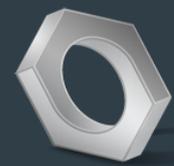


# ATW Access and Work Permit User Reference Guide

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# ATW Access and Work Permit User Reference Guide



## What is an ATW Permit?

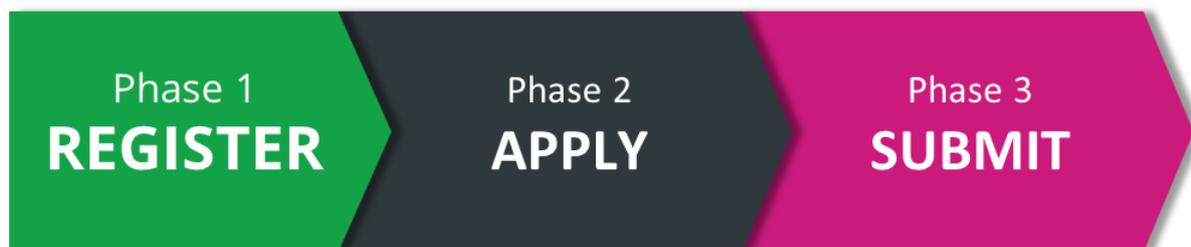
To ensure that we maintain a safe environment for our customers, staff, and contractors—and for efficient operation—anyone who accesses or undertakes work on our Transurban assets is required obtain an ATW Permit issued from Transurban prior to accessing the site.

Below are some examples of the kinds of activities requiring an ATW Permit:

- Public Utility Plant Installation
- Developer Works
- Advertising Signage (incl. signage erected on boundary fences)
- Site Surveys
- Special Events (e.g. Fun Runs, Sporting Events)
- Works on Transurban boundary
- Maintenance Works
- Inspections

## How do I raise an ATW Permit?

Anyone can raise an ATW permit application as part of the Transurban process. The process for applying for a Permit consists of 3 phases:



This Reference Guide (RG) details step by step instructions for each of these phases, to help all users applying for an ATW Permit

# ATW Access and Work Permit User Reference Guide



## Phase 1: REGISTER

The first phase of the ATW process is to register both with Litmos, to complete the Transurban’s HSE Induction and to register with Maximo, where your personal informational and the ATW permit process is contained.

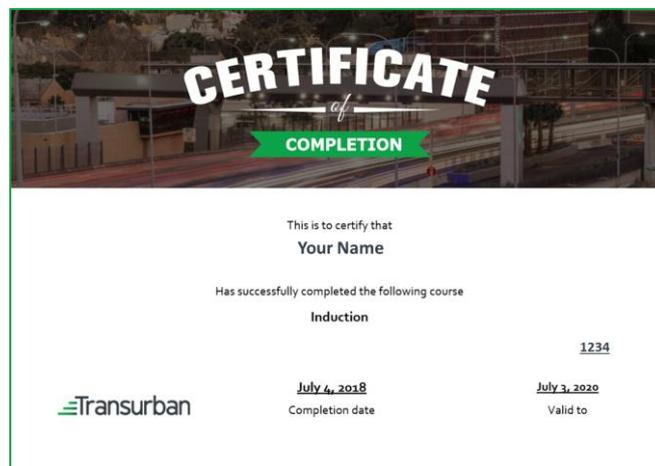
These registrations are a once off step and once registered, you will not need to complete these activities again.



## Register with Litmos

All personnel who require access to Transurban’s Assets or sites, are required to complete the Transurban HSE Contractor Induction (*Note: Transurban employees are required to complete the Transurban HSE Induction via Workday*). To register and complete the Transurban HSE Contractor Induction, please go the [induction registration page](#). To find out more on completing the Transurban HSE Contractor Induction, use the supporting information contained within the [Work Instruction Transurban Induction document](#).

The below image is an example of the Transurban HSE Contractor Induction certificate of completion.



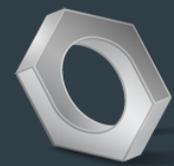
## Register with Maximo

### Step 1: Fill in registration form

- a) Open up a web browser such as Internet explorer, Google Chrome, Apple Safari, etc.



# ATW Access and Work Permit User Reference Guide



- b) Type <https://ams.transurban.com/maximo> into your address bar.
- c) Click “Register Now” to get started on the registration form.
- d) Fill out the form and submit as follows:

The screenshot shows the 'User Self Registration' form with the following fields highlighted by numbered callouts:

- 1: First Name and Last Name fields.
- 2: User Name field.
- 3: Password, Confirm Password, and Password Hint Question fields.
- 4: Primary E-mail field.
- 5: Work Site dropdown menu.

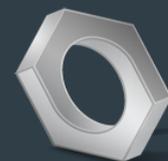
- 1 Fill out your first name and last name.
- 2 Enter a user name: first initial of first name + last name. *Eg. John Smith would be JSMITH*
- 3 Fill in a password as well as a password hit to help you get a new one if you forget it.
- 4 Enter your email address where you will receive Maximo notifications.
- 5 Select your default work site, this is the Transurban site you will work at or access most. You can use the table below as a guide.

NSW	QLD	VIC	USA
Cross City Tunnel (CCT)	Go Between Bridge (GBB)	CityLink Melbourne (CML)	i95
Eastern Distributor (ED)	Legacy Way (LGW)	Facilities Victoria (FACVIC)	i395
Lane Cove Tunnel (LCT)	Facilities QLD (FACQLD)		i495
M2 Site (M2)			Facilities Virginia (FAC_VA)
Facilities NSW (FACNSW)			

- e) Click the ‘Submit’ button to send the registration request. You will see the following confirmation message.

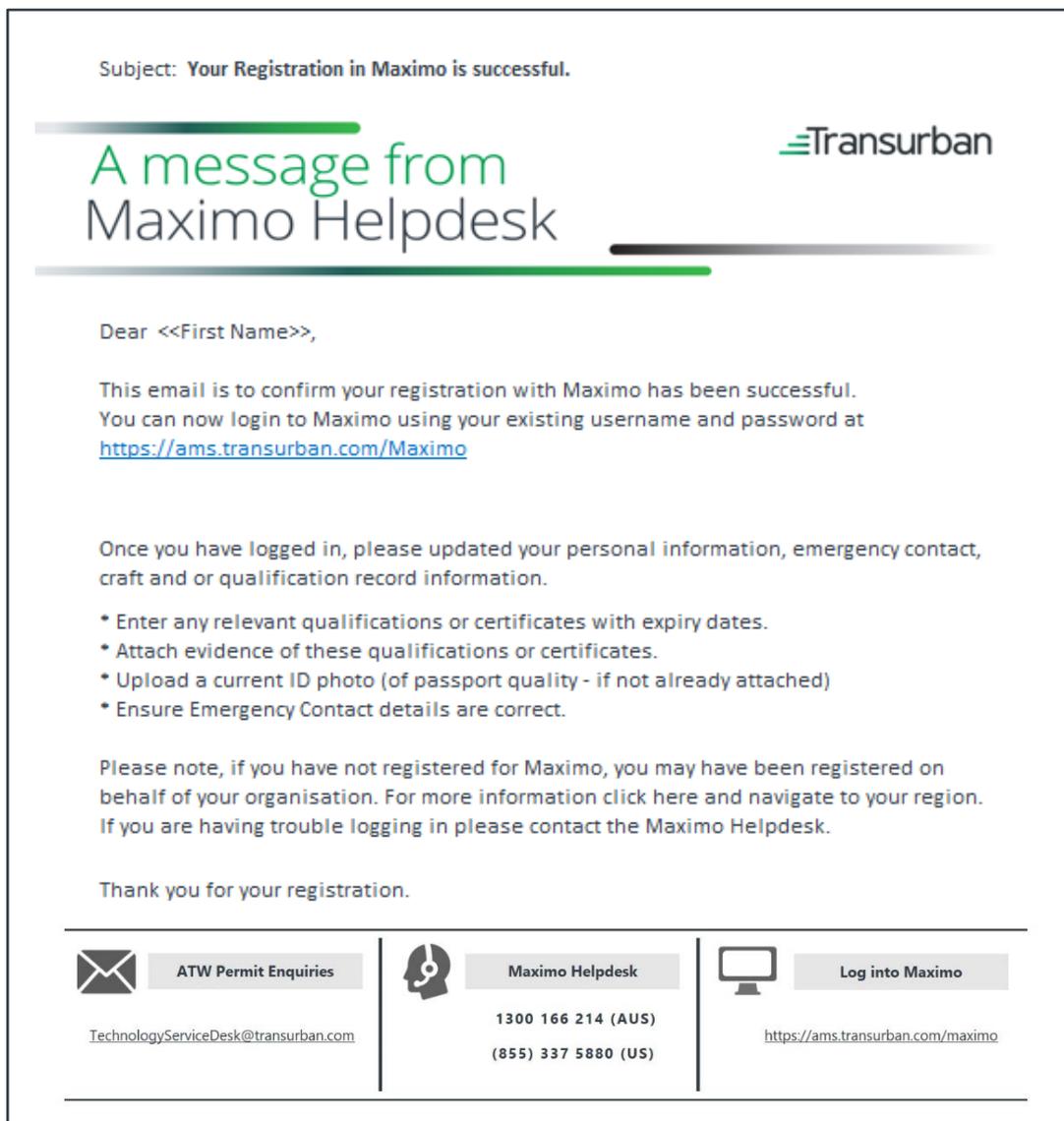


# ATW Access and Work Permit User Reference Guide



## Step 2: Notification of Registration

You will receive an email confirmation with a link and a reminder to log in and update your personal details.



**NOTE:** You don't have to wait for the email to login. To login, use the following link: <https://ams.transurban.com/maximo> and sign in with the login name and password you chose in the registration form (above).

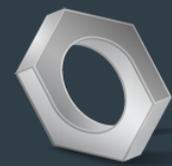
## Step 3: Updating Personal Details

When you log into Maximo, you will be on your personal information page. This is the default page you will see every time you log into Maximo.

### 1 Personal Information

The first time you log in you will need to update the following details into your account:

# ATW Access and Work Permit User Reference Guide



- Primary phone number (the best number to contact you on).
- Primary SMS number (this will be where we text updates to you – it can be the same as your primary).
- Date of Birth
- Emergency contact and their phone number (the person to contact should there be an emergency).
- Your home or work address.
- Your photo (a clear photo to be able to identify you when you come on site).

The screenshot shows a user profile form with the following sections and callouts:

- 1**: Navigation menu on the left side.
- 2**: Consent and privacy policy text.
- 3**: Labor information dropdown menu.
- 4**: Crafts table with columns: Craft, Description, Skill Level, Vendor, Contract, Default?.
- 5**: Attachments section with an 'Add/Modify Image' button.
- 6**: Submit buttons for the Labor Information and Crafts sections.

**Primary Information:**

- User: JSMITH John Smith
- Primary Phone: 1234567890
- Primary SMS: 1234567890
- Date of Birth: 01/Jan/2000
- Emergency Contact Name: Sarah Smith
- Emergency Contact Number: 0987654321
- Relationship: <insert relation>
- Primary E-mail: example@email.com
- Address: <insert address>
- City: <insert city>
- State/Province: <insert state>
- ZIP/Postal Code: 2000
- Country: Australia

**Consent and Privacy Policy:**

I acknowledge and agree to the above?

I acknowledge and agree that my access to TU Group Sites may be restricted if I do not comply with site conditions, or health, safety and environmental requirements of a TU Group Member or of a TU Group Site?

I acknowledge and agree that my personal information may be administered by a representative of the organization by whom I am engaged?

**Labor Information:**

Labor: JSMITH John Smith

Vendor: AUC-10628 Transurban Holdings Limited

Status: MODIFIED

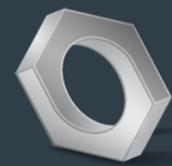
**Crafts Table:**

Craft	Description	Skill Level	Vendor	Contract	Default?
CSLB	Casual Labour				

**Qualifications Table:**

Qualification	Description	Certificate #	Effective Date	Expiration Date	Status
1023	GCI White Card	<insert numb>	01/Jan/2018	01/Jan/2028	WAPFR
1047	Proof of Identity Drivers Licence	<insert numb>	01/Jan/2018	01/Jan/2028	WAPPR
1089	INDUCTION - TRANSURBAN	<insert numb>	01/Jan/2020	01/Jan/2022	WAPPR

# ATW Access and Work Permit User Reference Guide



## 2 Terms and Conditions

The next step is to read through and acknowledge the conditions relating to personal information collection and the Transurban privacy policy.

## 3 Select your company

Now select the company/Vendor that you work for. Click the magnifying glass to search for your company in a list. If your company is not in the list, please send an email to your company contact or to the [Transurban IT Service Desk](#), requesting for it to be set up. The required information you must provide to register your company includes:

- Company Name
- Company ABN / Company Number
- Road(s) or premises where the work is intended to be undertaken (e.g. M2, 727 Collins Street )
- Company address (including Suburb/State/Country)
- Labour Administrator Details (optional, but this is if you would like to register a person to manage labour centrally)
- Insurances, expiry dates and value (including Public Liability, Worker’s Compensation and Professional Indemnity)\*
- Company representative and their contact details (this can be the same as the Labour Administration above)
- Other details, including company address, phone numbers, website, etc.

\* Required insurances may differ depending on type of service provided by the company.

### Vendor:

- a) To select your company, click the magnifying glass next to vendor

### Labor Information

The screenshot shows a form with the following fields: Labor: JSMITH, John Smith, Vendor: [empty], Status: WAPPR, and Attachments. A green arrow points to the magnifying glass icon next to the Vendor field.

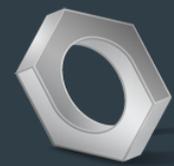
- b) Search your company name in description field and press enter to search. A partial search may be performed, for example %Transurban%Holdings% will return any company with ‘Transurban Holdings’ within the description.

The screenshot shows a 'Select Value' dialog box with a search filter and a table of results. The table has columns for Company, Description, Company Type, and Organization. The search results show 'AUC-10628' with 'Transurban Holdings Limited' in the Description, 'Y' in Company Type, and 'TUAL' in Organization.

Company	Description	Company Type	Organization
AUC-10628	Transurban Holdings Limited	Y	TUAL

- c) Click on the company name to add your company to your labour record.

# ATW Access and Work Permit User Reference Guide

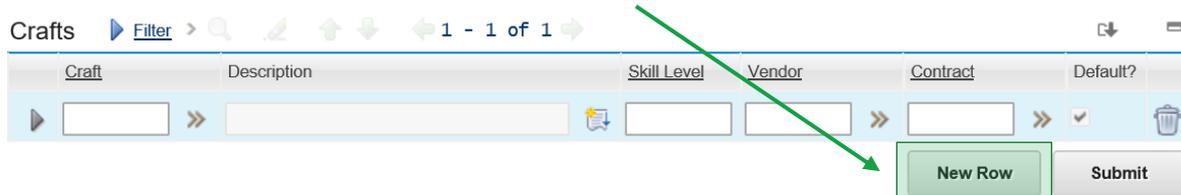


## 4 Crafts and Qualifications

The next section is to update your 'Crafts' (in other words your trade – such as electrician or mechanic) as well as your qualifications with their certificate numbers and their dates of effectiveness and expiration.

### Crafts:

a) To enter a craft, click the 'New Row' button.



b) Then click on » next to Craft to select your relevant craft. In support, there is [List of Crafts in Maximo](#) which can assist you to find your relevant craft. If you do not find your particular craft in this list, please contact our [support team](#).

If you add more than one craft, you will get to adjust which craft is your 'default' craft. This means that when a person searches for you by craft in Maximo, this one will appear first.

**NOTE:** Craft is a mandatory field. If your personal information was migrated from the previous 'Permitted' system, you will have a default craft CSLB – Casual Labour allocated to you until changes are made. Once you have chosen an alternative craft, and ticked it to be the 'default' craft, you will be able to delete the CSLB craft by clicking the trash can .

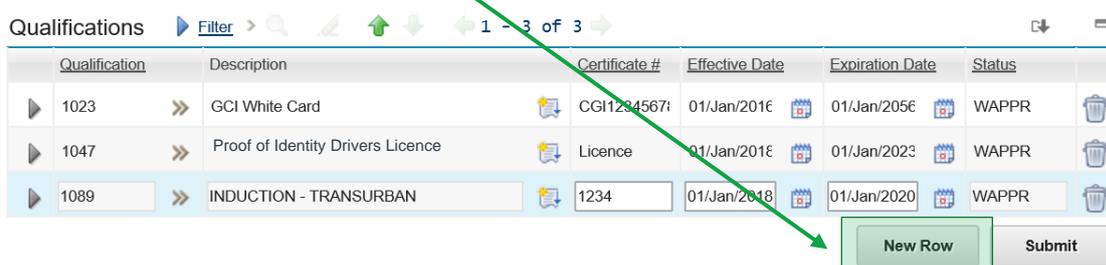
### Qualifications:

There are three mandatory qualifications all users enter as a minimum at Transurban:

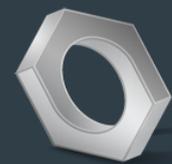
- **Transurban Induction** details (see [Attaching your induction certificate](#))
- **Proof Of Identity** (this can be your driver's licence or any other form of official identification documentation (such as passport)
- **GCI White Card** (with the exception of North America and TU Premises access)

To enter a Qualification:

a) Click the 'new row' button.



# ATW Access and Work Permit User Reference Guide



b) Then click on **>>** next to Qualification. In the Support section, there is a List of Qualifications in Maximo which can assist you to find your relevant qualification.

Qualification:  **>>**

Original Year:

---

**Certificate Information**

Certificate #:

Effective Date:

Expiration Date:

Last Reported Use:

Use Required Every:

Status:

Status Date:

Evaluation Method:

Issuing Authority:

Status Memo:

c) Once selected, click in each field, one by one, and update the following:

- Qualification certificate/reference number,
- The date from which it is effective, and
- An expiry date if required. (If there is no expiry date, put a date far into the future.)

Qualifications Filter > 1 - 3 of 3

Qualification	Description	Certificate #	Effective Date	Expiration Date	Status
▶ 1023	>> GCI White Card	CGI1234567	01/Jan/201€	01/Jan/205€	WAPPR
▶ 1047	>> Proof of Identity Drivers Licence	Licence	01/Jan/201€	01/Jan/202€	WAPPR
▶ 1089	>> INDUCTION - TRANSURBAN	1234	01/Jan/2018	01/Jan/2020	WAPPR

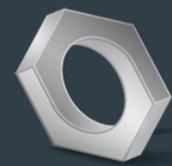
**NOTE:** The default status for Qualifications is awaiting approval (WAPPR). This will be changed to approved (APPR) only when your attachments matching the qualifications entered have been verified. You will only be able to be added to a permit and work order if you have an approved status.

## 5 Attachments

The next step is to attach the supporting documents that are related to your personal information, crafts and qualifications.

Attachments should include copies of your identification documents, proof of inductions (this could be the confirmation email received or PDF printout for proof of induction), and qualification certificates which are relevant. These will need to match any information you add in Section 5 Crafts & Qualifications (below). To attach a document:

# ATW Access and Work Permit User Reference Guide



- a) Click the paperclip symbol, then 'Add New Attachment' >> 'Add New File'

## Labor Information

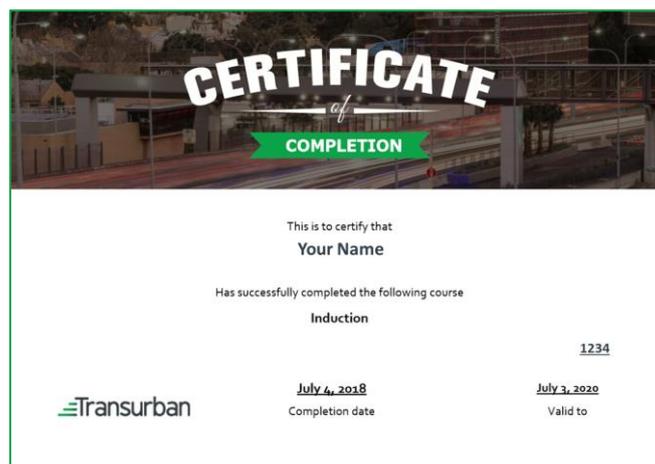
Labor: JSMITH      John Smith      Vendor: AJC-10628      Transurban Holdings Limited      Attachments

- b) Click the 'Browse' button, select the file to attach and then click the 'Open' button to attach it.
- c) Type in a brief description of the attachment in the **box on the left** and a more detailed description of the attachment in the **box on the right**, then click the OK button.

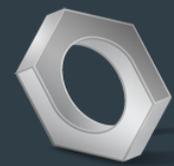
- d) To **save** the attachment, click the 'Submit' button, under either the crafts or qualifications section.

### Attaching your induction 'Certificate of Completion'

To attach a copy of your induction, log into the Transurban Inductions website, [here](#), click 'Achievements', then 'Download Certificate'. If you have not previously registered to complete the Transurban HSE Contractor Induction, please go the [induction registration page](#). To find out more on completing Transurban Induction, use the supporting information contained within the Work Instruction [Transurban Induction document](#).



# ATW Access and Work Permit User Reference Guide



## 6 Submit updates

The final step is to submit your updates. You will notice 3 x submit buttons. You will need to press each button for every change that you make

The screenshot displays the 'Labor Information' section with the following details:

- Labor: JSMITH, John Smith
- Vendor: AUC-10628, Transurban Holdings Limited
- Status: WAPPR

The 'Crafts' section contains a table with one row:

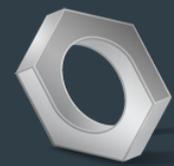
Craft	Description	Skill Level	Vendor	Contract	Default?
CSLB	Casual Labour				<input checked="" type="checkbox"/>

The 'Qualifications' section contains a table with three rows:

Qualification	Description	Certificate #	Effective Date	Expiration Date	Status
1023	GCI White Card	<insert numb	01/Jan/2018	01/Jan/2058	WAPPR
1047	Proof of Identity Drivers Licence	<insert numb	01/Jan/2018	01/Jan/2028	WAPPR
1089	INDUCTION - TRANSURBAN	<insert numb	01/Jan/2020	01/Jan/2022	WAPPR

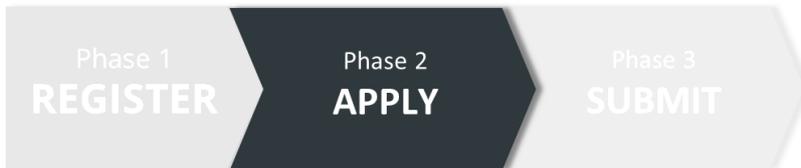
Three green arrows point to the 'Submit' buttons located at the bottom right of each section: Labor Information, Crafts, and Qualifications.

# ATW Access and Work Permit User Reference Guide



## Phase 2: APPLY

The next phase of the process is to complete an ATW Permit service request application.

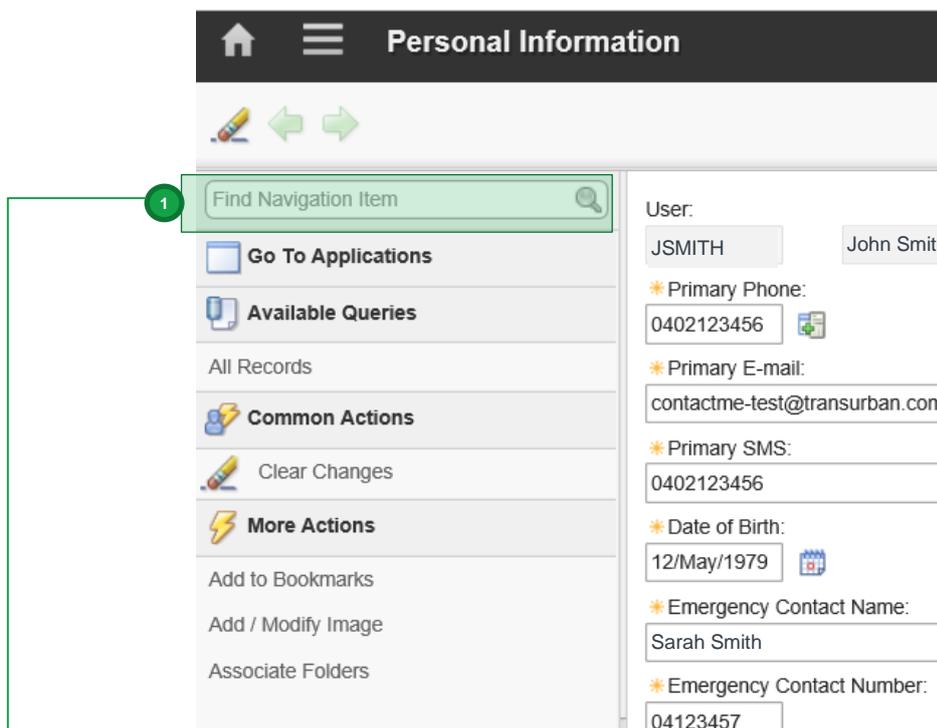


Please ensure all documents and information for your permit are prepared and available on your computer prior to commencing a permit application, as partial progress cannot be saved in this application.

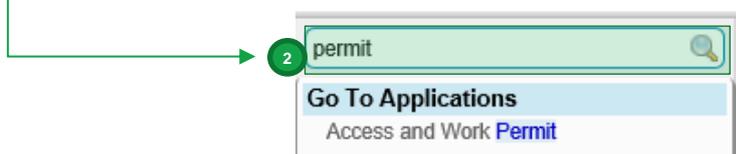
### Step 1: Open a new ATW Permit application form

To apply for a permit you will need to have logged into Maximo. The simplest way to

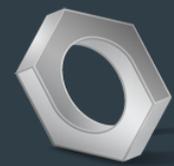
- 1 Click inside the 'Find Navigation Item' search bar on the top left-hand side of the screen



- 2 Start to type the word 'permit' and you will see the 'Access and Work Permit' link pop up in the menu below. Once you see it, click it to open up a new ATW Permit service request application form.



# ATW Access and Work Permit User Reference Guide



## Step 2: Select the type of ATW Permit you require

The first step on the form is to select the type of permit you require:

**Select ATW Permit Type**

- Access Only Request** – general access requests where non-Transurban work or activity is carried out on or around the network.
- Work Permit Request** – related to conducting work on the Transurban network and facilities.

## Step 3: Fill in the ATW Permit application form

The following screenshot of the main section of the ATW Permit application form that needs to be populated. Each number marked on the screenshot will be explained over the next few pages.

**1** \* Permit Type: CONSTRUCT

**2** \* Vendor: AUC-10628 Transurban Holdings Limited

**3** \* Primary Point of Contact: CPERALES

**4** Site: ED

\* Requestor: JSMITH

Status: NEW

**5** \* Workorder#: 3796541

**6** \* Permit Start Date: 21/Apr/2020 5:00 PM

**6** \* Permit End Date: 30/Jun/2020 4:51 PM

**7** Location: BG-CC-CNTR

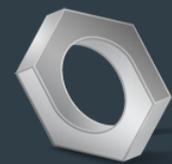
Service Request: 107428

**8** \* Reported Priority:

**9** \* Permit Summary: Test Permit - please ignore

**10** \* Permit Details: PLEASE ENTER SCOPE OF WORK  
Work Location:- ENTER LOCATION DETAILS  
Work Timing:- ENTER TIME PERIOD THE WORK WILL OCCUR I.E. 7PM to 10PM.  
Traffic Control Room to be notified prior to commencement and upon completion of works.

# ATW Access and Work Permit User Reference Guide



- 1 Select the type of permit relating to your ATW Permit service request by clicking the magnifying glass.

Type	Description
ACCESS	Access Only Permit
CONSTRUCT	Construction Work Permit
DISPOSAL	Disposal / Demolition Work Permit
EMERGENCY	Emergency Work Permit
ENVIRONMNT	Environmental Permit
MAINT	Maintenance Work Permit
SPECIAL	Special Event Work Permit
TRAFFIC	Traffic Management Permit

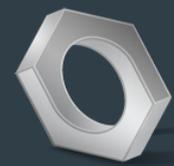
- 2 Select the vendor by clicking the magnifying glass then choosing from the list. The vendor is the company for which the the permit is being raised (i.e. your company). To sort the list in alphabetical order, click the “Description” heading at the top of the list.
- 3 Select the primary point of contact by clicking the magnifying glass then choosing from the list. This is the person who is the primary point of contact for the works in the permit (such as the work supervisor). If this is an access only permit, this would then be the Transurban person you have contacted for site access.

**NOTE: If you associate a work order (5) this will be populated with the supervisor on that work order.**

- 4 Select the site by clicking the magnifying glass then choosing from the list. The site relates to the road or tunnel where proposed works or access is required.

Region	Site
NORTH AMERICA	I395
	I495
	I95
NSW	Cross City Tunnel (CCT)
	Eastern Distributor (ED)
	Lane Cove Tunnel (LCT)
	M2 Site (M2)
QLD	Airport Link (APL)
	Clem 7 (CLEM7)
	Go Between Bridge (GBB)
	Gateway Upgrade North (GUN)
	Gateway Motorway Extension (GWE)
	Gateway Motorway (GWM)
	Inner City Bypass (ICB)
	Logan Motorway (LGM)
	Legacy Way (LGW)
VIC	CityLink Melbourne (CML)

# ATW Access and Work Permit User Reference Guide



TU PREMISES	Facilities Virginia Site (FAC_VA)
	Facilities NSW Site (FACNSW)
	Facilities QLD Site (FACQLD)
	Facilities VIC Site (FACVIC)

5 If request type 'Work Permit Request' is selected, a valid work order is required to be entered. Click the magnifying glass to search for your work order number.

**NOTE:** 'Access only request' permits will not have this field

6 Select the desired start date and end date for this ATW Permit application. If you type it in, you must use the following number format:

**DD/MMM/YYYY HH:MM PM** (e.g. 16/Feb/2018 12:45 PM)

**NOTE:** If you associate a work order (5) this will be populated with target start and finish times captured on that work order.

7 The location refers to the specific area on site where the work or access is required. Click the magnifying glass to search and select your location from the pre-determined list in Maximo.

Location	Description	Type	Site
BG	Buildings	OPERATING	ED
BG-CC	Building - Control Centre	OPERATING	ED

**NOTE:** If you associate a work order (5) this will be populated with the location identified on that work order.

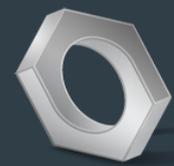
8 Select the urgency for work or access relating to the ATW Permit application by clicking on the magnifying glass and selecting from the list. If unsure, input 6 as a priority.

9 Input a relevant heading for the ATW Permit application. This will be a short title that identifies what the application is for.

**NOTE:** If you associate a work order (5) this will be populated with the work order description. Description may still be edited if required.

10 This section is where you input information surrounding the access or works to be carried out. It is important that this section captures as much detail as possible with

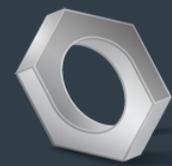
# ATW Access and Work Permit User Reference Guide



regard to the application in order for the relevant parties to review and assess the application.

The section will have a few prompting questions by default to help you get started with filling in the details.

# ATW Access and Work Permit User Reference Guide



## Step 4: Add Labour to the ATW Permit application

The next step is to add personnel from your organisation that will be accessing the asset as part of this permit. The following is a screenshot of the labour section of the ATW Permit application form that needs to be populated. Each number marked on the screenshot will be explained over the next few pages.

Please select all labour that will be accessing the site as part of this permit. If you cannot see a member of your team within the list, please ask them to register via the Maximo home page.

Labor Details Filter 1 - 1 of 1

Labor	Name
<input type="text"/>	

Details

\* Labor:

SR Number: 107428

Workorder#:

Vendor: AUC-10628

11

- 11 Click 'New Row' to get started, marked 1 above.
- 12 Then click the magnifying glass to open a search menu, marked 2 above, where you can search a name or craft (aka. trade). It will only display the list of labours associated with the vendor selected in the main section of the permit application.

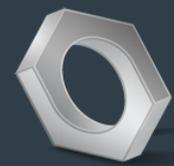
*If you cannot see personnel from your company in the list, they may not be registered, may not have selected the correct company on their registration, or they may be inactive due to expired qualifications/certificates. To resolve this issue, please contact this person and request that they register or update their personal details ([Phase 1 in this QRG](#)).*

If you want to add labour from multiple vendors, then

- a) Go back to main section of permit application and change the vendor name (Point 2 of step 4).
- b) Come back to the labour section and follow point 1 and 2.
- c) Go again to the main section of permit application and change the vendor name to original one (Point 2 of step 4). Please make sure that the permit is submitted with the right company name.

**NOTE:** There is a minimum requirement for one person to be added to the ATW Permit in order to successfully submit the application. You will not automatically be added as a person to the permit by creating the permit, you must select yourself if required.

# ATW Access and Work Permit User Reference Guide



## Step 5: Answer the Safety and Environment Checklist questions

- a) Go through each question and answer Yes, No or N/A (not applicable) to each question surrounding the environmental and safety considerations of the ATW Permit application.

Safety and Environment Checklist Filter 1 - 38 of 38

Standard Action Number	Description	Yes?	No?	N/A?	Comments
▶ 1144	Will you require Traffic Management?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
▶ 1145	Will you undertaking any towing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

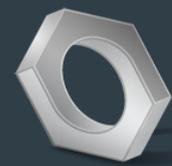
- b) Some checklists will have a yellow exclamation (⚠) on the right of the question. If you answer 'yes' to a question with this exclamation next to it, there are more sub-questions to answer called 'Review Items'.

To see the 'Review Items', click the left grey triangle (▶) then scroll to the bottom of the page to continue to answer the additional questions. Once you have clicked the triangle, it will change and point downwards and the column will be highlighted in blue, as per the picture below:

The screenshot shows the 'Safety and Environment Checklist' table. The row for '1144 Will you require Traffic Management?' is highlighted in blue, and a yellow exclamation mark icon is visible in the 'Comments' column. A green arrow points from the left grey triangle of this row to the 'Review Items' sub-table below. The 'Review Items' table has a green background and contains the following data:

Srnum	Revitemnum	Description	Yes?	No?	N/A?	Comments
45943	30	Has a ROL been approved?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
45943	20	Has the TGS been attached?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

# ATW Access and Work Permit User Reference Guide



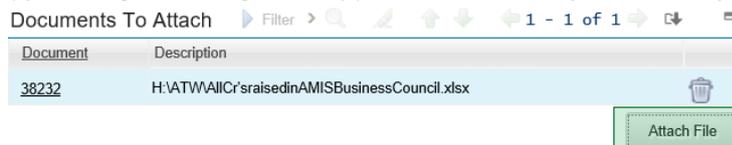
## Step 6: Attach supporting documentation

The last step in the ATW Permit service request application is to attach documents which support your application for the Authority to Work permit such as:

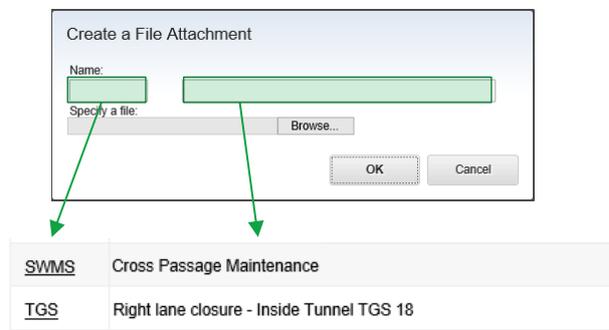
- Safe Work Method Statements (SWMS) for all proposed activities to be undertaken (e.g. working at heights)
- Traffic Guidance Schemes (if you are working around interchanges and off ramps);
- Environmental Plans; and
- Any other documentation you feel may assist our assessment team in reviewing your application.

Remember to attach all the supporting documentation associated with the questions you have answered yes to from the checklist in Step 5.

Please attach documents which support your application for the Authority to Work permit such as: Safe Work Method Statements (SWMS), working at heights, Traffic Guidance Schemes (if you are working around interchanges and off ramps); Environmental Plans; and/or any other documentation you feel may assist our assessment team in reviewing your application.

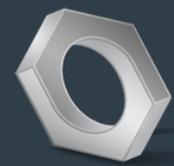


- Click 'Attach File' button under the heading 'Documents to Attach'.
- If you see a dropdown menu with the word 'Attachments' in it, ensure to leave it set to 'Attachments'
- Click the 'Browse' to select the file you wish to attach.
- In the first box, input a short name for the item you are attaching.
- In the next box, write a description of the item. See examples below:



- Click the 'OK' button to attach the document. You will notice that the document is displayed under documents to attach.
- Repeat for each document you wish to attach.

# ATW Access and Work Permit User Reference Guide



## Phase 3: SUBMIT

You have now completed filling in your permit application.

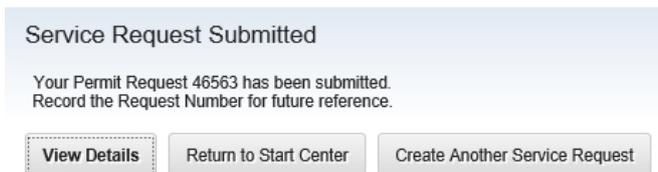


### Step 1: Submitting your ATW Permit service request application

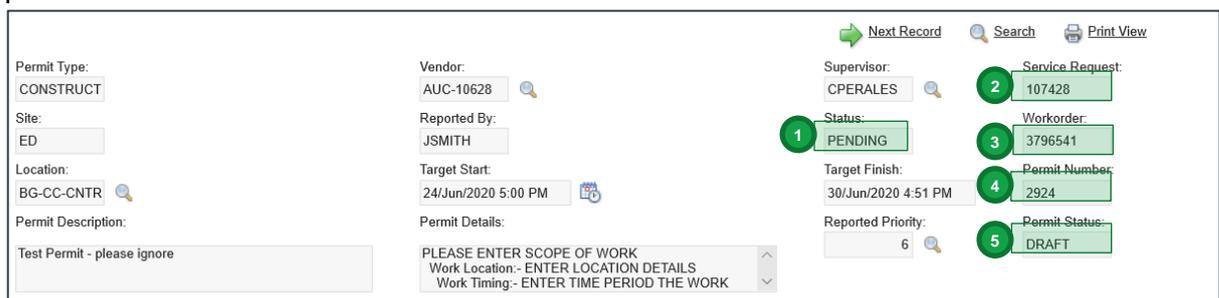
Now you are ready to submit your application.

- a) Review your content for completeness.
- b) Once you are happy, click the 'Submit' button to send your ATW Permit service request for review.

You will receive the following confirmation message once your ATW Permit service request has been successfully submitted:



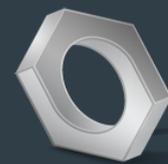
To view the ATW Permit submission after submitting it, click 'View Details' button on your notification window. Some important fields to notice when you view your submitted permit include:



**1** Status - This is the status of your ATW Permit service request application. The statuses include:

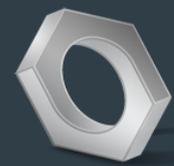
- **NEW** – a new ATW Permit service request has been started but hasn't been submitted for review.

# ATW Access and Work Permit User Reference Guide



- **PENDING** – your ATW Permit service request has been submitted to Transurban / your principal contractor for review.
  - **INPROG** – your ATW Permit is now valid and ready for use. You now have the required authority to access and work on the Transurban sites.
  - **CLOSE** – your ATW Permit is no longer valid as it has passed its end time and date.
- 2 Service Request Number – this is the number of your ATW Permit service request application. This is a number you will need to remember to find your permit again.
  - 3 Work order Number – this the work order that is associated to this ATW Permit service request application.
  - 4 Permit Number – this is a Transurban internal reference number to your ATW Permit service request application.
  - 5 Permit Status – this is the Transurban ATW Permit assessment status – allowing you to track the progress of you application.
    - **Request** – your ATW Permit service request has been submitted to Transurban / your principal contractor for review.
    - **Draft** – your application has been checked for quality and assigned to subject matter experts for review.
    - **Reviewed** – your application has been reviewed by all allocated subject matter experts and is sitting at the final stage ready to be ‘issued’ by the relevant internal authority.
    - **Approved** – your application has been issued with an ‘Approved’ status. It is now valid for you to access or work on the site.
    - **Rejected** – your permit application has been rejected and may require further information to progress.
    - **Expired** – your permit has passed its end date and is no longer valid.

# ATW Access and Work Permit User Reference Guide



## Step 2: Notification of submission

You will also receive an email confirmation that your permit application was submitted successfully.

Subject: Your ATW Permit 1021 was successfully submitted.

---

## A message from Maximo Helpdesk



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Dear <<First Name>>,

This email is to advise you that the following Authority to Work (ATW) Permit was successfully submitted:

**Permit #: 1021**  
**Description: test**  
**Site: Cross City Tunnel**  
**Permit Start Date: 11/08/2018**  
**Permit End Date: 17/08/2018**  
**Permit Status: REQUEST**

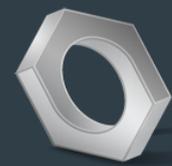
You will be notified once your ATW Permit has been issued and your permit is in progress.

Thank you.

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 <b>ATW Permit Enquiries</b> <a href="mailto:TechnologyServiceDesk@transurban.com">TechnologyServiceDesk@transurban.com</a>	 <b>Maximo Helpdesk</b> 1300 166 214 (AUS) (855) 337 5880 (US)	 <b>Log into Maximo</b> <a href="https://ams.transurban.com/maximo">https://ams.transurban.com/maximo</a>
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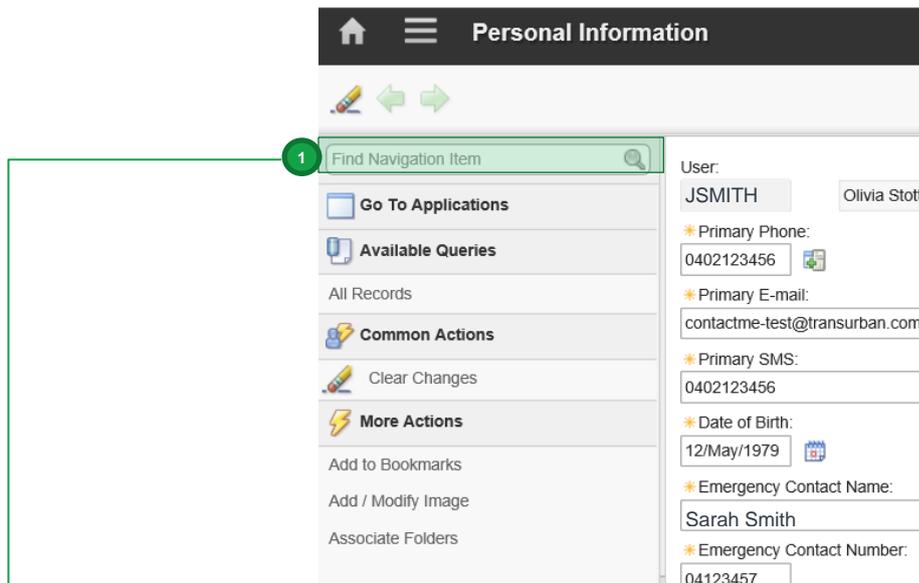
# ATW Access and Work Permit User Reference Guide



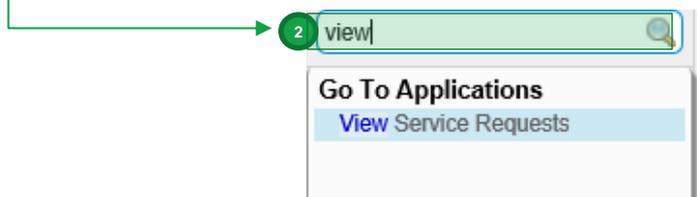
## Step 3: Finding and viewing your submitted ATW Permit applications

You can view all of your submitted ATW Permit service requests at any stage of the process.

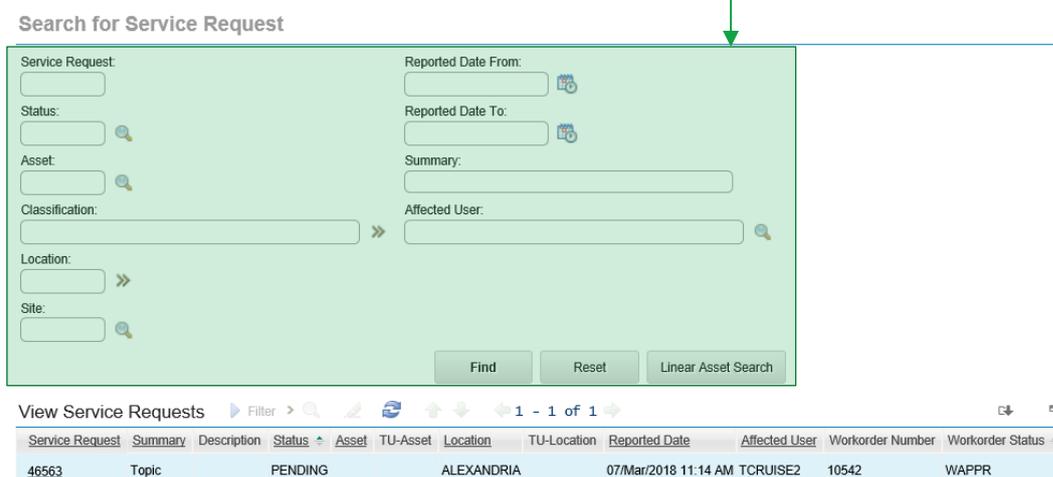
- 1 Click inside the 'Find Navigation Item' search bar on the top left-hand side of the screen



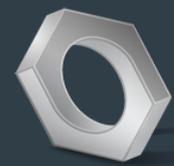
- 2 Start to type the word 'view; and you will see the 'View Service Request' link pop up in the menu below. Once you see it, click it to open up a register of all your ATW Permit service request applications.



You can use the fields at the top of the screen to easily search through your list as required.



# ATW Access and Work Permit User Reference Guide



## Step 4: Notification of your Issued ATW Permit

Once your permit has been reviewed by all the relevant parties and has been approved for issuing, you will receive an email notification with an attached copy of the issued permit.

 **A message from  
Maximo Helpdesk**

Dear <<First Name>>,

This email is to advise you the following ATW Permit application has been issued:

**Permit #: 1040**  
**Description:** test  
**Requestor:** John Smith  
**Company:** AUC- OurCompany

**Permit Start Date:** 31/Mar/2018 11:00PM  
**Permit Status:** APPR

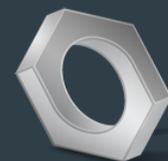
Please have a copy of your approved ATW Permit ready to show when accessing the site.  
To access a digital copy, click here and then press the print button.

Thank you.

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 <b>ATW Permit Enquiries</b> <a href="mailto:TechnologyServiceDesk@transurban.com">TechnologyServiceDesk@transurban.com</a>	 <b>Maximo Helpdesk</b> 1300 166 214 (AUS) (855) 337 5880 (US)	 <b>Log into Maximo</b> <a href="https://ams.transurban.com/maximo">https://ams.transurban.com/maximo</a>
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# ATW Access and Work Permit User Reference Guide



## Step 5: Resubmitting a permit after rejection

Should your permit be rejected, you will be notified via email with the reason for rejection.

Subject: The following ATW Permit # :permitworknum has been rejected.

---

**A message from**  
**Maximo Helpdesk**



Dear <<First Name>>,

This email is to advise you that the following Authority to Work (ATW) Permit has been rejected:

**Permit #:** 1040  
**Description:** test  
**Requestor:** John Smith  
**Company:** AUC- OurCompany

**Permit Start Date:** 31/Mar/2018 11:00PM  
**Permit Status:** REJECTED

To review the reason for rejection [click](#) here and navigate to the Log tab. If you have any questions, please contact your local ATW Permit team.

Thank you.

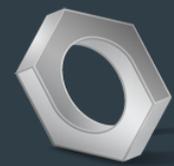
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 <b>ATW Permit Enquiries</b> <a href="mailto:TechnologyServiceDesk@transurban.com">TechnologyServiceDesk@transurban.com</a>	 <b>Maximo Helpdesk</b> 1300 166 214 (AUS) (855) 337 5880 (US)	 <b>Log into Maximo</b> <a href="https://ams.transurban.com/maximo">https://ams.transurban.com/maximo</a>
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If this happens you should do the following:

1. Read your email to understand the reason for rejection.
2. Click hyperlink in email.
3. Amend your permit application as per the request.
4. Re-submit the permit application by pressing the submit button.

# ATW Access and Work Permit User Reference Guide



## Support

### Contact for support

There are two avenues you can use to get support with the application process:

1. ATW Permit application related enquiries - email the IT Service Desk support team (see below for the email address).
2. Maximo access issues – call our Transurban Maximo helpdesk. They will be able to help if you can't remember your password, have been locked out of the system or can leave a message for the local support to call you back.

 <b>ATW Permit Enquiries</b> <a href="mailto:TechnologyServiceDesk@transurban.com">TechnologyServiceDesk@transurban.com</a>	 <b>Maximo Helpdesk</b> 1300 166 214 (AUS) (855) 337 5880 (US)	 <b>Log into Maximo</b> <a href="https://ams.transurban.com/maximo">https://ams.transurban.com/maximo</a>
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## Frequently Asked Questions

### FAQ 1. What happens if I enter a username which already exists?

You will get the following error message followed by a red “x” on the form where you need to update the field.



Simply go back to the username you have typed and add a number at the end. For example if your name is John Smith and you have tried JSMITH, then try JSMITH2.

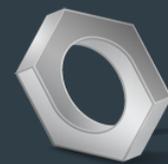
### FAQ 2. My search result isn't bringing up anything but I know the word is in there. How can I find things?

Maximo sits on Microsoft's SQL database. What this means is it requires certain words or symbols to be added to the word you are searching to get what you're looking for, known as 'wildcards'.

The following table provides a few of the most common wildcards you may use:

What to type	What it does	Example with real words
=seach_word	Searches for that exact word.	Type: =Jet

# ATW Access and Work Permit User Reference Guide



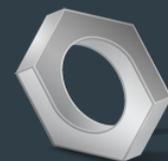
What to type	What it does	Example with real words
	Note, it will exclude searching for words which may have only part of the letters in it.	<p><u>Examples which may be found:</u>                      “Jet Fan Greasing”                      “Axial and Jet Fan Run Hour”</p> <p>Note: It <i>will not</i> search for words containing ‘Jet’ such as ‘Jetfan’.</p>
<b>=search_word_1, =search_word_2, =search_word_3</b>	Searches for multiple exact words.  Note, it will search each of the words – it doesn’t look for each of the words to be in the same field.	<p>Type: <b>=JET, =JETFAN, =CAR</b></p> <p><u>Examples which may be found:</u>                      “Sirius Road Car Park Suspended Slab Cracking”                      “Jet Fan Greasing”                      “Conduct Jetfan Vibration Analysis”</p>
<b>search_word% or search_word*</b>	Trailing wildcard – where any words, letters or characters following the word you type will be found.	<p>Type: <b>Jet%</b></p> <p>This will return any value with the word with jet in it.</p> <p><u>Examples which may be found:</u>                      “Jet Fan Greasing”                      “Rising Main Jetting from Sump 1”                      “Ventilation – Dol – Jetfans”</p>
<b>%search_word or *search_word</b>	Leading wildcard – where any words (not letters) before the word you type will be found.	<p>Type: <b>%Fan</b></p> <p><u>Examples which may be found:</u>                      “Ventilation Fan”                      “Jet Fan”                      “Egress Pressurisation Fan”</p>
<b>%search_word% or *search_word*)*</b>	Searches any words before the word and any words or letters following the word.	<p>Type: <b>%jet%</b></p> <p><u>Examples which may be found:</u>                      “Jet Fan Greasing”                      “Rising Main Jetting from Sump 1”                      “Conduct Jetfan Vibration Analysis”</p>
<b>!=search_word</b>	Searches for anything which does not have that word in it.	<p>Type: <b>!=Jet</b></p> <p><u>Examples which may be found:</u>                      “3 Monthly Toll Point Maintenance”                      “RSE Weekly Check”</p> <p>(i.e. Returns everything without the word ‘jet’ in it).</p>

### FAQ 3. At registration, I keep getting an error message when I try and type a password. Why won’t it save?

For security reasons, the password must meet a minimum criteria, including:

- 1) Having a minimum of 8 x characters;
- 2) Contain at least 1 x uppercase character;
- 3) Contain at least 1 x lowercase character; and
- 4) Contain at least 1 x number.

# ATW Access and Work Permit User Reference Guide

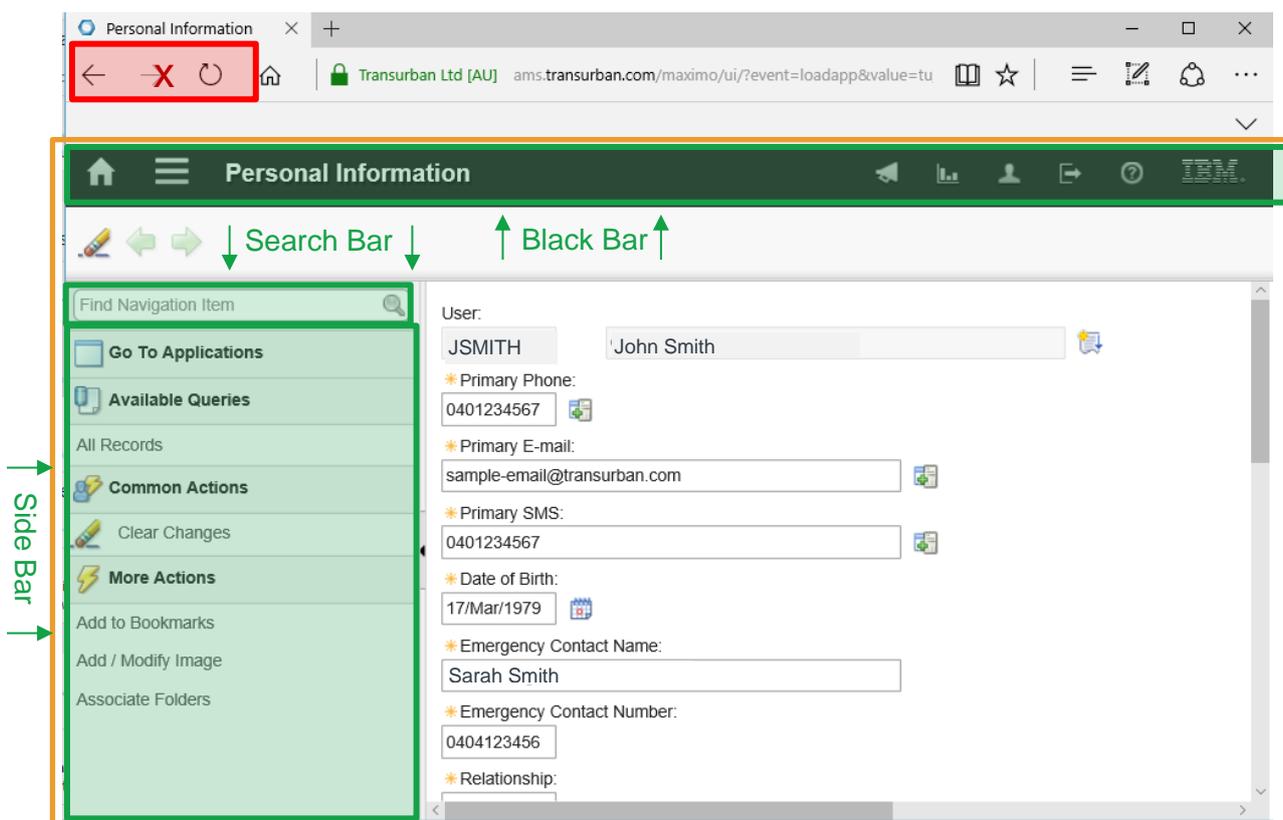


## Overview of Maximo

This is a short introduction to the look and feel of Maximo to help you get a better understanding of the application.

## Basic Navigation

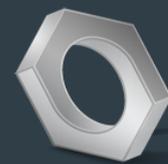
The first thing to remember about Maximo is it is a Web Application. This means that you should only use the buttons within Maximo to navigate the application, not the web browser buttons. Make sure you do not press the back and forward buttons on your browser or you will lose content.



## Some Tips

- **Black Bar at the top**  
The Maximo layout is consistent no matter what you are doing in Maximo. At the top of the page there is a black bar. This will be consistent for you so you can always get to where you need to get to.
- **Side Bar on the left**  
The side bar will be what you use most in Maximo. You can search in here and click buttons and links aimed at helping you with whatever you are doing.
- **Search Bar on the left**  
The search bar helps you to navigate to anything. Just type the words. For example 'Permit' for Access and Work Permit applications, 'Personal Info' to update your

# ATW Access and Work Permit User Reference Guide



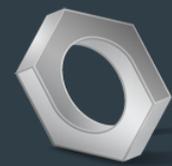
personal information, crafts and qualifications or 'View' to view your permits applications.

## Common Icons

Below are some common icons you see in Maximo. When you click on each one, you will be

Icon	Short description	Definition
	Attachments	When you use this icon, you can attach a document photo.
	Detail Menu	This will bring to you a more detailed menu of what you are looking for. It may give you a list to search from or allow you to open up another Maximo application.
	Select Date	When you use this calendar icon you will be able to select a date from a picture.
	Select Value	When you click this button you will be able to search for something. Most often it will bring up a menu with a list you can choose from.
	Long Description	If you use this icon, there may be a selection where you can add more information. Clicking it will open a work text editor.
	View Details	Click this icon and further details will display relevant information to the row.
	Review Action Items	This icon indicates that there are additional action item questions to review.
	Mark Row for Delete	Click this icon and the row selected will be marked for delete. The row and details will be deleted.
	Open Filter	Once this icon is clicked, displays blank fields where a search can be conducted to filter the list.
	Clear Filter Fields	This icon clears the previous search fields and displays the full list.

# ATW Access and Work Permit User Reference Guide



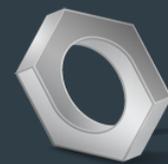
## List of Crafts in Maximo

Craft	Description
ACCT	Cooling Tower Technician
ACNT	Air Conditioning Technician
ADMN	Administrator
AMSE	Air Monitoring Systems Engineer
AMST	Air Monitoring Systems Technician
ARBT	Arborist / Tree Lopper
ARCH	Architect
ASSM	Assets Manager
ATDR	Auto Door Technician
ATGT	Auto Gate Technician
AUTO	Automotive Electrician
AUTT	Automotive Technician
AVTC	Audio Visual Technician
BIOT	Biological Technician
BLDR	Builder
BLMR	Boilermarker
BMST	Building Management System Technician
BOLR	Boiler Technician
BRDG	Civil Bridges Labourer
BRKL	Bricklayer
CARP	Carpenter
CCTV	CCTV Technician
CHEE	Chemical Engineer
CIVP	Civil Pavement Labourer
CIVT	Civil Technician
CLIN	Communication Linesworker
CLNR	Cleaner
COME	Communication Systems Engineer
COMT	Communication Systems Technician
CONS	Consultant
CPTL	Carpet Layer
CSLB	Casual Labour
CVLE	Civil Engineer
DATA	Data Entry Person
DGGR	Dogger
DLGE	Deluge Systems Engineer
DLGT	Deluge Systems Technician
DRFT	Draftsperson
DRVR	Driver
ELCE	Electronics Engineer
ELCT	Electronics Technician
ELEC	Electrician
ELEE	Electrical Engineer
ELIN	Electrical Linesworker
ENGM	Engineering Manager

ENMT	Environmental Monitoring Technician
FACM	Facility Manager
FACO	Facilities Officer
FIRS	Fire Services Technician
FURN	Furniture Technician
GASF	Gas Fitter
GENT	Generator Service Technician
GEOE	Geotechnical Engineer
GHLB	General Hand
GISS	GIS Specialist
GLAZ	Glazier
GPRE	Ground Penetration Engineer (GPR)
GPRT	Ground Penetration Technician (GPR)
GRDM	Grounds Maintainer
HMLB	Handyman
HSEM	Health and Safety Manager
HSFT	Height Safety Specialist
HVAC	Heating Ventilation and Air-Conditioning Engineer
HVAT	Heating Ventilation and Air-Conditioning Technician (HVAC)
HVSE	High Voltage Systems Electrician
HYDE	Hydraulic Systems Engineer
HYDT	Hydraulic Systems Technician
INST	Instrument Technician
ITSE	ITS Engineer
ITST	ITS Technician
KITE	Kitchen Equipment Technician
LAND	Civil Landscape Labourer
LFTE	Lifting Equipment Technician
LFTT	Elevator / Lift Technician
LOCK	Locksmith
MANE	Maintenance Engineer
MATE	Materials Engineer
MBPT	Mobile Plant Technician
MECE	Mechanical Engineer
MECF	Mechanical Fitter
MECH	Mechanic
MFAB	Metal Fabrication Technician
MPAT	Motorway Patroller
MWLT	Moveable Wall Technician
MWVT	Microwave Technician
NDTT	Non Destructive Testing NDT Technician
OPSM	Operations Manager
PAPT	Portable Appliance Technician
PEST	Pest Management Technician
PLST	Plasterer

PLUM	Plumber
PNTR	Painter
PRJM	Project Manager
PVMT	Pavements Engineer
PVTT	Pressure Vessel Tester and Technician
QTYE	Quantity Surveyor / Estimator
RDHW	Road and Highways Engineer
RFGT	Refrigeration Technician
RGGR	Rigger
ROPT	Ropes Access Technician
SANT	Sanitary Systems Technician
SCAF	Scaffolder
SECG	Security Guard
SECS	Security Systems Technician
SERM	Services Manager
SFTY	Safety Systems Engineer
SGNW	Signwriter
SPAA	Spatial Analyst
SPFT	Sprinkler Fitter Technician
STOR	Storesperson
STRC	Civil Structures Labourer
STRE	Structural Engineer
STRI	Structural Inspector
SUPC	Civil Supervisor
SUPE	Electrical Supervisor
SUPF	Fire Services Supervisor
SUPM	Mechanical Supervisor
SURV	Surveyor
SYSE	Systems Engineer
SYSM	Systems Manager
TCRO	Traffic Control Room Officer
TEOF	Tolling Enforcement Officer
THRM	Thermography Technician
TILR	Tiler
TOLL	Tolling Specialist
TRCL	Traffic Controller
TRDA	Trades Assistant
TRNE	Traffic Engineer
TUNL	Civil Tunnels Labourer
WINC	Window Cleaner
WINT	Window Coverings Technician
WLDR	Welder
WSTE	Waste Management Technician
WTRE	Water Treatment Services Technician

# ATW Access and Work Permit User Reference Guide



## List of Qualifications in Maximo

Qual Num	Description
1001	Asbestos Class A
1002	Asbestos Class B
1003	Cable register
1004	ChemCert
1005	CODE OF CONDUCT TRAINING
1006	Demo Saw - VOC
1007	DOGMAN
1008	Driver Class - HC
1009	Driver Class C
1010	Driver Class HR
1011	Driver Class MR
1012	Electrical A GRADE
1013	EMERGENCY CO-ORDINATOR & WARDEN TRAINING
1014	EWP-11m
1015	EWPA Yellow card - BL- Boom lift under 11metres
1016	EWPA Yellow card - SL- Scissor Lift
1017	EWPA Yellow card - TL- Trailer lift
1018	EWPA Yellow card - TM- Truck Mounted Lift
1019	EWPA Yellow card - VL- Vertical Lift
1020	FIRE FIGHTING FIRE EXTINGUISHERS
1021	ForkLift-Cage
1022	Front Deck Mower - VOC
1023	GCI White Card
1024	High Voltage Switching
1025	HV-Training
1026	Implement Traffic Management
1027	ISOLATION LOCKOUT PERSON
1028	LF-ForkLift
1029	LICENCE - Crane C2 - up to 20 tonnes
1030	LICENCE - Crane C6 - up to 60 tonnes
1031	LICENCE - Crane CN - Non slewing mobile crane >3 tonnes
1032	LICENCE - DG - Dogging Licence
1033	LICENCE - Electrical contractor License (NSW only)
1034	LICENCE - HM
1035	LICENCE - RA - Advanced Rigging Licence
1036	LICENCE - RB - Basic Rigging Licence
1037	LICENCE - RI- Intermediate Rigging Licence
1038	LICENCE - SA - Advanced Scaffolding

1039	LICENCE - SB - Basic Scaffolding (up to 4m)
1040	LICENCE - SI - Intermediate Scaffolding
1041	LICENCE - Tow Truck
1042	LICENCE - Vehicle
1043	Low Voltage - Truck Mounted Attenuator - VOC
1044	Low Voltage-Switching
1045	OHS REPRESENTATIVE TRAINING
1046	PERSONAL ISOLATION
1047	Proof of Identity Drivers Licence
1048	REFUELLING PROCEDURE
1049	RIIHAN307D Operate a Vehicle Loading Crane
1050	RMS Blue Card
1051	RMS Orange Card
1052	RMS Prepare a Work Zone Traffic Manage
1053	RMS Red Card
1054	RMS Yellow Card
1055	SAFELY ACCESS THE RAIL CORRIDOR
1056	Senior First Aid
1057	SL - EWP - VOC
1058	SL - Scissor lift - VOC
1059	SPIILL RESPONSE TRAINING
1060	Spotters Course (Electrical)
1061	Stop Slow Bat
1062	STREET SWEEPER
1063	SWH-Safe Work at Height - National
1064	SWMS/RA/SHEWMS
1065	Truck Mounted Attenuator Training
1066	VOC - Chainsaw
1067	VOC - Low Voltage - Front Deck Mower
1068	VOC - Low Voltage - Light Vehicle
1069	VOC - Portable Cut Off Saw
1070	WP - HRW
1071	CONFINED SPACE - HRW
1073	EMERGENCY RESPONSE PROCEDURE
1074	Environmental Due Diligence
1075	FIRST AID
1086	Low Voltage RESCUE
1087	MANUAL HANDLING
1088	VOC - WH -Work at Heights - RIIOHS204A
1089	INDUCTION - TRANSURBAN