



CIF Covid-19 Online Induction - FAQs

Where can I access the CIF C-19 online induction?

<https://cif.ie/induction/>

What is the CIF C-19 Online Induction Code?

The code is **CIF-C19** and is case sensitive so ensure you use CAPITAL LETTERS.

What is the purpose of the CIF C-19 online induction?

The course is designed for individuals to complete to protect themselves from covid-19. The online induction takes less than 15-mins to complete and includes a competency assessment for which the pass rate is 100% (3 questions). Successful participants receive a digital badge by their chosen route (by email/text).

Who should take the CIF C-19 Online Induction?

The C-19 induction is not a mandatory requirement unless the client/site management dictate it to be. The CIF suggests that **all persons** working in construction should undertake the programme to protect themselves against covid-19.

What do I need to undertake the CIF C-19 online induction?

Any IT device with internet access and a camera (e.g. pc, laptop, tablet, iPad, smart-phone).

What are the IT requirements for accessing the C-19 induction programme?

Persons may experience issues when utilising Internet Explorer (as this is now unsupported by Microsoft). More recent internet search platforms (e.g. Google Chrome, Firefox, Microsoft Edge etc.) all work well, as do any smartphones.

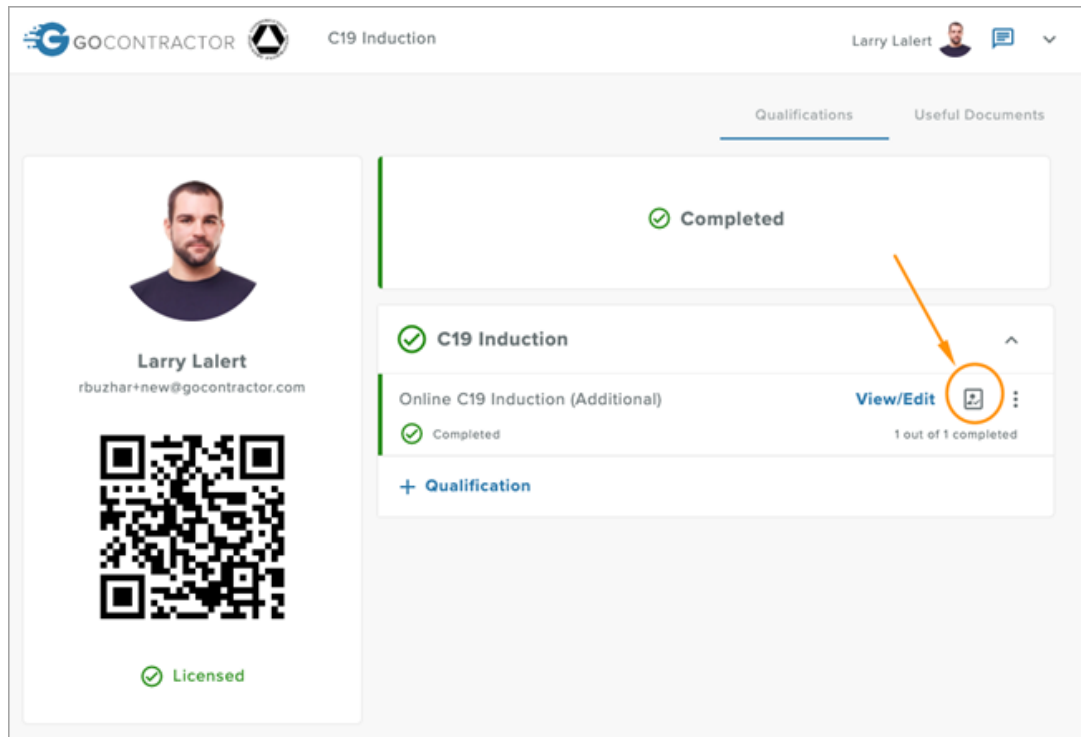
I have lost my digital card / How to Retrieve my digital card?

Persons should have received their digital badge by email/text when they completed the online covid-19 induction; there should be a unique code displayed at the bottom of their card. Nonetheless, to retrieve your card, there are several options:

If this unique code is known, the user need only visit: <https://id.gocontractor.com/portal> and enter their Surname and Unique Code to retrieve their card.

If the unique code is not known, the user can retrieve their digital card by any of the following methods:

- 1) Log-in to their GoContractor account: <https://id.gocontractor.com/login> using the mobile phone number/email address (whichever mechanism was used for the training) and the password they selected, and click on the card icon as shown.



- 2) Check emails for correspondence from GoContractor on 15th May; for those that completed the induction before this date, this included a link to their digital card.
- 3) Utilise the online chat/help function within the induction platform. It appears as a comment box bottom right of screen.
- 4) Email GoContractor technical support at: support@gocontractor.com outlining Surname (and digital card number, if known) and a member of the support team will check. They are usually available 8am - 10pm on weekdays.

For reasons of data protection, each individual would need to retrieve their own card.

I have registered but I have not received a verification code. What should I do?

During the registration step, participants are requested to provide either a mobile phone number or email, and subsequently asked to select 'Send a Verification Code' to their chose route (email or text to mobile phone). This verification code is specific to the participant and serves as a security check to prevent someone registering with another's particulars. The verification code lasts 10-mins; thereafter, they need to request a new verification code.

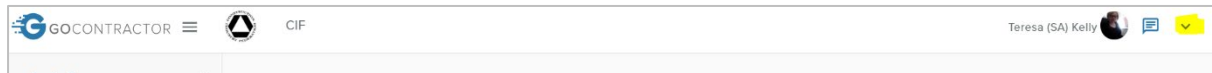
Check your junk folder in case it was detected as spam. Also check that you entered the correct email/mobile phone number. If multiple individuals from your company are experiencing the same issue, your company's IT firewall may be blocking the automated emails from GoContractor. If emails are not going through, there are multiple options to consider:

- 1) Temporarily amend your internet firewall settings (e.g. from high to medium);
- 2) Use a mobile phone number or alternate email address (non-company);

- 3) Access the C-19 induction through an alternate device (e.g. smartphone);
- 4) Contact technical support at GoContractor: support@gocontractor.com or by way of the online live chat function (within the induction programme).

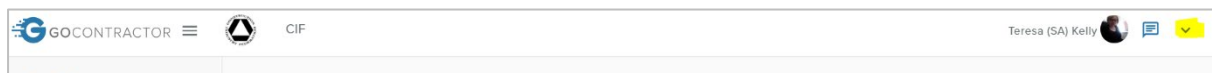
How do I change the picture on my card?

Click the little arrow next to your name in the top right-hand corner and choose **'My Settings'**. Changing your profile picture will change your card image in real time!



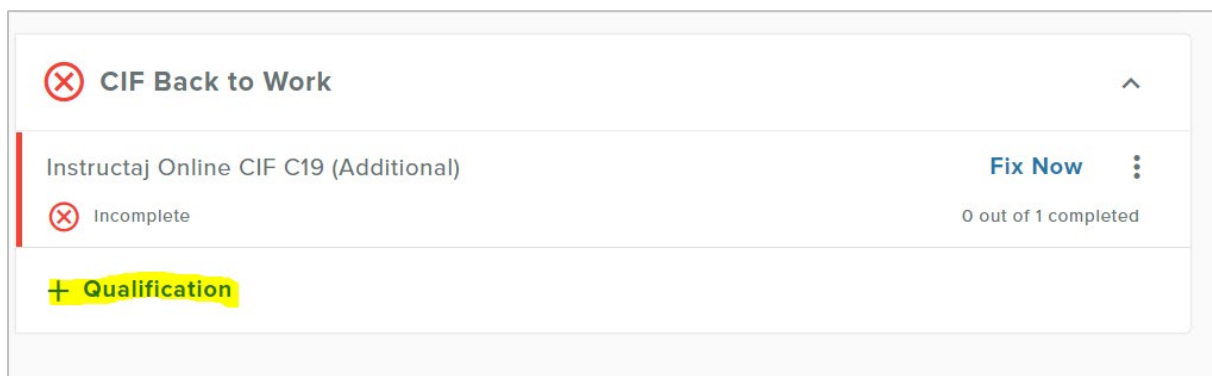
I already have a GoContractor account, how do I complete the Covid-19 induction?

Click the arrow in the top right-hand corner and choose **'My Invitations'**. At the end of the page you will see a box to enter the invite code

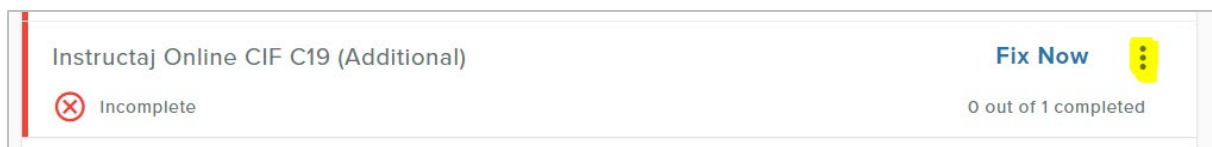


The course is in the wrong language!

Click **'+ Qualification'** and choose a new language:



For English, choose **'CIF Online C19 Induction'**. Clicking the 3 dots next to fix now will allow you to remove the incorrect language:



Message reads 'You are no longer working with the CIF'

Where the messaging reads 'You are no longer working with the CIF' is where an individual has declined the invitation to complete the C-19 induction programme. Unfortunately, we (the CIF) cannot assist as this is a technical issue that the platform provider (GoContractor) manages. Advice would be to either email an explanatory note to: support@gocontractor.com or to re-

take the induction course using an alternate email/mobile phone number (essentially as a new user).

I have been declined as a user, what do I do?

If you are locked out, we (the CIF) cannot unfortunately assist as this is a technical issue that the platform provider (GoContractor) manages. My advice would be to either email an explanatory note to: support@gocontractor.com or to re-take the induction course using an alternate email/mobile phone number – essentially as a new user.

Do I need to facilitate an IT device with a camera?

Yes, the CIF Online Covid-19 Induction was designed to be completed on any IT device with internet access and a camera (e.g. pc, laptop, tablet, iPad, smart-phone). 4x photos are taken during the induction for compliance (i.e. to prevent an individual from completing the programme on behalf of multiple others), so a photo would be required for completion of the programme and for the digital badge.

I cannot find my Card on the portal

It sometimes takes a short while for your card to register; you can check your card at this link: <https://cif.ie/induction/>

Otherwise, GoContractor Support may be able to assist. Email: support@gocontractor.com with your surname and code and a member of the team will check. They are usually available 8am - 10pm on weekdays.

Who can I contact for IT assistance?

Should you encounter any technical issues when accessing the induction platform, please utilise the online chat function, or email an explanatory note to: support@gocontractor.com

Do I need to renew my CIF C-19 Online Induction card?

No, there is no requirement to refresh your learning. It is intended to remain valid for the duration of the pandemic.

I have concerns over the sharing of my person data

You are correct and entitled to question the validity of requests for the sharing of personal information. The CIF holds no data for any individual partaking the CIF Online Covid-19 Induction. The only information requested for the CIF Covid-19 Online Induction is that required for the purpose of processing the digital card, including the taking of 4x photographs, and this is held by GoContractor solely for the purpose of validating digital cards. The CIF has developed this training programme for the protection of workers and workplaces from the current covid-19 pandemic. Care was taken to ensure full compliance with the General Data Protection Regulations (GDPR).