

SYSTEM ACCESS & USERS

Q: Will guides be provided on how to use the NSR Hub?

A: Yes. Login details and user guides will be distributed, and information will also be available on the NSR Site Entry page www.nsr ltd.com/site-entry-requirements.

Q: Do workers need a login to upload their NPC?

A: No. Workers do not require a Hub login. They will receive an upload link to submit documents. Note: The Hub links will not work if the worker is overseas / outside of Australia.

Q: Can contractor administrators upload a worker's NPC on their behalf?

A: No. NPCs must be uploaded directly by workers, if it is a technical issue assistance can be provided.

Q: Who can access the NSR Hub for mobilisations?

A: The Hub is intended for Contractor Administrators. Workers only receive upload links.

Q: How will Contractor Administrators receive access?

A: Usernames and temporary passwords will be created and distributed. Additional users can be added through the portal.

MOBILISATION & SITE ENTRY

Q: Does each site require its own Site Entry Certificate?

A: Yes. Each program/site has its own certificate. Worker information carries across programs so you will not need to reupload unless the documentation is no longer valid.

Q: How are Site Entry Certificates approved?

A: Relevant site medical teams and site approving managers review and approve certificates in the Hub.

Q: Can inductions be completed before a mobilisation request is submitted?

A: No. A mobilisation must be approved before inductions can be assigned.

Q: Can a worker's information be reused across multiple sites in the Hub?

A: Yes. Information remains against their profile and can be reused across programs.

Q: When should workers be added to a program?

A: As early as possible to avoid approval delays.

Q: Will I still need to upload the same certificate multiple times?

A: No. Only the Site Entry Certificate will need to be uploaded against the site entry certificate requirement in +Process once we go live. Dates will need to be entered into any other site entry requirements.

DATA, DOCUMENTS & APPROVALS

Q: What information carries across to another program?

A: Existing worker information such as medicals, NPC's and DAS remains against the profile and carries across programs.

Q: What happens when documents or approvals expire?

A: Expired items are highlighted red and flagged for updating.

Q: Will existing medicals, NPCs and approvals transfer?

A: Existing compliances from InFlight / +Process will not be transferred. You will need to upload the latest documents to the Hub. If the profile exists with the documents in the Hub then yes, information remains attached to the worker profile and can be reused.

Q: Will I still need to upload personal information into +Process?

A: No. The approved Site Entry Certificate can be used, and the dates for each site entry requirement will need to be entered.

QUESTIONNAIRES & FORMS

Q: What is the questionnaire?

A: The questionnaire is the digital Personal Medical Details Form, which also includes the Medication Declaration Form.

Q: Once a questionnaire expires, is a new one automatically sent?

A: No. Contractor administrators can resend questionnaires by removing and re-adding the worker to the programme, all documentation will still remain against their profile.

Q: What if I cannot resend an expired questionnaire?

A: Contact the NSR Perth Mobilisations Team perthmobilisations@nsrltd.com and provide the relevant program details and site entry date.

Q: What if the worker receives an error message when opening the links?

A: The Hub links will not work if the worker is overseas / outside of Australia.

Q: Will travel and accommodation bookings be managed through the Hub?

A: No. Travel and accommodation will continue through +Process.

Q: Will the NSR Hub replace +Process completely?

A: Not at this stage. Future integration may be considered.

TROUBLESHOOTING & SUPPORT

Q: What if the webinar recording link is not working?

A: Open the link in a private/incognito browser and request access if prompted.

Q: Who should I contact if I experience issues?

A: Contact perthmobilisations@nsrltd.com or your site contact for support.

Q: Can support be provided to workers who are not confident with technology?

A: Yes. Assistance can be provided by the Perth Mobilisation Team.