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Programmed Vendor Portal Guideline (Vendor Employees and Technicians)

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Purpose	The purpose of this User Guide is to assist Vendor Employees and Technicians in logging into and using the Programmed Vendor Portal . It will also cover additional steps for Vendor Technicians who need to setup access to the Field Service Mobile App , prior to logging into the mobile app.
Overview	After your Vendor Admin has added you as a vendor employee on the Programmed Vendor Portal and enabled you for access to the portal, you will receive an email with a link and login credentials to login.
	As a Vendor Employee or Technician, you can use this portal to complete your Programmed Induction, upload your relevant licences and qualifications and retrieve your Programmed Contractor Induction Card so your are able to gain access to Programmed sites.
Assistance	 PMS.Procurement@programmed.com.au For PFM WA Vendors: pfmwavm@programmed.com.au

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1.0 ACCESSING THE PORTAL

As a Vendor Employee or Technician, you can use this portal to complete your Programmed Induction, upload your relevant licences and qualifications and retrieve your Programmed Contractor Induction Card so you are able to gain access to Programmed sites.

The steps below outline how to log into the Programmed Vendor Portal.



Please ensure that you use a **Google Chrome browser** to log into the portal. Other browsers may not display details/forms in the portal correctly.

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1.1 Logging in for the First Time

You will receive an email from Microsoft Invitations on behalf of Programmed inviting you to login. This email will also provide the link to the Vendor Portal. This email will be from: *invites@microsoft.com*

To create your login credentials, open up the email sent from Microsoft on behalf of Programmed:

Click on Accept invitation

If your email account is associated with any of the following Microsoft accounts, then go to section 1.1.2:

- @Hotmail.com
- @Live.com
- @Outlook.com
- @MSN.com
- @Microsoft.com

Note: This includes all the other variations / domains such as .com.au or .com.nz etc

If not a Microsoft account, then go to section 1.1.1

If using your organization domain related email account go to section 1.1.3.

	Microsoft Invitations on behalf of Programmed <invites@microsoft.com> To: delferrs@yahoo.com</invites@microsoft.com>
	Sternal images are now more secure and are shown by default. Change in Settings
rec	Please only act on this email if you trust the organization represented below. In rare crees, individuals m eive fraudulent invitations from bad actors posing as legitimate companies. If you were not expecting th itation, proceed with caution.
	itation, proceed with caution. Organization: Programmed Domain: intgroup.onmicrosoft.com f you accent this invitation, you'll be sent to https://mwanos.microsoft.com/?tepanticle.81as/2455-003-dl
0	f you accept this invitation, you'll be sent to https://myapps.microsoft.com/?tenantid=81a424a5-1N03-41 a40a-d102/21e35da&login_hint=delfemz@yahoo.com. Accept invitation
	Block future invitations from this organization.
	This invitation email is from Programmed (intgroup.onmicrosoft.com) and may include advertising content. Programmed has not provided a link to their privacy statement for you to review. Microsoft Corporation facilitated sending this email but did not validate the sender or the message.
-	Microsoft respects your privacy. To learn more, please read the Microsoft Diffuse Unsurnment,

If you haven't received the email, please check your Junk / Spam folder in your mailbox.

If the issue persists, please contact Programmed for assistance.

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1.1.1 If you have a Non-Microsoft Account

To login to the Programmed Vendor Portal: Click on the <u>Accept invitation</u> button, you have received from Microsoft (*invites@microsoft.com*) on behalf of Programmed. Follow the steps and the associated screenshots below.

- 1. Click Send Code
- 2. Copy and enter the code sent to your email
- 3. Click Sign In
- 4. Review the permissions and click Accept to proceed
- 5. Click on Login

RESULT: Your login credentials have been created to log into the Programmed Vendor Portal. You will now be directed to the Vendor Portal. Remember to save the Programmed Vendor Portal as a Favourite in your browser using Google Chrome.

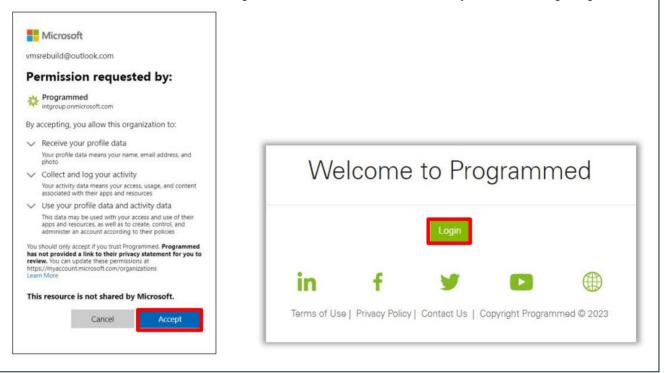
WINDERAMMED	
We'll send a code to buildvms@gmail.com to sign you in. Send code	Enter code We just sent a code to buildvms@gmail.com Enter code Sign in
🔆 PROGRAMMED	3
buildvms@gmail.com	
Permission requested by:	
* Programmed intgroup.onmicrosoft.com	
By accepting, you allow this organization to:	
 Receive your profile data Your profile data means your name, email address, and photo 	Welcome to Programmed
Collect and log your activity Your activity data means your access, usage, and content associated with their apps and resources	Login
 Use your profile data and activity data This data may be used with your access and use of their apps and resources, as well as to create, control, and administer an account according to their policies 	in f 🎐 🗈 🌐
You should only accept if you trust Programmed. Programmed has not provided a link to their privacy statement for you to review. You can update these permissions at https://myaccount.microsoft.com/organizations Learn More	Terms of Use Privacy Policy Contact Us Copyright Programmed © 2023
This resource is not shared by Microsoft.	
Cancel Accept	

1.1.2 If you have a Microsoft Account

To login to the Programmed Vendor Portal: Click on the **Accept invitation** button, you have received from Microsoft (*invites@microsoft.com*) on behalf of Programmed. Follow the steps and the associated screenshots below.

- 1. Review the permissions and click Accept to proceed
- 2. Click on Login

RESULT: Your login credentials have been created to log into the Programmed Vendor Portal. You will now be directed to the Vendor Portal. Remember to save the Programmed Vendor Portal as a Favourite in your browser using Google Chrome.



1.1.3 If you have an Organisation Account

To login to the Programmed Vendor Portal: Click on the **Accept invitation** button, you have received from Microsoft (*invites@microsoft.com*) on behalf of Programmed. Follow the steps and the associated screenshots below.

- 1. Enter the password relating to your company email account and click Sign in
- 2. Click Yes
- 3. Review the permissions and click Accept to proceed.

RESULT: Your login credentials have been created to log into the Programmed Vendor Portal. You will now be directed to the Vendor Portal. Remember to save the Programmed Vendor Portal as a Favourite in your browser using Google Chrome.

johnsmith@electricals.com.au	Microsoft	johnsmith@electricals.com.au Review permissions
Enter password	johnsmith@electricals.com.au Stay signed in?	Programmed intgroup.comicrosoft.com This resource is not shared by Microsoft.
Password Forgot password? Sign in with a different Microsoft account Sign in	Stay signed in so you don't have to sign in again next time. Don't show this again No Yes	The organization Programmed would like to: Sign you in Sign you in The add your name, email address, and photo The should only accept if you stust Programmed. By accepting profile. Programmed han or generical all this to their profile. Programmed hand and should have a set of the normality of the set of the set of the set of the profile. Profile. The set of the set of the set of the profile. Profile. The set of the set of the set of the profile. Profile. The set of the set of the set of the profile. The set of the set of the set of the set of the profile. The set of the set of the set of the set of the profile. The set of the set of the set of the set of the profile. The set of the set of the set of the set of the profile. The set of the profile. The set of the profile. The set of the profile. The set of the set

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VOB – PROGRAMMED VENDOR PORTAL GUIDELINE (EMPLOYEES & TECHNICIANS)

2

Fred Vendor Tech2 -

Profile

Sign out

Training Modules

1.2 Update Profile

To update your profile details, once logged in:

- 1. Click on your Username
- 2. Click on Profile to display the Profile Pane
- Click on Profile 3.
- Update the required information 4.
- Click Update 5.
- 6.

Fred Vendor Tech2	Please provide some information about y	rourself.	
-1	Your Information		
ofile 3	First Name *	Last Name *	
ofile	Fred	Vendor Tech2	
Security	E-mail *	Business Phone	
nange Password	dinesh2test@gmsil.com		
•	Position *	Mobile Phone	
	Tech Champ		
	Company Name		
	Rock Computer Parts Pvt Itd		
	Website		
	_		

UPDATE QUALIFICATIONS / LICENCES 2.0

To update your qualifications or licenses:

- 1. Read all the instructions and Steps on the homepage
- 2. Click on the My Qualifications
- 3. After reading all the instructions on this page, click on Add Qualification
- Complete the following fields: Qualification/License Name, State Jurisdiction, Evidence Type, Restriction, 4. **Document Number, Issue Date and Expiry Date**
- 5. Click Choose File and select the file you want to upload on your computer and click Open (txt, docx, .xls, .xlsx, .pdf, .jpg, .png).
- 6. Click on Add Qualification
- 7. Read and click on the declaration
- Click on Return to Main Menu 8.

	Subcontracto	or Handbook	>
y Qualifications			
In maunel to conside Programmed relevant current Employee qualifications and compliance shour- may include, but are not bening to the following points being machinery for specific contracturation		3	
Reivaint Trade Scenes / Certificates White Card / Bain Card Other Intervit Certification or guardications Cersinal Factory Check II National Police Check Warring of the Check II Realization (Pacie)			
visans and Summan Projection of Superclass Other contractions in possible documents 10 Press		7	
tou confirm and declare that the information provided in the documents uploade concealed, Programmed is entitied to summarity rendes your Programmed Induc Please note, you will be prompted to provide expiry dates for relevant document	ion, and therefore you will not be able to attend an		ferstand in the event the information is false or
	-женинин и этолог илс бобр. От авта "ЙОГ 10 б	na malanta manggi	3 EXed Classification
Create			
-			
Qualification/License Name *		State Jurisdiction	~
Evidence Type *		State Jurisdiction	~
Evidence Type *	~	State Jurisdiction	~
Evidence Type *	~		~
Evidence Type *	~		~
4 Evidence Type * Restriction		Document Number	
Evidence Type * Restriction		Document Number	

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3.0 REVIEW THE SUBCONTRACTOR HANDBOOK AND PROGRAMMED POLICIES AND PROCEDURES

It is always important and expected to keep yourself updated and familiar with the Subcontractor Handbook and Programmed Policies and Procedures.

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To view the Handbook and Polices / Procedures:

- 1. Click on the Subcontractor Handbook
- 2. Read all instructions on this page and click on the link to view the relevant Programmed Policies and Procedures
- 3. Click on View Handbook, to view the subcontractor handbook
- 4. Accept the declaration
- 5. Click on Return to Main Menu

 Health & S 				
Environme Code of C Anti-Haras	onduct			
Bullying P		/ Policy		
View Handbo	ok			
3				

4.0 COMPLETE PROGRAMMED INDUCTION

The Programmed Subcontractor Induction has been designed for Programmed subcontractors and it is mandatory for it to be successfully completed prior to commencing work on a Programmed site.

You will not be able to access the 'Programmed Induction' section until you have completed the My Qualification and Subcontractor Handbook Sections

It is important that you read and understand all sections of the induction, including the Subcontractor Handbook. The system doesn't allow you to save and quit the induction midway through, so ensure you complete the induction in full.

To complete your induction:

- 1. Click on Programmed Induction
- 2. Read all the instruction and click on Save and Next to proceed
- 3. There are assessments during the induction ensure you select the correct answer and then click on Save and Next

\$	My Qualifications	>
	Subcontractor Handbook	1
R	Programmed Induction	>
-	Customer Induction	>

Welcome to the Programmed Subcontractor Induction.	Which of the following is the safety goal initiated by Programmed to protect the wellbeing of its workforce?
This course has been designed for Programmed subcontractors and it is mandatory for it to be successfully completed prior to commencing work on a Programmed site.	a. To try to stop injuries
 By the end of this course you will: Understand the general requirements of you as a Programmed subcontractor and be expected to fulfil them Have a practical understanding of health, safety and environmental requirements as a Programmed subcontractor 	 b. ✓ Zero Harm, so employees and subcontractors leave work injury free c. ✓ To work as safely as possible d. ✓ To just look after yourself
ROGRAMMED zero/harm	ROGRAMMED zero/harm
Previous Save and Next 2 n To Start	Previous Save and Next 3 in To Start

After you have successfully completed, you will be able to view and download your induction card. To download your Induction Card:

- 4. On the homepage, click on Contractor Induction Card
- 5. Click on **Download** to download and print your induction card
- **RESULT:** Your induction is completed.

🗥 You must print and carry the induction card with you when visiting any work order sites.

	PROGRAMMED zero/harm This card certifies that the person named below has completed the Programmed Contractor Induction. This card certifies that the person named below has completed the Programmed Contractor Induction. Entry to a Programmed site without this card is not permitted. Fred Vendor Tech2 Name Fred Vendor Tech2 Contractor# PRG-S6G7-00000001119 Expiry 19/08/2022
	PROGRAMMED Dur Safety Beliefs All injuries can be prevented Working safely is a condition of engagement Contractor involvement and action are essential I will get the level of safety I demonstrate I want REPORT NEAR MISSES
5	1300 716 323 (Aus) 0800 683 202 (NZ)

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5.0 TROUBLESHOOTING FAQS

The troubleshooting guides below may assist in the case of errors when logging into the Programmed Vendor Portal.

5.1 When having issues with logging into the portal

When accessing the Programmed Vendor Portal, there are some common errors that may occur upon login. Please refer to the below to first clear up these potential errors whilst logging in.

5.1.1 Do you have Multi-Factor Authentication? (Single Sign-On)

If a multi-factor authentication has been set, an authentication process will need to be followed. It requires a unique email address set up against a Microsoft account. This authentication can be completed by setting up the Microsoft Multi-Factor Authentication App on your mobile device and can be downloaded from the Apple Store or Google Play.

More information on the Multi-Factor Authentication can be found here:

- What is Multi-Factor Authentication
- How does Single Sign-On Work
- <u>Reasons why the Authentication doesn't work</u>

5.1.2 Have You Referred to the Guides available to you?

Some of the guides available to you include:

- Vendor Onboarding Programmed Vendor Portal Access Guideline
- Vendor Onboarding Programmed Vendor Portal Guideline (Vendor Employees and Technicians) (current guide)
- Manage Knowledge Articles

5.1.3 If Using a Desktop, are you Using the Recommended Browser?

There are some recommended applications that can be used for the Programmed Vendor Portal for desktop devices. These are Google Chrome and Microsoft Edge. Speak to your organisational IT representative to assist you in downloading these applications on your device.

Using Private / Incognito mode:

By using private or incognito mode on your web browser, it is easier to over-ride your existing passwords and access the Programmed Vendor Portal.

- These are the instructions on how to access the Google Chrome Incognito Mode
- These are the instructions on how to open a InPrivate Window in Microsoft Edge

5.1.4 Is a Phone Being Used?

As a general rule of thumb, it is not recommended to use mobile phones to complete or access information in the Programmed Vendor Portal. This is because the compatibility for the screens displays a lot better on desktop, laptop and tablet devices.

Having said that, an iPhone can also be used to access the Programmed Vendor Portal, as long as the Safari web browser is used.

5.1.5 Is it a Shared Device or a Personalised Device?

Although using a shared device to access the Vendor Portal is possible, it is important to use individual credentials to log into the portal and access the on-boarding and induction information. If a previous user has remained logged into the Microsoft account on the device, or the portal is defaulted to their name, refer to the next step on clearing the browser history.

Sometimes, the previously used websites leave a trail that blocks new websites from being opened. This may need to be cleared so that the Vendor Portal displays. It is also recommended to close all the open websites on the device when completing this process of clearing history and cache.

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- Google describes how to clear this browser history and cache here
- Microsoft Edge describes how to clear this browser history and cache here

5.1.7 Is the correct Password being used for the Microsoft Account?

When logging into the Programmed Vendor Portal, there is a requirement to have a Microsoft Account set up. The password for this account may be different to the organisational account passwords and does not update if the organisational account is updated.

If the Microsoft password has been forgotten, this can be reset following the Forgotten Password link on the Microsoft login page.

Enter password	
Password	
Keep me signed in Forgot password?	

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5.1.8 Are Organisational Security Permissions restricting the Portal?

Some organisations build in restrictions to the devices supplied by them to restrict unfamiliar websites from being accessed in the system. If there are security restrictions, that are not permitting the login for the system, it is led by the organization.

Options to permit the use of the Programmed Vendor Portal include:

- Add Programmed and Microsoft Accounts to the whitelist of organizational systems
- Provide another email id that accepts invitations from Programmed and Microsoft

5.1.9 Initial Login Issues not Resolved by the Above?

If the above tips have not ended in a successful login, it is suggested to do the following:

- Contact your internal IT department to see if there are any restrictions on the device that may be blocking access
- Create a new Outlook account as a different credential to use for logging into the portal.

5.1.10 Log in after the First Successful Login?

When logging into the Programmed Vendor Portal the first time, an access link is sent to vendors for access into the portal. Once the initial login process is complete, the access link is no longer a valid method of accessing the portal.

Please use the following website to log into the system: https://vendors.programmed.com.au

It is recommended to have this website saved as one of your favourites on the web browser being used.

5.2 For Vendor Employees

Vendor employees, including vendor administrators, may have errors when accessing the Programmed Vendor Portal.

5.2.1 Programmed Induction Has Expired

When the on-boarding and site inductions required by Programmed are close to expiring, a reminder email to complete them is sent to the employee email ID. These reminders are sent from the system 1 month prior to the actual induction expiry date and alerts vendor employees of the requirement to update.

For most qualifications and licenses, they can be updated prior to the expiry date.

However, for the Sub-Contractor Induction Card, there is a requirement that the induction can only be updated after the expiry is complete. To update the Sub-contractor induction before the expiry date, navigate to the <u>Programmed Vendor</u> <u>Portal</u> instead and complete the induction from there. If this induction is not completed prior to the expiry date, the system will automatically place all the work orders on hold until this is completed.

If you have any questions about this process or need help, please reach out:

- PMS.Procurement@programmed.com.au
- For PFM WA Vendors: pfmwavm@programmed.com.au