

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.

Annual Subscription Renewals – due by October 1st 2020

Although we are seeing hundreds of subscription renewals, there are many employers who have not yet paid their worker subscriptions for the year starting October 1st.

A reminder: For worker records added during the previous proof of concept phase, the majority of these must be renewed before October 1st to remain valid. Any worker subscription that is due on 1st October can be renewed before this date at a rate of £25 (instead of the usual £29) for the first year only. **There is no need to delay subscription renewals.** No employer is disadvantaged by renewing within 12 weeks of the subscription expiry date - you will always be credited with the full year. E.g. if a worker's subscription is due by 1st October and the employer renews it on 23rd August, the worker's subscription will still be valid up to the end of 30th September 2021.

So, please don't delay. Log in and simply check your worker records by clicking on the "Forthcoming Worker Subscriptions" shortcut on your user dashboard. Do make sure you renew subscriptions for all the workers you want to continue managing well before September 30th.

The annual charge will increase to £29 on 1st October for any renewal or new worker record added from that date.

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.

Bulk Uploads and Updates

As well as a large cohort of smaller employers using the system, we also have a significant number of major contractors – many of which also used Passport during the proof of concept period. If you are a company responsible for 250 or more workers on Passport and would like to update existing records in bulk (such as adding a personal e-mail address or mobile phone number to each cardholder so that virtual cards can be generated) or a major contractor new to the system wanting to seed the Passport system with core details about your newly added workforce, please contact the Mitie helpdesk in the first instance to discuss, from where your enquiry will be referred to the relevant team at Reference Point.

Administrator Training

Over the last three weeks, training/webinar sessions for **Passport system administrators** was very well-received, with several hundred people trained so far and more booked to attend training sessions later this month.

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

Wednesday 23rd September at 1pm
Thursday 24th September at 1pm
Wednesday 30th September at 1pm
Thursday 1st October at 1pm
Wednesday 7th October at 1pm
Thursday 8th October at 1pm
Wednesday 15th October at 1pm
Thursday 16th October at 1pm

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.

Mitie's "Question of the week"

Each week we are going to answer one of the more common questions received by the Mitie Helpdesk.

Question? How do I renew my employee subscription

Answer:

The fastest route to renew employee subscriptions is to click the Forthcoming Worker Subscriptions shortcut on your dashboard (it's under the Financial heading), which will show all subscriptions due for renewal

Check the "Select" box displayed against each worker name whose subscription you wish to renew and then click the Renew Subscription button.

This will add the selected workers to your shopping basket from where you can finalise the process. Please note: If paying by Stripe (as opposed to "on account") please limit the worker numbers in each basket to fewer than 100 at a time.

Highways Common Induction

The highways common induction as previously communicated on is moving to an online platform and is currently still in development. It is anticipated this will be available for use shortly and more communications will follow. However this does not prevent you from renewing your cards or signing up to the scheme to take advantage of discounted rates by 30th September

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. However please note this does not stop you taking advantage of the discount and signing your workers up ready on the passport scheme.

Regards

Highways England Passport