



Passport Upgrade

Quick Guide for Card Checkers

Passport* System Upgrade: Scheduled 1-2 August 2020

The upgrade will provide new features to enhance the Passport system. Most of the changes don't affect your work on site or how you will check Passport smartcards, but there are just a few things you need to know and do.

New App

As part of the upgrade, we've changed the Passport app, so - if you check cards using your mobile - you'll need to get the new one on your phone (iOS and Android versions available). You might notice a couple of small differences between the previous app and the new one. It's still very easy to use and you don't need any training.

Got the previous Passport app on your phone?

1. Please uninstall it (just like you would remove any app you don't need on your mobile).
2. **Get the new app installed:**
 - [iOS Validate 5 QR](#)
 - [Android Validate 5](#)
 - [Android Validate 5 QR](#)
3. Once you have installed the app you will need to link it to the Passport system (you only need to do this once). The quickest way to do this is to scan the QR code on your own physical Passport smartcard.
4. The first time you use the app, there is one more security step so we can be sure who is checking people's cards. To complete it, you need to enter your email address or phone number, so we can verify your details against your record on Passport.

If Passport already has these details, the app will guide you through this final security step. If we don't have these details on Passport, you can add them yourself. To find out how please go to: www.highwayspassport.co.uk/resources/frequently-asked-questions for a simple step-by-step guide.

You're now all ready to use the new app with Passport.

*Passport is the brand name of the Validate system, supported by Mitie, when used on Highways. This is powered by Reference Point's proven SkillGuard system.

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Virtual Passport Cards

Any Passport cardholder can now also choose to have a virtual Passport card stored securely on their mobile phone. These virtual cards can also be checked using the app, so you'll start to see people using a Passport virtual card instead (you might like to get one too. Ask your company's Passport admin to arrange this for you).

You can check these virtual cards just like you check the QR code on the physical smartcards – and they are also very secure.

No More Basic Checks

As part of our security changes, we need to be sure who is checking cards at all times, so the Basic Check function has been removed. To check a Passport smartcard, you can either use the app:

- [iOS Validate 5 QR](#)
- [Android Validate 5](#)
- [Android Validate 5 QR](#)

Or if you use a tablet or laptop on site – you can use our web card reader approach.

Visit: <https://he-cardchecker.validate.mitie.com/>.

Listen Out

Your Principal Contractor or Employer will let you know how they want to use Passport and check cards on projects in the coming months.

For Further Information

The **Passport portal** has plenty of information about Passport, including many FAQs:

Web: 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

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Change to Card Design

As part of the upgrade, we have slightly changed the card appearance around sponsor logos. Any cards issued from now will have the new look. All cards from the previous system will continue to work, so nobody needs to replace their card if they already have one.

New smartcard design



Current smartcard design

