APPLY FOR A PERMIT OR PERMISSION TO PROCEED

Certain contractor tasks require a permit or permission to proceed before work can commence.

DOWNLOAD THE FORM

- Go to flinders.edu.au/contractors
- Read about the permit/permission to proceed you need. Download and fill out the relevant form(s) to attach to your application.

APPLYING ON A DESKTOP COMPUTER

- Go to the Contractor permit page.
- Log in using your FAN and password. You may need to navigate to the front-end of the portal (see tip below).
- Use the search bar or navigate to ‘Contractor Permit’ under the ‘Facilities’ category.
- Fill out the relevant fields in the form.
- Attach your completed form(s) from the website (a photo/scan is acceptable).
- Click ‘Submit’.
- Your permit has been submitted to our team for review. We may approve, reject or send it back to you for more information.
- If we need more information you will receive an email with details. To update your application, click the link in the email to access the permit request.
- Attach any supporting documents or add/edit details as required, then click ‘Update’ at the bottom-right of the screen.
- Once you receive email confirmation of approval, you can undertake your work in line with any related conditions.

TIP: Sometimes when you log in to Service One you will be taken to the provider view. This can’t be changed in the system. To get to the front-end of the portal where request forms are, click ‘Service One’ under the ‘My Work’ menu in the left navigation panel.

APPLYING ON THE MOBILE APP

- Log in to your ‘Service Now Agent’ mobile app using your FAN and password.
- Select the three dots at the top-right of your screen (iPhone), or the green + button in the bottom-right corner (Android).
- Select ‘New Permit’ at the top-right (iPhone) or the green arrow in the bottom-right corner (Android) and confirm submission.
- If your work relates to a Work Order Task, select the WOT number from the dropdown list, otherwise, leave blank.
- Fill in the other fields on the screen.
- Attach your completed form(s) from the website (a photo is acceptable).
- Select ‘Submit’ at the top-right (iPhone) or the green arrow in the bottom-right corner (Android) and confirm your update.
- Your permit has now been submitted to our team for review. They may approve, reject or send it back to you for more information.
- If they require more information you will receive an email with their comments.
- To update your application click on the link in the email to go directly to the permit request, or from your app home-screen go to ‘My Permits’ located under the ‘My Items’ section, then select the relevant permit.
- Attach supporting documents or add comments as required in the ‘Activity stream’ tab (then hit the + button if using an iPhone).
- In the ‘Details’ tab select the green ‘Update permit’ button and edit any fields as necessary, then hit submit (iPhone) or the green arrow button (Android) and confirm your update.
- Once you receive email confirmation your permit/permission to proceed has been approved, you can undertake your work according to any conditions.

FOR SUPPORT OR MORE INFORMATION

For technical support, including questions about your FAN, password or access to the system contact our IT service desk team on (08) 8201 2345 during business hours. You can also log a request online using the IT help and support service in Service One.

For support with the contractor process, policy, work permits and permissions to proceed, or your work at Flinders, contact our Properties, Facilities and Development team on (08) 8201 2733 during business hours or email pfd@flinders.edu.au.

FLINDERS.EDU.AU/CONTRACTORS