



Individual Contractor & Supplier Rep Frequently Asked Questions (FAQs) for Rapid Global

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ONBOARDING AND INDUCTION

Q. How do I register and complete my inductions in Rapid Global?

Your employer/the company you work for needs to issue you an induction key to Rapid Global. Once issued, you will receive an email from Rapid Global with a link to complete your onboarding activities & induction(s).

Please note:

- The email address no-reply@rapidglobal.com is used to communicate. Please look out for this and check your Junk mail.
- Bunnings team members are not able to issue Induction Keys, only the company's administrator/s.

Q. How long will the onboarding/induction process in Rapid Global take?

Approximately 10-20 minutes.

Q. If I am not compliant in Rapid Global, can I still complete work onsite today?

If you are performing physical work at a Bunnings site you must be compliant in Rapid Global in order to access site.

GENERAL

Q. What do I do if I forget my Rapid Global password?

Follow this link for a step by step on how to reset your password:

<https://www.rapidglobal.com/support/forgotten-myrapid-password/>

Additionally, contact the Rapid Global Client Services Team on **1800 307 595 (AUS)**, **0800 307 595 (NZ)**, Monday - Friday, 8.30am - 6:00pm (AEST) or email them at: support@rapidglobal.com.

Q. What if I don't have a smart phone/mobile device to sign in onsite?

If you don't have a smart phone to sign in, you can ask a Bunnings team member for a Zebra device and use the QR Reader App to scan the Rapid Global QR code. You will still need to already be compliant in Rapid Global in order to be able to enter the site.

Q. What happens at site sign-in if as a contractor I am connected to two companies in Rapid Global?

When using the site sign-in QR Code after you have completed filling in your details, the different profiles that you have in Rapid Global will be listed. Please select the appropriate profile at this point to then proceed further with sign in.

Q. Why is the two-factor authentication process during site sign in not working for me?

Please check your contact details in MyRapid to ensure they are up to date with your current phone number. If not, then update and try to sign in again.

The '[For our contractors & suppliers working at Bunnings](#)' section of our website also has helpful information on Rapid Global and the process.

Note: If you change your phone number or phone, you will be prompted to complete the two-factor authentication again.

Q. If I am not compliant as a contractor or supplier in Rapid Global, can I sign in as a visitor on the system?

If you are performing physical work, you cannot sign in as a visitor.



Q. I haven't received my Induction Key and I can see that it was sent to an incorrect email address, how can this be fixed?

The email address no-reply@rapidglobal.com is used to communicate please look in your inbox or Junk mail folder for this and ensure that these emails don't automatically go to Junk mail.

For the email or mobile number to be updated you can log into your account and update the required information under 'My Account'.

Rapid Global support material for this type of issue is available [here](#).

If you are unsure of your log in details, you can log in using your mobile phone and verify your account. Then you will have access into your account to amend your incorrect email address.

Q. I am compliant in Rapid Global yet when I have scanned the site's QR code it was unsuccessful. What is wrong?

Generally, it is due to one of the following problems:

- a) Check your surname and mobile number are the same as registered in MyRapid account
- b) Ensure you are scanning the QR Code with your mobile phones camera (please note the Rapid Access App cannot be used to sign in at a Bunnings site)
- c) Have you hit the SUBMIT button at the last step of the sign-in process?
- d) Speak to your employer to ensure the company you work for is compliant in Rapid Global

VENDOR IN STORE REPRESENTATIVE SPECIFICS

Q. When & where do I get my vendor number?

You will receive your Vendor Number from the Bunnings VIS Team via email once you have completed all your onboarding activities in Rapid Global and are classified as compliant.

Q. Do I need to re-do the training if I work for multiple companies? Can I carry over my compliant record to another company if I no longer work for the current company?

No, you only need to complete the required VIS training modules once.

If you are already compliant in Rapid Global and you are issued an induction key by another company:

- 1. Follow the link in the email and answer the questions you are assigned
- 2. The newly assigned courses will automatically be marked as completed.

Q. What is the Rapid Global process for suppliers & supplier representatives?

	Platform:	Responsibility of:	Action:
Step 1: Company Pre-qualification	Rapid Global	Supplier Company	<ul style="list-style-type: none"> • Supplier companies must complete company registration and prequalification • Once compliant, they must issue induction keys to all Suppliers Reps that work for them at Bunnings sites
Step 2: Vendor Accreditation	Rapid Global	Supplier Representative	<ul style="list-style-type: none"> • Supplier rep to complete Bunnings Accreditation. • Supplier rep to sign in to Bunnings sites via the Rapid Global QR code.
Step 3: Vendor Number & Card	Vendor In Store Support	Bunnings VIS Team	<ul style="list-style-type: none"> • Vendor obtains vendor number • Vendor Cards. • Linking Vendors to VIS codes



SUPPORT

Q. Where can I go for technical help on the Rapid Global System?

Your contact at Bunnings is available to answer and able to answer some questions you may have.

The '[For our contractors & suppliers working at Bunnings](#)' section of our website also has helpful information on Rapid Global and the process.

Alternatively, if you have technical questions about Rapid Global as you're using the system, please feel free to call the Rapid Global Client Services Team on: 1800 307 595 (AUS), 0800 307 595 (NZ), Monday - Friday, 8.30am - 6:00pm (AEST) or email them at: support@rapidglobal.com, or look at www.rapidglobal.com/support/.