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.

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.

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.

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 26th August 2020 at 1pm
- Thursday 27th August 2020 at 1pm
- Wednesday 2nd September 2020 at 1pm
- Thursday 3rd September 2020 at 1pm
- Wednesday 9th September 2020 at 1pm
- Thursday 10th September 2020 at 1pm
- Wednesday 16th September 2020 at 1pm
- Thursday 17th September 2020 at 1pm
- Wednesday 23rd September 2020 at 1pm
- Thursday 24th September 2020 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.

How do I get access to the Passport software as a system administrator?

If you are a new organisation wanting to use Passport, then please complete the Online Registration Form. https://he.validate.mitie.com/SkillSafe/CompanyRegistration

Mitie will process the form and will generate a user name for the system administrator whose details were included on the form. This username will be sent via e-mail to the address supplied on the form.

When the e-mail arrives, simply click on the link in the e-mail and follow the instructions to create your password and then login.

If you are not sure if your company is already using the system and need to understand how to obtain a login yourself, please contact the Mitie helpdesk for assistance.

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