passport
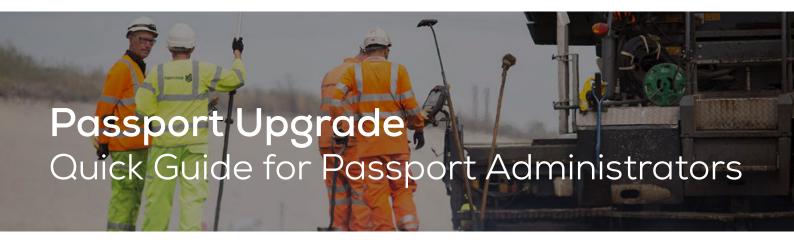

Passport Upgrade
Quick Guide for Passport Administrators

As many of you will know, the Highways Passport system is scheduled for a major upgrade on 1-2 August 2020, which will provide a range of exciting new functionality. We hope you have been receiving the weekly emails sent from the Passport team in the run-up to the upgrade and have booked on one of the training sessions/webinars that Mitie is running. Please contact: he.validate@mitie.com for more details on how to book on one of these.

For those of you familiar with the existing system (Version 4) we are sure you will quickly find your way around but here's a quick summary of some key changes and things you might notice when you first login.

Reset your Password the First Time you Log In

The first time you log in to the upgraded system, you MUST reset your password, as your old password will not be accepted. It's very simple. Just click on the 'Forgotten Password' link on the login page and then use the Password Reset function.

All Employers can now Create Worker Records

The upgraded version of Passport allows all employers with a login to create and manage their own worker records. It is also still possible for a larger employer/ principal contractor to sponsor workers on behalf of (smaller) employers.

All workers must have a current employer even if the employer then allows a sponsor to maintain the record. It is also possible for the primary employer to allow the worker to have two more employers if required. This works well where workforces are being supplied by labour-only agencies. Ultimate edit control and management of the worker record continues to be with the primary employer or sponsor.

New Look

All logged in users will see some changes to the system's appearance. Depending on access level, users will see a new dashboard featuring a range of shortcuts to commonly used areas of functionality.

Annual Subscriptions and Other Payments

There will be an annual charge for all worker records on Passport. The system will handle and flag all forthcoming subscription expiries to employers, which are notified at 4-week intervals, starting from 12 weeks before a subscription is actually due. This gives employers plenty of time to renew subscriptions before expiry.

The default payment method is online using a credit or debit card. The entire payment process is seamlessly and securely handled on Passport, with full receipting. This also includes full visibility of all historic payments via the Payment History tab.

Some (larger) employers may have pay on account arrangements with Mitie. In such instances, employers still order their subscriptions online but are invoiced separately by Mitie. In the same way, replacement physical smartcards can also be ordered and paid for when needed (i.e. if a worker has lost or damaged their card).

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Virtual Smartcards

As well as each worker having a physical smartcard (the first card is issued at no charge), it is also possible to request a virtual smartcard for any/all of your workers.

The virtual card is stored securely on the worker's own mobile device and – like a physical smartcard – can be checked on site using any of the card checking methods (e.g. the apps).

Benefits include immediate updates with no delay in receiving the card from the moment of issue. The card is highly secure and the worker doesn't need to remember to take their physical smartcard on site (as people generally do carry their mobile phones with them at all times).

To generate a virtual card, the employer simply ensures that the worker's email or mobile phone number are logged on Passport (ideally both are stored) and the employer simply requests a virtual smartcard for the worker (under the Worker's Cards tab on their Passport record).

CSCS Card Check and Record Transfer

Many of our cardholders have cards from entirely different industry programmes, such as CSCS and Partner schemes.

Using our own software to poll the CSCS management service in real-time, we enable CSCS (and Partner scheme) cards to be checked and then logged on Passport, as well as the competencies copied across. Multiple cards can be stored and updated on a Passport worker record, as well as the cards' images stored.

Association

As well as employment and sponsorship, the upgraded version of Passport also allows a looser relationship called Association.

This enables an employer to allow a worker record to be associated with a company (e.g. a principal contractor) well before a worker ever goes on site and enables the associating company to access a restricted view of the record and confirm the worker holds all required credentials for the work they are expected to do.

Association can be ended at any time and does not give associating companies edit rights over the record.

API

There is now also a two-way API available. This API will be used to electronically update workers' HCI achievement from the HCI training system with no need for manual re-entry or duplication of effort.

Larger company users interested in using the API to transfer data to and from Passport should contact Mitie in the first instance (further charges apply).

The App

The app has also changed, so please inform any of your card checkers on site to uninstall the old app and install the new app.

We have created a separate summary for card checkers. Please let your card checkers know about this and provide them with this useful simple summary: Quick Guide for Card Checkers.

For Further Information

From 1 August 2020, the Highways Passport portal will be available, which has plenty of information about Passport, including many FAQs and other resources: www.highwayspassport.co.uk

For helpdesk assistance or guidance, please contact Mitie who support the Passport System:

Email: he.validate@mitie.com
Telephone: 0330 726 0225