

NSR Hub

Contractor Administrator +Process Access Quick Guide

How to request a new +Process account through the Hub

This is an account/access request, not a worker mobilisation request.

Create live reporter user

Username
jbloggs

Temp Password

Role
Contractor

Company
Robins Test Company

First Name
Joe

Last Name
BloggsTest

Position
Mobilisation Administrator

Email
jbloggs@robinstest.com
Please ensure you use a personal business email address (no shared inboxes)

Mobile Num

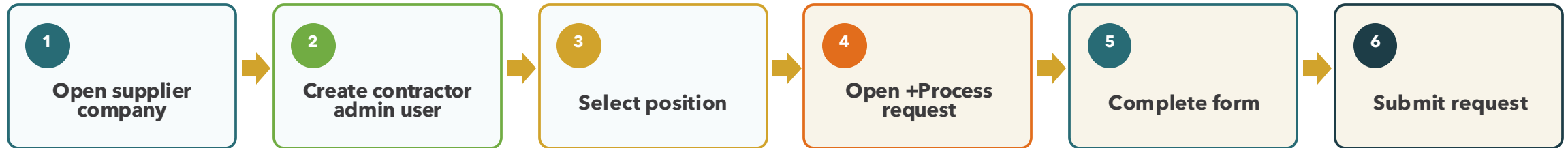
Active Flag
Yes

Delete User Save

+Process Request
Request +Process access to mobilise workers employed by your company

Process at a glance

A contractor admin creates the Hub user, then submits a +Process access request for that person.



What the request is for

+Process access to submit mobilisation requests for workers employed by the contractor company.

What happens when submitted

A ticket is automatically generated for the Health & Safety Technology & Data Team to review.

STEP

1

Navigate to the Contractor Company

NSR Hub > Supplier Portal > Port Activity

1. Log in to your company NSR Hub portal
2. Expand the Portal Activity section.
3. Click 'New User' (or select name if existing user and progress to step 3)

The screenshot displays the NSR Hub Contractor Administrator interface. On the left sidebar, the 'Portal Activity' section is expanded, and the 'New User' button is highlighted with a green box. The main content area shows the 'Robins Test Company' profile with sections for 'Mobilisations', 'Meetings', and 'My Employees'. The 'My Employees' table lists several users with their details.

Company Name	First Name	Last Name	Birth Date	Email	Mobile Num
Robins Test Company	Bob	THE BUILDER		sergio.dowell@gmail.com	
Robins Test Company	Dunlop	DOHILL	13/09/1983	sergio.dowell@gmail.com.au	0417104481
Robins Test Company	Jason Test	COLUMS	06/12/1989	sergio.dowell@gmail.com	0438952545
Robins Test Company	Kate	JOHNSON	13/04/1988	kate@stuartson.com	041818148
Robins Test Company	Test	WCHSSE	01/01/2000	test@stuartson.com	
Robins Test Company	Walter 131	131	01/01/1990	131@stuartson.com	

Use Port Activity to create or manage users.

STEP

2

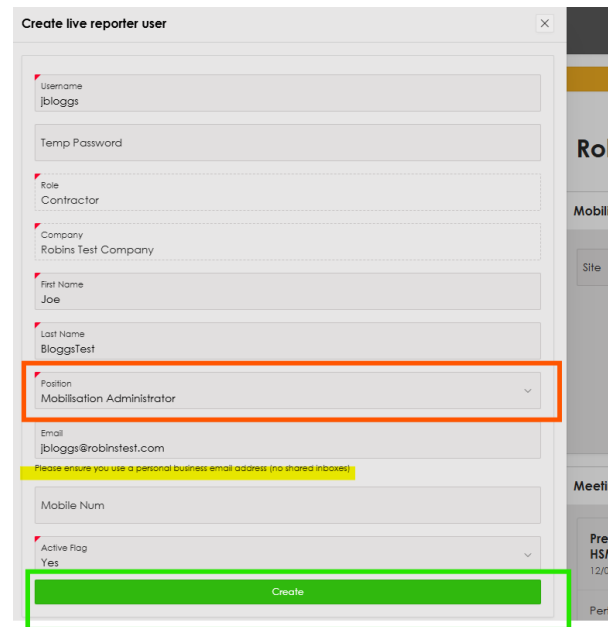
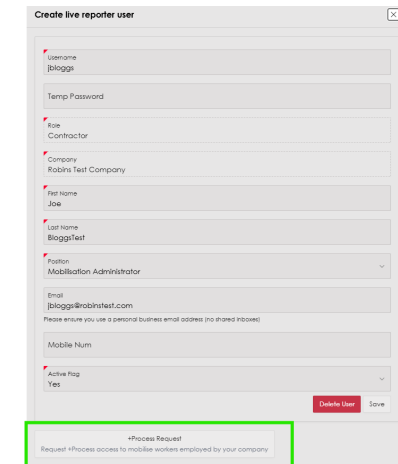
Create the Contractor Admin User

Complete the user details and select the correct Position

- For a new user, enter their details using their personal business email address.
- Do not use shared inboxes or personal email addresses.
- Select Position: Mobilisation Administrator.
- Select Create to save the Hub user.

Email rule

Use name@company.com. Avoid admin@, mobilisation@, mobs@ and personal domains.

STEP

3

Open the +Process Request Form

The request button appears against the Hub user

Create live reporter user

Username

jbloggs

Temp Password

Role

Contractor

Company

Robins Test Company

First Name

Joe

Last Name

BloggsTest

Position

Mobilisation Administrator

Email

jbloggs@robinstest.com

Please ensure you use a personal business email address (no shared inboxes)

Mobile Num

Active Flag

Yes

Delete User

Save

+Process Request

Request +Process access to mobilise workers employed by your company

Button note

Request +Process access to mobilise workers employed by your company.

Important

This is not the mobilisation request itself. It is an access request so the contractor admin can use +Process.

STEP

4

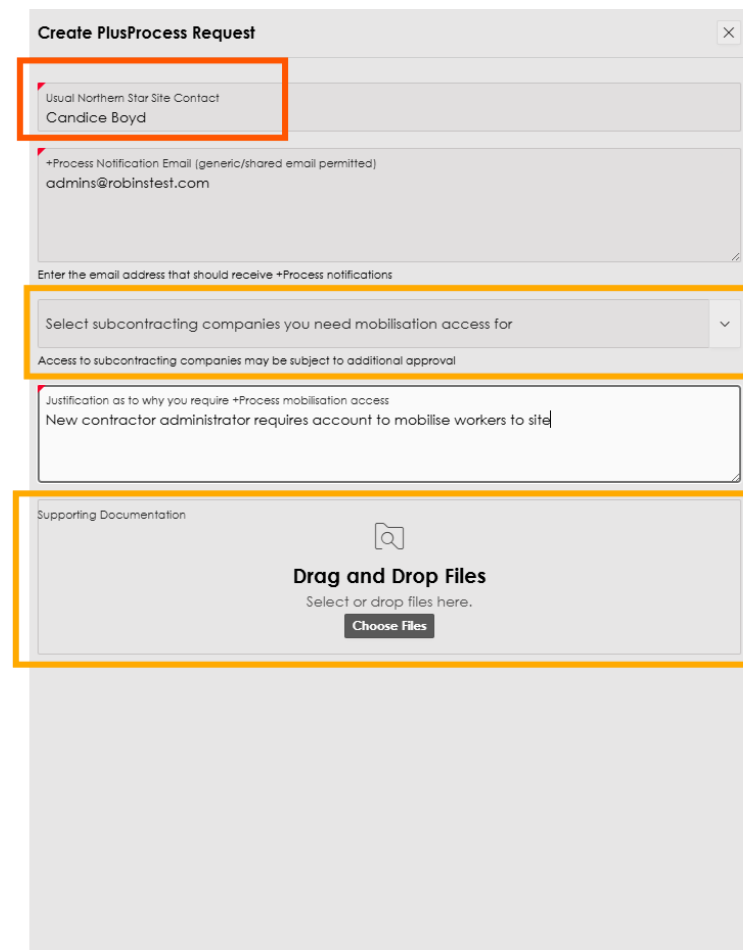
Complete the +Process Request Form

Provide access details and supporting information

1. Usual Northern Star Site Contact.
2. +Process Notification Email for alerts/notifications.
3. Subcontracting companies requiring mobilisation access.
4. Justification for why access is required.
5. Supporting documentation, where applicable.

Attachments stay in the Hub

They do not pass through to the incident ticket, but can be viewed in the Hub.



The screenshot shows the 'Create PlusProcess Request' form with the following sections highlighted by orange boxes:

- Usual Northern Star Site Contact:** A text field containing 'Candice Boyd'.
- +Process Notification Email:** A text field containing 'admins@robinstest.com'.
- Subcontracting companies:** A dropdown menu with the text 'Select subcontracting companies you need mobilisation access for'.
- Justification:** A text area containing 'New contractor administrator requires account to mobilise workers to site'.
- Supporting Documentation:** A section with a 'Drag and Drop Files' instruction and a 'Choose Files' button.

STEP

5

Submit the Request

Submission creates a Tech & Data review ticket



The screenshot shows a form for submitting a +Process access request. At the bottom of the form, there are two buttons: 'Cancel' on the left and 'Submit' on the right. The 'Submit' button is highlighted with a green rectangular box.

Select Submit once all +Process access request details are complete.

After Submit

The request automatically generates a ticket for the Health & Safety Technology & Data Team.

What happens next

The Tech & Data team reviews the +Process access request and will contact you if further information is required.

Once access is assigned

You will receive an email confirmation with a link to the Site Entry Requirements page, which contains useful information on mobilising workers to Northern Star sites.

For access issues or reactivation requests, contact healthsafety@nsrltd.com.

Quick reference

Key points for contractor administrators

Use the right email

Individual business email for system access. No shared or personal email accounts.

Purpose of access

+Process access is to mobilise workers employed by the contractor company.

Notifications

Use the +Process Notification Email field for the inbox that should receive notifications.

Subcontractors

Only select subcontracting companies where mobilisation access is needed.

Supporting documents

Upload approvals or subcontracting arrangements if they support the request.

Remember: this workflow requests +Process account access. It does not mobilise a worker to site.