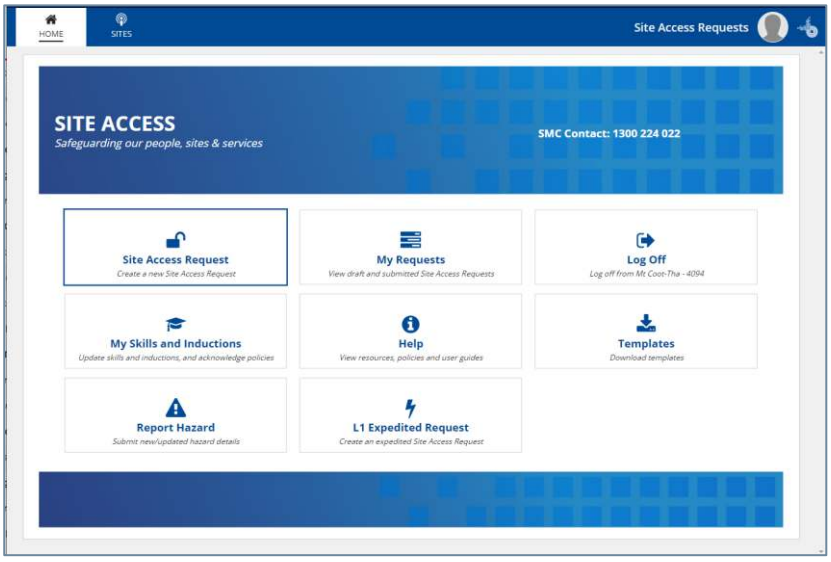
Submitting a Site Access Request

Before attending site to conduct works, you must have an approved site access request relating to the work you are there to do.

- You can create access requests for yourself or for others, for a single person or multiple people and the request can be updated to reflect changes as needed.
- Site access requests go through a review process before final approval. During the review process you will receive email updates on the status of your request.
- Site access requests can be saved in draft format until you are ready to submit. They can also be updated after they have been submitted.

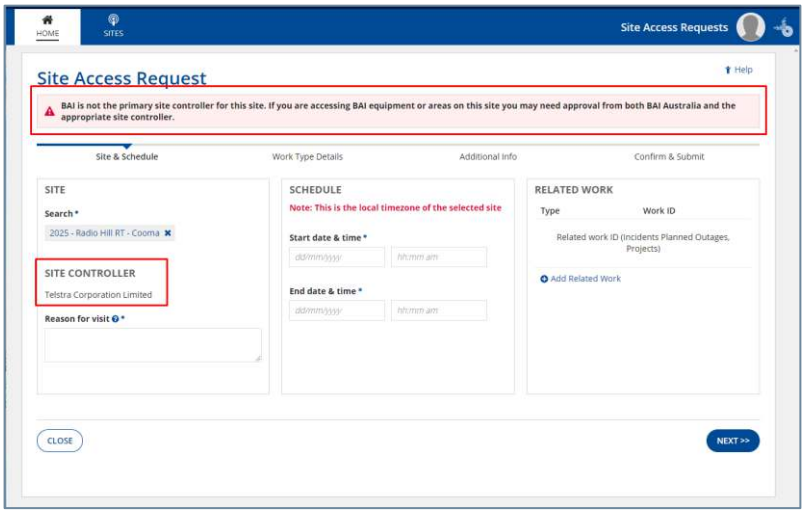
To create a site access request, go to the Home Page of the application and select Site Access.



Step through each of the following pages:

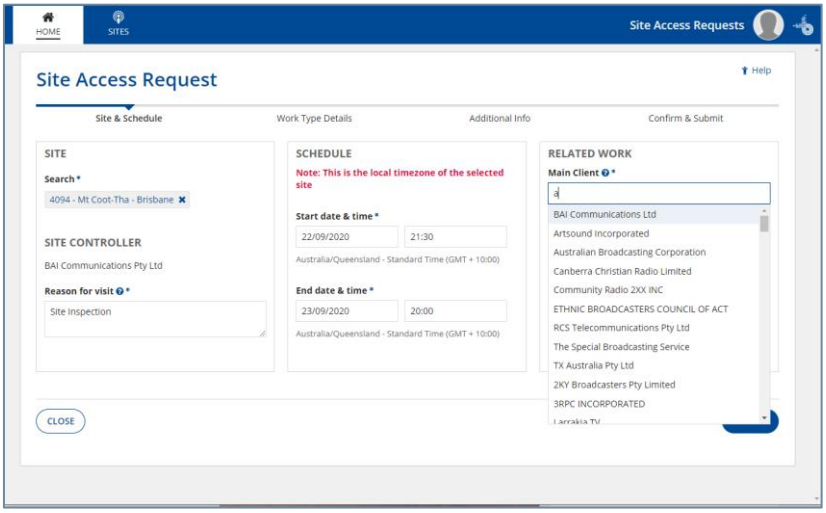
Site and Schedule

- Use the search box to find the Site you need to access - you can type in the site number or name and, as you type, the search box will suggest sites. You can also search based on the nearest town.
- Check the **Site Controller** for the site. The equipment you need to access may be at a site which is controlled by a 3rd party. If BAI is not the primary site controller you may require approval from both BAI Australia and the appropriate site controller.

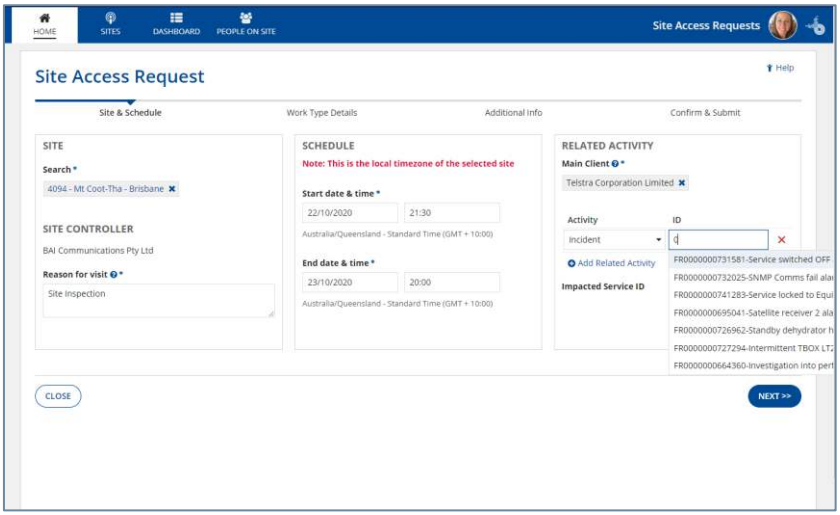


- Enter a short description of your **Reason for visit**.

- Enter the **start and end times** for the visit. The system uses the local time zone for the site you are requesting access to.
- Select the **Main Client** you are doing the work for.



- Provide details of **Related Activity** if this applies. For example, you may have a reference number of an existing Project, Incident or Change. To add this information:
  - Select **Add Related Activity**
  - Choose a related **Activity** type from the drop down menu.
  - Wait for the blue line to move across the top of the screen while the system looks up related activities for the site and client you have selected.
  - Start typing the **ID** into the field and the system will return a list of items.
  - Select the correct activity item from the list.



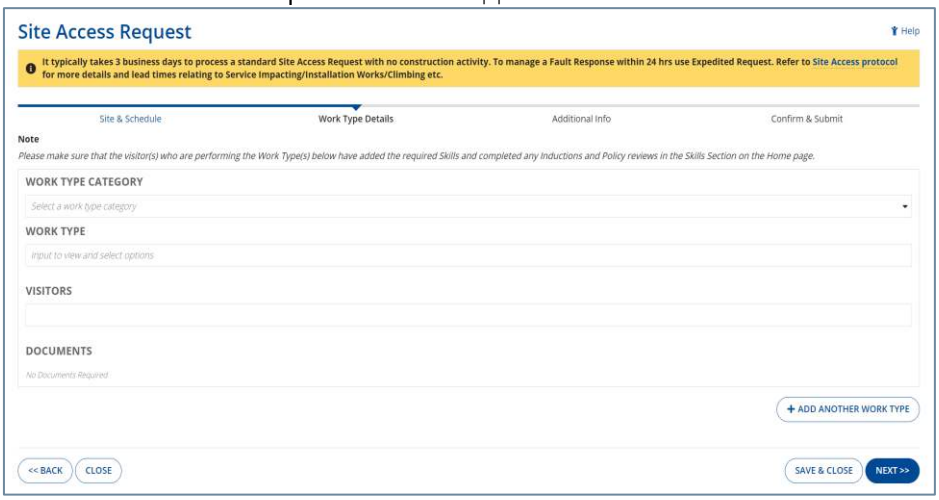
- Select **Next**

Work Type Details

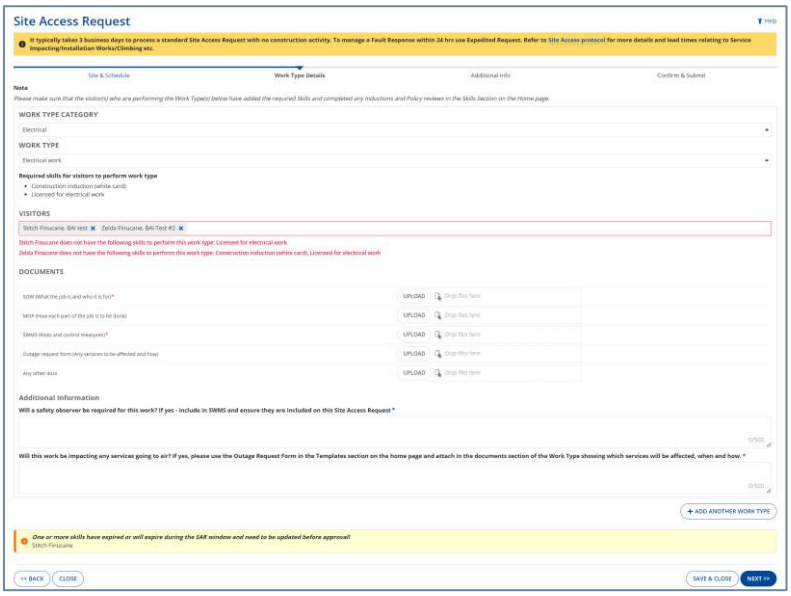
- Search for and select the **Work Type** from the suggested types. You can reduce the number of work types displayed by selecting a **Work Type Category** which

will filter the **Work Type** selection list to only those relevant to that category (optional – if left blank then WORK TYPE will display all available work types)

- Review any **Required Skills** that are listed under the **Work Type**.
- For a full list of **Work Types** and their corresponding Skills see the **Work Type Required Skills Matrix** available in the **Help** section of the application.



- Add visitor names and review any warnings that are displayed regarding skills. If the visitors have not completed the required prequalification steps such as providing evidence of skills, completion of induction and acknowledgement of policies, it will not be possible for you to add them to the site access request.

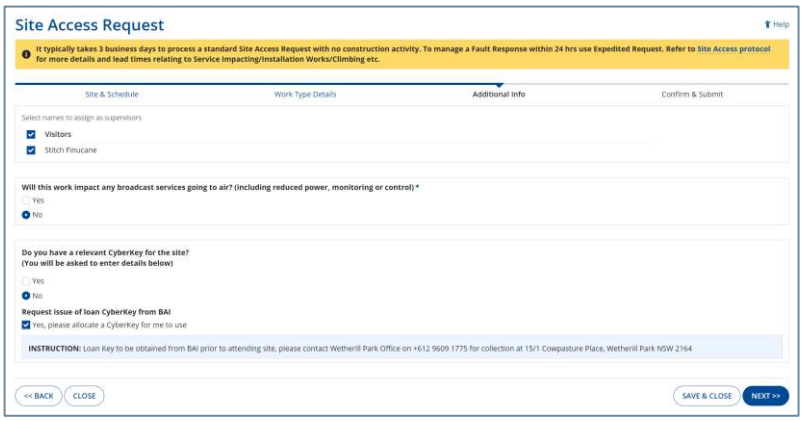


- Upload any documentation that is requested noting that documents with a red star are mandatory.
- Add another work type if required.
- Select **Next**

Additional Info

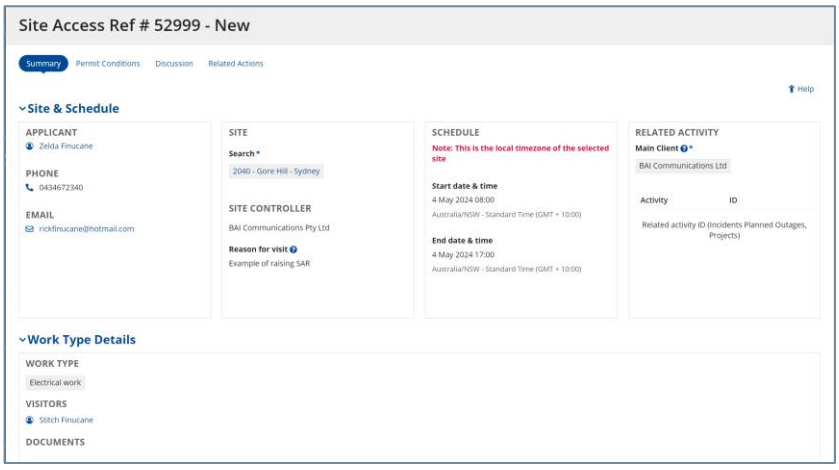
- Select the tick box to identify which visitor will supervise the visit. The supervising visitor is responsible for overseeing all work on the site and is the main point of contact for the Site Access Request.

- Provide **Any Additional Information for Reviewers**. For some work types, this field will contain questions to prompt you to provide the correct information.
- If you have a CyberKey select **Yes** and enter your CyberKey reference number. Your CyberKey reference number can be found in the CyberAudit Link smartphone app and is a 9-digit alpha-numeric code.
- Alternately select **No** and tick the box if you require one. The Site Access team will work with you to ensure you have a CyberKey that can provide you with physical access to site.
- Select **Next**.

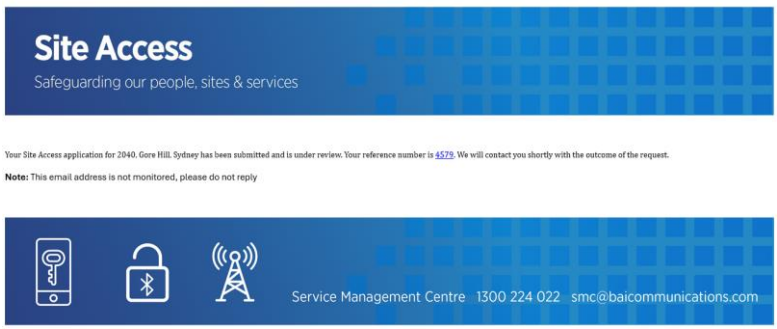


Confirm and Submit

- Review the details of your site access request.
- If you are happy with the details, select **Submit** and then **Yes.**



- You will be provided with a **Reference number** for your request which will also be emailed to you. Example of email:



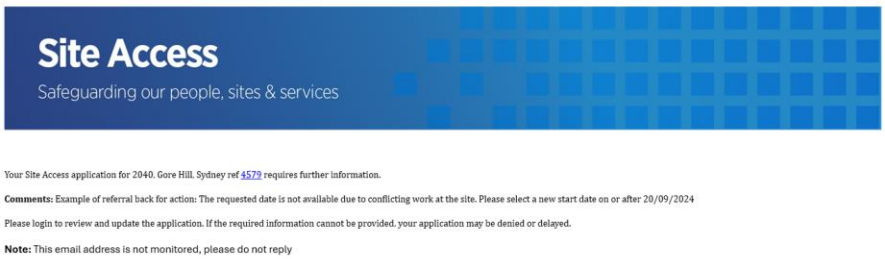
- Select **Finish** to return to the home page

Tips and Additional Information

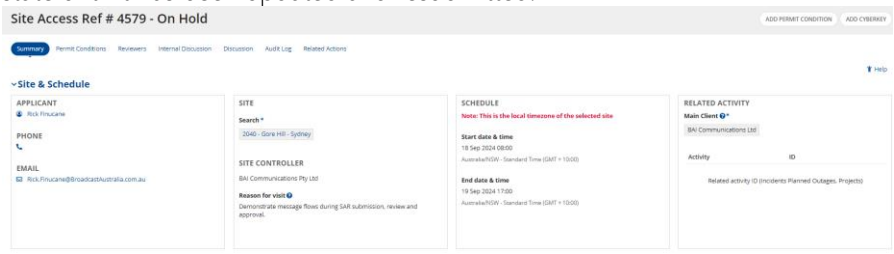
- Select **Save & Close** at any point during the process to save a draft copy of your request.
- For a visitor to be included on a site access request they will need to have:
  - Logged into the site access application.
  - Completed prequalification.
  - For more information on prequalification see the **Completing Prequalification** guide available in the **Help** section of the application.
- Site Access Requests should be submitted at least 3 business days before access to site is required. 10 business days if high risk work (construction or tower climbs) are to be undertaken and 21 business days if outages are required.
- You may need to wait for a few seconds while related work details are retrieved. Keep an eye on the blue bar at the top of the screen for progress.
- Uploaded documents are accepted in the following formats - pdf, txt, doc, docx, xls, xlsx, jpeg, png, jpg
- The Site Access Application is not currently integrated with the CyberKey solution. Integration is planned for a later phase.
- For a full list of **Work Types** and their corresponding Skills see the **Work Type Required Skills Matrix** available in the **Help** section of the application.

Notification of approval

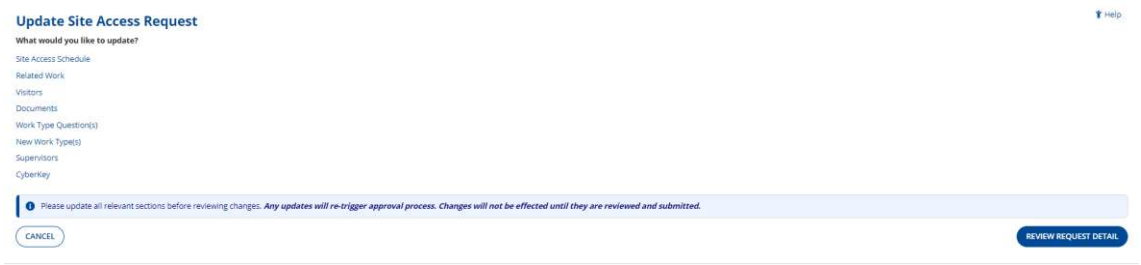
During review and approval of your SAR, you may receive additional notifications via email requesting additional information. Example below:



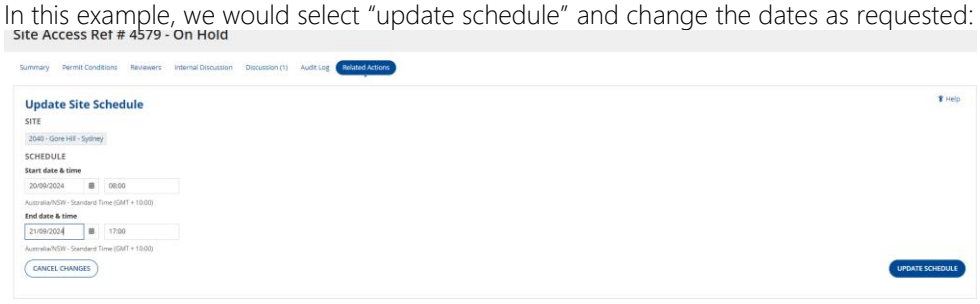
You may respond to this by clicking on the highlighted reference number which will take you to your SAR to make any necessary updates. The status of the SAR will be "On Hold" and will remain in this state until it has been updated and resubmitted.



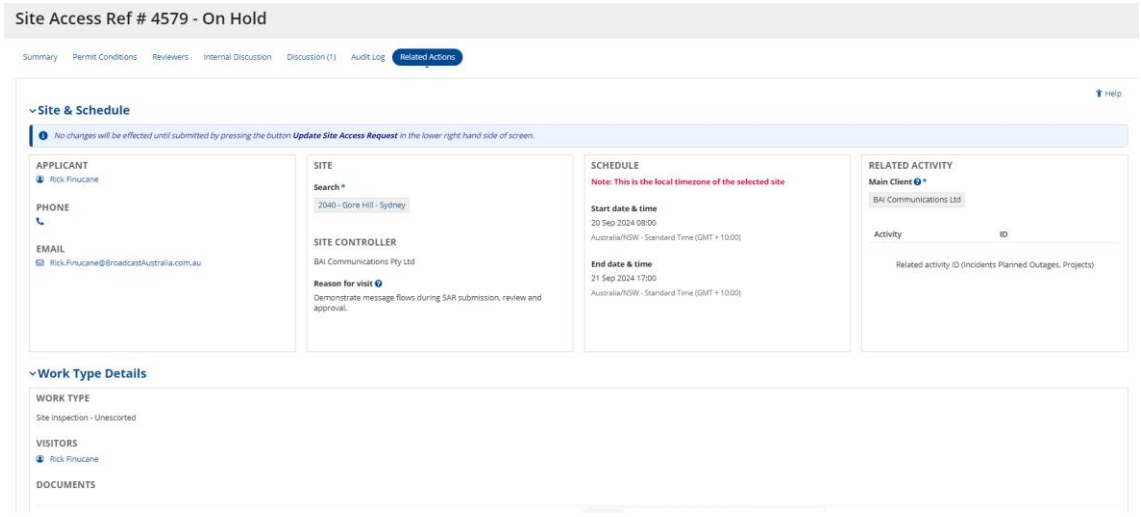
To update the SAR, select Related Actions from the top line options and choose "update request". This will allow changes to most aspects of the SAR.



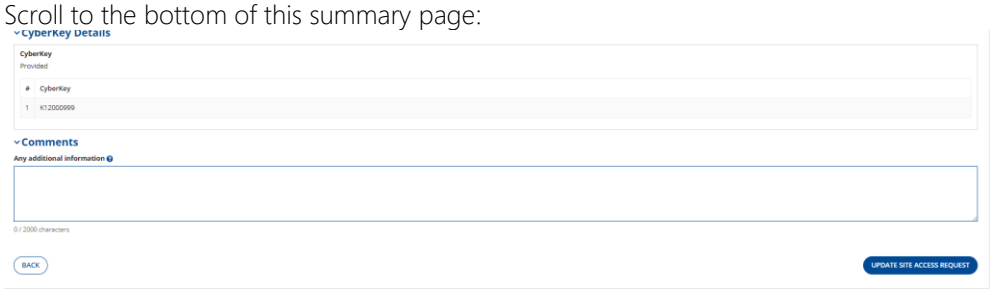
In this example, we would select "update schedule" and change the dates as requested:



After amending dates, click on the "UPDATE SCHEDULE" button and confirm when prompted. This will return you to the update options list – select any additional items that need to be changed. When all required amendments have been made, click on the "REVIEW REQUEST DETAIL" button. This will take you to the SAR summary page where you can check that all details are correct. At this point, no changes have been submitted.

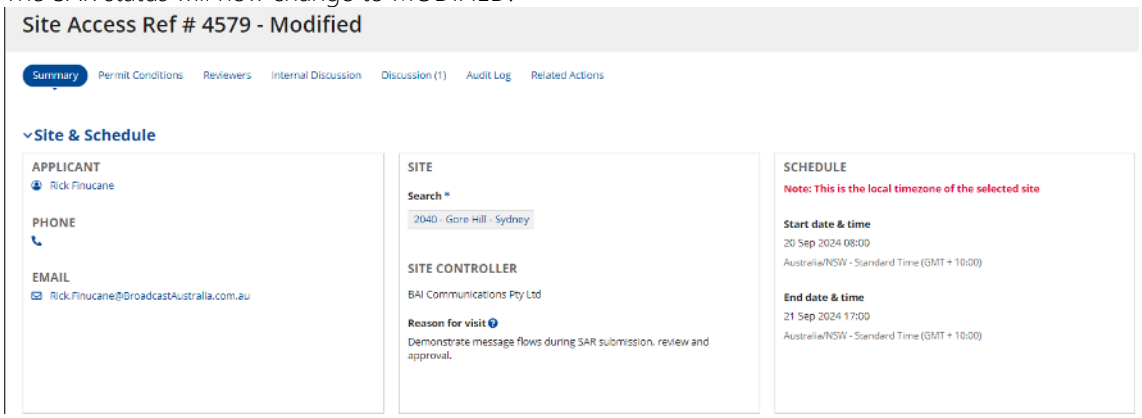


Scroll to the bottom of this summary page:

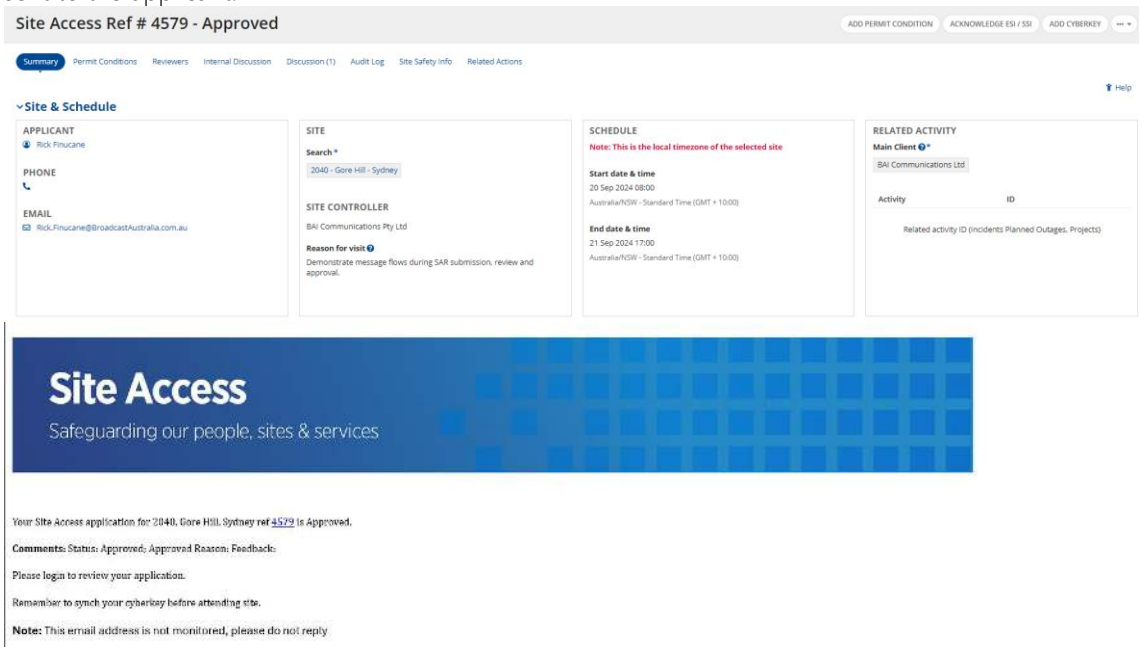


Any additional information that may have been requested can be added in the "Comments" text box. Verify that all required changes to the SAR have been made. To submit the SAR with all changes, click on the "UPDATE SITE ACCESS REQUEST" button. All changes will be committed and sent at this point.

The SAR status will now change to MODIFIED:



It will re-enter the review and approval process. Once all necessary reviews have been completed, the SAR status will change to APPROVED and a confirmation email will be sent to the applicant:



Only limited changes to the SAR can be made after this point, most of which will revoke the APPROVED status and require re-approval. Exceptions are adding visitors to existing work types, requesting an extension of the SAR end date, and cancellation of the SAR.

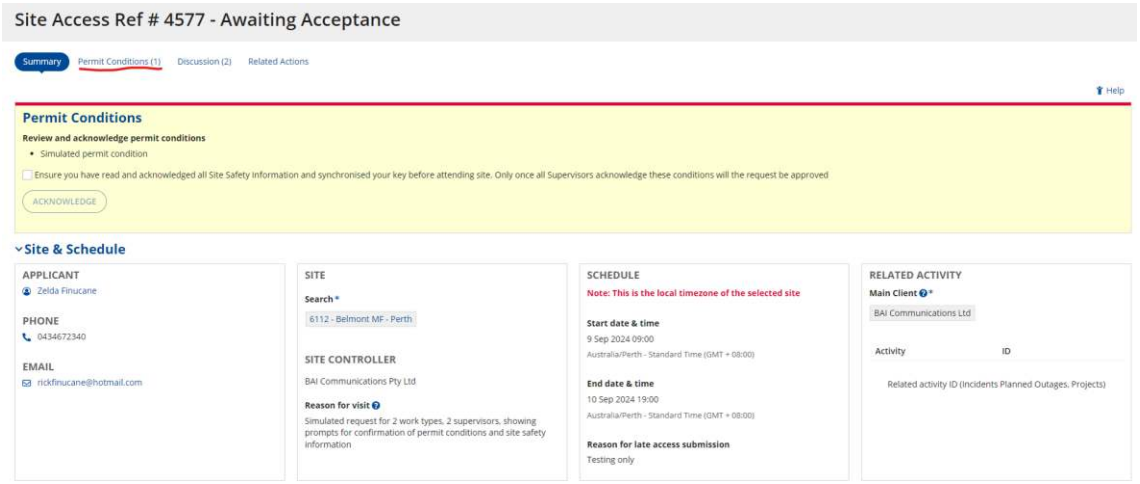
Once an APPROVED SAR reaches the nominated start date and time, site logon will be allowed.

Confirmation of permit conditions and Site Safety Information

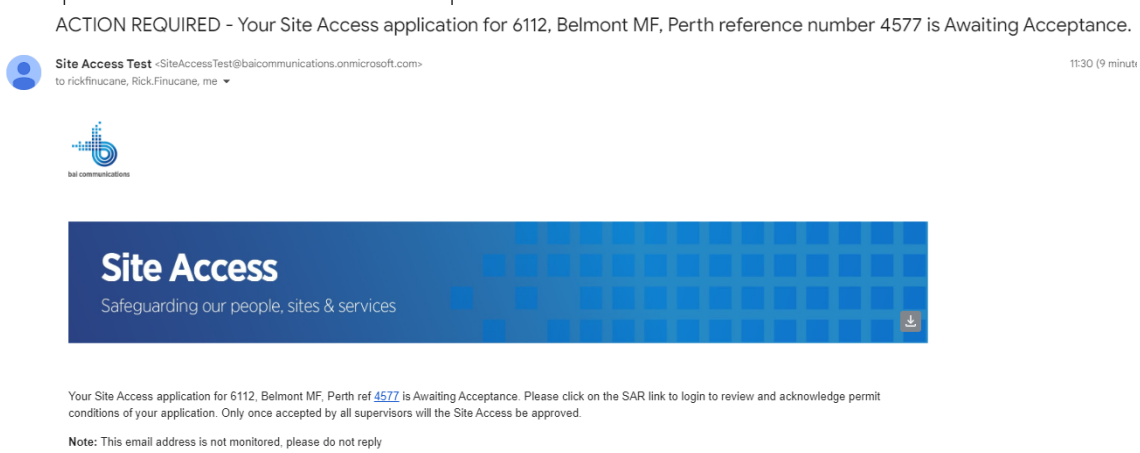
(New process)

A new stage of the process between review and final approval has been introduced.

After BAI reviewers have signed off the request, it will now go to a status of Awaiting Acceptance. The Summary page will display a banner with a check box, similar to the following example:

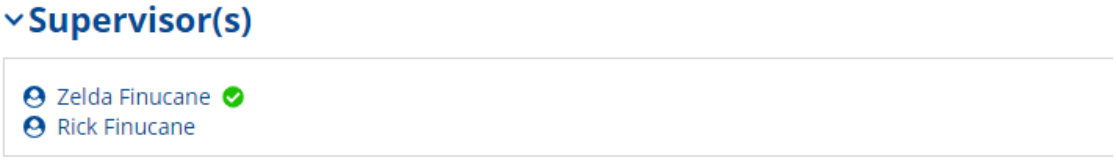


Each person who has been listed as a supervisor will receive an email like the one below:



The SAR reference number (in this example 4577) will be a clickable link which will take you to the SAR.

All visitors who have been listed as supervisors will need to select the check box and acknowledge button, signifying that they have read any messages in the Permit Conditions tab, and will read site safety information (links will be enabled in the SAR once it becomes Approved) and any CyberKey being used for access will be synced to activate lock access permissions prior to attending the site. As each supervisor acknowledges, this will be indicated against their name in the SAR in the list of supervisors.



Once **all** supervisors have acknowledged, the SAR status will change to Approved.
Note that the SAR Applicant (the one who created the SAR) can **not** acknowledge on behalf of the supervisors.
Confirmation email will be sent as previously described and logon to site enabled when the SAR start time is reached.