

# Upgrade Information

Our most recent upgrade ensures our customers continue to be at the vanguard of effective workforce safety and management. As well as providing a range of new features and enhancements, the upgrade includes an entirely new suite of functionality: Messaging.

The combination of these new tools, features and enhancements results in a

system that makes it even easier for you to ensure the safety of your workers and your business, to drive efficiency and effectiveness on site and to get even more value from your Passport system.

Note: Some functions are restricted to specific user roles, so not all users will be able to access all new features, but all Passport workers will benefit from the enhancements.

## In this Update:

- Messaging
- Geomapping
- iOS
- Extended functionality for employer competencies
- New controls given to workers in myPassport

## FAQs

### Do I need any further training?

For most users, no further training or information is needed. The only exception are employer admins who work as principal contractors who will be offered a short top-up session to learn more about Messaging.

# New Messaging Suite: Targeted Messaging to the Workforce and Supply Chain

Passport's integrated Messaging module transforms the ways in which Highways England and principal contractors can communicate with their Passport workforce. It works by sending messages directly to the workers' smartphones - whether directly employed or in the supply chain - via our Vircarda high-security e-card wallet.

Messages can be written and sent in a matter of minutes and can include links, images, and response buttons. Simply create the message, define the target audience and then schedule it or send it straight away.

This state-of-the-art functionality is coupled with full audit, enabling companies to track and report on engagement and audience penetration. The safety benefits are enormous. For the first time, you can target key messages and be certain of who has received them and registered their contents.

*" Passport Messaging is exciting!*

*For the first time, Highways England and principal contractors will be able to directly send targeted messages to members of their workforce, including supply chain workers.*

*Highways England will use it to share safety briefings and alerts with workers instantly – straight to their smartphones – and just as importantly, we will be able to confirm who has received and read them. This will transform the way we work, helping us raise safety standards and dramatically improve efficiency. "*

**Teresa Moss, Highways England**

**User Roles able to create and send messages:** Highways England and Employer Administrators who work as Principal Contractors.

Please note: any Passport cardholder with a virtual card can receive relevant messages. Any worker with a valid Passport subscription can get one, and there is no cost. Please read our FAQ below if some of your workers do not have virtual Passport smartcards yet.



# Messaging FAQs

## How does a worker get a virtual smartcard?

Many workers already have a virtual smartcard. For those who don't, the worker record must have either an individual email address or a mobile phone number registered. Once either of these is logged in the worker record, the employer admin can request a virtual card. That's all you need to do. Passport will contact the worker, providing a link to download our Vircarda wallet in which their virtual Passport smartcard is stored securely.

The individual can now start benefitting from this unique technology. Targeted and relevant messages from Passport can be received to help keep them safe. Individuals can also present the virtual card upon arrival at site as this can be read by our app – just like a physical smartcard.

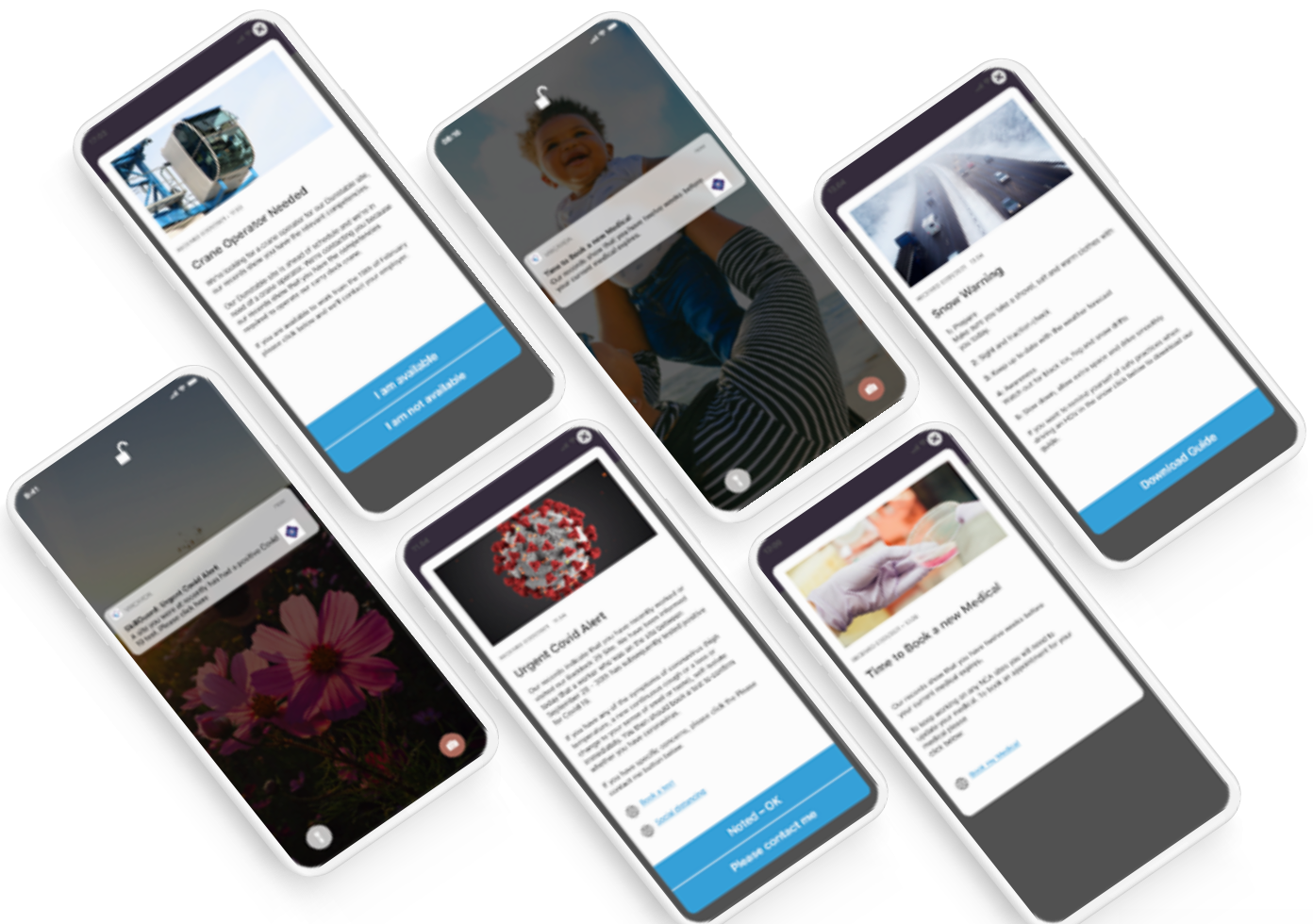
## We have added email or mobile numbers to many of our worker records. Is there a way we can now do a bulk request rather than going into each worker record to request a virtual card?

If you have fewer than 50 employees with valid subscriptions, it is easiest to request virtual cards individually. This is quick and simple. You can request 50 workers' cards in well under an hour. We can do a bulk request for companies with more than 50 employees with valid subscriptions.

Please contact Mitie in the first instance, stating that you require a bulk virtual smartcard request.

**Tel:** 0330 726 0225

**E-mail:** [he.validate@mitie.com](mailto:he.validate@mitie.com)





## Geomapping: Add a New Dimension of Insight to Project Activity

Geomapping allows you to gain instant insight into the geographical distribution of your workforce across different projects in real-time. Get at-a-glance map views of activity, including muster lists.

This popular new feature lets you access project data in a different way to help you get the most from Passport.

**User Roles:** All user roles that can access the Swipe tab and/or muster lists.

## Geomapping FAQs

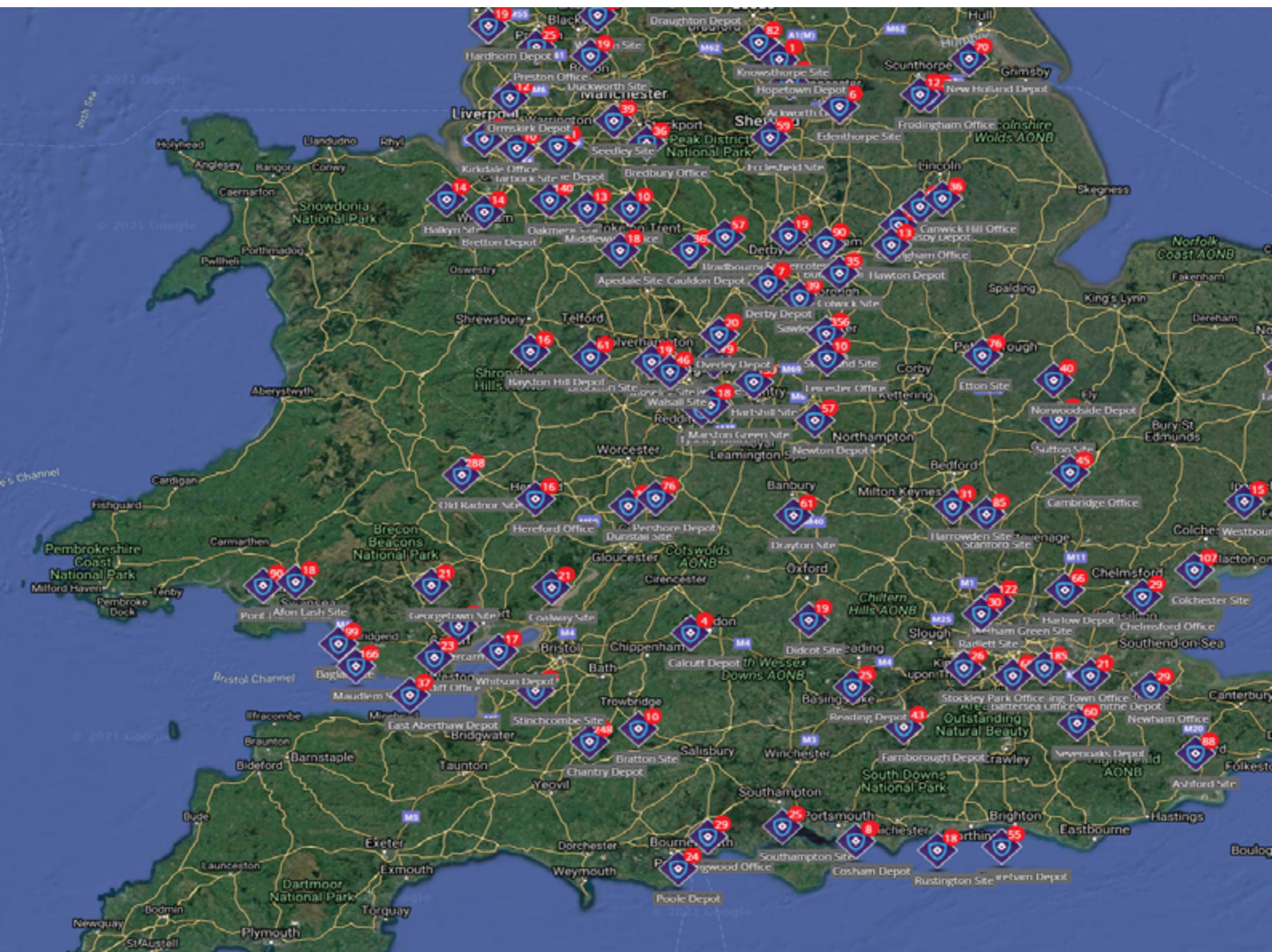
**I'm an employer admin or project admin.**

**How do I start using it?**

Provided that the principal contractor has added a postcode to their active projects at set-up, you can start accessing geomaps. All site and project related swipe data can be analysed using the tool, and peak activity times are also highlighted.

**Is the phone itself tracking the worker?**

Absolutely not. We do not use any mobile location services within Passport to protect worker privacy. The geomap works because when the project is defined, a postcode is logged for its location.



## iOS App Now Also Supports NFC

Great news for those of you with iPhones instead of Android!

The Android version of our app has always been NFC-enabled, but we can also offer this for our iPhone users with this latest upgrade.

NFC-enablement means that your access controllers and card checkers can now use NFC to check cards and swipe workers on-site, wherever they might be, with or without comms.

Note: QR code checking is still available but does require internet availability, unlike NFC.

Moreover, when using NFC but connected to the internet, a further advantage is that your workers' cards are updated to align with the records in the central database. This means that the next time the card is checked without internet access, it is fully up-to-date.

## Extended Functionality for Employer Competencies

We now provide some very useful new functions to help principal contractors get even more out of employer competencies on Passport.

These include:

### **Bulk Award Evidence to Multiple Workers**

When delivering a site event (e.g. a briefing or toolbox talk) to multiple workers, the same evidence can be applied to the whole group in one single action. This substantially improves the speed at which competencies can be awarded to groups on site.

### **Employer Competencies are now Awardable at Project Level via the App**

In the past, employer competencies had to be awarded from a desktop using the core website. This has been updated so that clients are now able to award employer competencies on-site using the app, or off-site via an administrator. This gives you more choice around how your organisation awards competencies.

## App FAQ

### **What does NFC on the app do?**

NFC allows you to share information between the worker's smartcard and the Passport app, without an internet connection (similarly to how we have always enabled this in the Android version of our app).



### **Upload of Content to a Competence Definition**

When key employer users define a competency that will be awardable on-site, instructional content as a downloadable PDF can also be attached. This addition means that on-site briefings can include approved content, greatly assisting the site teams delivering the event and making it even easier for your organisation to ensure compliance.

**User Role:** Employer admins (principal contractors only).



## New Controls Given to Workers in myPassport

### Workers Can Request Virtual Cards

Workers can now use myPassport to request virtual cards for themselves, freeing up admin time, as it allows card requests to be delegated to workers.

### Workers Can Turn Vircarda Messaging on or off

Based on our trials, we expect workers to welcome all messages from Passport; however, there is an option to turn these messages off within the myPassport account.

### myPassport Enhancements

Workers are now able to see all their Passport cards in one place. They can also use the cards portal to find out the status of their cards. For example, if they expect a physical card to be sent, they can see if it is pending, being processed or active.



For more information or if you need help, please contact:

**Tel:** 0330 726 0225

**E-mail:** [he.validate@mitie.com](mailto:he.validate@mitie.com)