

## MYPASS SUBSCRIPTION

### **Do I have to pay to use MyPass for Verisafe Verification of Competency?**

Verisafe Members pay a subscription to use the MyPass technology for Verisafe VOC. This subscription enables their Service Providers and relevant Registered Training Organisations to use MyPass for Verisafe VOC free of charge.

### **How many Personnel can I have in MyPass?**

A baseline of up to 499 personnel are allowed in a MyPass Verisafe Portal.

### **What happens if I have over 499 personnel?**

If your number of personnel reaches or exceeds 500, you can enter into a subscription agreement directly with MyPass. Contact us at [support@mypassglobal.com](mailto:support@mypassglobal.com) for more information.

## ONBOARDING

### **Do I have the option to configure my portal uniquely to suit my business?**

Standard portal configuration is provided as part of the Verisafe agreement. Unless you are an existing MyPass customer, additional portal configuration is restricted.

The standard configuration for Verisafe Industry portals includes the configuration of user permission settings, a VOC resource pool, sharing of the VOC resource pool with the Verisafe Member company and/or RTO, and creating an invitation batch for you to use to invite your personnel.

### **If I am an existing customer of MyPass do I need to do anything different to set-up for the Verisafe VOC Library?**

To utilise your own existing skills matrices, you will need to configure them to include the Verisafe VOC Certificates. Refer to our article on [Creating a Skills Matrix](#).

Personnel will need to be assigned to the VOC resource pool that is set-up during the onboarding process. This is to ensure the Member Company has visibility on their VOC compliance requirements. Refer to our article on [Assigning Personnel into VOC Resource Pools](#).

Permissions can be set when sharing the VOC Resource Pool to restrict the level of access to personal information. Refer to our article on [Share your VOC Resource Pool](#).

### **As an existing customer, how do I get access to the Verisafe VOC certificate library in MyPass?**

You need to complete a [Verisafe onboarding form](#). The Verisafe VOC library will then be shared to your portal. This is only possible when you are working for Verisafe Member companies that require your personnel to undertake a Verisafe Verification of Competence for High-Risk Work Licences.

### **My Company has our own internal HRWL assessors. Can they be used to undertake Verisafe VOC.**

All Verisafe VOC's must be undertaken by a Verisafe-certified assessor. For further information on the Verisafe Assessor program, please contact Verisafe at [info@verisafe.net.au](mailto:info@verisafe.net.au).

## **Can I upload Verisafe VOC records for my personnel?**

VOC records can only be uploaded by the Assessor who completed the VOC assessment or the Administrator of the Assessor's Verisafe MyPass portal.

## **What is the process for adding my personnel onto the Platform?**

Personnel that require a Verisafe Verification of Competency for High-Risk Work Licences are added to MyPass through a simple 2-step Upload and Invite process. Refer to our article on [How to Invite your Existing Personnel](#).

## **How do my personnel create a MyPass Digital Passport?**

The Digital Passport is created through the Invitation Upload process. The personnel receives two emails, one to provide notification a Digital Passport is being created for them and the other is sent once the personnel has been invited. The second email contains a link for them to create a password for their Digital Passport. Refer to our article [Getting Invited](#).

## **Who has access to my personnel VOC records?**

VOC Resource Pools are shared with the applicable Verisafe Member Company and any relevant RTO that is engaged to provide Verisafe VOC assessments. Only these organisations will have access to the personnel VOC records.

## **If my personnel's VOC records are shared with Members and RTOs, will they have access to other personal details?**

Permissions can be configured in your Verisafe Portal. When the VOC resource pool is shared to relying parties, access to personnel's personal details are restricted. Refer to our article [Share your VOC Resource Pool with a Verisafe Member or RTO](#).

## **VERIFICATIONS**

### **Does the Verisafe VOC have to be verified again if my personnel goes to work at another Verisafe Member site?**

The verification of VOCs is a once-only requirement until the VOC expires. The VOC is current across all Verisafe Members where that particular High-Risk Work Licence is required.

### **Who pays for the Verisafe VOC verifications?**

The Member Company will pay for the verification of VOC records when they have been loaded and verified in MyPass.