

# Technical Issues

## Contractor Induction System – Quick Reference Sheet



### Overview

This Quick Reference Sheet covers the most common technical issues that may be encountered.

### Things You Need To Know

The Water Corporation Contractor Induction system will work in most web browsers such as Internet Explorer, Firefox and Google Chrome. However it requires your Pop-up Blocker to be turned off and some Adobe software to be installed to enable the induction courses to be loaded and viewed.

The system is available 24 hours / 7 days a week.

### Features Covered

- Minimum requirements for accessing the Contractor Induction System
- Turning off your popup blocker
- Install Adobe Flash or Adobe Reader
- Page will not display properly
- Contact us or help menus not showing
- Other issues

### Minimum requirements for accessing the Contractor Induction System

To access the Water Corporation Contractor Induction system, you need to have access to a computer with the following minimum requirements.

- A web browser such as Internet Explorer, Firefox or Google Chrome.
- Pop-up blocker options set to allow pop-ups from the Contractor Induction System.
- Cookies are enabled.
- Adobe Flash software is installed.
- Adobe Reader software is installed.

### Turning off your popup blocker

The most common reason for an induction course module not loading or running is the pop-up blocker setting in your web browser.

#### Internet Explorer

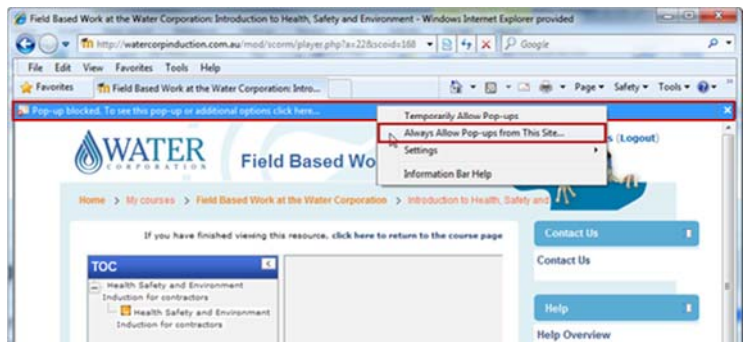
1. If your Popup Blocker is turned on, the system will ask you to turn it off.



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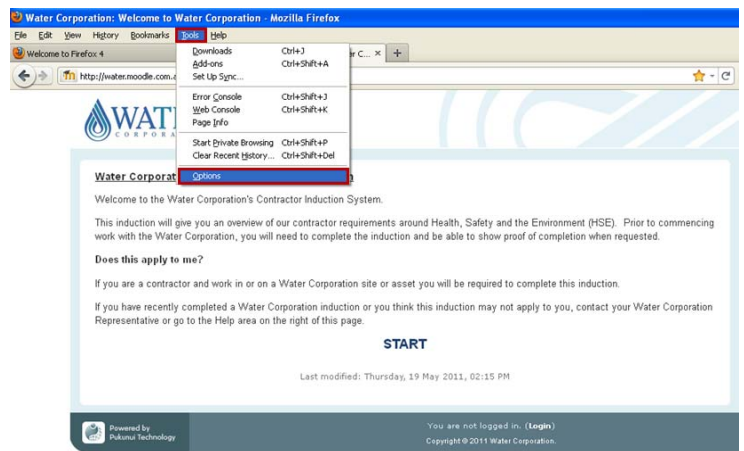
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2. The message **Pop-up blocked. To see this pop-up or additional options click here...** will appear at the top of the display window.
3. Right mouse click on the message.
4. Select **Always Allow Pop-ups from This Site...**

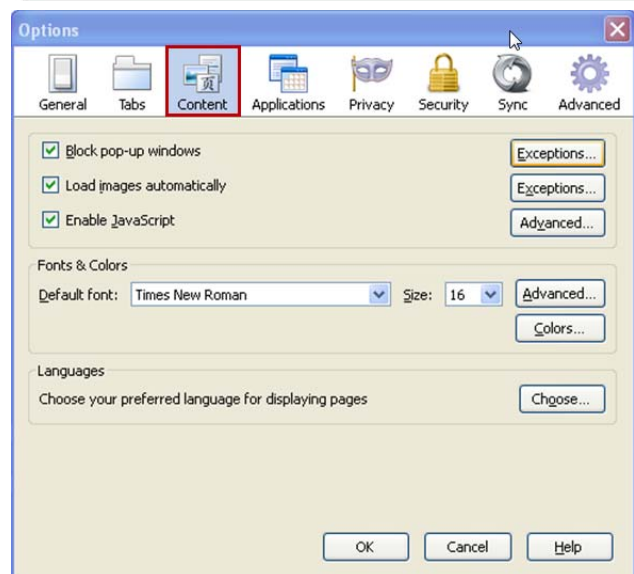


## Firefox

1. On the menu bar, select **Tools > Options**.



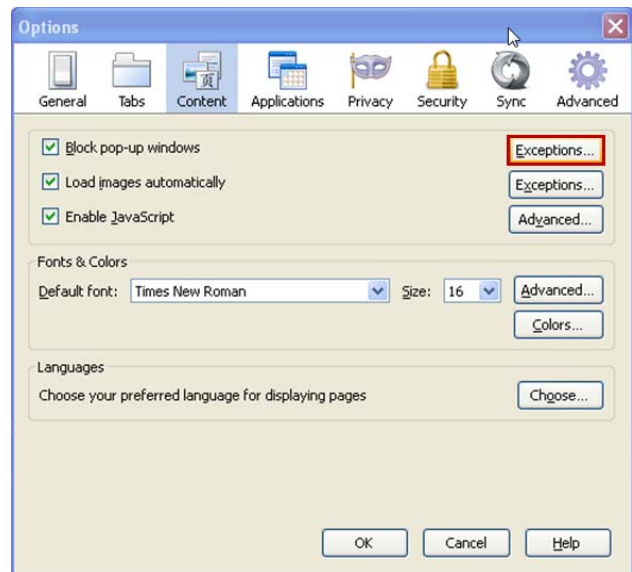
2. The Options window displays.
2. Select the **Content** option.



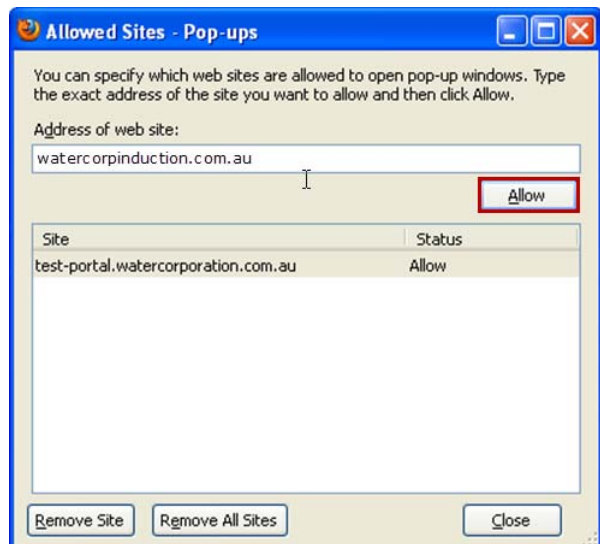
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3. Click **Exceptions...** adjacent to the **Block pop-up windows** option.



4. In the **Address of web site:** field, type **watercorpinduction.com.au**
5. Click **Allow**.



The Contractor Induction website address will now show as being allowed.

6. Click **Close**.
7. Click **OK**.




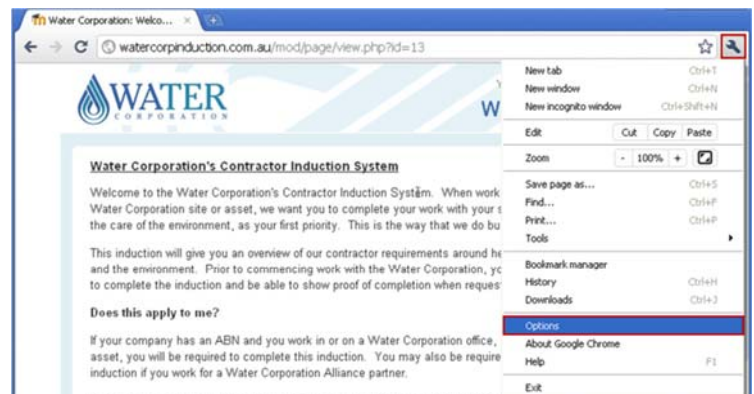
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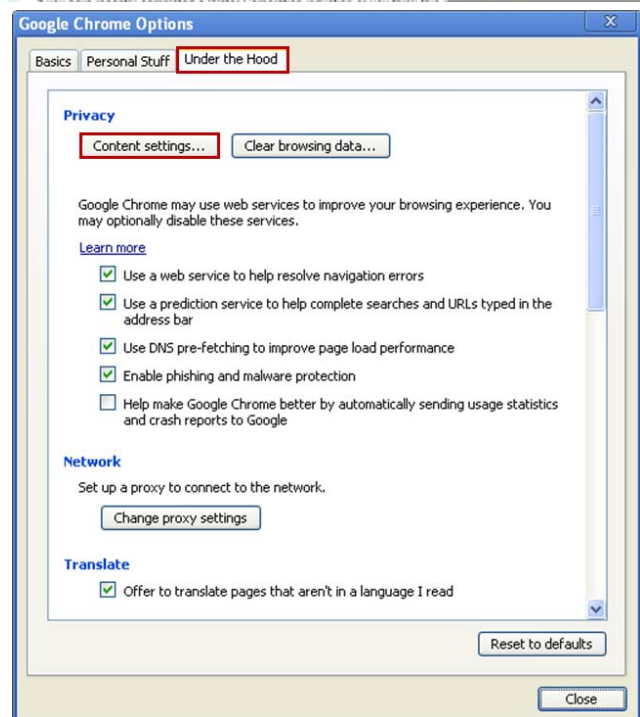


### Google Chrome

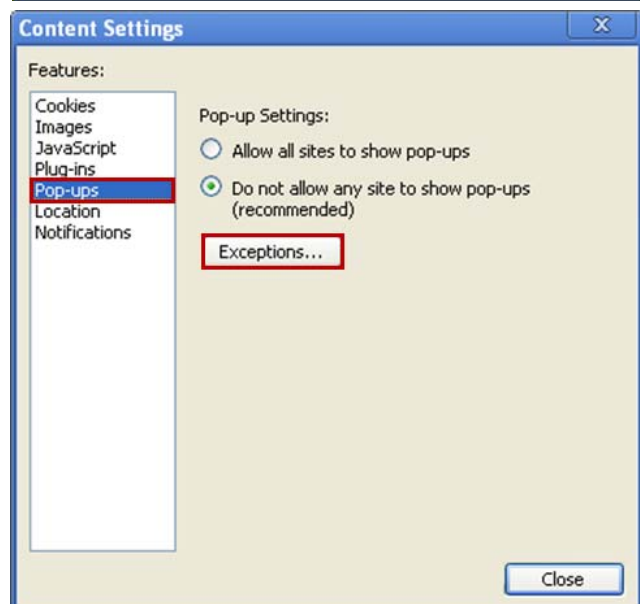
1. Click on the spanner icon  on the browser toolbar.
2. Select **Options**.



- The **Google Chrome Options** window displays.
3. Select the **Under the Hood** tab.
  4. Click **Content Settings...**



- The **Content Settings** window displays.
5. In the **Features:** column, select **Pop-ups**.
  6. Click **Exceptions...**



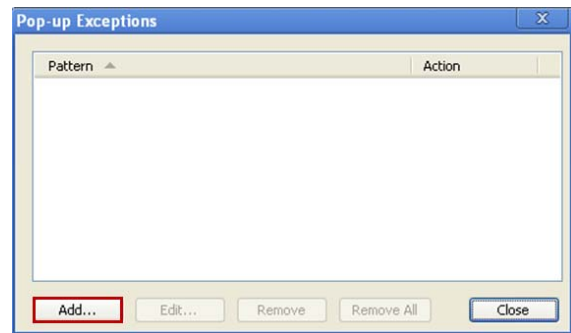
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The **Pop-up Exceptions** window displays.

7. Click **Add**.



The **New Exception** window displays.

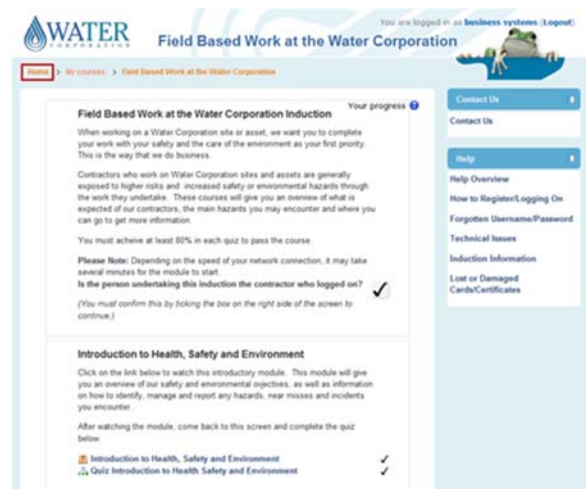
8. Type **watercorpinduction.com.au** in the **Pattern:** field.
9. Select **Allow** in the **Action:** field.
10. Click **OK**.
11. Click **Close**.
12. Click **Close**.
13. Click **Close**.



## Install Adobe Flash or Adobe Reader

Most computers will already have Adobe Flash Player and Adobe Reader installed. If it doesn't, the system will request you to install it.

1. Go to the Water Corporation Contractor Induction System **Home** page.
2. This is the first page you will come to after you log on.
3. If you are already logged on and cannot see the home page, look for a string of text in a light blue bar at the top of the screen and click on **Home**.





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4. Click on the link for loading Adobe Flash Player or Adobe Reader as required and follow the instructions.
5. If for some reason the links are not working correctly, the following links will take you directly there.

<http://get.adobe.com/flashplayer/>

<http://get.adobe.com/reader/>

You are logged in as **business systems** (Logout)  
Water Corporation

Welcome to Water Corporation's Contractor Induction System.

To start your induction, please click on the induction course listed below. You must successfully pass all modules in the course in order to complete your induction.

Once you have successfully completed the induction course you can print a temporary certificate from the link at the bottom of the course page. You will need to retain this and show it when ever you work at a Water Corporation office.

If you work on a Water Corporation site or asset you will be sent a Contractor Induction Card in the mail which you must carry with you every time you work on a Water Corporation site or asset. If do not receive your card within 14 days please send your details to us via the **Contact Us** link, top right hand corner, and we will resend your card.

Office based workers only require the printed certificate.

If you wish to change any of your registration details, including whether or not you work on a Water Corporation site or asset, please send us the details via the **Contact Us** link and we will update them for you.

If you wish to speak to a support representative please call (08) 9420 3535. The Service Desk is manned from 7am to 5pm on business days.

**Technical Requirements**

This site requires that **Pop-up Blockers are turned off**


There is also a requirement for both **Adobe Flash** and **Adobe Reader** to be installed on this computer. In most cases the software will already be installed, but, if not, please install by clicking on the links above.

If you have issues with any of the screens not displaying correctly use the Refresh button on your browser or the F5 key.

Contact Us  
Contact Us  
Help  
Help Overview  
How to Register/Logging On  
Forgotten Username/Password  
Technical Issues  
Induction Information  
Lost or Damaged Cards/Certificates

## Page will not display properly

Most computers will already have Adobe Flash Player and Adobe Reader installed. If it doesn't, the system will request you to install it.

1. If your screen looks unusual or does not seem to display correctly (such as in the example shown), click **Refresh**  in your Internet browser.

Introduction to Health, Safety and Environment

Introduction to Health, Safety and Environment

Introduction to Health, Safety and Environment

## Contact us or help menus not showing

Most computers will already have Adobe Flash Player and Adobe Reader installed. If it doesn't, the system will request you to install it.

Normally the **Contact Us** and **Help** menu items appear on the top right hand corner of each page.

If you cannot see either of these it may be because they have been 'docked' to the left side of the page using the docking button on the **Contact Us** or **Help** tab.

You are not logged in. (Login)  
Water Corporation

Water Corporation's Contractor Induction System

Welcome to the Water Corporation's Contractor Induction System. When working on a Water Corporation site or asset, we want you to complete your work with your safety, and the care of the environment, as your first priority. This is the way that we do business.

This induction will give you an overview of our contractor requirements around health, safety and the environment. Prior to commencing work with the Water Corporation, you will need to complete the induction and be able to show proof of completion when requested.

Does this apply to me?

If your company has an ABN and you work in or on a Water Corporation office, site or asset, you will be required to complete this induction. You may also be required to do this induction if you work for a Water Corporation Alliance partner.

If you have recently completed a Water Corporation induction or you think this induction may not apply to you, contact your Water Corporation representative or go the Help area on the right of this page.

To continue to the Contractor Induction system, please click on **START**.

**START**

Last modified: Tuesday, 10 May 2011, 01:42 PM

Contact Us  
Contact Us  
Help  
Help Overview  
How to Register/Logging On  
Forgotten Username/Password  
Technical Issues  
Induction Information  
Lost or Damaged Cards/Certificates

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If the **Contact Us** and **Help** have been docked, they will appear at the top left of your browser window.

Clicking on them will allow you to view the details or move them back to their normal position on the right hand side of the page.

## Other issues

If your technical issue is not covered here, or you are still having problems after following the instructions, contact the IT Service Desk on (08) 9420 3090 or via the **Contact Us** section on your screen.

