



On-Line Registrations and Inductions

Frequently Asked Questions

Who needs to complete registration online?

You must have a legitimate work purpose to enter the port. Use the table below to check to see if you need to complete an online registration for our Accessing the Ports Induction.

1. Third Party	Operational - NZ Regulator	ADHB, NZ Customs, MPI, Maritime NZ, Harbourmaster, etc.
	Operational - Transport Operator - Multi Cargo	You are a cargo transporter/truck driver or train operator e.g. Container movers, Break Bulk, Transporters, Rubbish Collectors, etc.
	Operational - Transport Operator - Fergusson Terminal	You are a cargo transporter/truck driver transporting containers at the Fergusson container terminal only.
	Operational – Other	C3, Wallace, Tenants, Bunkering Operations, KiwiRail, fumigators, shipping agents, contractors and service providers to tenants.
2. Service Provider	Corporate - On-Site Service Provider	Auditors, Vendors, Contractors employed with us short-term (less than two months) etc.
	Corporate - Remote Only Service Provider	Kone Cranes, PWC, Digital service provider etc.
	Operational - All	IRS, Container Co, POAL Port Infrastructure or engineering services (contracted by POAL)
3. Visitor	All	You are a visitor or trainee that is required to complete learning for the temporary activity you are doing on the port. You are escorted on the port, at all times.

How do I register?

To register for the Ports of Auckland online induction, please go to this link: <https://digitalservices.poal.co.nz/> click on 'Apply for Port Access' and fill in your details completely and correctly.

How do I know who my Port Contact is?

Your Port Contact is a person who is employed by the Ports of Auckland. You will usually have been in communication with this person so will know who they are, however, sometimes you may not know who this is and you will need to call Customer Service for assistance.

I do not own a computer; how can I complete my induction?

The registration can be completed on any device with internet (WIFI) access. If you don't have access to a computer or a mobile device, there is a PC set up at The Ports of Auckland Road Office which can be used to register and complete inductions.

Can I register multiple accounts with one email address?

Unfortunately, it is not possible to register multiple users under the same email address. Each user requires their own email address for successful communication through our system.

I do not have an email address; can I still register?

No. You will need to have an email address. If you do not have an email address you can create one through Gmail, Yahoo etc. which are all free to use.

I have registered but cannot log into my account?

There are a few steps to getting registered for the Ports of Auckland online Induction:

Step 1 – Complete the registration form.

Step 2 – Wait for email confirmation that your registration has been **approved**.

Step 3 – Click on the link in the email and follow the steps to re-set your password.

Step 4 – Login and complete your learning.

Please ensure that all of these steps have been completed before you attempt to login.

Why haven't I heard anything back about approval?

The process of obtaining approval can take up to, or around, 24 hours. You may not receive approval immediately or within the same working day. You will receive email updates every step of the process though so keep an eye on your Inbox.

What can I do if I haven't heard back after 24 hours?

There is a tracking number on your application confirmation email. Please get in touch with your Port Contact

What do I do if I cannot remember my password?

If you cannot remember your password, that is ok – it is simple to reset it. Go the main login page: <https://learning.poal.co.nz/learn/signin>, click 'Reset your password?' and enter your email.

You will receive a link in your email which will allow you to reset your password.

What do I do if I cannot remember my password and username?

If you've forgotten both, simply follow the same steps listed above to recover a password. Enter your email address you used to register with, and a link to reset your password will be sent to that address.

I have previously completed an online induction, but it needs to be renewed. – What do I do?

If your induction is due for renewal you will receive an email advising your induction is due to expire with instructions on how to do so. To check if your renewal status you can login and click on the "renew your learning" button.

I want to check and see when my induction is due to expire – how can I do this?

You can go to: <https://learning.poal.co.nz/learn>, and enter your **username**

- If you cannot remember your password, that is ok – it is simple to reset it. Click 'Reset your password?' and enter your username or email.

I have completed my initial Learning, what happens now?

Once you have completed the induction, you will receive an email. If you are a truck driver, who is delivering cargo to and from the Multi Cargo Wharves, proceed to the Multi-Cargo Office via Tinley Street and they will check your induction status and print you an access card on the spot.

If you are a contractor for Ports of Auckland and are expecting to receive a swipe card for access, please revert to your Ports of Auckland contact and they will arrange this for you.

I have changed the company I work for since I completed the induction, will my induction still be valid?

Yes. The induction is held against the person and not the company they work for. Please contact your Port Contact to update your registered company details Either by email or phone Head Office on: 09 348-5000

What are the protocols for Non-Inducted drivers arriving to receive or deliver cargo?

A driver who arrives at the container terminal and has not completed the induction has two options:

1. He/she may be accompanied by another inducted driver. In this case, both drivers must report to the Drivers Assist office and Drivers Assist personnel will let Control know there are two drivers in the truck.
2. He/she may arrange for an inducted driver to take the truck onto the terminal and back out again.

Options for Out-of-Town drivers:

1. Can arrange for a local inducted driver to drive their truck onto the terminal and back out again.
2. Can arrange to complete the induction two working days prior to arriving at the terminal.
3. If there is an extraordinary case of an out-of-town driver who has no contacts in Auckland to assist, Drivers Assist can ask for a GD to assist. This will be done as they can fit it in around their other operational responsibilities. The driver may have to wait until a GD can be freed-up to act as an escort.

For further information contact:

Customer Service

P: 09 348 5100 ext. 1

E: customer.service@poal.co.nz