



mainroads
WESTERN AUSTRALIA

EQSafe Contractor On-boarding Package

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1 PURPOSE

The purpose of this document is to provide instruction on the EQSafe on-boarding process for External Contractors and other parties involved in the Contractor on-boarding. All Main Roads external Contractors that require access to EQSafe will be issued with a C or an R number through the on-boarding process. The acquisition of C or R numbers and subsequent on-boarding steps are detailed in this document.

2 PROCESS

Access to the EQSafe system is through a cloud-based portal called “My Apps”. Gaining access to this system involves three steps:

- Step 1 – Complete the on boarding forms
- Step 2 – Login to “My Apps”
- Step 3 – Reset your password access

2.1 Step 1 – Complete ICT and Confidentiality Forms

To initiate the on-boarding process please ensure you have completed the following two forms sent through to you by the Main Roads WA Business Manager, Safety, Health and Wellbeing Business Partner or delegated person

- [ICT Access Form For External Access](#)
- [Confidentiality Agreement Form for External Access.](#)

Note: When completing these forms please ensure you complete all sections marked with an “X” electronically except where a signature is required.

Once these forms have been completed please ensure you send a scanned copy back to the Main Roads employee who initially emailed you the forms who will have the forms authorised before sending to the IT Service Desk for processing.

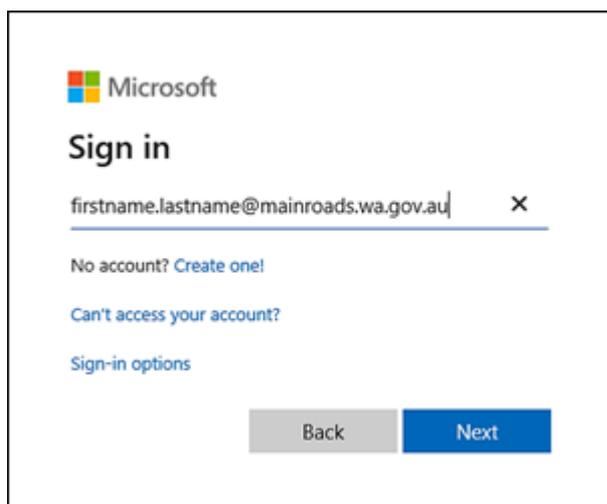
2.2 Step 2 – Log into “My Apps”

When the account has been created by the IT Service Desk, the Main Roads WA Business Manager, Safety, Health and Wellbeing Business Partner or delegated person will e-mail you your “C” or “R” number credentials. Please note it may take up to 5 business days for the IT Service Desk to process these forms.

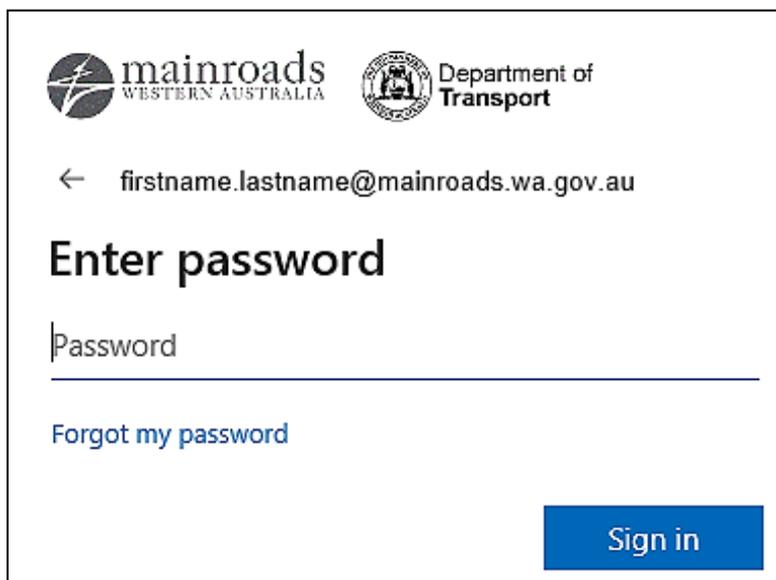
Once this information has been received, contact the IT Service Desk on [08 9323-4306](tel:0893234306), quote your “C” or “R” number and request that you require your “My Apps temporary password.” Please also advise the IT Service Desk that you do not have a Main Roads asset.

Once you have received your temporary password, complete the following steps:

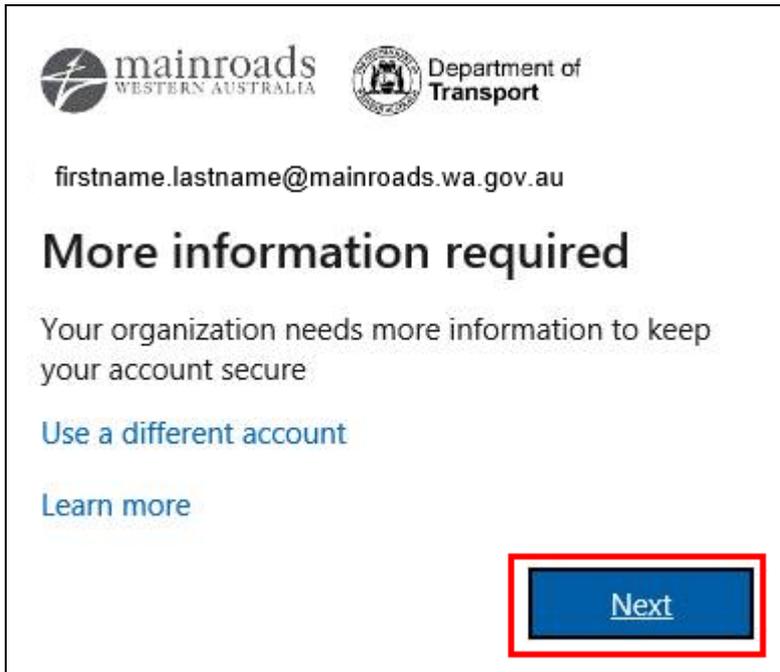
1. Set up Multi-Factor Authentication
 - Log into the portal <https://aka.ms/mfasetup>
 - Ensure you use your **Main Roads email**, given to you in your user credentials email.
i.e. firstname.secondname@mainroads.wa.gov.au



2. Enter your password
 - Please note the password expires in 90 days.

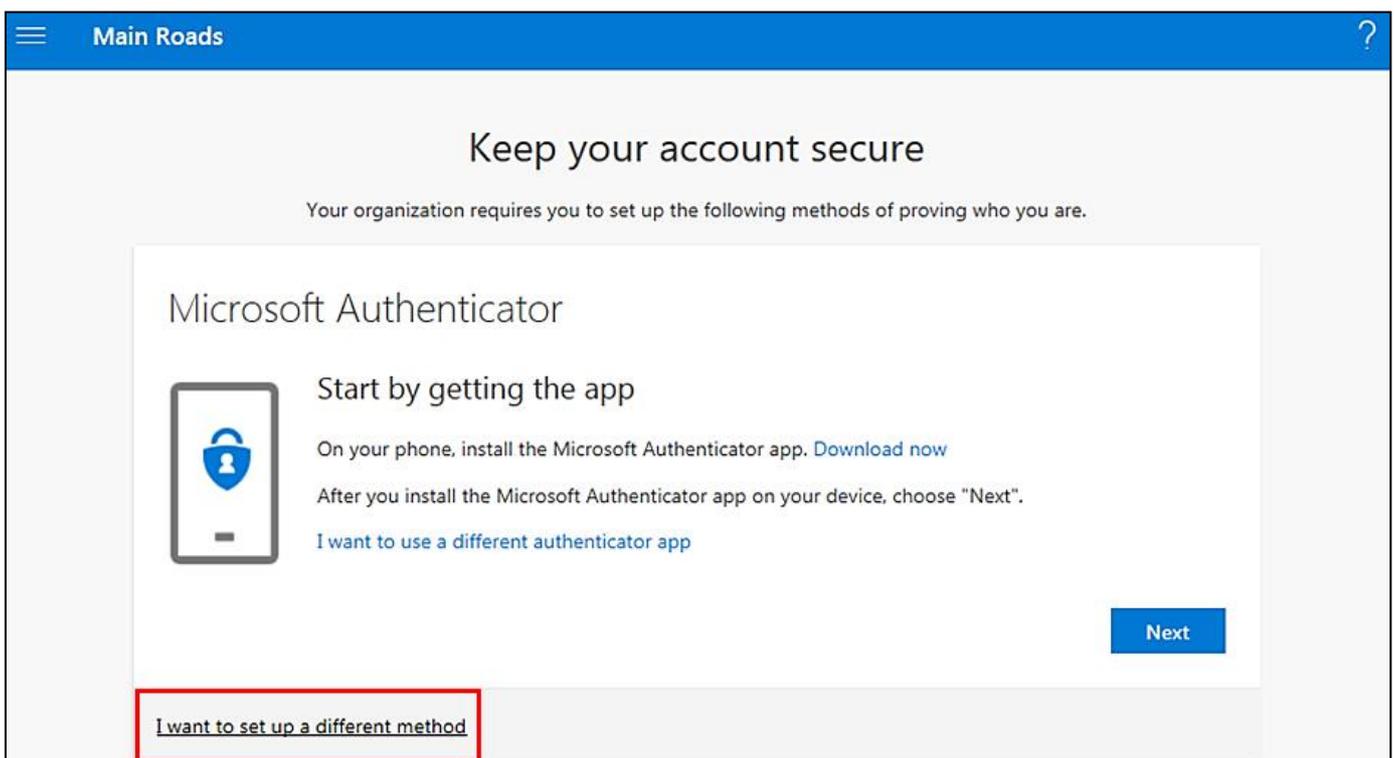


3. You will then be asked to provide more information, please select Next.



4. Authentication

- To ensure you can reset your password and to keep your account secure, you must set up at least one of the two authentication settings (phone or email). We recommend using your mobile phone for the authentication setting.
 - Please select "I want to set up a different method"



- Please select "Phone" and click Confirm.

Choose a different method

Which method would you like to use?

Phone

Cancel Confirm

This screenshot shows a dialog box with the title "Choose a different method". Below the title is the question "Which method would you like to use?". There is a dropdown menu with "Phone" selected. At the bottom, there are two buttons: "Cancel" and "Confirm". The "Confirm" button is highlighted with a red border.

- Change the dialling code to Australia (+61).
- Enter your mobile phone number.
- Select "Text me a code"
- Click Next.

Phone

You can prove who you are by answering a call on your phone or texting a code to your phone.

What phone number would you like to use?

Australia (+61)

Enter phone number

Text me a code

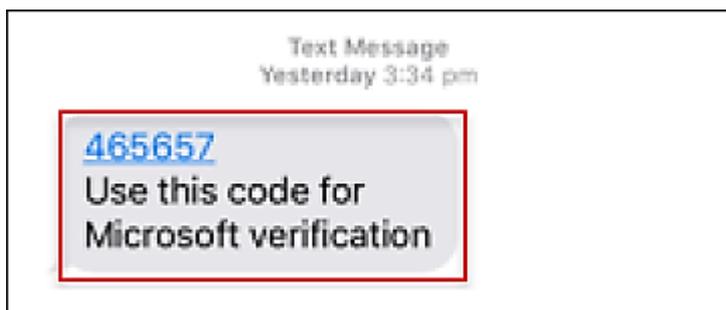
Call me

Message and data rates may apply.

Next

This screenshot shows the "Phone" verification screen. It has a title "Phone" and a sub-header "You can prove who you are by answering a call on your phone or texting a code to your phone." Below this is the question "What phone number would you like to use?". There are two input fields: one for the dialing code, which has "Australia (+61)" selected, and another for the phone number with the placeholder "Enter phone number". Below the input fields are two radio buttons: "Text me a code" (which is selected) and "Call me". At the bottom, there is a note "Message and data rates may apply." and a "Next" button. The "Text me a code" radio button and the "Next" button are highlighted with red borders.

- You will receive a text message with a code number.



11. Enter the code number in the blank field and select “verify”.

Phone

We just sent a 6 digit code to +61 xxxxxxxxxxxx Enter the code below.

Enter code

Resend code

Back Next

12. Select “Done” to complete this process.

Phone

✓ SMS verified. Your phone was registered successfully.

Done

13. Now go to <https://myapps.microsoft.com>

- If you already have a myapps account with your employer please ensure you are signed out of your account.
- Use your Main Roads Email to sign in: firstname.lastname@mainroads.wa.gov.au

Microsoft

Sign in

firstname.lastname@mainroads.wa.gov.au x

No account? [Create one!](#)

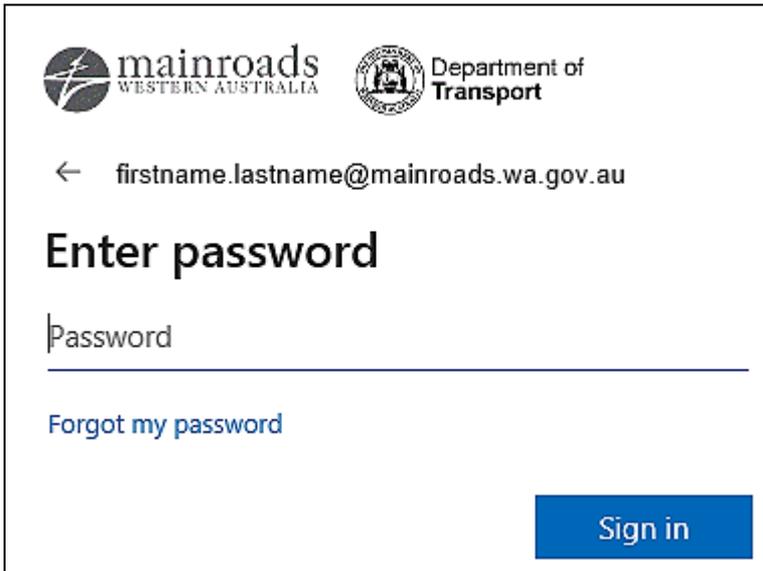
[Can't access your account?](#)

[Sign-in options](#)

Back Next

14. Enter your password

- Please note the password expires in 90 days.



mainroads WESTERN AUSTRALIA Department of Transport

← firstname.lastname@mainroads.wa.gov.au

Enter password

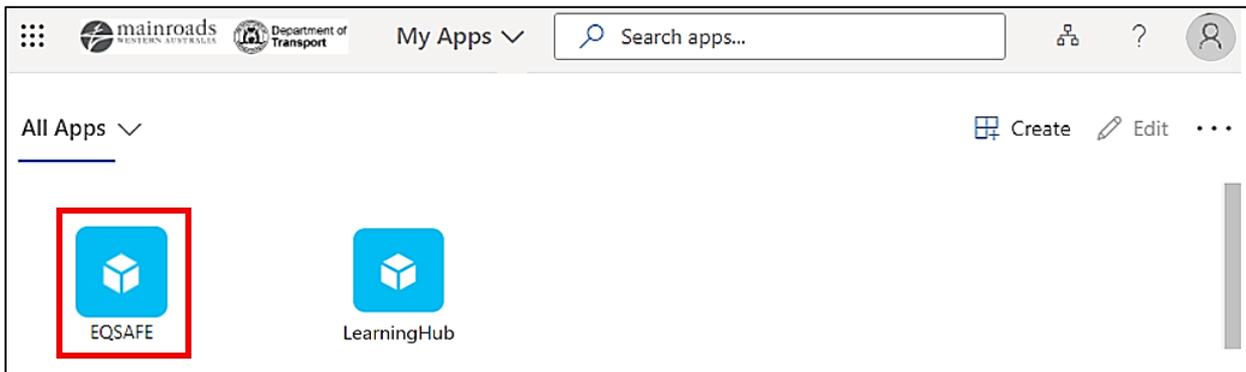
Password

[Forgot my password](#)

Sign in

15. Select EQSafe on your My Apps Homepage

- If EQSafe does not appear please contact the eqsafe@mainroads.wa.gov.au inbox.

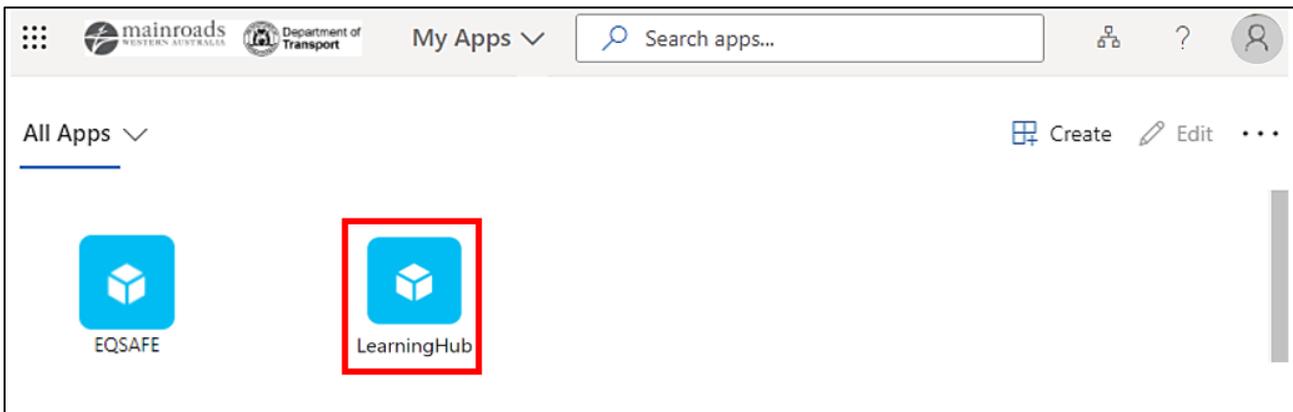


16. You will then receive a verification message.

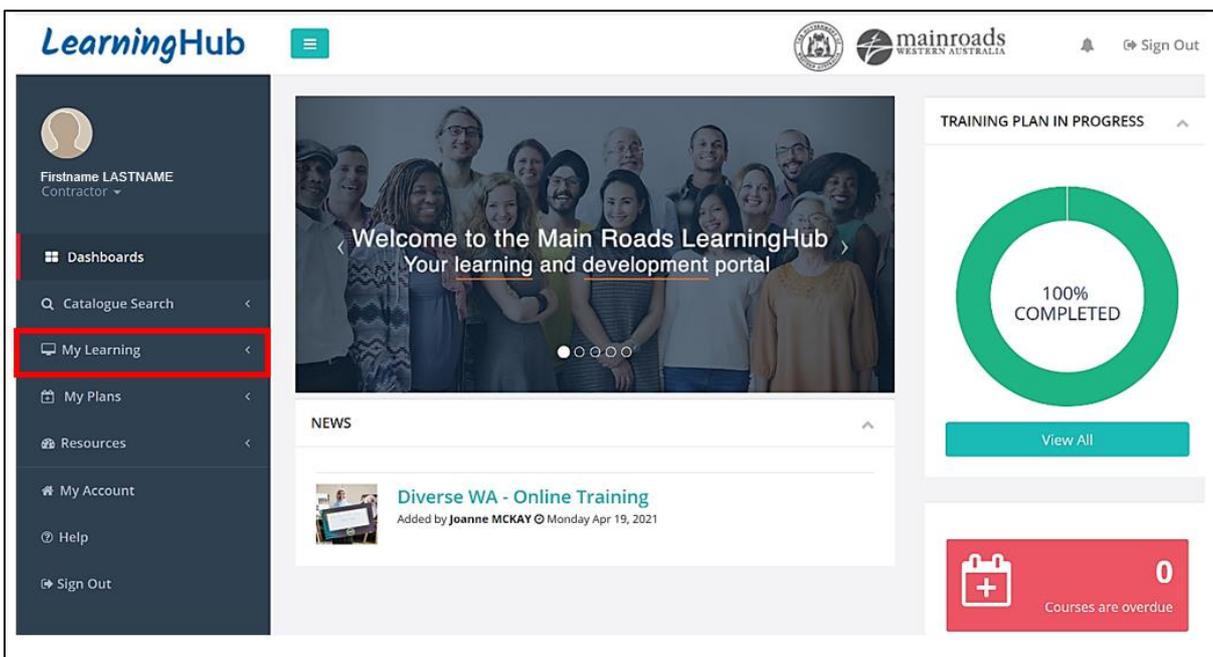
- Enter the code and you will be redirected to the EQSafe Homepage.

2.3 Step 4 - Access the EQSafe External E-Module

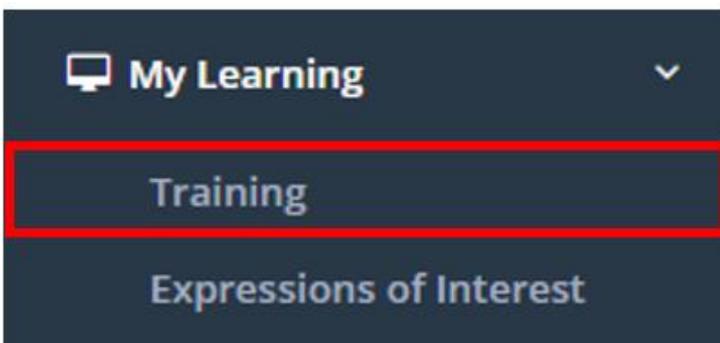
1. Select Learning Hub on the My Apps Homepage.



2. Welcome to the Learning Hub Homepage.
 - To access the External Module click on the "My Learning" on the left hand side of the portal.



3. Click on "Training".



4. Select the Module “EQSafe | External Contractor Training”.

Registration Status

🏠 / My Training / Training Other Training

In Progress [3] | Completed [16] | Archived [3]

Training Transcript pdf Excel

Approved

#	Training	Type	Approved Date	
1.	EQSafe External Contractor Training	Online	23 Apr 2021	Withdraw View

5. Finally select “Enter”.

EQSafe | External Contractor Training

📶 Online | ⌚ 30 Minutes | 💰 \$ 0.00 | ☆☆☆☆

This training module will provide external users with the knowledge on how to access and correctly use the EQSafe system.

Status: Approved

Status Date: 23 Apr 2021

Registration Date: 23 Apr 2021

Approval Date:

Approved By:

Score:

User Rating: ☆☆☆☆ [Add Comment](#)

Dates

Name	Status	Score	
1. EQSafe External Contractor Training	not attempted	n/a	Enter

Course Details

Code: OC625

Version: 1

Category: Safety, Health & Wellbeing

Sub category: Safety, Health & Wellbeing

6. Start the Module.

04-21-v1

Headphones or speakers are required for this module.

EQSafe

External Contractor Training

START

2.4 Step 3 – Reset your Password Access

The initial temporary password issued from the IT Service Desk can only be changed after 24 hours from the time of issue. The initial temporary password issued from the IT Service Desk will expire 5 days after the initial date of issue and therefore must be reset.

Note: To complete this password reset process you will need access to your mobile phone.

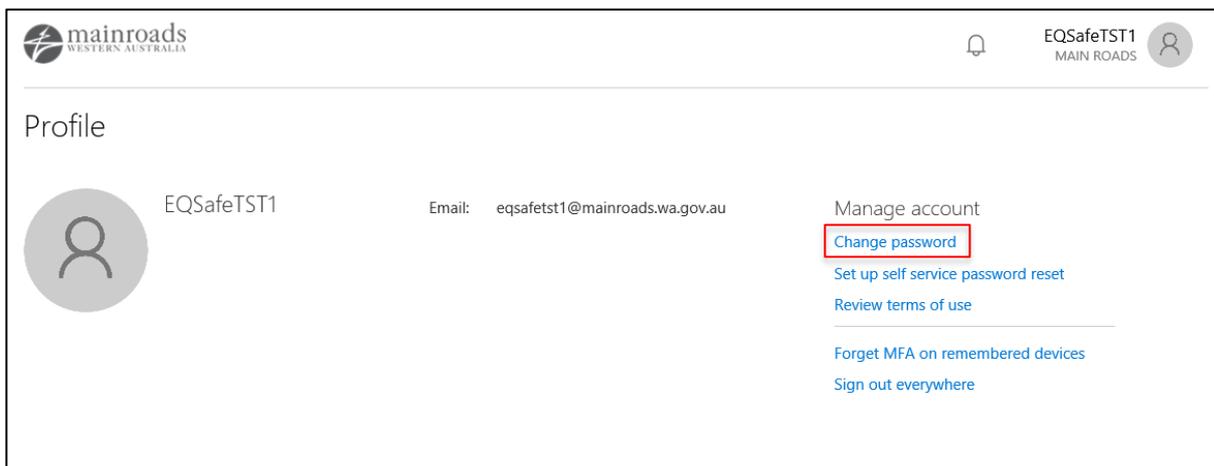
1. In the top right hand corner of the screen select the  icon:



2. Select “Profile” from the drop down list:



3. Under the “Manage account” section to the right of the screen select the “Change password” option.

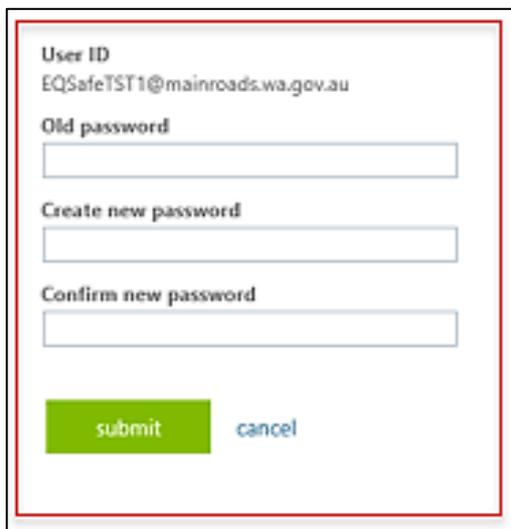


4. Enter your temporary password given to you by the IT Service Desk then enter a new password that you will use for future logins.

The new password that you will create is required to meet at least 3 of the following conditions below:

- Lowercase characters
- Uppercase characters
- Numbers (0-9)
- Symbols

Note: You cannot reset your password more than once in a 24-hour period and the password expires every 90 days.



The image shows a screenshot of a password reset form. The form is enclosed in a red border. It contains the following fields and elements:

- User ID:** EQSafeTST1@mainroads.wa.gov.au
- Old password:** A text input field.
- Create new password:** A text input field.
- Confirm new password:** A text input field.
- submit:** A green button.
- cancel:** A blue button.

5. Once you have changed your password the system will send you back to the original log on page. Sign in again using your Main Roads email and your new password.

3 HELP AND ASSISTANCE

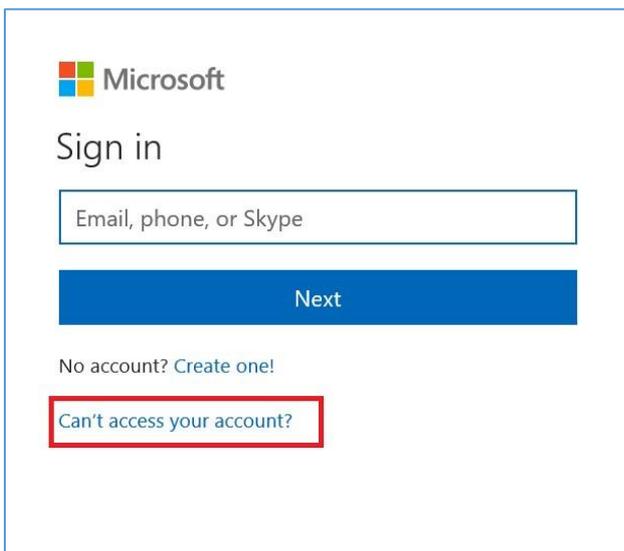
If you have any issues with access, please screenshot and email to EQSAFE@mainroads.wa.gov.au or call IT Service Desk on **9323 4306** and use the trigger words “myapps” or “Unable to access myapps”.

3.1 Reset Password or Unlock Account

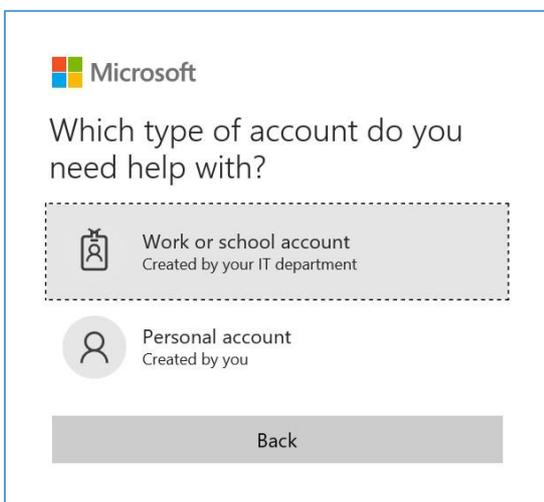
Reset of password can only happen once every 24 hours. If you have already changed your password and you will like it reset please contact Main Roads IT Service Desk, 08 9323 4306.

By default, a password reset will also unlocks account.

1. Go to <http://myapps.microsoft.com>
2. Click on “Can’t access your account?”



3. Click on “Work or School account”



4. Enter your Main Roads email address and the Captcha code and click Next

Microsoft

Get back into your account

Who are you?

To recover your account, begin by entering your user ID and the characters in the picture or audio below.

User ID:

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio.

5. Choose one of the contact method for verification



Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Email my alternate email

Text my mobile phone

Call my mobile phone

In order to protect your account, we need you to enter your complete mobile phone number (******) below. You will then receive a text message with a verification code which can be used to reset your password.

6. Follow the prompt and if required, enter the verification code and click Next

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Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

- Email my alternate email
- Text my mobile phone
- Call my mobile phone

We've sent you a text message containing a verification code to your phone.

123456 X

Next Try again Contact your administrator

Cancel

7. Enter a new password and click Finish

Remember that your new password has to comply with the standard Main Roads password requirements:

- a) Is at least eight (8) characters long
- b) Does not contain your username or a word from your Display Name. e.g. E12345, BLOGGS, Joe
- c) Contains characters from 3 (or more) of the following:
 - i. upper case letters (A through Z)
 - ii. lower case letters (a through z)
 - iii. numbers (0 through 9)
 - iv. non-alphanumeric symbols or special characters such as () ! @ # \$ % ^ & * = + - [] < > / ? | \
- d) Cannot be reset more than once in a 24 hour period.
- e) Expires every 90 days.

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Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel