

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.

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