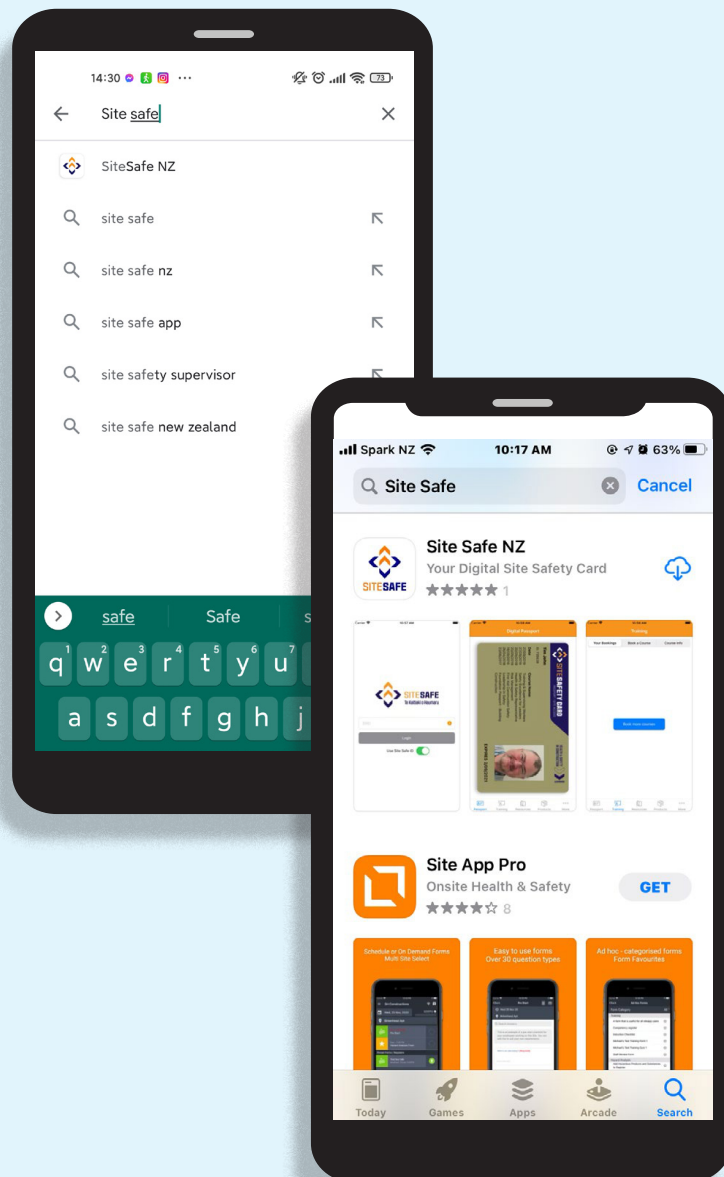


How to download the Site Safe App For Apple/Android Users



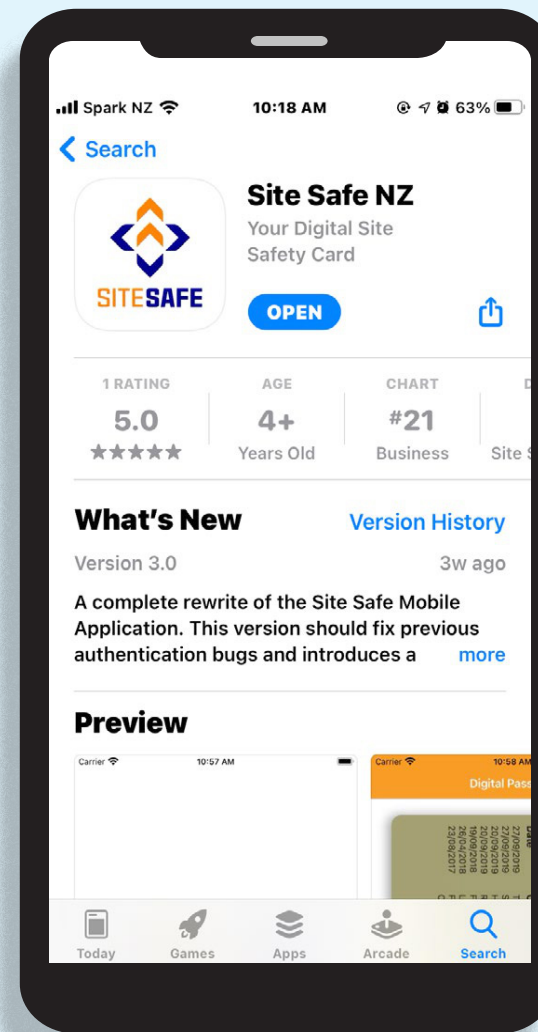
1

Search 'Site Safe NZ' in the App Store/Play store and install the app on your Apple/Android device.



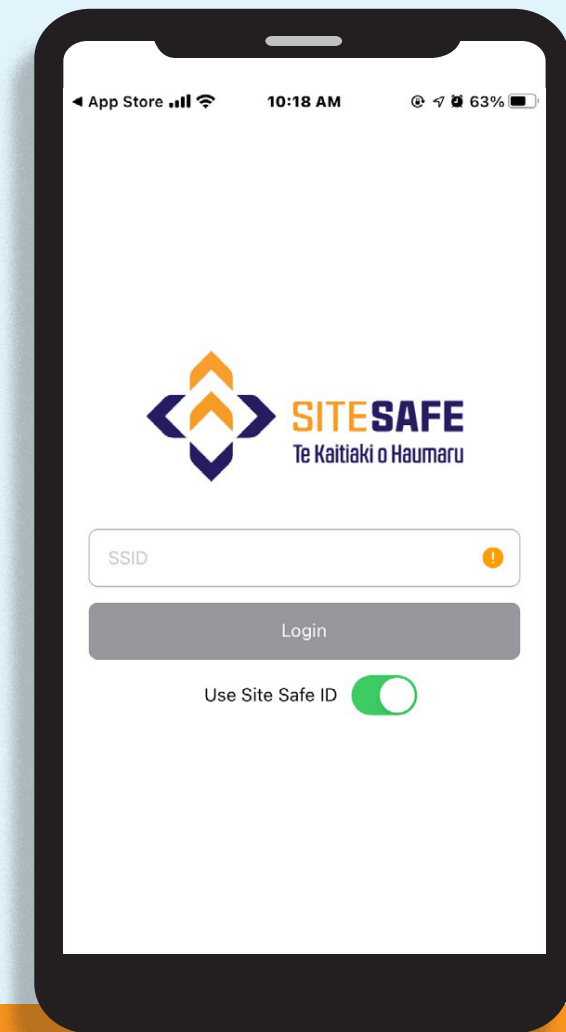
2

Open the app on your Apple/Android device.



3

If you have an existing SSID number, enter it in the field when prompted.



If you do not know your SSID number (a SSID number is your learner ID assigned by us), contact our customer services team on 0800 748 372. You will need to provide your DOB and mobile number.

4

If you do not know your SSID number, toggle the Use Site Safe ID to off, and continue to provide your details to login.

The image shows two smartphone screens side-by-side, both displaying the Site Safe login interface. The top of each screen shows the status bar with 'App Store', signal strength, time '10:18 AM', and battery level '63%'. The Site Safe logo is at the top of the app screen. Below the logo are four input fields: 'First name', 'Last name', 'Date of Birth', and 'Mobile number'. Each field has a yellow information icon to its right. Below these fields is a grey 'Login' button. At the bottom is a toggle switch labeled 'Use Site Safe ID', which is currently turned off. The right screen shows the same form but with placeholder text: 'L XXXX', 'XXXXXX', 'XXXX-0X-28', and '021 XXXXXXXX'. Each placeholder has a green checkmark to its right, indicating that the format is correct.

5

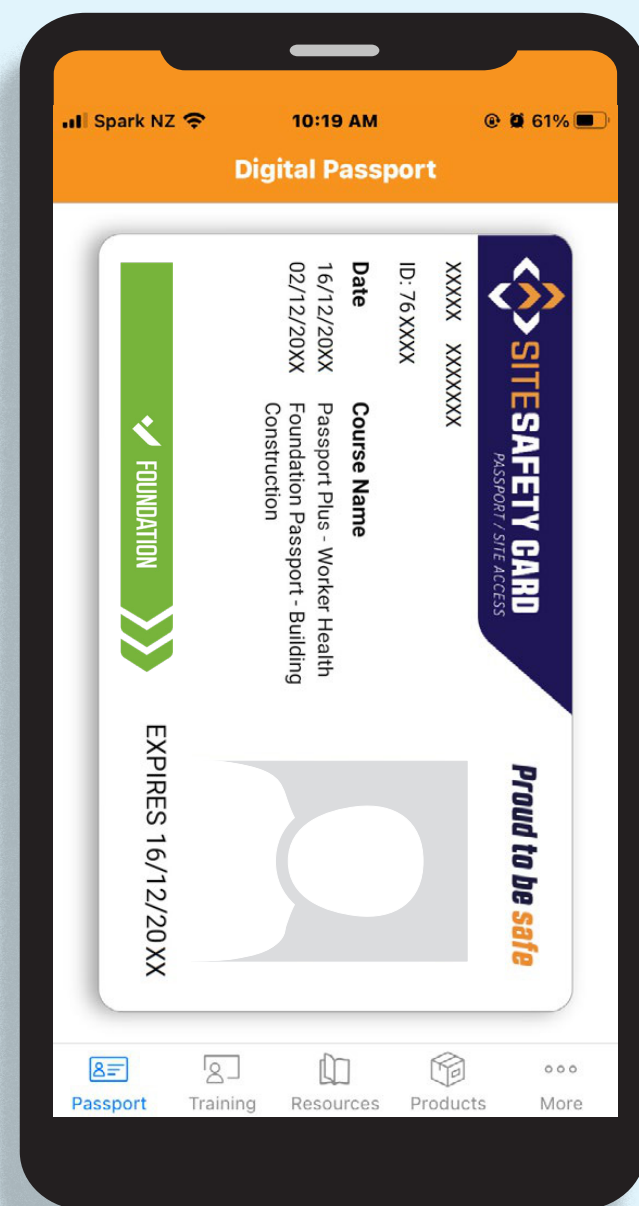
A SMS confirmation will be sent to your mobile number.

The image shows two smartphone screens. The top screen displays an incoming text message from '5805' with the text: 'Site Safe registration code is 535643. Please use this to complete your registration. This code will expire in 10 minutes.' The bottom screen shows the 'SMS Verification' interface. It has a 'Back' button, a title 'SMS Verification', and a prompt: 'Please enter the 6 digit code that was sent to *****2708.' Below the prompt is a text input field containing '535643' with a green checkmark to its right. A blue 'Verify SMS' button is below the input field. At the bottom is a numeric keypad with a 'Done' button.

?

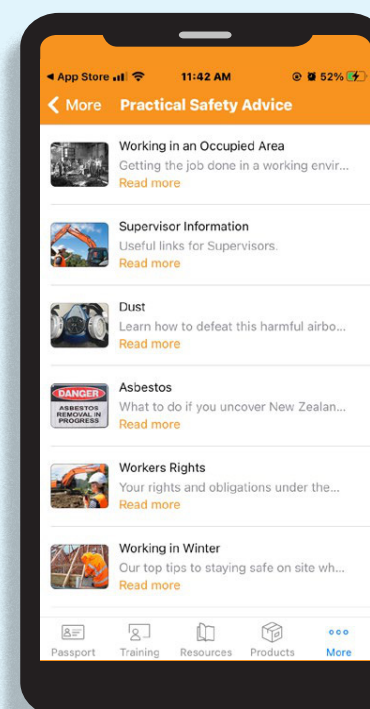
Your 6-digit code will expire in 10 minutes, so enter this as soon as possible.

Congrats! You now have access to your Site Safe Card and other app features.

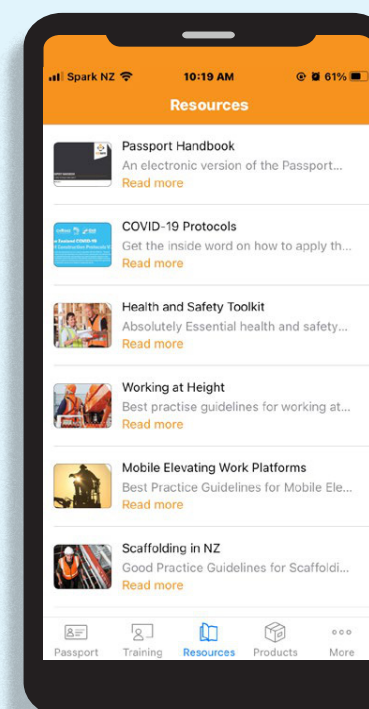


Take advantage of all the app features by clicking each tab at the bottom.

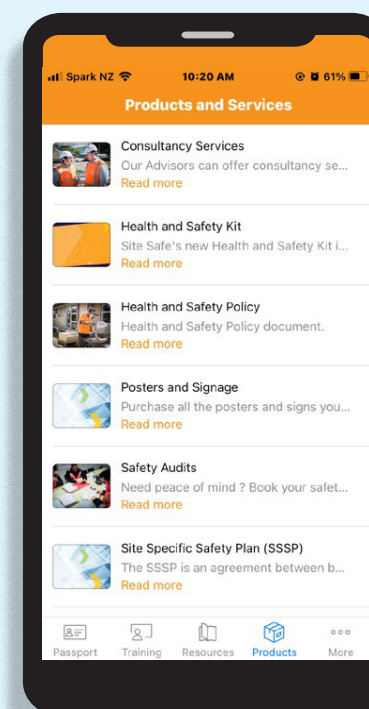
TRAINING



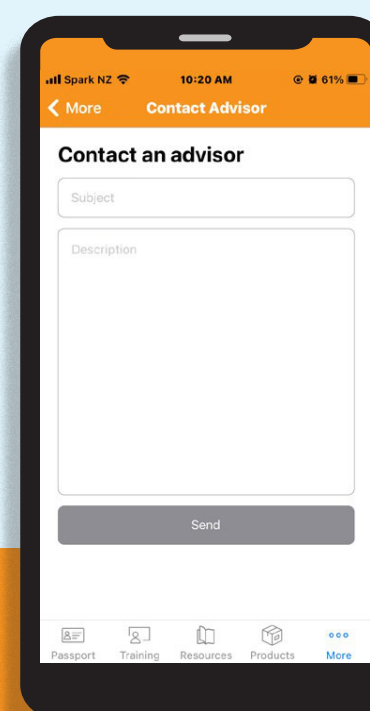
RESOURCES



PRODUCTS



MORE...



If you are experiencing trouble downloading the Site Safe app or require access to your SSID number, contact our customer services team on 0800 748 372.

Site Safe app troubleshooting

I'M UNABLE TO DOWNLOAD THE APP!

We recommend connecting your device to WiFi when downloading the app. It is preferable to download the app using WiFi data rather than your mobile data as there may be additional charges. The Android download is 8.9MB and the Apple download is 30.5MB. Depending on your WiFi provider, the download may be quick or slower.

I DO NOT HAVE AN SSID TO LOGIN?

If you are new to Site Safe or have not yet completed a course, you will receive your SSID after successfully completing your course. You will receive a congratulations email that you have passed including your SSID.

I AM NOT RECEIVING AN SMS CODE?

When you log in, Site Safe generate a code which is sent via SMS. If you do not receive the code, it is likely the issue is with the carrier (Spark, Vodafone or 2Degrees). Site Safe can see the code so please call the Customer Service team and they can provide the code over the phone.

I HAVE FORGOTTEN MY SSID TO LOGIN?

If you have forgotten your SSID, toggle the icon on the SSID screen to off. This will allow you to login using your email, phone number and date of birth. Please note: this information must be the same as what's in our system. You cannot use different details.

WHEN I LOGIN, MY ID PHOTO IS NOT SHOWING ON THE DIGITAL CARD?

On the top right corner of your device screen, you will see a refresh circular arrow. Click this refresh icon to hard refresh your screen.

MY EXPIRY DATE ON THE DIGITAL CARD IS SHOWING AS OUTDATED WHEN I AM CURRENT?

On the top right corner of your device screen, you will see a refresh circular arrow. Click this refresh icon to hard refresh your screen.

I HAVE THE APP ON MY DEVICE AND WHEN I OPEN IT, THE SCREEN IS BLANK?

In this case the app may need an update. Go to the Google Play or App Store, search 'Site Safe NZ' and update the app.

AM I ABLE TO ACCESS MY DIGITAL SITE SAFETY CARD ON-SITE WITHOUT USING DATA?

The app requires data to browse the content of the app. However, your card is retained by the app when you are not connected to WiFi or mobile data.

THE APP FREQUENTLY LOGS ME OUT AND I MUST KEEP LOGGING IN?

In this case the app may be undergoing an update. For security reasons it requires you to login.

HOW LONG IS THE APP SESSION BEFORE IT LOGS ME OUT?

The 'token' between the app and the server lasts for 365 days, so a learner shouldn't need to log back in for this period of time. The data on the card will from time to time need a 'refresh' using the refresh button.

IS THE APP AVAILABLE TO THOSE WHO DON'T HAVE NEW ZEALAND BASED PHONES?

The issue isn't around the phone or SIM, it's to do with their profile in the respective 'store'. If an address outside of New Zealand was used when signing up to the App Store or Google Play Store, this determines what apps can see. The country/region setting would need to change in your Google and Apple account to New Zealand. If this is not possible, a new account may need to be created.