

Q1. How do I access the training?

- Use your username and password to login to the site. Select 'My Training'. Click on the course title to begin. Use the 'Next' and 'Previous' buttons to navigate the course.

Q2. How do I save my progress?

- The SitePass System automatically saves your progress for you. You can log off or close the window at any time during your training.

Q3. How do other employees access the training?

- Each person who needs to do the training must login with a unique username and password. The subscription owner is able to create additional usernames and passwords using the SitePass System and their account.

Q4. How do I change my password or details?

- First, make sure you have logged in; select 'My Account' from the main menu. Enter your details into the form and click 'Save Changes' to update the record.

Q5. How do I find out my password if I've forgotten it?

- Just click the 'Forgotten Password' link on the home page where you will be prompted to enter your username. Your password will be emailed to you.

Q6. How to find Usernames for existing accounts on CMV SitePass

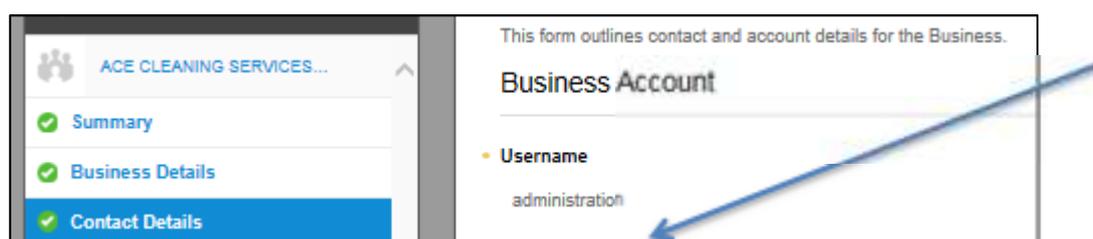
- Every Contractor business account has a username as well as, every contractor employee has a username. In some cases, these usernames are the same (e.g. sole traders) but most of the time they are not. Note: Once a username has been created it cannot be changed.

Business Usernames

Business Usernames can be found by selecting the Contact Details heading.

The Username will be displayed on the right hand side, under the Business Account heading.

Your CMV Site Administrator will be able to inform you of your username if you are unable to log in to the system. Your CMV sites contact details are listed on the SitePass helpdesk menu or visit www.cmv.com.au.



Employee Usernames

When logged in as the Contractor Business, Employees Usernames can be found selecting the **employees name** > then **Personal Details**. The Username will be displayed on the right hand side, under the Logon Details heading.



Q7. Archiving an employee that no longer requires a CMV SitePass account (e.g. no longer works for your Business)

- If an employee has left your business you are required to remove them from your SitePass account. An audit of your SitePass account should be done regularly to ensure that only the employees you have approved can access CMV sites. To remove an employee they need to be **disabled** from the system.

When logged in as the Contract Business, select the **employees name** > then **Personal Details**.

Under the **Account Status** heading, select the **disabled** radial button,



Then scroll to the bottom of the page and select Save & Submit for Approval.

Save and submit for approval

A dialogue box will appear, select **Yes** to confirm. When this page is refreshed, this employee should no longer appear in your list of active employees.

This employee's records are still in the system but have been archived. You will need to contact your CMV Site if you require this employee's account to be reactivated.

Q8. Updating Insurance details on a CMV SitePass Account

- Insurance details are required to be updated on expiry by the Contractor Business. Multiple automatic emails will be sent to your specific business email address prior to expiry to remind you of this date.

Sign in to SitePass using the Business username & password. (If unsure of your businesses details, see FAQ above).

- Select 
- Select  from the left hand side of screen.
- For each expired insurance select  to update **Expiry Date & Upload a current copy of Certificate of Currency.**

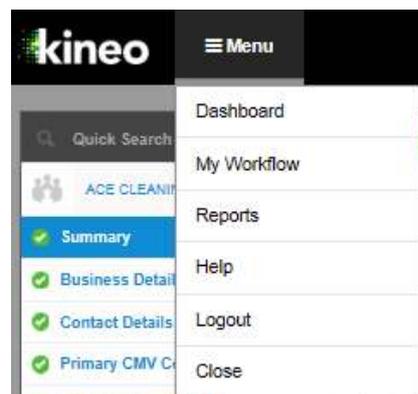
- If insurance is near expiry, but not yet expired, select  to 

Insurance documents are required to contain expiry date and an appropriate detail of the level of cover of insurance.

It is your responsibility that these documents are true, correct and kept up-to-date.

Q9. Who do I contact in regards to my CMV SitePass Account if I require additional support?

- When logged in to your CMV SitePass Account, check your **Primary CMV Contact**. This will normally be the initial CMV business that engaged your services
- For technical support, the software provider, Kineo can be contacted. **Menu > Help**



Q10. Our Business no longer requires a CMV SitePass account

- Contact your **Primary CMV Contact** or **Kineo helpdesk** and request to **disable** the account. All employees attached to this business account will also be archived from the system.