

Site Induction Guide

Event Organisers, Contractors, and Exhibitors



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Pre-Registration

The registration and induction process is to be completed ideally on a laptop or tablet. Please avoid using a phone. Additionally, please allow 30 minutes of your time to complete this process.

For event organisers, contractors, or exhibitors that have never registered with Melbourne Royal on WHS, please skip to **Initial Registration** which can be found on page 4 of this guide.

For event organisers, contractors, or exhibitors that have an existing registration with Melbourne Royal on WHS, please go to the **WHS login page** which can be found with the provided link: **<https://app.whsmonitor.com.au/oauth/whs>**

Login to your business account and skip to **step 2.2** on page 7 of this guide.

1. Initial Registration

1.1 To begin the registration process, please select an allocated admin.

The allocated admin will be responsible for registering the business, uploading insurances if necessary, and completing the induction modules.

There can only be ONE allocated admin.

If you are the allocated admin, please skip to step 1.2 in this guide.

If you are NOT the allocated admin, please give this guide to your allocated admin to complete the registration process.

1.2 Once the allocated admin is selected, please click on the link to the WHS Monitor Management System which can be found below:

<https://app.whsmonitor.com.au/cregister/registercontractor.aspx?jc=3C417517-3830-4989-98C1-6902D4EE1096>

To avoid technical issues in the future, DO NOT send this link to employees, contractors, or volunteers in your organisation as duplicated accounts of your business can occur.

1.3 Once you have clicked on the link, the below page should be presented below.

The screenshot shows the 'ROYAL AGRICULTURAL SOCIETY OF VICTORIA Contractor Registration' page on the WHS Monitor system. The page has a progress bar with four steps: Step 1 - Register (active), Step 2 - Verify (Check email to verify), Step 3 - Upload Documentation, and Step 4 - Submit for Approval. Below the progress bar is a checkbox for 'CLICK HERE TO REGISTER AS AN EXISTING CONTRACTOR'. The form is divided into sections: 'ACCOUNT INFORMATION' with fields for 'EMAIL ADDRESS (USERNAME)*', 'PASSWORD*', and 'RE-ENTER PASSWORD*'; 'COMPANY DETAILS' with fields for 'COMPANY NAME*', 'CONTRACTOR TYPE*' (dropdown), 'AUSTRALIAN BUSINESS NUMBER*', 'AUSTRALIAN COMPANY NUMBER', 'BUSINESS NAME (TRADING AS)', 'BUSINESS NUMBER', 'DATE OF INCORPORATION', 'PLACE OF INCORPORATION', 'OFFICE PHONE*', 'OFFICE PHONE 2', 'FAX', 'DESCRIBE THE WORK YOU WILL BE DOING AND THE PROJECT, EVENT OR PURPOSE OF THE WORK*', and 'PRINCIPAL PLACE OF BUSINESS ADDRESS (NO PO OR GPO BOXES)*'. The address section includes fields for 'TOWN*', 'STATE*' (dropdown), and 'POST CODE*'. The form is partially filled with example data.

1.4 Fill in your details

At minimum, all mandatory areas marked with *.

1.5 For your password, ensure you adhere to all the following requirements:

- (No full stops)
- Ten-character password length
- One lowercase letter (a-z)
- One uppercase letter (A-Z)
- One number (0-9)
- One of the following characters: ~!@#\$%^&*()

PASSWORD *

RE-ENTER PASSWORD *

1.6 Please ensure you have selected the appropriate contractor type

CONTRACTOR TYPE *

Click on the
arrow to select
contractor type

If you select Exhibitor, you are not required to upload your insurances.

If you select Contractor, Agriculture, Food & Beverage, you will be required to upload your Workers Compensation and Products & Public Liability insurance.

If you select Sole Trader, you will be required to upload your Products & Public Liability insurance.

1.7 Once you have filled out all the details required, double check your information. Once you are satisfied, scroll down, and click the 'REGISTER NOW' button.

SALUTATION *

☐ MR ☐ MRS ☐ MS ☐ OTHER

FIRST NAME *

LAST NAME *

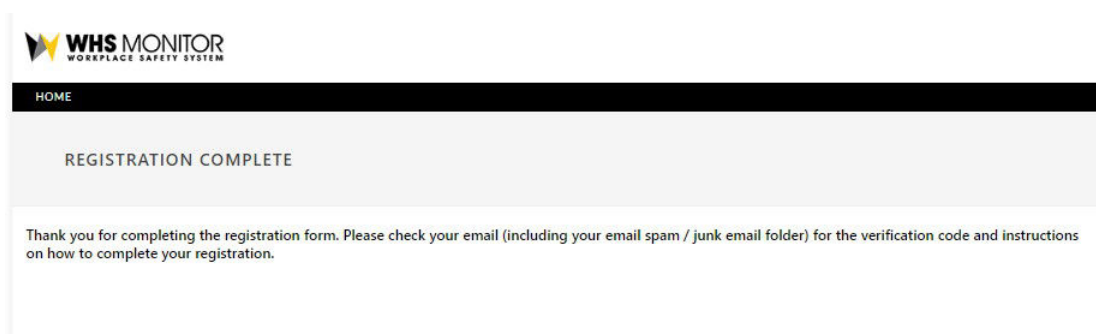
MIDDLE NAME

EMAIL ADDRESS *

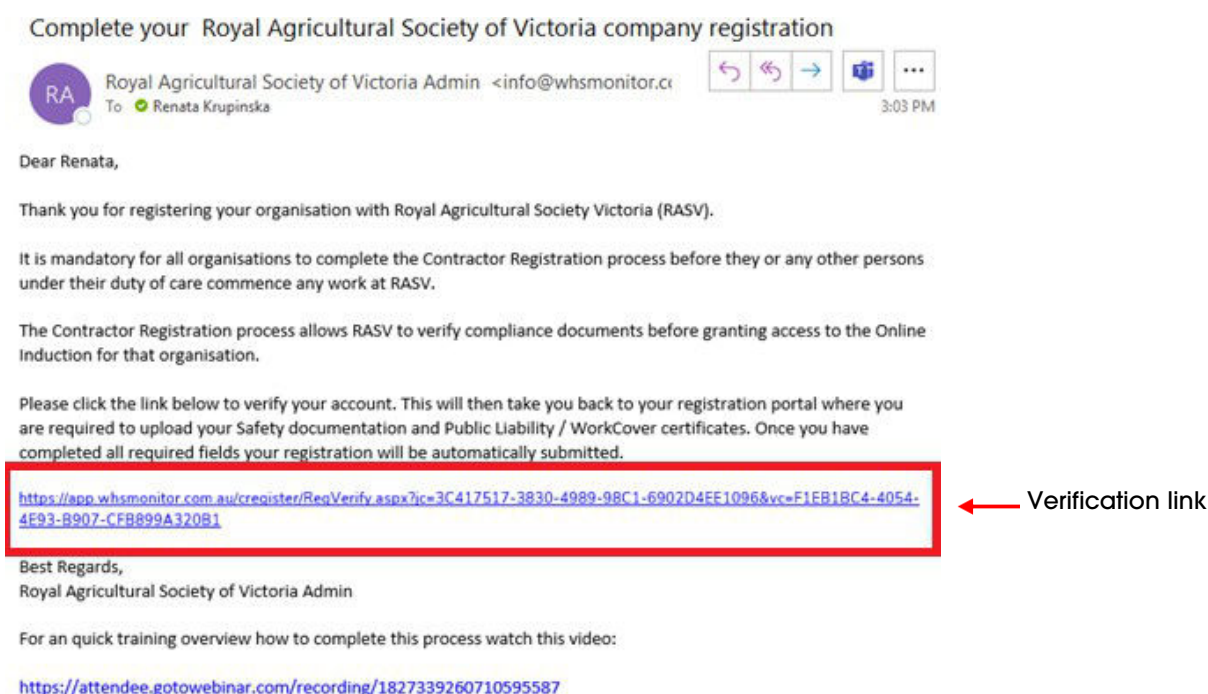
REGISTER NOW

← REGISTER NOW button

1.8 If you have successfully followed the above steps, then you will receive the below message on your browser:



1.9 Following this, you will receive an email to verify your registration. Please click on the link in the email to verify your account. This link will take you to the registration portal.



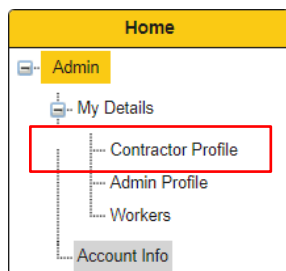
If you are unable to locate this email, please check your junk and spam inbox.

2. Uploading Required Documents

If you are an Exhibitor, you are not required to upload Workers Compensation, and Products & Public Liability Insurances. Please skip to **Required Induction Modules** found on page 9 of this guide.

If you selected Contractor, Agriculture, Food & Beverage, or Sole Trader, you will be required to upload your Workers Compensation and Products & Public Liability insurance. Please proceed with the below steps.

2.1 Once you have clicked on the verification link and you have been directed to the WHS Portal, login to your account and click on Contractor Profile



Click on Contractor Profile

2.2 Scroll down to Required Documents

This is where you can upload your necessary Insurances. For your account to be approved, please upload valid insurances that are not expired.

2.3 Click on Add/Upload Doc for each section

For Sole Traders, you will only need to upload your Products & Public Liability Insurance.

For Contractors, Agriculture, and Food & Beverage, you will need to upload your Products & Public Liability and Workers Compensation Insurance.

Required Documents								
Requirements	Title	Description	Date Added	Expiry Date	NA Reason	View	Add/Upload Doc	Delete
Type : Public Liability Insurance Description : Public Liability Insurance Comments :								
Type : Workers Compensation Description : Workers Compensation Comments :								

Click on the folder icon to upload your insurances

- 2.4** Once you have clicked on the folder icon underneath Add/Upload Doc, a pop-up window will require you to add a document title and expiry date. Once completed, then upload the document in the Upload Document area.

ADD/EDIT DOCUMENT

Required Document Description
Public Liability Insurance

Document Title * ⓘ
Description ⓘ
Document Type * ⓘ
Public Liability Insurance

Document Date ⓘ
Expiry Date * ⓘ
Expiry Date Not Applicable?
Reason

Upload Document * ⓘ
Select
Upload Document Not Applicable?
Reason

Save Close

- 2.5** Once you have uploaded your insurance and filled in the necessary information, click the yellow Save button in the bottom right corner and your record will be saved successfully

ihsmmonitor.com.au / X +

om.au/App/WorkOrder/ContractorDetails.aspx?page=806&siteindex=0

app.whsmonitor.com.au says
Record has been successfully saved.

ADD/EDIT DOCUMENT

Required Document Description
Public Liability Insurance

Document Title * ⓘ
Public Liability Insurance Document
Description ⓘ
Document Type * ⓘ
Public Liability Insurance

Document Date ⓘ

OK

- 2.6** Press the blue OK button and you will be taken back to the main screen. If your insurance has been uploaded successfully, you will see the information displayed in the Required Documents section.

Required Documents

Copy Uploaded File

Requirements	Title	Description	Date Added	Expiry Date	NA Reason	View	Add/Upload Doc	Delete
Type : Public Liability Insurance Description : Public Liability Insurance Comments :	Public Liability Insurance Document		9/06/2022 10:02:43 AM	31/07/2022				
Type : Workers Compensation Description : Workers Compensation Comments :								

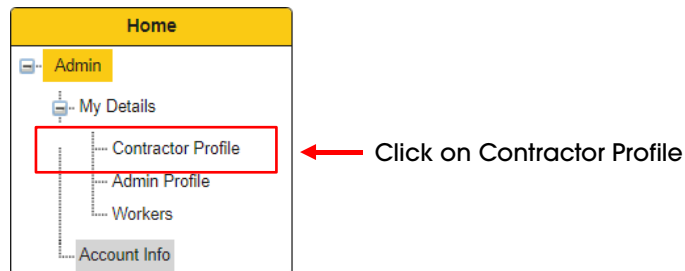
3. Required Induction Modules

ALL Event Organisers, Contractors, and Exhibitors **MUST** complete the mandatory induction modules to finalise the registration process.





Please ensure you have logged into your account

Login Link: <https://app.whsmonitor.com.au/oauth/whs>





3.1 Once you have logged into your WHS account, ensure you are in your contractor profile



3.2 In the WHS portal, scroll down to Required Inductions

Required Inductions						
Description	Client/Site Name	Launch	Induction Date	Expiry Date	Result	Induction ID
ID : IDNR-13 Description : Incident Reporting & Emergency Procedures Type : Emergencies Comments :	Royal Agricultural Society of Victoria					
ID : IDNR-4 Description : Site Safety Rules Type : Site Rules Comments :	Royal Agricultural Society of Victoria					
ID : IDNR-8 Description : Site Standards Type : Site Standards Comments :	Royal Agricultural Society of Victoria					
ID : IDNR-12 Description : Working Safely at RASV Type : Safe Work Practices Comments :	Royal Agricultural Society of Victoria					

3.3 To launch an induction, click the icon demonstrated below:

Required Inductions						
Description	Client/Site Name	Launch	Induction Date	Expiry Date	Result	Induction ID
ID : IDNR-13 Description : Incident Reporting & Emergency Procedures Type : Emergencies Comments :	Royal Agricultural Society of Victoria					
ID : IDNR-4 Description : Site Safety Rules Type : Site Rules Comments :	Royal Agricultural Society of Victoria					
ID : IDNR-8 Description : Site Standards Type : Site Standards Comments :	Royal Agricultural Society of Victoria					
ID : IDNR-12 Description : Working Safely at RASV Type : Safe Work Practices Comments :	Royal Agricultural Society of Victoria					

Click on the icon to launch the first induction module

3.4 Ensure your details are correct, click the blue Save & Next button in the bottom right corner

Incident Reporting & Emergency Procedures Enter your details

Please enter details below to start the induction.

First Name	Renata
Last Name	Krupinska
Company Name	Renata's Company
Email Address	renata@melbourneshowgrounds.com
Phone Number	
Position / Job	
Job Location	
Manager / Supervisor	

Save & Next

Click on the Save & Next button once all details marked * are provided

3.5 Read through each page and answer all questions

Incident Reporting & Emergency Procedures 6. Questions

Questions

When I hear the alert tone (Beep, Beep, Beep) I must:

I have a duty to use an extinguisher to fight a fire if I find myself in that situation

☐ True ☐ False

Save & Previous **Save & Next**

3.6 Once you have completed and passed an induction, you can launch the next induction module

Induction Result

Thank you for completing the Incident Reporting & Emergency Procedures induction.

NUMBER OF REQUIRED QUESTIONS : 6

NUMBER OF REQUIRED QUESTIONS ANSWERED CORRECTLY : 6

PASSING MARK : 100 %

YOUR SCORE : 100 %

RESULT : Pass

INDUCTION ID : 2916118168

EXPIRATION DATE : 09/06/2023

Please click the LAUNCH NEXT button to complete Site Standards induction.

CLOSE **LAUNCH NEXT**

Click on the LAUNCH NEXT button to load the next induction module

Please note that some induction modules require 100% score to pass.

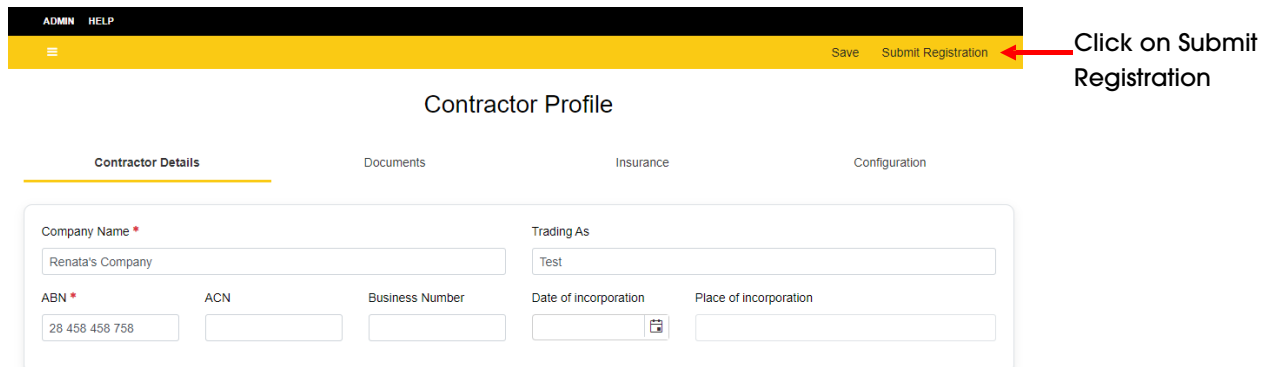
3.7 Once you have completed all the required induction modules, your screen should look like the image below:

Required Inductions						
Description	Client/Site Name	Launch	Induction Date	Expiry Date	Result	Induction ID
ID : IDNR-13 Description : Incident Reporting & Emergency Procedures Type : Emergencies Comments :	Royal Agricultural Society of Victoria		09/06/2022	09/06/2023	Pass 100% (6/6)	2916118168
ID : IDNR-4 Description : Site Safety Rules Type : Site Rules Comments :	Royal Agricultural Society of Victoria		09/06/2022	09/06/2023	Pass 100% (6/6)	2916148880
ID : IDNR-8 Description : Site Standards Type : Site Standards Comments :	Royal Agricultural Society of Victoria		09/06/2022	09/06/2023	Pass 100% (5/5)	2916136720
ID : IDNR-12 Description : Working Safety at RASV Type : Safe Work Practices Comments :	Royal Agricultural Society of Victoria		09/06/2022	09/06/2023	Pass 100% (8/8)	2916187985

4. Submitting Registration

Now that you have completed all required tasks (uploading insurances and completing the induction modules), you can submit your registration for approval to the Melbourne Showgrounds.

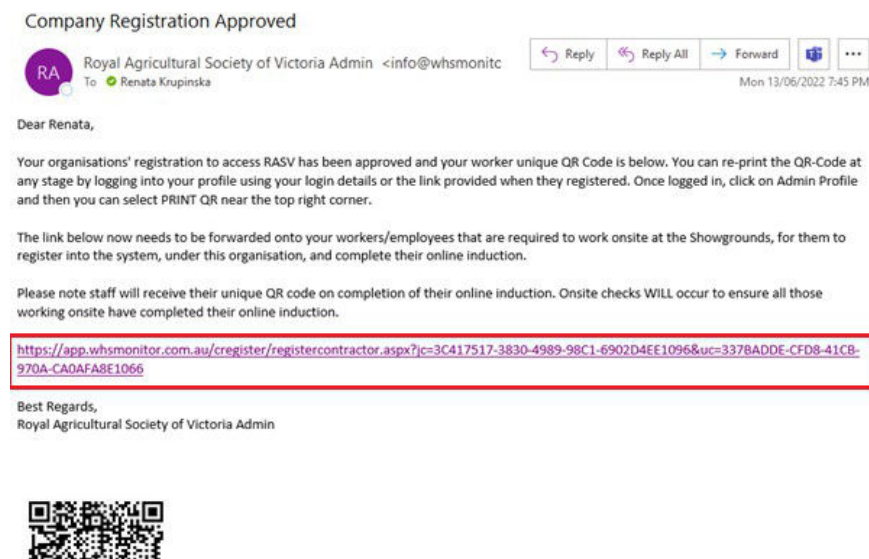
4.1 On the WHS portal, scroll up and in the top right corner of your screen, click the yellow Submit Registration button



4.2 Once you have clicked Submit Registration, the OHS Manager at the Melbourne Showgrounds will check all details and approve your registration

Please note, this is not an automatic process, please allow up to three business days to receive the confirmation email.

4.3 Once your account is approved, you will receive an email with a link as shown in the image below:



4.4 This link needs to be forwarded to workers/employees that are required to work on site.

This will allow your workers/employees to register against your business account and complete their induction modules

4.5 With the link, please forward your workers/employees the Site Induction Guide for Employees

4.6 Ensure you keep the QR code for on-site checks

5. Common Questions / Problems

Here you will find the most common questions asked regarding the registering process on WHS. If you have a question or experiencing any issues, please search for a similar question in this section that may assist you.

5.1 'My username is already in use/taken'

If you are trying to register your business on WHS and you see this message beneath Email Address (Username):

"Email Address already used by another user. Please enter different Email Address"

EMAIL ADDRESS (USERNAME) *

Email Address already used by another user. Please enter different Email Address.

This demonstrates that the email address provided is already registered with WHS. Please go to the **WHS login page** which can be found with the provided link to login to your account:

<https://app.whsmonitor.com.au/oauth/whs>

5.2 'I forgot my password'

If you have forgotten your password, please click on the following link:

<https://app.whsmonitor.com.au/oauth/whs>

Once you have clicked on the link, your webpage will look like the image below. Please enter your username in the box, click next:



Sign In

Next

[Forgot Username](#)

[Back to homepage](#)

Clicking Next will take you to the following page.



Sign In

☐ Remember me

Sign In

[Forgot Password](#)

Not a member? [Start a trial today](#)

[Back to homepage](#)

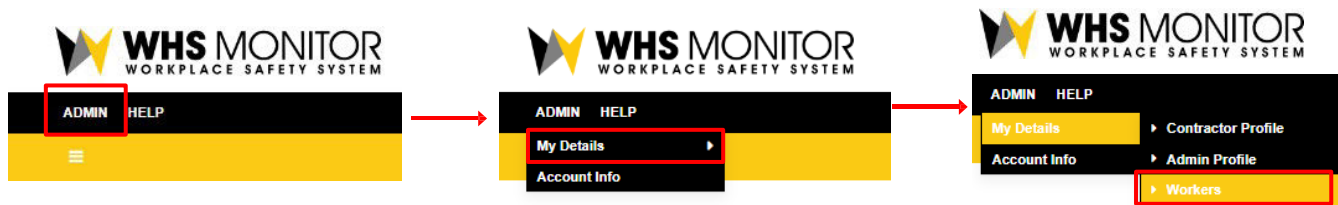
Click Forgot Password to reset your password

5.3 I've submitted my account but haven't received a link for my workers/employees.

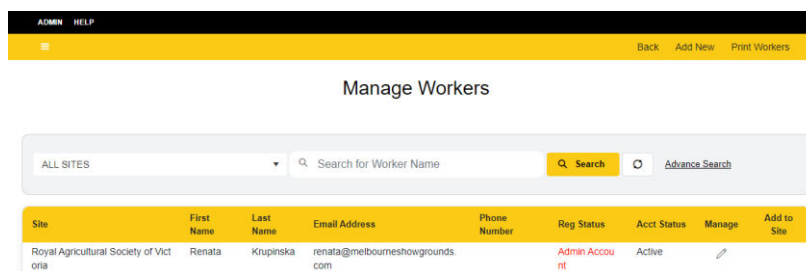
Not receiving a link means that the OHS Manager has not yet approved of your account. After submitting your account. Please wait up to 3 business days for this approval and receiving the link.

5.4 How do I know which of my employees/workers have registered to my business account and if they have completed their induction modules?

1. Login to WHS using the following link:
<https://app.whsmonitor.com.au/oauth/whs>
2. In the top left corner select ADMIN > My Details > Workers.



3. Click Workers as highlighted in the image above. This will take you to the image shown below:



4. If an employees'/workers' Account Status shows 'Active', this means they have completed the required induction modules.

Site	First Name	Last Name	Email Address	Phone Number	Reg Status	Acct Status	Manage	Add to Site
Royal Agricultural Society of Victoria	Renata	Krupinska	renata@melbourneshowgrounds.com		Admin Account	Active		

5. If an employees'/workers' Account Status shows 'Unapproved', this means they have not completed the required induction modules.

5.5 I am unable to upload my insurances

1. If you selected Exhibitor in Contractor Type (refer to step 1.6 on page 5), WHS will not provide the option to upload your insurances as these are not required.
2. If you are NOT an exhibitor and you can not upload your insurances, please login to the WHS portal with the following link:
<https://app.whsmonitor.com.au/oauth/whs>
3. Once you have logged in, scroll down to Contractor Type as depicted in the image below:

4. Click on the arrow icon as shown above and ensure you have selected the correct contractor type (Exhibitor Contractor Type is not required to upload insurances).
5. Click the blue Update Site button in the bottom right corner.

Click the blue Update Site button to update Contractor Type

6. Refer to step 2.2 on page 7 in this guide.

5.6 The allocated admin no longer works for us. What do I do?

There are two options:

1. We can delete the registered business account and you can complete the registration process again.
2. We can send you the link to log into the account. You can change the email address and passwords when this occurs.