

On-Line Inductions

Frequently Asked Questions

How do I register?

To register for the Ports of Auckland online induction, please go to this link:

<https://poalecs.docebosaas.com/lms> , click on 'Register' and fill in your details completely and correctly.

I don't own a computer, how can I complete my induction?

The registration must be started on a PC or laptop, however once registered, the induction module(s) can be completed on mobile devices as well as computers. 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 don't have an email address, can I still register?

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

I've registered but cannot log into my account?

There are three steps to getting registered for the Ports of Auckland online induction:

Step 1 – Create a registration form.

Step 2 – **Confirm** your email address via the link sent to your email.

Step 3 – Await your approval email from a Ports of Auckland Administrator.

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

Why haven't I received an email asking for confirmation of my email address?

When creating your registration form, ensure that you double check the email address you provide is correct and is free of any spelling mistakes.

If you are certain that you entered the correct email address and still have not received an email confirmation, please check your junk/spam email folder.

If you haven't received anything in your normal or junk/spam email folder

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.

What do I do if I can't remember my password?

If you cannot remember your password, that is ok – it's simple to reset it. Go the main login page: <https://poalecs.docebosaas.com/lms/index.php?r=site/index> , click 'Lost password' and enter your username or email.

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

What do I do if I can't 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 certification here" button.

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

You can go to: <https://poalecs.docebosaas.com/lms>, and enter your **username**

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

I have completed my induction(s), what happens now?

Once you have completed the induction, you will receive an email with a link to print a certificate of completion.

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 orange 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 our Training Admin team on the below email address to update your registered company details.

trainingadmin@poal.co.nz

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 2 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 2 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