

Avetta Assure Support

Q and A for Avetta Support Team

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Enquiry Type: App

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App Support

1. What is the name of the App?

The app is called Avetta Assure.

2. Where can I find the App?

Apple App Store and Google Play Store. Search for Avetta Assure to find the app.

There should also be a hyperlink to the App on the Avetta Worker Management landing page after you login (*to be implemented*).

3. Who are the target users of the App?

Workers who attend client sites to perform work.

Client Admins and Supplier Admins do not use the App. They only use the Avetta Worker Management web portal.

4. How do I login to the App?

Workers login to the App using their Avetta Worker Management Login ID and password. This is the same credentials they use to access the Avetta Worker Management web portal.

5. What is the App used for?

Workers use the app for two things: check in / out of client sites and completing Site Access or Permit to Work forms. Permits to Work can be requested in advance or simply completed as you check into site. Workers should contact their Client contact as Permit to Work processes may vary.

6. How do I check into site?

After you login to the app, tap on 'Check In' and scan the Client site QR Code. The QR Code Poster will be located on a wall near the entrance to site. Workers should contact their Client contact as location.

7. How do I complete a Permit to Work?

There are 2 ways of completing and submitting a Permit to Work using the app.

As part of your Check In process, any forms that are required to be completed will be presented to the Worker in the App to be filled out. If approvals are required, the Worker will be checked into site but they are NOT to start work until the Permit is approved by the client contact on site.

Alternatively, the Worker may submit the Permit to Work application for approval in advance (before they check into site) by using the 'Request Site Access' button found in the 'My Activity' tab and follow the prompts.

8. Why can't I login to the App?

Workers login to the App using their Avetta Worker Management Login ID and password. This is the same credentials they use to access the Avetta Worker Management web portal.

If you cannot remember your password, go to the Forgot Password function using the Avetta Worker Management website.

9. When I try to login to the App, I get a white screen. Can you help please?

Check the Worker's device is connected to the internet. Also check if the Worker's device has good connectivity (i.e. how many bars). Ask the Worker to delete app and install again. If issue persists, escalate to TIKS support (support@tiks.com.au)

Enquiry Type: Worker

Management dashboard

Worker Management support

1. **I am a Client Administrator. Where can I see a list of the workers who are currently checked into my sites?**

Client Admins can click on the Accounts button on the left-hand side of the page to see the Workers On-Site menu if the user has the correct Permissions.

2. **I am a Client Administrator. How can I review and approve Permits?**

Client Admins can click on the Accounts button on the left-hand side of the page to see the Permit to Work menu if the user has the correct Permissions.

They will see a list of all Permits their Permissions allow them to see. They can then click on the Permit they want to approve and follow the prompts.

3. **I am a Client Administrator. I cannot see my 'Worker On-Site' and 'Permit to Work' menus. Can you help please?**

Check the user has the correct Permissions and that the Client has TIKS enabled.

If issue persists, escalate to Avetta Engineering support.

4. **I can see my 'Worker On-Site' and 'Permit to Work' menus but when I click on them they are blank. Can you help please?**

Check the user has the correct Permissions and that the Client has TIKS enabled.

If issue persists, escalate to TIKS support (support@tiks.com.au)

5. **I am a Supplier Administrator. Can I see my Workers on client sites using the 'Workers On-Site' feature?**

For the first release, this function is only available for Client Administrators. We will make this feature available to Supplier Admins soon (timeline to be confirmed).

6. I am a Supplier Administrator. Can I see my Workers' Permits using the 'Permit to Work' feature?

For the first release, this function is only available for Client Administrators. We will make this feature available to Supplier Admins soon (timeline to be confirmed).

7. I am a Supplier Administrator. Can I approve Permits to Work using the 'Permit to Work' feature?

No. Only Client Admins can approve Permits.