

# 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](mailto: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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