

## REGISTER YOUR COMPANY OR UPDATE YOUR DETAILS

Any contractor working on University premises must register their business and any employees with Flinders, through our Service One customer service portal. First, your University Responsible Person will need to arrange a sponsored Flinders Authentication Name (FAN) for you and your employees to gain system access.

See the 'Obtain a Flinders Authentication Name' quick reference guide for more information. This will also give you details on how to activate your FAN and set your preferred email address.

Please note that you and/or your employees will not be able to check in at Flinders University if your registration is not completed.

Subcontractors also have the option to register their company directly with the University, following these steps.

### REGISTER YOUR COMPANY

- Go to the [Register my company page](#).
- Log in using your FAN and password.
- Fill out the required details on the form, including your ABN/ACN and contact details.
- Upload the required certificates and supporting documentation, including your mandatory Public Liability Insurance details. Click submit. The details will then go to our Properties, Facilities and Development team for validating your insurances. You will then be able to register any other contractors/employees to your company record (see the quick reference guide 'Registering employees to your company' for instructions).

### UPDATE YOUR COMPANY DETAILS

- Go to the [Update company record page](#).
- Log in using your FAN and password.
- Follow the prompts to update your information, including any certificates.
- Click submit. Your record will automatically be updated, and any certificates you upload will be validated by our Properties, Facilities and Development team.

### 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 [pf@flinders.edu.au](mailto:pf@flinders.edu.au).

**FLINDERS.EDU.AU/CONTRACTORS**