

# Contents

<b>+PROCESS – FAQs</b>	<b>2</b>
I am receiving an Insufficient Security pop up message when trying to mobilise a worker?	2
I am Logging in to my Office 365 account and receive an error that says, 'Sorry We Are Having Trouble Signing You In'?	2
I am logging in and my email address is auto filling and not allowing me to type in my username?	2
I am logging in to my Office 365 Account and It Says My Account Has Been Locked Out?	2
How Do I Reset My Account Password (If I have forgotten my password)?	2
I am trying to access +Process but am getting an error '403 Access Denied'	3
How Do I Cancel a Request that Has Already Been Approved and Committed?	3
How Do I Request Additional Access (to other contractor organisations or new sites)?	3
Can I mobilise someone if their account is inactive?	3
How do I organise a new +Process account?	3

## +Process – FAQs

### I am receiving an Insufficient Security pop up message when trying to mobilise a worker?

This is usually because of one of two reasons:

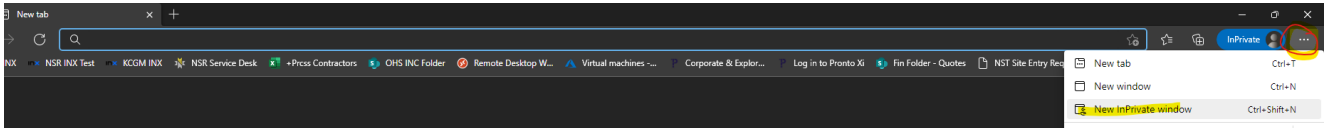
- **Contractors only have access to mobilise personnel from their employer organisation.**
  - If the individual, you are trying to mobilise has a different employer on their profile you will receive that 'insufficient security' pop up. Contact your site admin to have the persons employer updated.

**OR**

- **The individual could be in a workgroup that you don't have access to mobilise from.**
  - You may only have access to mobilise from a particular site, and if that worker has a different sites workgroup on their profile, you will receive an 'Insufficient Security' pop up. You would need to contact the Site Admin of the workgroup they are showing in, and ask they move the worker in to the 'ALL – Site Transfers.'

### I am Logging in to my Office 365 account and receive an error that says, 'Sorry We Are Having Trouble Signing You In'?

Usually, this error arises because you are using a standard web browser session (instead of an InPrivate/incognito browser). When in a standard browser, Microsoft will try to log you in with your employer's email account. You can check this by looking in the error text...If it says something like 'User account (and states your company email) from identity provider...' etc. this means you are not in a private browser session. You need to use a private browser (see example in screen shot below), and when logging in to Office365, manually enter your NSR username (should be like: [NSTINX-yourname@nsrltd.com](mailto:NSTINX-yourname@nsrltd.com)).



### I am logging in and my email address is auto filling and not allowing me to type in my username?

You will need to delete your browsing history, by selecting the 3 small dots (...) in the top right-hand corner of your web browser. Select the 3 small dots (...) next to History and then select Clear browsing data (make sure Cookies and other site data are also selected); Select Clear now.

### I am logging in to my Office 365 Account and It Says My Account Has Been Locked Out?

Either you have entered the password incorrectly too many times, or your account has expired (our contractor accounts expire every 6 months). If you receive this error, contact INX Team to request your account be unlocked: [INXTeam@nsrltd.com](mailto:INXTeam@nsrltd.com).

### How Do I Reset My Account Password (If I have forgotten my password)?

If you have forgotten your account password, contact INX Team: [INXTeam@nsrltd.com](mailto:INXTeam@nsrltd.com) to have your account password reset.

### **I am trying to access +Process but am getting an error '403 Access Denied'**

Usually this means either your account has been locked, the username on your +Process profile is incorrect or your +Process account has been deactivated. If you receive this error, contact your relevant site admin to request an IT ServiceNow Incident ticket be raised.

### **How Do I Cancel a Request that Has Already Been Approved and Committed?**

There is a [How to Cancel Submitted Site Entry Request](#) guide on the Site Entry Request Landing page: [NST Site Entry Request \(nsrltd.com\)](http://nsrltd.com).

### **How Do I Request Additional Access (to other contractor organisations or new sites)?**

If you need additional access in our +Process system to mobilise workers from a different employer organisation (such as subcontractor companies), or to mobilise workers to/from or other NSR sites, contact your relevant site admin to request an IT ServiceNow Request ticket be raised including detail of the access required, reasons why, and the period of time access is required for.

### **Can I mobilise someone if their account is inactive?**

Contractor accounts are only active whilst on site if your account is inactive you can still mobilise to site via a Mobilisation workflow request. The site admin will reactivate the profile when they commit the mobilisation request.

### **How do I organise a new +Process account?**

If you need additional +Process account(s) for your company, contact your site admin to request an IT ServiceNow Request ticket to be raised. Please including the following details: Account Name; Company Name; Email Address; Required Northern Star Resources. It can take at least 2 business days to set up a +Process account, please note delays can occur during the approval process.