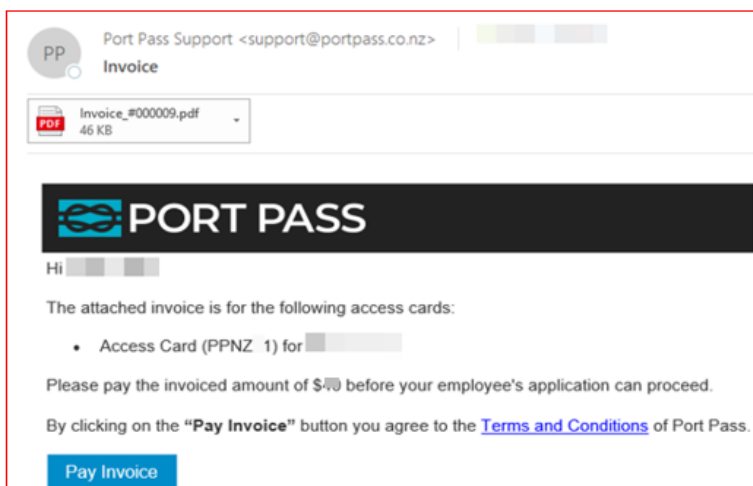
When payment is made an email will be sent to the employee to collect their replacement card and the Company Administrator will be sent a Receipt/Statement:
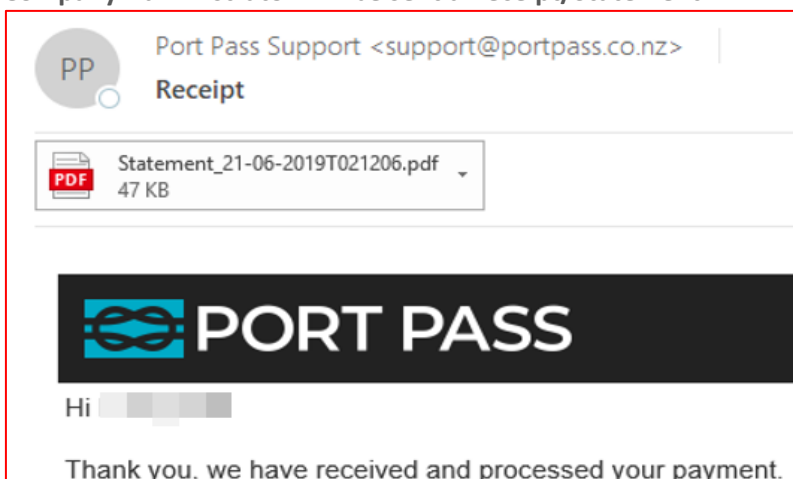
Port User: Logging into Port Pass

1. **When first registering for a Port Pass card, each user is provided with a Usercode and Password via the H&S Induction invite email.**
   Check email history for an email called 'Induction Invite' to find personal login details

2. **If you know these details go to https://www.portpass.co.nz/**

   Logging into Port Pass is as simple as clicking on the LOGIN tab, and entering the Usercode and Password into the panels then clicking on LOGIN
   This will take you to your Port Pass User Profile page
   See "Port User Profile Page" further down in this document (page 34).

3. **If you DO NOT know your Usercode and Password, you will need to reset your password**
   go to https://www.portpass.co.nz/ and click on LOGIN

   a. If you have a current Port Pass card, you can use your unique ID **PPNZ** number to login and then reset your password
   Your PPNZ number can be found on your Port Pass card

   b. Type in your PPNZ number and click on FORGOT PASSWORD.
   See Forgotten / Reset Password process (page 32)

   c. You can now login to your profile page
   See User Profile Page details (page 35)

   Additionally, if you know the form of Photo ID that you used to register, i.e. Drivers Licence, Passport or 18+ card, click on the dropdown arrow, select the form of ID and type it into the space, then click on FORGOT PASSWORD

For assistance you can either contact your Company Administrator or the Port Pass support team support@portpass.co.nz who can provide your Usercode so you can reset your password.

Forgotten / Reset Password

1. **A User can login to reset their password by using their PPNZ ID number (Portpass ID), Usercode or the form of ID that was used to register, i.e. Drivers Licence, Passport or 18+ card**

   Note: PPNZ number can be found on your Port Pass card directly above the barcode.

2. **At the Login screen, type in the form of ID and click on FORGOT PASSWORD.**
   Click on the dropdown arrow, select the form of ID, type the number into the space, then click on FORGOT PASSWORD.

   Check email history for an email called 'Induction Invite' to find your personal Usercode and Password login details

3. **The Reset Password screen will appear. Click on the dropdown arrow, select the form of ID then click on RESET PASSWORD**

4. **The Reset Password screen will partially display a fragment of the email address that the reset password link has been sent to, this will help you identify which email address to check for the renewal link.**

If this email address no longer exists, contact your Company Administrator or the Port Pass Support team at support@portpass.co.nz or 0800 767 877 to reset it for you.

Reset Password

Portpass ˅ ❓

(Drivers License, Passport, 18plus Card Number, Issued Portpass Card No.)

PPNZ⬚33

A reset password link has been sent to the email address l----es@na------- t.c-.n- registered to this account.

HELP
Email: support@portpass.co.nz
Ph: 0800 767 877

RESET PASSWORD

BACK

5. **Check your inbox for the below email and click on Reset Password.**

PORT PASS

Hi L⬚d,

You are receiving this email because someone has requested a password reset.

Reset Password

This link will expire in 7 days.

If this email was sent by mistake, please ignore this email.

6. **The Update Password screen will display. Type in the new password twice, then click on UPDATE PASSWORD.**

Update Password

Welcome L⬚e, please enter your new password.

Password *

Confirm Password *

UPDATE PASSWORD

7. Once successfully updated the system will alert you with the below message, click on BACK

This will take you back to the Login screen

8. The Login screen will appear. Click on the dropdown arrow and select the form of ID. Enter the ID and the new password, then click on LOGIN

This will take you to your Profile page

What next?

Once you have your login details, you can access your Port User Profile Page – see following page

- **This is where you can also carry out the REPLACE CARD process, change your personal details, and if the H&S Induction needs to be done you can click on the link which will take you to the Induction login page.**

Port User: Profile Page

Each Port User has their own unique Usercode to access their Profile page.

View number one:

1. **When first registering for a Port Pass card, under ONBOARDING STEPS, this will show you key elements of your registration that have been completed or needing action.**
   Under YOUR DETAILS you can change your email address or phone number, all other details cannot be amended.

2. **If you click on online Induction, this will take you to the H&S Induction login page**
   Use your Usercode and Password to login to complete the induction.

PROFILE   LOGOUT

ONBOARDING STEPS

Validate Email Address
Your provided email address needs to be validated (see email you received from Port Pass).

Photo Approval
Your uploaded photo needs to be approved.

Online Induction
Complete our **online induction**, your login details were emailed to you.

Payment
Your company needs to acknowledge your employment and accept payment for your card.

Once these steps have been completed you will be contacted at **v@....com or 098 765....** to collect your access card from our Security team.

YOUR DETAILS

Usercode	4BE...
First Name *	Ni...
Last Name *	...Workmember
Email *	r...
Cell Phone *	...

DRIVER LICENCE

Licence	DL65...
Expiry Date *	2023-05-11

ACCESS CARD PPNZ6536

Status   Invoiced Paid Printed Finalised

PHOTO

View number two:

1. **When your H&S Induction has expired, you will receive a link to RENEW your Induction** *(this must first be purchased by your Company Administrator).* **Once logged on the below page will display:**

Click on START INDUCTION RENEWAL, this will take you to the H&S login page. You will need your Usercode and Password to login to complete the induction.

To complete the H&S Induction, refer to How to complete the H&S Induction procedure pages 4-7

if you are wanting to replace your Port Pass card, click on REPLACE ACCESS CARD and follow the prompts

What does the colour system indicate?

Endorsement ↕	Certified ↕	Access Card ↕	What does the colour system indicate ?
Napier Port / Verified / Competent	NOT CERTIFIED	Invoiced / Paid / Printed / Finalised	ALL Red = nothing has been actioned Red Competent = Induction not completed.
Napier Port / Verified / Competent	Apr 2, 2022	Invoiced / Paid / Printed / Finalised	Blue Competent = Induction complete
Napier Port / Verified / Competent	Feb 28, 2023	Invoiced / Paid / Printed / Finalised	Blue Invoice = Invoice sent Red Paid = Invoice not paid
Napier Port / Verified / Competent	Feb 27, 2023	Invoiced / Paid / Printed / Finalised	When Invoiced, Paid and Competent are Blue, the card is ready to be printed
Napier Port / Verified / Competent	Jun 17, 2020	Invoiced / Paid / Printed / Finalised	Card paid BUT induction still needs to be done
Napier Port / Verified / Competent	Mar 21, 2021	Invoiced / Paid / Printed / Finalised	Orange Competent = Induction about to expire Card not printed
Napier Port / Competent	Dec 15, 2022	Invoiced / Paid / Printed / Finalised	ALL Blue = All aspects of the registration are complete, including card printed and added into Napier Ports Access Management System
Napier Port / Competent	Mar 16, 2021	Invoiced / Paid / Printed / Finalised	Card has been issued BUT Induction about to expire
Napier Port / Competent / Recertified	Dec 6, 2019	Invoiced / Paid / Printed / Finalised	Current Induction expired = Competed is Red Recertified = payment has been made for Induction renewal but Induction not yet complete (will turn Blue once done)
	NOT CERTIFIED	No Access Card	'No Access Card' = Company Administrator Usercode record DO NOT Terminate

Quick References for Key Admin Functions

As the nominated 'Port Pass' Company Administrator for your company you have the ability to manage your staff with key functions.

*An updated version of the **Company Administration & Port User Procedure manual** is available to download <mark>here</mark> or click on the **PROCEDURES** tab in Port Pass.*

Removing employees that no longer work for your company
If staff no longer work for your company or no longer require access to Napier Port, please follow the 'Terminate' process to remove them from your company - see page 24 of the procedures – To 'Terminate' an empolyee

Editing details such as updating email address and phone numbers
To edit a staff members details ie email address or phone number see page 25 of the procedures Edit an employee's details.

Managing H&S Induction Renewals (expired)
If staff require access to Napier Port please follow the RENEWAL process to purchase the Induction invite - see page 18-21 of the procedures RENEWALS Tab (H&S Induction renewal)
- *If you have paid for the renewal but staff are yet to complete the induction, please remind them to action before their next visit to the Port. You can resend the invite by going into the RENEWALS tab and clicking on SEND INDUCTION REMINDERS*

How do I add a new employee to my Company?
If the new employee has a current Port Pass card, contact Port Pass to transfer them over to your company. An email will be sent to 'Verify' they work for you, once done the Port will add the appropriate access gate to their profile.

Any issues with the above or following the process please make contact.

PORT PASS TEAM
Email: support@portpass.co.nz
Toll Free: 0800 767 877

FAQ - Problem Solving

How do I add a new employee to my Company?

If the new employee has a current Port Pass card, contact Port Pass at support@portpass.co.nz or on 0800 767 877 to transfer them over to your company.
An email will be sent to 'Verify' they work for you, once done the Port will add the appropriate access gate to their profile.

If they are no longer in the system, they will have to re-register under your company

What if we haven't received an invoice?

For a Port Pass card, an invoice is generated once you click on the New User Request email blue link 'I verify and accept charges for………'
If you still have not received it, contact Port Pass at support@portpass.co.nz or on 0800 767 877 and they will resend.

For the Induction Renewal, go to the RENEWALS tab, click on PURCHASE INDUCTION RENEWALS and click on RESEND

How do I send H&S Induction reminders to staff?

For a RENEWAL, go to the RENEWALS tab, click on SEND INDUCTION REMINDERS, tick the box next to the person(s) name, scroll down and click on SEND INDUCTION REMINDERS

For NEW registrations, get your staff to check their email inbox or junk box for an email titled 'Induction Invite'. Which contains their Usercode (Username) and Password.
If they can't find it, contact Port Pass at support@portpass.co.nz or on 0800 767 877 and they will resend.

'Forgot Password' process not working (no email received)

After you click on **FORGOT PASSWORD,** in the same screen retype your Usercode or PPNZ number and then click on **RESET PASSWORD**
This will send an email to change the password.

What if I can't remember my Usercode or password

If you have a current Port Pass card, you can use the PPNZ number to login (then follow the Forgot / Reset Password process on page 23)
Otherwise contact your Company Administrator as they can log in to Port Pass and provide you with your Usercode.

Issues logging in?

Port Pass login:
If you are the Company Administrator AND a Port User, you will have two login Usercodes. Try clicking on LOGOUT, and then login again.
If your password is not working, try to reset it by clicking on FORGOT PASSWORD (see above)
If you are still having issues, contact Port Pass at support@portpass.co.nz or on 0800 767 877 and they will reset it for you.

H&S Induction login:
If your password is not working, contact Port Pass at support@portpass.co.nz or on 0800 767 877 and they will reset it for you.