



# RAIL SAFETY WORKER

User Guide: Ordering Worker Cards

# Ordering Worker Cards

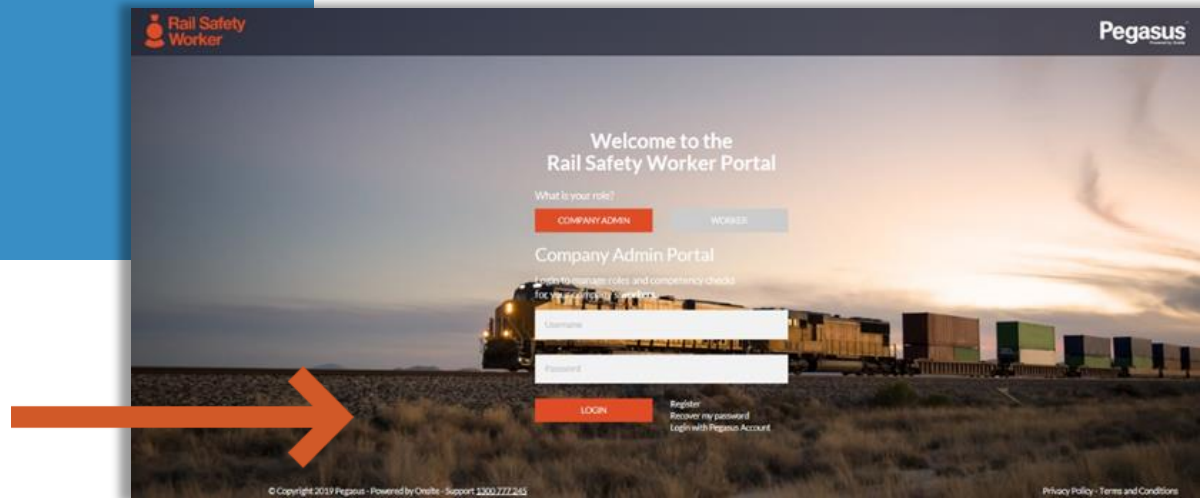


## LOGIN

Go to <https://rsw.poweredbyonsite.com>

Enter your details and click on “Login” .

- If you have registered but did not receive your login details please contact the Pegasus Customer Support Centre on 1300 309 566 to arrange login information to be sent to you.



# Ordering Worker Cards



## REGISTER

Select the country where your business is registered then enter your ABN (business number) and click Search.

Once your business name and trading name populate, click "Register" on the one you need.

- If you have trading names associated to your ABN you will have the option to choose the registered name or the trading name.

The screenshot shows the 'Business Details Registration' page on the Rail Safety Worker website. The page includes a 'Back to Login' link, a dropdown menu for 'Select the country that your business operates in' (set to 'Australia'), and a search field for the ABN. Below the search field, there are instructions and a link for users who don't know their ABN. A callout box highlights the search results, showing the 'Registered Entity Name' (ABN: 66609474491) and two options for 'Select Preferred Business Name': 'A&V Real Estate' and 'Flowers Pty Ltd', each with a 'Register' button. Another callout box highlights the search field in the 'Don't know your ABN?' section.

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# **ORDERING WORKER CARDS – INITIAL CARDS**

# Ordering Worker Cards – Initial Cards



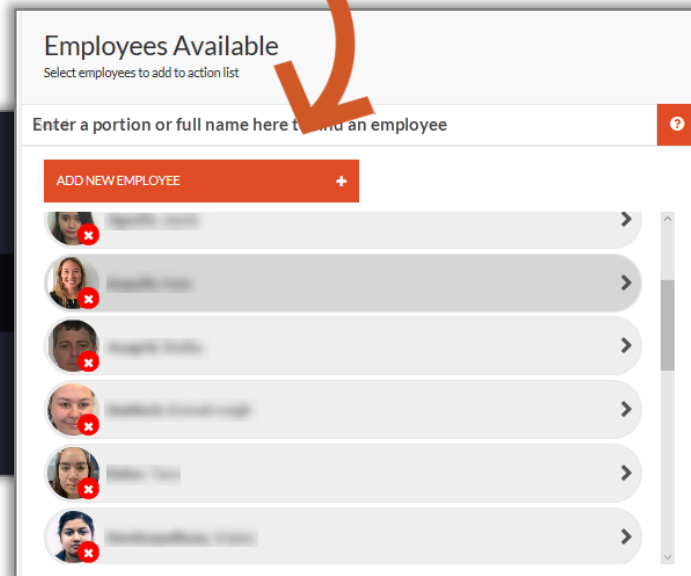
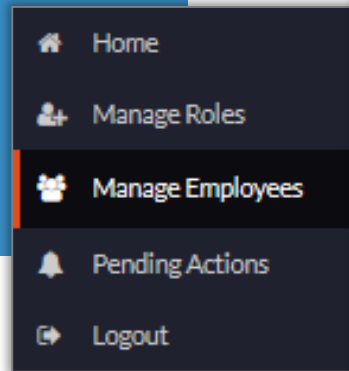
## STEP 1

From the home screen click on “Manage Employees”.

For an initial card order: Click on “Add New Employee”.

For a Card Replacement: Click on the worker you need to order a replacement for.

- You will be required to enter all personal details, and select roles for a worker when ordering an initial card.
- When ordering a replacement card, you need to access the worker profile in the portal to process the request. This is covered in the next section.



# Ordering Worker Cards – Initial Cards



## STEP 2

Click “Work roles”

When you click on “Manage Roles” for the first time on a new worker profile, you will be asked to confirm communication and shipping details for that person.

The cards can be shipped to the business or the worker directly.

Click to confirm those details and then click “Manage Roles”

- There are instances where a site operator will have a number of projects on different sites and therefore have safety requirements specific to those sites. In this instance, you will be prompted to choose a Site for your worker before you can click on “Manage Roles”
- Simply choose the site and then the role.
- If you have questions regarding the best role for your worker you can speak to your site contact or call the Pegasus Customer Support Centre on 1300 309 566.

The screenshot displays the Pegasus system interface. At the top, the 'Personal Information' section is visible, including 'Card Shipping Address' details: Type: Personal, Communicate to: John Citizen, 123 test st, Testville, NSW 2000 AU, 0412345637. Below this is the 'Edit Card Shipping Address' form with the following fields: Attention to (John Citizen), Address (123 test st), Town/City (Testville), State (NSW), Postcode (2000), Country (Australia), and Method (Email & SMS). To the right of the form are three buttons: PERSON, COMPANY, and CLEAR. The 'PERSON' button is highlighted with a red arrow. Below the form is the 'All roles for' section with a search bar. At the bottom of the interface, there are two buttons: 'Back to Employees' and 'MANAGE ROLES'. A red arrow points from the 'MANAGE ROLES' button in the bottom right to the 'PERSON' button in the 'Edit Card Shipping Address' form.

# Ordering Worker Cards – Initial Cards



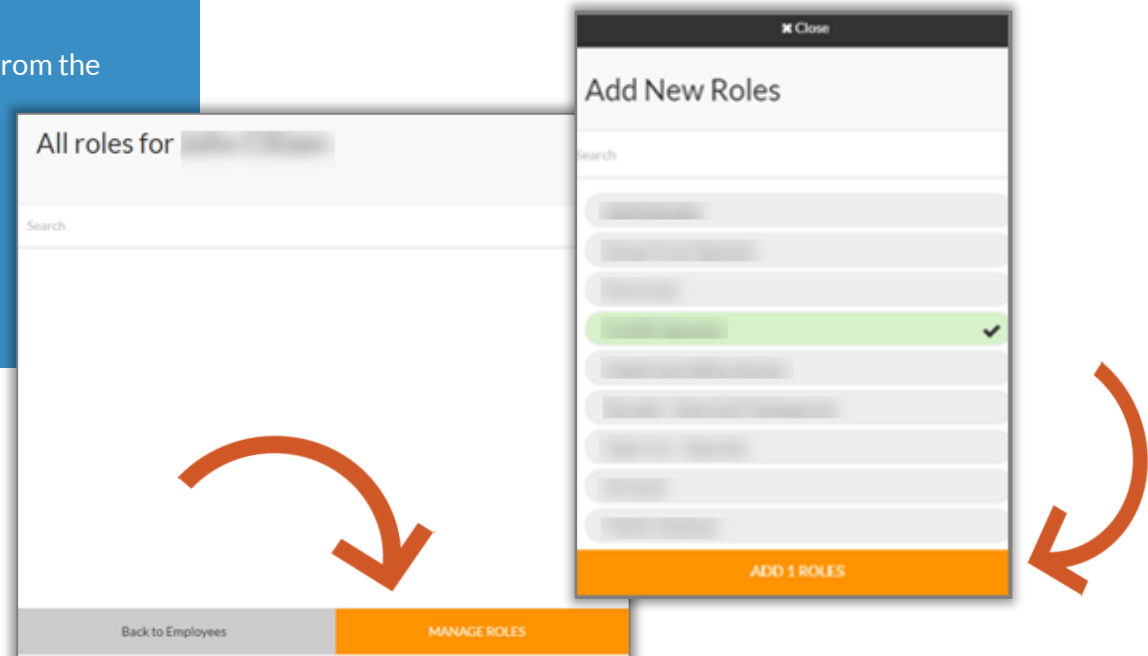
## STEP 3

All workers require roles that will cover the site, national and safety requirements of the task they will be completing on site for your company.

Click 'Add New Role' to choose from the list.

Once you have selected the role, click on "Add # Roles" to begin uploading the required competencies.

- There are instances where a site operator will have a number of projects on different sites and therefore have safety requirements specific to those sites. In this instance, you will be prompted to choose a Site for your worker before you can click on "Add New Role"
- Simply choose the site and then the role. If you have questions regarding the best role for your worker you can speak to your site contact or call the Pegasus Customer Support Centre on 1300 309 566



# Ordering Worker Cards – Initial Cards



## STEP 4

All workers require roles that will cover the site, national and safety requirements of the task they will be completing on site for your company.

Click 'Add New Role' to choose from the list.

Once you have selected the role, click on "Add # Roles" to begin uploading the required competencies.

- There are instances where a site operator will have a number of projects on different sites and therefore have safety requirements specific to those sites. In this instance, you will be prompted to choose a Site for your worker before you can click on "Add New Role"
- Simply choose the site and then the role. If you have questions regarding the best role for your worker you can speak to your site contact or call the Pegasus Customer Support Centre on 1300 309 566

The screenshot shows the 'Competencies for' interface for a 'Role Forklift Operator'. It features a search bar and a list of mandatory competencies. The first competency, 'Identity.Govt.Licence/Authority.Proof of Identity', is highlighted. A detailed view of this competency is shown on the right, including a 'Business Rules' section and a 'Select or Upload Document' button. Orange arrows indicate the flow from the role selection to the competency list and then to the document upload step.



# Ordering Worker Cards – Initial Cards



## Business Rules For Roles and Competency Requirements

Click on the Business Rules link in the file upload section to view the business rules and competency requirements.

- Each site will determine the guidelines for competencies and qualifications, if not met, the data you submitted will be returned to you with corrective actions to address and correct before resubmitting the data.
- View the business rules before submitting the data in order to ensure all verifications occur in the first instance rather than having it returned and resubmitting.
- Processing timeframes for submitted data is 24 – 48 business hours unless an escalation request is placed and the escalation fee of \$55.00GST incl. is processed.

The screenshot displays the 'Competency' selection interface on the WorkCover NSW website. The 'Business Rules' link is highlighted with an orange arrow. Below it, a 'Select or Upload Document' button is visible. To the right, a sample 'NATIONAL LICENCE TO PERFORM HIGH RISK WORK' card is shown, featuring a photo placeholder, personal details (Licence No, D.O.B., Valid from, Expires), and a list of classes (SF, SI, SA, DG, RB, RI, RA, CT, CD, CP, CB, CV, CS, CN, C2, O6, E1, O3, HP, HV, HP, PB, BB, SI, SA, 3D, ES, LF, LO). The card also includes a signature line, a list of classes and descriptions, and license conditions. A large '2013' watermark is overlaid on the card. Below the card, a 'BUSINESS RULES' menu is shown with buttons for 'HIGH RISK', 'INDUCTIONS', 'LETTER OF COMPETENCY', 'MEDICAL', 'PROOF OF ID', and 'TERTIARY'. An orange arrow points from the 'Business Rules' link to this menu.

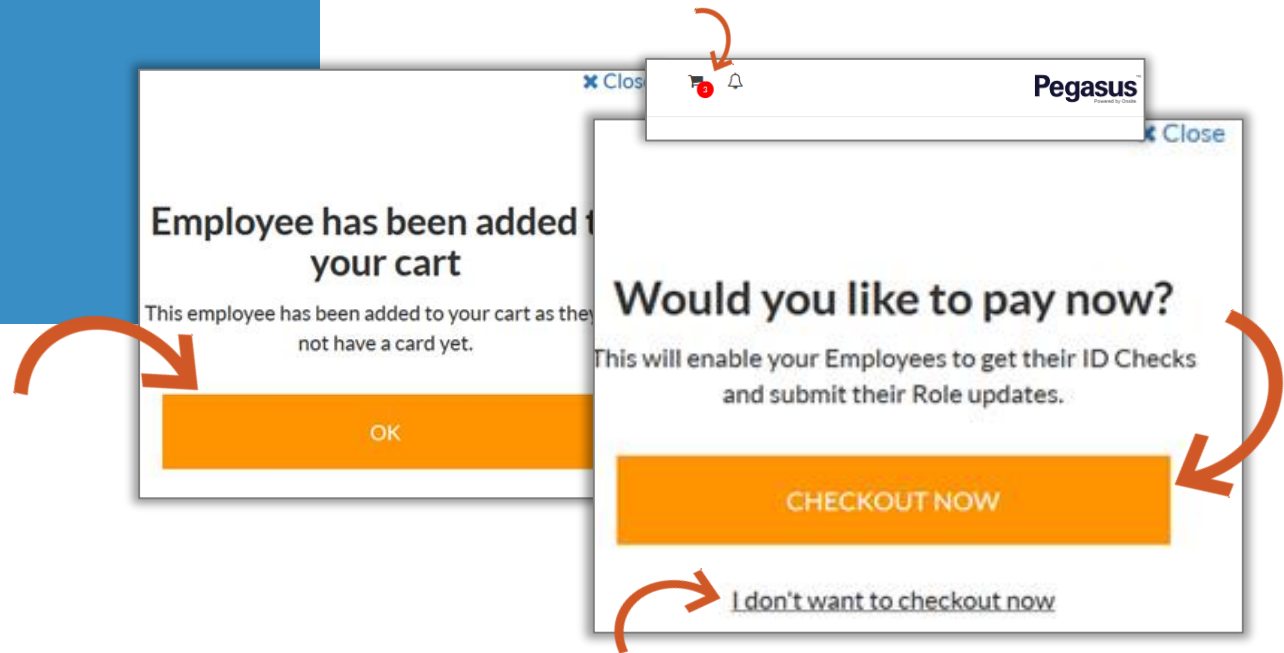
# Ordering Worker Cards – Initial Cards



## Checkout

Your worker's card order fee will be added to the shopping cart and this will need to be processed in order for an ID check to be issued and the Customer Support Centre to receive the submitted data for verification.

- You can choose to continue entering workers to the portal or updating other worker roles and competencies before processing any payments. Simply click on the “I don't want to checkout now” link in the pop up window as displayed below.
- Click on the shopping cart icon located at the top of the portal screen to access the checkout at any time.
- If you do not need to process any other items, click “Checkout Now” when all mandatory competencies items have been uploaded and process the payment immediately.



# Ordering Worker Cards – Initial Cards



## Checkout

Once processed you can download the tax invoice and continue processing employees or logout.

Items can be removed from the shopping cart by clicking on the red “Remove” link located on the right side of the screen.

- You will also receive the tax invoice by email.
- If you do remove someone from the shopping cart their profile will still be sitting in “Pending Actions > Continuing Applications”
- Applications can remain in the Pending Actions section of the [portal as long as required or, click the applications you wish to terminate and then click on “Delete Selected” this will not delete the profile if already paid for.

The screenshot displays the Pegasus checkout interface. At the top, it says "Checkout Successful" and "Pegasus Powered by Citel". Below this, there is a "Shopping Cart" section with a table of items:

Item No.	Item	Details	Quantity	Price/Unit	Total
CAR002	Card Purchase		2	\$100.00	\$200.00
CAR002	Registration, Subscription, ID Check, Card, Roles for Gerard Smith	Edit	1	\$100.00	\$100.00
CAR002	ID Check, Card, Roles for Alex Smith	Edit	1	\$100.00	\$100.00

Below the table, there are buttons for "Credit/Debit Card", "PayPal", and "Back". A "Total: \$44.00" is displayed. At the bottom, there are two orange buttons: "Download Invoice" and "Continue Processing Employees".



# **ORDERING WORKER CARDS – REPLACEMENT CARD**

# Ordering Worker Cards – Replacement Cards



## NOTE:

Ensure all roles and competencies for the worker are up to date and compliant before ordering a replacement card.

- **Amber** icons on the competency bars indicate that there is action required to make that competency compliant. It may be a licence has expired etc.
- **Red** icons indicate a competency has been returned with corrective actions that will need to be addressed.
- **Blue** icons represent competencies that have had uploads entered but needs to be submitted for verification.
- **Green** icons indicate compliant competencies and roles.

Competencies for Phillip Collins  
Role Excavator Operator - RSW National

Search

**MANDATORY** 4/5

- Operator Excavator.Licence.Civil Construction  
Excavator  
Rejected
- Rail.Statement of Attainment.Track Safety Awareness or  
Equivalent
- You have selected a National role, for this role to be valid  
you must also select or currently hold a valid/current  
Oper...
- MedicalAssessment.Medical

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# Ordering Worker Cards – Replacement Cards



## STEP 1

From the home screen click on “Manage Employees”.

For a Card Replacement: Click on the worker you need to order a replacement for.

- Replacement cards will only be issued when all roles for the worker are complete and current.
- If there is an returned/expired item, it will need to be amended/renewed in order for the card to be printed and posted.
- If a scanned copy of the card is required, let the Pegasus Customer Support Team know as soon as possible by email or phone: [rsw@Pegasus.net.au](mailto:rsw@Pegasus.net.au) / 1300 309 566

The screenshot illustrates the 'Manage Employees' workflow in the Pegasus mobile application. It features a dark navigation menu on the left with options: Home, Manage Roles, Manage Employees (highlighted), Pending Actions, and Logout. An orange arrow points from the 'Manage Employees' menu item to the 'Employees Available' screen. This screen includes a search bar, an 'ADD NEW EMPLOYEE' button, and a list of employee profiles, each with a red 'x' icon. A second orange arrow points from one of the employee profiles to the 'Manage Employee' screen. This screen displays detailed information for a selected employee, including a profile picture, a green 'Approved' status, and fields for DOB, Gender (Female), Phone, Email, and Address. Below these fields are sections for 'Subscription' (Valid until 17/06/2020 | Added to cart), 'Work Roles' (0 0 0), 'Re-invite / Reset Password', and 'Site Associations'.

# Ordering Worker Cards – Replacement Cards




## Step 2

Click on “Order Replacement Card” to complete the ordering process.

- This screen is accessed by clicking the subscription bar on the employees profile.
- Click Back to Manage Employees to return to the previous page.

**Manage Employee**  
Manage a selected employee

 **Christine Smith** ID CH...  
**Approved**

DOB: [redacted] Gender: Female  
Phone: [redacted] Email: [redacted]  
Address: [redacted]

Subscription Valid until 17/06/2020 | Added to ca...

Work Roles 0 0 0

Re-invite / Reset Password

Site Associations >

**Card Subscription**

**Christine Smith**  
Expires: 17/06/2020  
Status: Valid

**Order Replacement Card**

**Renew Subscription**

**Subscription Renewal Notifications**

**Back to Manage Employees**

# Ordering Worker Cards – Initial Cards



## Checkout

Once processed you can download the tax invoice and continue processing employees or logout.

Items can be removed from the shopping cart by clicking on the red “Remove” link located on the right side of the screen.

- You will also receive the tax invoice by email.

The screenshot displays the Pegasus checkout interface. At the top, it says "Checkout Successful" and "Pegasus Powered by Citicore". Below this, there is a "Shopping Cart" section with a table of items:

Item No.	Item	Details	Quantity	Price/Unit	Total
CA002	Card Purchase		2	\$100.00	\$200.00
CA002	Registration, Subscription, ID Check, Card, Roles for Gerard Smith	<a href="#">Edit</a>	1	\$100.00	\$100.00
CA002	ID Check, Card, Roles for Alex Smith	<a href="#">Edit</a>	1	\$100.00	\$100.00

Below the table, there are buttons for "Credit/Debit Card", "PayPal", and "Back". A "Total: \$44.00" is displayed. At the bottom, there are two orange buttons: "Download Invoice" and "Continue Processing Employees". A red arrow points to the "Remove" link in the shopping cart table. Another red arrow points to the "Download Invoice" button. A third red arrow points to the "Continue Processing Employees" button.





FOR ASSISTANCE

CALL **1300 309 566**

EMAIL [rsw@pegasus.net.au](mailto:rsw@pegasus.net.au) OR

VISIT [railsafetyworker.com.au](http://railsafetyworker.com.au)