

RHIDES Registration Guide

This document is intended to give you basic background information about RHIDES; details of how to use the system are given in a separate User Guide this will be sent to you when you have registered.

Company Registration

Before you can apply for any cards for your drivers, you will need to get registered on RHIDES. There is a form at

<http://www.rhides.com/frmregistration.aspx>

Please read the information on the first screen carefully first to make sure that you have everything to hand before you start.

A few other points to note:

FCPS/Destin8

This is the system used by hauliers and agents in Felixstowe to enter Registration Numbers or PIN's when releasing import containers. Please call a Felixstowe or London Thamesport company that you do a lot of business with and ask them what their three letter Destin8 or Badge code is and enter this as a 'sponsors' code

Registration of Different Depots

If your company has multiple depots you have a choice about how you register on RHIDES. You can do a single registration for the company with every driver from around the country logged against it.

Alternatively each depot can register individually and then log and administer their own drivers. If you have two or more depots with the same VOSA number then please put a suitable suffix on the end of the Licence e.g. TIL for Tilbury, SOT for Southampton etc. The system will then allow them as separate companies.

When you get to creating drivers there is a space for a 'Depot Code' which is optional but, if you go for a single registration, it allows you to search by depot and so on.

Sub-Contractors

If you have 'subbies' who only ever work for your company you can apply for a card on their behalf. It is recommended, however that you ask them to register as a company in their own right and apply for their own card. This leaves you free of any administration and lets them control their own affairs.

Completion of Registration

When we receive your registration we will send you an e-mail, your user name and password, a copy of the Terms and Conditions and a User Guide. This will allow you to log on to RHIDES and start registering drivers.

Drivers Cards

When you log on to RHIDES you will be able to register drivers as well as access other facilities covered in the User Guide.

The steps to get a card for your drivers are as follows:

1. Use RHIDES to enter the drivers details and 'apply' for a card.
2. Send your driver down to the Pass Office at Felixstowe or Drivers Reception in Thamesport
3. The driver comes to the Pass Office with the identification you specified in the application, a photograph and 'Handscan' are taken at this point. The card is then printed ready to use.

Some fundamental points about RHIDES.

The card will remain with the driver – if he leaves your company you must make him an 'orphan' (details of this are in the user guide).

If a driver joins you should apply for a card for them or, if they already have one, you can 'adopt' them.

The Terms and Conditions provide full details.