

NSR Contractor Admin Guide

Frequently Asked Questions – NSR Quartex Systems

GENERAL QUARTEX ACCESS AND LOGIN ISSUES	2
Q1.1. Error: "You are not a member of any organisation"	2
Q1.2. Accepted Quartex Cloud invitation but Northern Star does not show in the Organisation list	2
Q1.3. Error: "500 - Unexpected Error"	2
Q1.4. Not receiving Quartex Cloud invite	2
Q1.5. Invite accepted but still unable to log in	2
Q1.6. Forgotten password	2
MOODLE ISSUES	2
2.1. Your contractor can access Quartex Cloud but not Moodle	2
QUARTEX +PROCESS ADMIN ACCESS ISSUES OR REQUESTS.....	3
Q3.1. Contractor admin blocked from network access	3
Q3.2. Error: "Sorry We Are Having Trouble Signing You In"	3
Q3.3. Auto-filled email prevents username entry.....	3
Q3.4. Account locked out	3
Q3.5. 403 Access Denied error.....	3
Q3.6. Requesting access to other orgs/sites.....	3
Q3.7. Requesting a new +Process account	3
QUARTEX +PROCESS MOBILISATION ISSUES	3
Q4.1. Insufficient Security error when mobilising worker	3
Q4.2. Worker with existing profile not appearing	4
Q4.3. Mobilising inactive profile.....	4
Q4.4. How approvers are generated	4
QUARTEX +PROCESS - GENERAL QUERIES.....	4
Q5.1. Cancelling an approved/committed request?	4
Q5.2. Mobilisation vs Amend Existing Roster/Booking	4
Q5.3. Creating new profiles.....	4
Q5.4. Getting +Process support	4

GENERAL QUARTEX ACCESS AND LOGIN ISSUES

Q1.1. Error: "You are not a member of any organisation"

Check you have accepted your NSR Quartex Cloud invitation (should have been sent to the personal business email you provided in your initial request).

If everything is correct and you can still not log in, access the Quartex troubleshooting link here <https://home.au.inx.cloud/troubleshooting>. Copy the result and email it to the HealthSafetySystems@nsrltd.com for the team to investigate.

Q1.2. Accepted Quartex Cloud invitation but Northern Star does not show in the Organisation list

Confirm invitation accepted and correct email used. Follow steps in Q1.1 above to troubleshoot.

Q1.3. Error: "500 - Unexpected Error"

Clear browser cache and cookies, use InPrivate/Incognito session and try again. Contact the NSR Site Admin for initial support if required.

Q1.4. Not receiving Quartex Cloud invite

Check junk/spam folders and confirm correct business email was supplied. If you still do not have the invite, contact the NSR Site Admin for initial support.

Q1.5. Invite accepted but still unable to log in

Confirm you have accepted your NSR Quartex cloud invite are entering the correct email address. If you still experience issues, contact the NSR Site Admin for initial support.

Q1.6. Forgotten password

Use this link to reset your own Quartex password: <https://home.au.Quartex.cloud/auth/forgot-password>.

MOODLE ISSUES

2.1. Your contractor can access Quartex Cloud but not Moodle

Log in to Northern Star Resources Learning Management System

The login attempt failed. Reason: An account with your email address could not be found.

Click on button below to enter:



Make sure your contractor has accepted their Quartex Cloud invite and is selecting the 'NSR Learning Management System' button to log in.

Confirm your worker has an active Quartex person profile and that you included their email address in the +Process mobilisation request as this links the workers Cloud invite to their Quartex (LMS) account.

Allow at least 15 minutes after the request is committed for the account to sync to Moodle.

If the worker is still experiencing issues, escalate this to your NSR Site Admin contact.

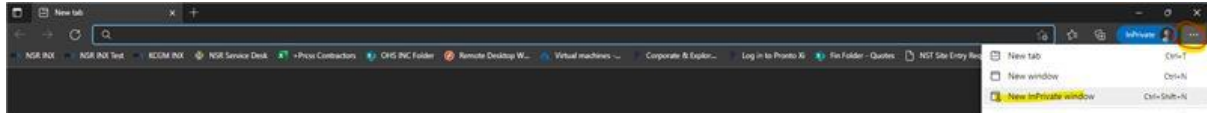
QUARTEX +PROCESS ADMIN ACCESS ISSUES OR REQUESTS

Q3.1. Contractor admin blocked from network access

You should be accessing Quartex using your personal business email address. Northern Star AD accounts are no longer required to access +Process. If you are using an NSR account, email the Health & Safety Technology & Data team (healthsafetysystems@nsrltd.com) for support in having your access amended.

Q3.2. Error: "Sorry We Are Having Trouble Signing You In"

Try using a private web browser (see example in screenshot) and manually enter your personal business email into the Quartex log in page.



Q3.3. Auto-filled email prevents username entry

Clear your browser history, cache and cookies, then try again using a private browser session (see Q3.2).

Q3.4. Account locked out

Reset your password by accessing the Quartex Cloud link and clicking 'Reset Password'. A reset password link should be sent directly to your personal business email to enable self service reset. If this does not work, email Health & Safety Technology & Data team for support: healthsafetysystems@nsrltd.com.

Q3.5. 403 Access Denied error

Check you are accessing the +Process page via link <https://home.au.Quartex.cloud/home/Northern Star> and not via a +Process request (email) link that may have been removed (if you click an email link to request that has been expired/cancelled, you may receive an error message 403). If you are attempting to access the home page and still receiving access denied error, contact your NSR Site Admin for initial support.

Q3.6. Requesting access to other orgs/sites

Contact your NSR Site Admin for assistance in gaining access to other organisations or sites.

Q3.7. Requesting a new +Process account

Access requests are managed through the NSR Hub. An existing supplier contact logs in to the Supplier Portal, creates a New User profile for the new contact, and submits the New +Process Account request. See the access guide linked on the Site Entry Requirements page (from the Northern Star internet site).

Once approved, you will receive an automated email confirming your access and linking to the NSR Site Entry Requirements page.

Note: It can take up to 5 business days (after request approval) for a new +Process account to be created so it's important to allow sufficient time.

QUARTEX +PROCESS MOBILISATION ISSUES

Q4.1. Insufficient Security error when mobilising worker

- Confirm the worker belongs to your organisation. If the worker has a different employer on their profile you will not be able to mobilise them.

- Confirm you have access to the workgroups assigned to the workers profile. If the worker is in a workgroup/site that you do not have access to, you will receive insufficient security error.
- If the workers organisation or workgroup requires updating please contact the NSR Site Admin for support.

Q4.2. Worker with existing profile not appearing

- Make sure you have checked the box to 'Include inactive profiles'.
- Make sure you have entered the workers name correctly - try different spellings or nicknames. Search using first name *or* surname only, not both together. Quartex search is format-sensitive.
- Worker may be linked to a different employer or workgroup - (see Q4.1 above).

Q4.3. Mobilising inactive profile

Contractor accounts are only active whilst that worker is physically on site. If the worker has an inactive profile, you can still select the profile to mobilise the worker (via a Mobilisation request type only). The Quartex profile will be reactivated when the Site Admin commits the Mobilisation request.

Q4.4. How approvers are generated

Approvers are generated based on the Workgroup on the person details tab. You must select the appropriate workgroup for the user to trigger correct approvers.

- Approvers 1 and 2 are usually the Site Contact and/or the Site Admin team for the mobilising workgroup in the request. Make sure the Workgroup on the 'Person Details' tab matches the site and team the person is mobilising to. This ensures the request is sent to the correct site team for approval.
- The Site Admin team receives the request for final commitment following approval.

QUARTEX +PROCESS - GENERAL QUERIES

Q5.1. Cancelling an approved/committed request?

Refer to the How-To Cancel Bookings guide on the Site Entry Requirements page.

Q5.2. Mobilisation vs Amend Existing Roster/Booking

A Mobilisation request should be used when a worker is mobilising to site for the first time, or after an extended absence (e.g. short term workers).

An Amend Existing Roster/Booking request should be used for long term workers that have an existing roster and require an ad hoc roster change (already approved and working on site) as per the Northern Star mobilisation process.

Q5.3. Creating new profiles

Before creating a new profile, search for the worker to ensure they do not already have an existing profile. Using an existing profile helps retain previous site entry requirements, training records and mobilisation history, and avoids system access issues.

If a duplicate profile is created, the request will be declined and a new request will need to be submitted against the worker's existing profile.

Q5.4. Getting +Process support

Refer to the Site Entry Requirements page for initial guidance. If you still require assistance, contact your NSR Site Admin for support.