Contractor Management System (CMS)
CONTRACTOR COMPANY ADMINISTRATOR

Guideline
Business Management Systems (BMS) Group
Document No.: BSM-GLE-01343

**POWERING FUTURES,
CREATING LEGACIES.**

Document Version Control

Note: Most recent change to this document is highlighted in grey.

Rev. No.	Rev. Date	Details of Revision	Approved by
13	14/04/2025	Updated Sections 7.3, 12, 13 & 14.	Laureen Constable
12	17/12/2021	Removal of previous BOLT module requirements and the inclusion of BMD Global Core Induction	Laureen Constable
11	09/09/2021	Removal of Coronavirus and Working with Cultural Differences modules from the list of required BOLT modules in Section 12.	Laureen Constable
10	28/06/2021	Update to guidelines to include viewing BOLT modules for Administrators and Workers. General formatting and grammar corrections.	Laureen Constable
9	02/09/2020	Updated due to change in Provider	Laureen Constable
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6	17/05/2017	Content amendment to include Classification definition and section on 'Editing a Profile'	Laureen Constable
5	20/12/2016	Logo in footer updated	Laureen Constable
4	04/05/2016	Updated to include the addition of allocating your own username	Laureen Constable
3	27/08/2015	Amendments to screenshots	Laureen Constable
2	15/05/2015	Content amendment regarding 'Add Contractors to the CMS'	Laureen Constable
1	29/04/2015	Inclusion into the BMS	Laureen Constable

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1. PURPOSE

The BMD Contractor Management System (CMS) is designed to streamline BMD's contractor approvals process and provide access to the relevant BMD training to contractors prior to commencement on-site.

This guideline will assist in the creation of the company profile, provide information regarding your responsibilities as the Contractor Company Administrator and explain how to add/manage your workers within the CMS portal.

2. PROFILE COMPLETION

Before you can access the CMS portal, your company details must be in our CMS database and have a Contractor Company Administrator nominated.

Note: Please contact a BMD Project Representative to have the company added to the CMS.

As the Contractor Company Administrator, you are responsible for creating a company profile in the CMS portal. The Contractor Company Administrator is also responsible for adding their workers to the portal, and if you are also required to work on-site there are additional steps in the CMS setup to create a 'Worker' profile for yourself.

The Contractor Company Administrator can also delegate the responsibility of adding workers to an Additional Administrator. This is useful where a company has several offices and would like to have a dedicated Administrator per office to assist.

Every administrator and worker must have their own profile in the CMS portal. The system does not accept duplicate email addresses or mobile numbers; therefore, everyone must have an email address and mobile number that is unique to the individual.

2.1. Subcontractor Outsourcing

Subcontractors who outsource labour to any company (e.g. Labour Hire, Plant Operators) must put those outsourced workers in the portal under their company.

2.2. CMS Portal Registration

Once added to the system, an email will be sent from BMD's Contractor Management System (CMS) (contractor.noreply@bmd.com.au) providing an activation link for the individual to create their own profile.

The link in the email is unique to the individual and must not be forwarded to anyone else.

If you have not received the activation email, please contact CMS.Support@bmd.com.au.

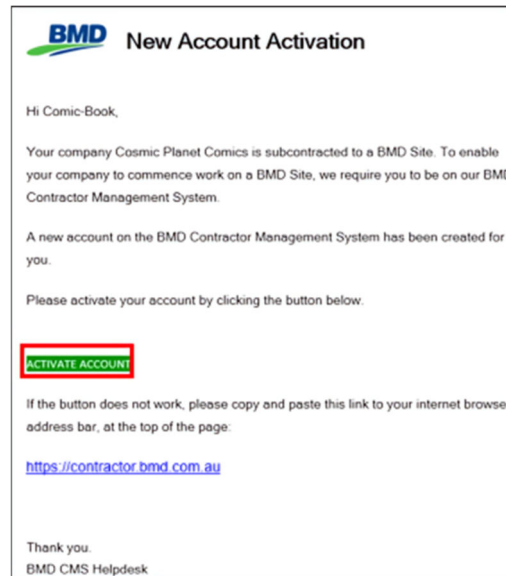Once the email is received, click on the green 'Activate Account' button.

Fig. 1

The 'Redeem Invitation' screen will display. Select the green 'Register' button.

Fig. 2

The 'Register' screen will display. Create a Username and Password and select the green 'Register' button.
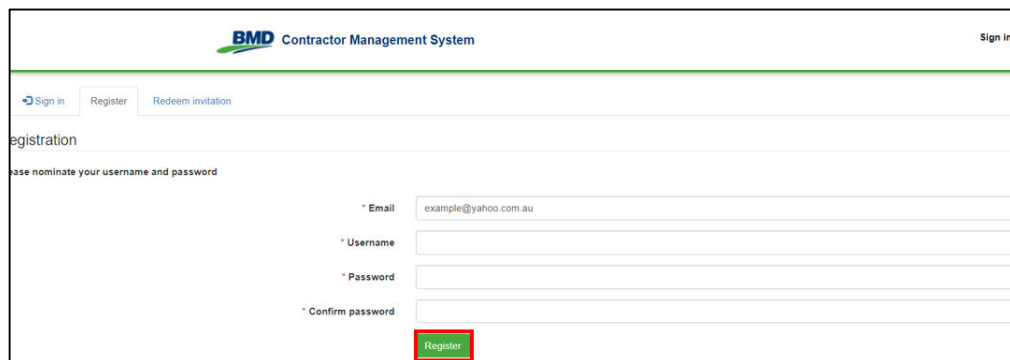

Fig. 3

You will be taken to the 'Profile' screen where you will be required to confirm your email address. Select the 'Confirm Password' button.

A **second** email with a link to complete their registration will be sent. Users must click on this link to confirm their account before proceeding. Login details will not work until this step has been done.

Fig 4.

3. CMS PORTAL LOGIN SCREEN

To access the CMS after profile creation, please use the below link:

- CMS Login Screen (https://contractor.bmd.com.au/home/)

From this screen you will be required to sign in with your username and password. If you have forgotten your password, please see Section 5 Forgotten Password.

4. CHANGE PASSWORD

Note: An individual can only change their own password, a password cannot be changed on behalf of another person (i.e. a worker). If they have forgotten their password, please refer to Section 5 Forgotten Password.

Select the drop-down icon beside your name in the top left-hand corner, click 'Profile'.
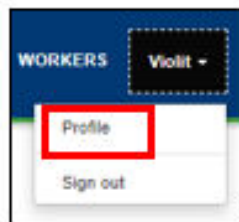
Fig. 5

Select 'Change Password' located under the 'Security' section.

Fig. 6

Complete the details and select 'Change Password'
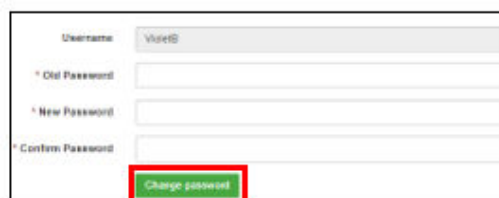
Fig. 7

5. FORGOTTEN PASSWORD

BMD cannot see user passwords and is unable to manually reset passwords. If you have forgotten your password, please use the 'Forgot your password?' button on the CMS sign in screen.
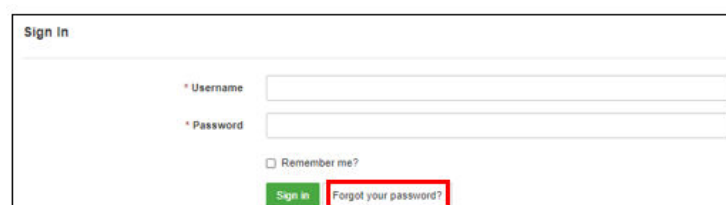

Fig. 8

6. CONTRACTOR COMPANY ADMINISTRATOR MAIN SCREEN

The ribbon across the top contains quick links to various tabs, these tabs are:

- BOLT – link to the BMD portal login screen
- HOME – returns you to the main screen
- COMPANY PROFILE – contains details about your company
- ADDITIONAL ADMINISTRATORS – add/manage additional administrator(s) for your company
- WORKERS – add/manage your company's workers

Fig. 9

The 'HOME' screen contains the question "Does your role require you to work on site?". The default answer will be 'No'. However, if you are required to work onsite, please change the answer to 'Yes' and select 'CONFIRM'.
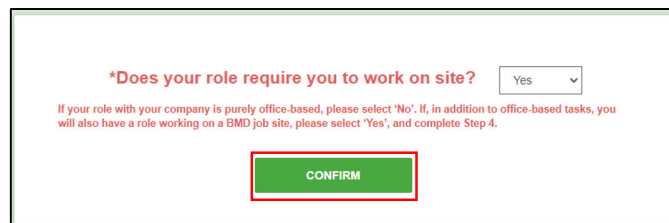
Fig. 10

This will display an additional step for you to complete a 'Worker' Profile.
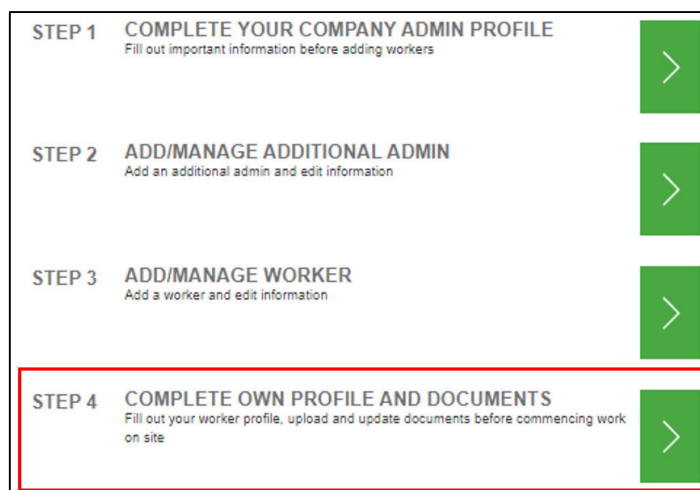
Fig. 11

7. COMPANY PROFILE

From the 'HOME' screen, select Step 1 to create your company profile.

7.1. Basic Information

Complete the required details regarding your company and a brief description of your business Select 'Next' to continue.

Fig. 12

7.2. Contact Details

In the 'Contact Details' tab you can add additional addresses for the Company, this is typically used when you have various offices around Australia.

Fig. 13

7.3. Company Documents

Select your company type from the options in the drop down. This is a pre-populated list and cannot be amended. Complete all mandatory questions in this section and select the Submit button.

Note: Internal Companies (BMD/JV) is only for the contracted Joint Venture Partners and not for subcontractors working on a Joint Venture.
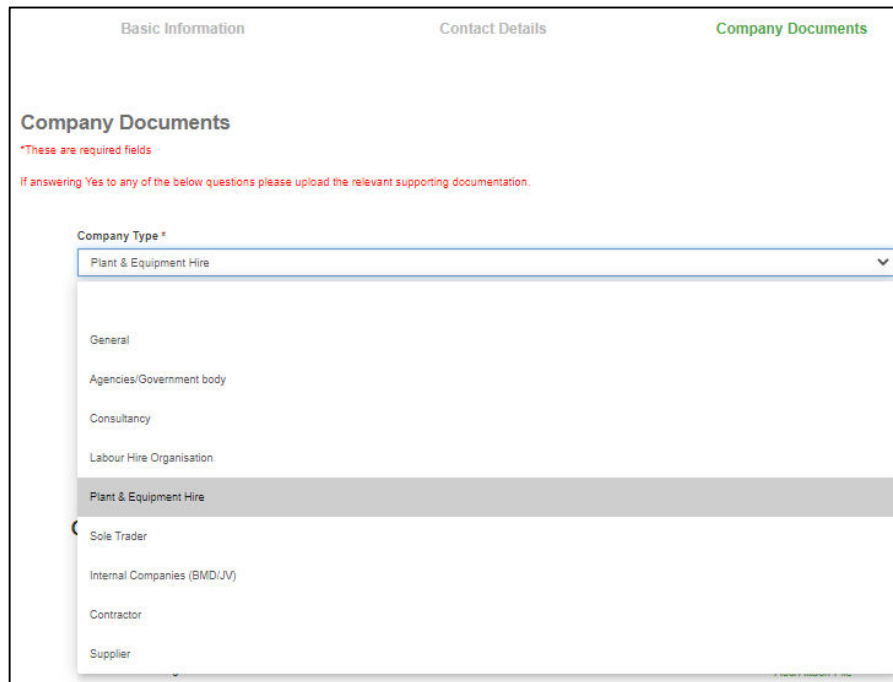
Fig. 14

Once you have submitted the information, the 'Profile Completed' screen will appear.
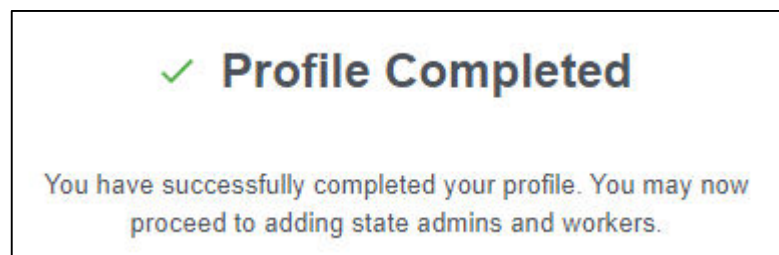

Fig. 15

8. ADDING ADDITIONAL ADMINISTRATORS OR WORKERS

8.1. Adding Additional Administrators

Note: Additional Administrators can only add workers, they do not have the ability to amend the company details or add other administrators.

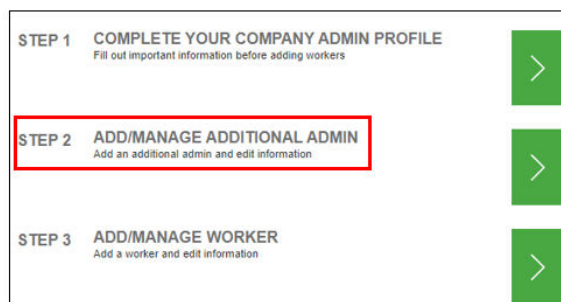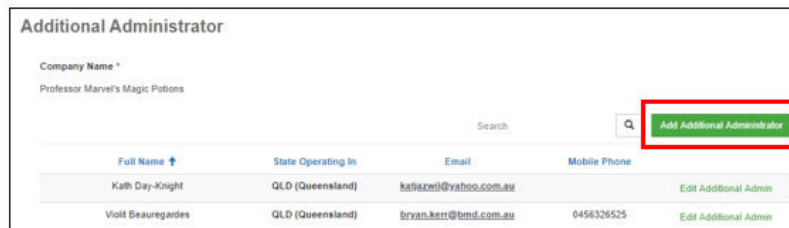From the 'Home' screen, select Step 2 ADD/MANAGE ADDITIONAL ADMIN.

Fig. 16

The 'Additional Administrator' screen will display all administrators for your company. To add an administrator, select the 'Add Additional Administrator' button.

Fig. 17

Complete the details and select 'SAVE AND SEND EMAIL'. This will trigger the email notifications to the administrator to create their profile in the system.
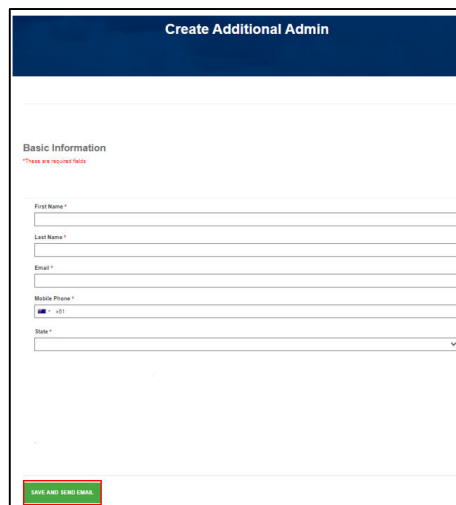

Fig. 18

If the additional administrator is also required to work on-site, they will need to amend the 'Does your role require you to work on site?' question to 'Yes' in their profile setup.
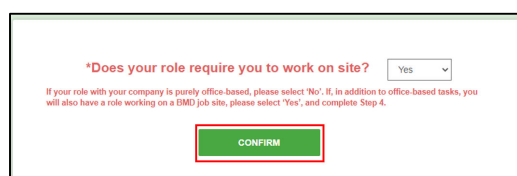

Fig. 19

This will display an additional step for them to complete a 'Worker' profile.

8.2. Adding a Worker

From the 'HOME' screen, select the applicable step.

Fig. 20   **Fig. 21**

The 'Worker Details' screen will display any workers for your company. Use the 'Search' button to search for workers already in the portal for your company.
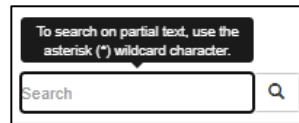

Fig. 22

To add a worker, select the 'Add Worker' button.

Fig. 23

Complete the details and select 'SAVE AND SEND EMAIL'. This will trigger the email notifications to the worker to create their profile in the system.
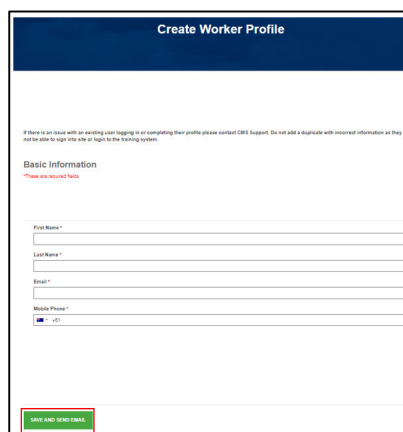

Fig. 24

9. WORKER PROFILE

For administrators who have answered 'Yes' to the 'Does your role require you to work on site?' question, the additional step will appear in the menu for them to now create your own 'Worker' profile. Select the step "Complete Own Profile and Documents".
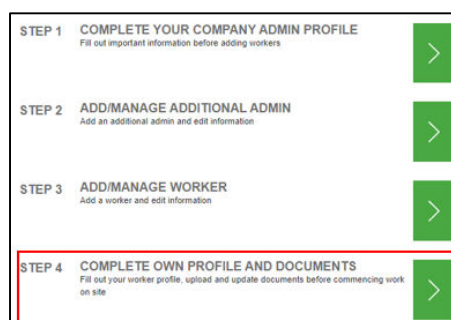

Fig. 25

Please refer to the CMS Guide for Workers (PDF) available on the bottom of the 'HOME' screen for instructions on how to complete the 'Worker' profile.
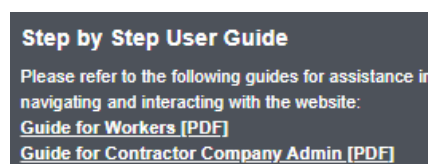

Fig. 26

10. COMPLETING A PROFILE ON A WORKER'S BEHALF

You can assist in the initial setup of the worker's profile on the system. However, the worker will still need to go through the profile setup using the links sent to them in the registration email. Until the worker completes their setup and confirms their account, BMD will not be able to find them in our system.

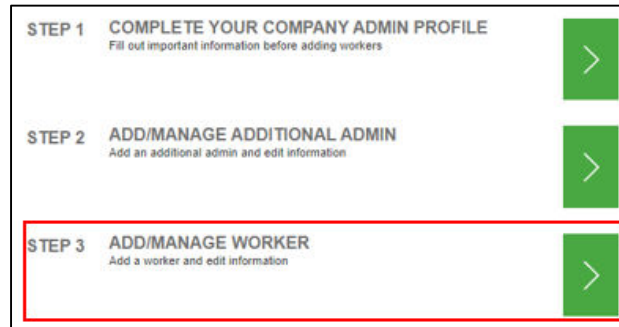From the 'Home Screen', select the step 'ADD/MANAGE WORKER'.

Fig. 27

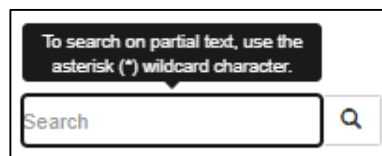The 'Worker Details' screen will display. Use the 'Search' button to search for the worker.

Fig. 28

Once your worker is displayed, click the drop-down arrow beside the workers name and select 'Complete Worker Profile'.

Fig. 29

Please refer to the CMS Guide for Workers (PDF) available on the bottom of the 'HOME' screen for instructions on how to complete the 'Worker' profile.

11. REMOVING WORKERS FROM THE CMS

If a worker is no longer employed by your company, please advise BMD by emailing CMS.Support@bmd.com.au. As a Contractor Company Administrator or Additional Administrator, you do not have the ability to remove people form the CMS, this action needs to be completed within BMD's internal system.

12. WHAT IS THE BOLT PORTAL?

The BMD BOLT portal is a learning management system (LMS) that allows accessible training for external workers.

All workers will have access to the following courses only:

- BMD Global Core Induction (this is a mandatory course, and workers will be auto enrolled)
- Working Near Services-Fundamentals (self-enrol, when applicable)
- Working Near Services-Controller (self-enrol, when applicable).

For instructions on how to navigate the BOLT Portal, please refer to the **'*Guide for Workers [PDF]*'** which is located at the bottom of the CMS portal login screen.

13. ACCESSING BOLT PORTAL

13.1. New Workers

Once a Worker completes their CMS profile, by selecting the green 'Save Profile' button in the CMS portal, a 'Welcome' email will be sent with a link to create their password.

The 'Welcome' email will come from "noreply@myabsorb.com.au" and will look as per Fig. 30 below. It may go to Junk/Spam/Clutter folders, and we advise the worker to check these email folders before contacting support.

Worker's must receive the 'Welcome' email from the BOLT portal prior to attempting to log in. This email is confirmation that you are registered in the BOLT portal.

13.2. Existing Workers

Note: This is a new portal, all workers will need to create a new account and password. Unfortunately, previous passwords cannot be transferred to the new system.

For workers who completed their Global Core Induction in the previous platform, and it is not due to expire, they will not be enrolled into the new system until 30 days prior to expiry.

For workers who were previously using the old portal and have not been on-site in the last six months, successfully signing into Rapid will automatically start the enrolment process into the new portal.

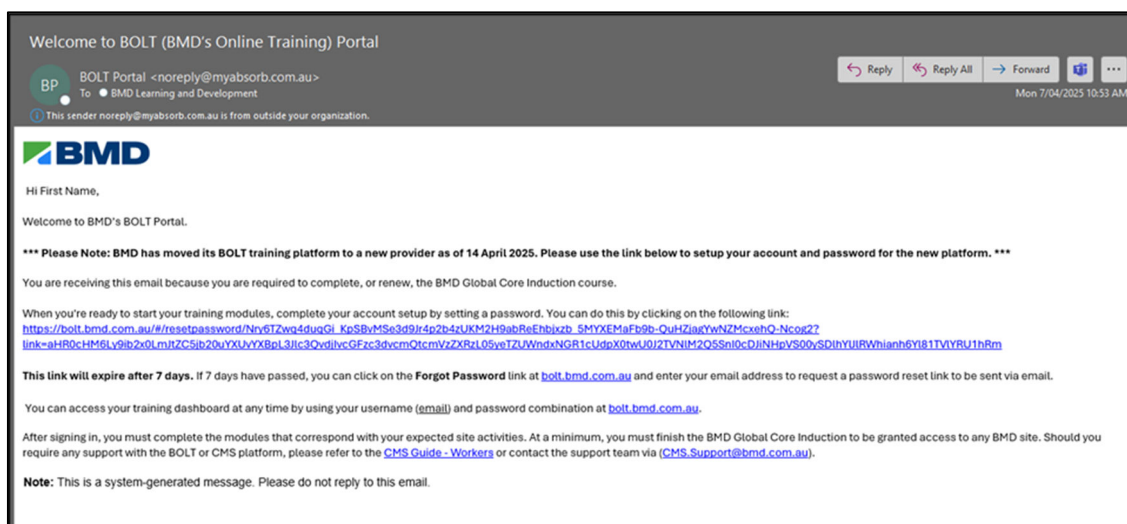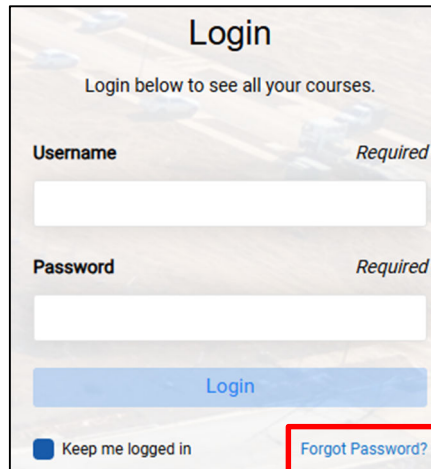*Note: Logging into Rapid as a Visitor will not trigger the 'Welcome Email'.*

Fig. 30

14. FORGOT PASSWORD

The 'Forgot Password' option can be used for the following:

- User has already created a password in the new portal but is unable to remember it.
- User has deleted or unable to locate the 'Welcome' email.
- The link in the 'Welcome' email has expired (i.e. seven days has elapsed since the 'Welcome' email was sent).
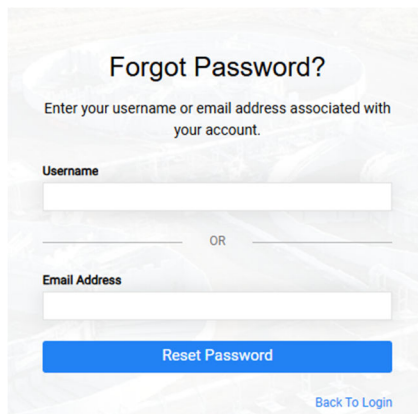
Navigate to the 'Login' screen - https://bolt.bmd.com.au/#/login and select the 'Forgot Password' option in the bottom right-hand corner.

Fig. 31
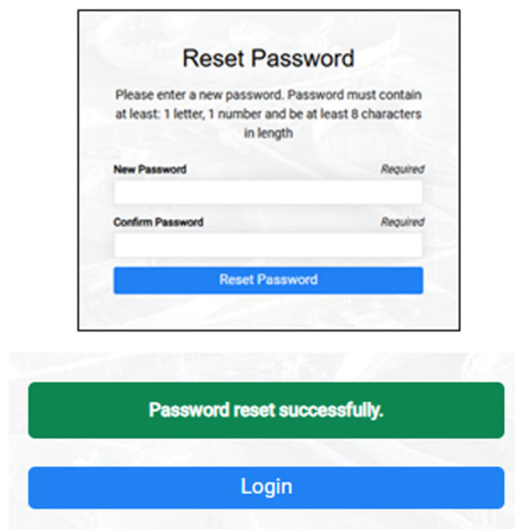
Enter the email address and select 'Reset Password'.

Fig 32

An email will be sent with a link to reset your password. Enter a new password and confirm password (Fig. 33).

Fig. 33

15. MOBILE ACCESS

At present, a mobile app is not available. Users wanting to access the portal via a mobile will need to do so using the web browser on their mobile.

Due to issues that can occur with the display of the courses on the mobile, it is recommended that the user access the portal on a computer or tablet instead.

16. SUPPORT

Please email CMS.Support@bmd.com.au.

Step by Step User Guide
Please refer to the following guides for assistance in navigating and interacting with the website:
Guide for Workers [PDF]
Guide for Contractor Company Admin [PDF]

Help
For technical issues or any difficulties: Please refer to **FAQs** or email BMD CMS Helpdesk at **CMS.Support@bmd.com.au**

Privacy Policy

BOLT Contractor Training

Fig. 34