Before you begin

- In order for a visitor to be included on a Site Access Request (SAR) they will need to have:
  - Registered and logged into the site access application.
  - Completed prequalification requirements.
- For more information on prequalification see the Site Access Prequalification quick reference guide.
- To sign in go to siteaccess.baicommunications.com
- Choose '**Select if you are a Customer, Contractor, or FIM**' from the homepage
- If it is your first time logging in you will need to register with either **a Microsoft Work Account, a Microsoft Personal Account, a Google Account or a LinkedIn Account.**
- If you do not have any of these accounts, choose an account type and you will have an option to create a new one.

Overview

- Before attending site to conduct works, you must have an approved Site Access Request (SAR) relating to the work you intend to do. Approved SARs are obtained by following the SAR process.
- You can create SARs for yourself or for others; for a single person or multiple people, and the request can be updated to reflect changes as needed.
- SARs undergo a review process before being approved. During the review process you will receive email updates on the status of your request.

There are 3 parts to the Site Access Request submission

1 Submitting a Site Access Request

From the homepage select Site Access Request.

Site and schedule

- Search for the site - you can type in the site number, name, or nearest town; as you type the search box will suggest likely sites.
- Enter the start and end date and times for the visit.
- If you have a Related Work ID such as a project ID or incident ID enter the details.
- Select the **'Main Client'** you are doing the work for. Select **'Next'**.

Work type details

- Search for and select the Work Type from the suggested types.
- Review any required skills listed under the Work Type.
- Add visitor names (must also be registered) and review any warnings displayed regarding skills.
- Upload any documentation requested, noting some documents are mandatory.
- Add another work type if required. Select **'Next'**.

Additional Information

- Select the tick box to identify which visitor will supervise the visit.

- Provide any additional information for reviewers.
- If you have a CyberKey select **'Yes'** and enter your CyberKey reference number.
- Alternately select **'No'** and tick the box if you require one. Select **'Next'**.

Confirm and submit

- Review the details of your Site Access Request.
- Select Submit and then Yes.
- You will be provided with a Reference number for your request.
- Select Finish to return to the home page
- You will receive an email confirmation with your reference number.

Tips and things you should know

- Site Access Requests can be saved in draft format until you are ready to submit. Some aspects of a request can be updated after submission.

- The Site Access application will provide a warning if the visitor you are adding to the request does not have the necessary skills or inductions to perform the work type. You will not be able to add the visitor until they have completed the necessary prequalification steps.

- 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.

- Expedited requests can be used for Level 1 Access Holders where immediate access is needed to the site for urgent fault restoration.)

2 Updating a Site Access Request

If your request has not yet been approved you can make changes and resubmit:

- Go to **'My Requests'** and use the search and filters to locate the request you want to change.

- Select the **'Ref #'** to view the request details.

- Select **'Update Request'** in the top right corner.

- Select each of the areas of your request and make the appropriate changes. When you are finished select **'Review Request Detail'**.

- Select **'Update Site Access Request'**.

If your request has been approved you can still add additional visitors or submit a request for an extension:

- Go to **'My Requests'** and use the search and filters to locate the request you want to change.

- Select the **'Ref #'** to view the request details.

- Select **'Related Actions'**:

  - Select the **'Add New Visitors'** option and enter the details for the additional personnel attending site.

  - Select the **'Apply For Extension'** option, enter the extension details and click the **'Apply For Extension'** button then select **'Yes'**.

Adding new visitors will not re-launch the approvals process.

However, requesting an extension will require approval as any scheduling conflicts will need to be resolved before the extension can be approved.

3 Cancelling a Site Access Request

To cancel a draft Site Access Request go to **My Requests > Drafts** and use the search and filters to locate the request you want to change.

- Select the **'Ref #'** to view the request details.

- Select **'Cancel Draft'** in the bottom left corner.

To cancel a submitted site access request go to **My Requests > Submitted** and use the search and filters to locate the request you want to change.

- Select the **'Ref #'** to view the request details.

- Select **'Cancel Request'** in the top right corner.

- Type in the reason for the cancellation and select **'Submit'**.

4 Site Access Request status

Any time the status of your request changes you will receive an email. Status types include:

- New
- In verification
- Approved
- On hold
- Modified
- Extension requested
- Completed
- Closed
- Cancelled

The email includes a link directly to your request.

- Select **'My Requests'** from the homepage to view all your requests and their status.

- To request and update the status of your Site Access Request contact the Site Access team at access@baicommunications.com.

Tips and things you should know

- Your CyberKey reference number can be found in the CyberAudit Link smartphone app.

- There is currently no integration between the Site Access application and the CyberKeys however this is in development.

- The mobile app has all the functionality of the web app and is especially handy for logging on and off site.

- You can notify us of a hazard or an update to existing site information via the Site Access Application.)

Download on the App Store   GET IT ON Google play

Download the Appian app from the Apple App or Google Play store. Launch the app, select Add Account and type the address below.

siteaccess.baicommunications.com

Sign in using the account you registered with.

For more information, assistance or to provide feedback, contact the site access project team: access@baicommunications.com