

Dear All,

This is the latest of our e-mail communications and we hope you are finding the information and links useful. Please remember all previous communication updates can be found on the [Highways Safety Hub](#) and we put together a list of [Frequently Asked Questions](#) to help with any queries you may have.

Since the successful upgrade of the Passport system earlier this month, we are pleased to report that we are seeing a steady level of activity, with a range of new users starting to use the enhanced software and benefit from its extended functionality.

Since the upgrade less than 2 weeks ago, we have seen:

- More than **20 new** companies register on the system to manage their workforce
- Over **150 different companies** logged in to create and manage worker records
- Well over **100 new competencies added** to existing cardholders
- **Many subscription renewals** paid online (don't forget, many existing worker subscriptions **MUST** be renewed by September 30th)
- **Dozens of reports** being run,
- and **virtual cards** being loaded into individuals' secure wallets on their mobile phones every day.

CSCS and Partner Cards. We have also noticed a number of users starting to enrol their workers' CSCS and partner cards, which is excellent to see. The upgraded system enables CSCS and a range of partner smartcards to be logged and verified electronically, with all details transferred immediately to their Passport record (and onto their Passport smartcard). Partner card schemes include: NHSS (Temporary Traffic Management) and FISS (Fencing Industry Skills Scheme).

So if you haven't already logged in to the upgraded Passport system, please do – and don't forget to change your password the first time you use it. www.highwayspassport.co.uk You should also spend some time browsing the Passport portal to obtain a range of information on the software, its functionality, plus useful material for you to download and distribute to your colleagues and projects.

Internet Explorer 11

The upgraded system is not compatible with Internet Explorer 11, for reasons of functional and design efficiency. The Passport software is fully compatible with a range of more modern browsers: Microsoft Edge, Google Chrome, Firefox and Safari. To date, all users who initially browsed to the upgraded site using IE have switched to one of the supported browsers, but if there is a technical reason why you **MUST** use Internet Explorer, please contact the Mitie Helpdesk to provide more details so we can resolve the issue with you.

Please see the list below of fully tested and supported browsers.

Operating System	Browser
Windows 8.1, Windows 10	Microsoft Edge Microsoft Edge (Chromium-based) Firefox Google Chrome
Mac OS	Safari Google Chrome
Apple iOS 10+	Safari
Google Android	Google Chrome

Administrators Training

Over the last two weeks, training/webinar sessions for **Passport system administrators** was very well-received, with 173 people trained so far and 102 people booked to attend training during August.

There are more sessions being run on the below dates with available space;

19th August;

20th August;

26th August

If you haven't already reserved your place, please do book by sending an email to he.validate@mitie.com (requests will not be accepted by phone) and needs to include the following information: Name, Company and Position. Users should note that Mitie will be using Microsoft Teams to conduct training.

As well as learning about the new functionality, you will also have the opportunity to ask questions webinar-style.

Highways Common Induction

We continue working on the new online **Highways Common Induction (HCI)**; The Common Induction that was previously delivered by Lantra approved trainers, as it was announced in December, is being replaced by a new online induction. Please note the HCI is not going to be booked through Mitie or Highways England; more information will be shared soon.

Finally, please do forward this to any of your colleagues who would benefit from this information about HE Passport and look out for the weekly e-mail communications over the next few weeks.

Regards

Highways England Passport

