

RHIDES User Guide Version 7

Details have which have been Revised or added since the last edition are shown in *red italics*.

The only change since the last edition is:

New Ports e.g. London Thamesport

- *Adding new ports to an existing driver*

- [New driver registration](#)
- [Checking Card/Driver Progress](#) (i.e. have they got their card yet)
- [Create new request](#) (if the Pass office have to reject one)
- [Card status check](#)
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- [Unblocking RHIDES cards](#)
- [Adding a new port to drivers \(e.g. London Thamesport\)](#)
- [Editing a driver's details](#)
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RHIDES cards are the property of the drivers and must remain with him or her if they leave a company. The cards can be used when they join another company.

Drivers who loose their cards can apply directly to the Pass Office for new ones. PFL will be introducing a charge for replacement cards.

New driver Registration

- Click on “**Master Data Management**” on the left-hand side menu.
- Then click on “**Drivers**”.
- Click on the **New** button.
- Enter the driver's:
 - Last Name
 - Date of Birth (dd/mm/yyyy)
 - Driving Licence Number (see note below)
 - Nationality
- Then click on the **Search** button.
- If the driver details you entered in the previous screen do not match any existing drivers a ‘driver Information tab’ will appear with the details from your search already entered.

Please see the section on the next page for ‘Existing drivers and close matches’

- On the **Driver Information** tab, enter the driver's:
 - First Name (AS IT APPEARS ON THE DRIVING LICENCE)
 - Second Language (see note on the next page)
 - Form of Photo ID (either the Photo ID or 2nd ID must be a Driving Licence)
 - Form of 2nd ID
 - Company Issuing 2nd ID e.g. PPO for Passport office
 - Depot (if your company has various depots you may wish to specify which one the driver works for)
 - Reason for Issue (select from the drop down menu)
 - Remarks (i.e. if there is any medical reason for the driver not being able to provide a right hand biometric)
- Then click on the **Port Info** tab.
 - Select the Port(s) that the driver will require access to by clicking on the port code in the “**Available Ports**” box and then clicking the > button.
 - The selected port will then move into the right hand “**Selected Ports**” box.
- Once completed, click on the Save button and, if all is in order, the screen will roll round to the enquiry screen and you can click “New” to start the next driver..

Notes on New Driver registration

Driving Licence Number

If the drivers nationality is British (GB) the system only allows 'DVLA' standard licence numbers which are 16 characters long e.g. SMITH812045SC9FV. For drivers with Northern Ireland licences please use a nationality of 'GB (N.I.) '.

Spaces and characters such as / or - cannot be used. Some foreign licences use these so please enter the driving licence number without them.

Drivers Second Language

This is an optional field. If you have foreign drivers and they have a second language e.g. German, English, please enter it. PFL uses this information to help decide what languages to use for driver information leaflets etc.

Existing drivers/close matches

Existing driver – if the details you enter are all exactly the same as a driver who is already on the system then this existing driver's details will be displayed with an option to 'Adopt' . If you click on the 'Adopt' button the driver will be transferred to your company (and the original company will get an email).

Close match – if two of the data items (e.g. last name and date of birth) entered match one or more drivers then the system will display one line of information for the details you entered plus a line for each of the 'close matches'.

- If one of the close matches is the driver you are registering simply click on that line of information and the buttons below will show either 'Adopt' or 'Edit':
 - Adopt will appear if this existing driver already has a card; selecting this option will allow you to adopt them
 - Edit will appear if the existing driver does NOT have a card; selecting this option will allow you to edit the details (if required) before making a card request.
- If the driver you are registering is not one the close matches click on the line of detail you entered and then on the 'New' button. This will take you to 'Driver Information tab (see the previous page).

Checking card issuing progress

This allows you to see which drivers have not collected their cards.

- Click on Request Management
- Click on Query Requests
- Click on the drop down for 'Request Status'
- Select 'Approved'

RHIDES
Road Hauler IDENTITY System

Request Management - Query Requests

Filter

Query Type: All Requests of Company

Personnel number Is equal
Firstname Starts with
Lastname Starts with
Birthdate Is equal
Driving Licence Number Is equal

Nationality Is equal
Request Status Is equal

Registration
Applied for
Approved
Rejected
Completed
Removed
External Personalization

Search Reset

Dragging this line to the left will reveal more of the details

N.B. 'Drop Down' to get the 'Approved' option is on the far left and you may not be able to see it. If you enter an 'A' to the 'Request Status' field the options will appear.

'Approved' means the drivers letter has been issued but the driver has not been in to collect the cards.

Create a new Card request

If the Pass Office have rejected a card request follow this procedure to create a new request.

Note: The Pass Office are not allowed to change driver details – this is a security measure to make sure that at least two different people/companies are involved in creating a card.

- Click on ' Master Data Management' on the left had side menu
- Click on 'Drivers'
- Enter the surname and click on the **Search** button
- Select the driver from the list and click on the **Edit** button.
- Make and necessary changes and click **Save**.
- A pop up will appear to allow you to make a new card request. YOU WILL NEED POP UP'S ENABLED FOR THIS.
- Click on 'Yes' and a new card request will be sent.

Card status check

- Click on "**Card Management**" on the left-hand side menu.
- Then click on "**Card Status**".
- To find:
 - All of your company's drivers leave all of the search fields blank and click on **Search** button.
 - An individual driver, enter the driver's details into one or more of the search fields and click **Search** button.
- The current card status for the selected driver(s) can then be seen in the "**Card Status**" column.

Searching for a driver

- Click on "**Master Data Management**" on the left-hand side menu.
- Then click on "**Drivers**".
- Search for the driver by entering the driver's details into one or more of the search fields (Driving Licence number search recommended) and click on the **Search** button.

Making an orphan

- Click on “**Master Data Management**” on the left-hand side menu.
- Then click on “**Drivers**”.
- Search for the driver by entering the driver’s details into one or more of the search fields (Driving Licence number search recommended) and click on the **Search** button.
- Then select a driver from the list and then click on the **Remove** button to orphan that driver from your company.
 - A prompt will appear if you click on the **Remove** button asking whether you wish to delete the driver.
 - If you click on the **Yes** button, the driver will become an orphan. Any outstanding card request will be cancelled.

Adopting a driver

If the driver already has a RHIDES card use a) Driver with a card, if they do not, use b) Driver with no card

Notes

- b) will work for both situations but, if you have the card number a) is a lot easier/quicker.
- If the driver says they do not have a card but they have actually lost it etc, the final screen in b) will tell you if a card has been issued. See the note on the first page about lost cards.

a) Driver with a card

- Click on “**Master Data Management**” on the left-hand side menu.
- Then click on “**Drivers**”.
- Click on the **New** button.
- Enter the driver’s card number and last name
- Click on the **Search** button.
- The screen will display the drivers details.
- Check these details and, if they match your new driver, click ‘Adopt’
- Your company has now adopted this driver.

Continued on next page

b) Driver without a card

- Click on “**Master Data Management**” on the left-hand side menu.
- Then click on “**Drivers**”.
- Click on the **New** button.
- Enter the driver's:
 - Last Name
 - Date of Birth (dd/mm/yyyy)
 - Driving Licence Number
 - Nationality
- Then click on the **Search** button.

b) driver without a card, continued

The system will look to see if the driver is already on the system.

- A prompt will appear asking whether you wish to transfer the driver to your company – YOU WILL NEED POP UP ENABLED FOR THIS; click on the Yes button to transfer the driver to your company.
- The driver's information will then appear,
 - If the driver does not have a card you can amend the details if necessary and then click 'Save'
 - the message at the bottom of the screen will tell you if the driver already has a card and you can only change the Depot Code for this driver. Click 'Save'.
- A prompt will now appear asking if you want to make a card request for this driver (presuming the driver does not already have one; click on 'Yes')
- Your company has now adopted this driver (the previous company will get an email telling them what has happened).

Blocking RHIDES cards

- Click on “**Card Management**” on the left-hand side menu.
- Then click on “**Card Status**”.
- Enter the driver’s details (Driving Licence number search recommended) into one or more of the search fields and click on the **Search** button.
- Select the driver from the list and click on the **Change Status** button.
- Using the **New Status** drop down menu select **Inactive (Haulier)** and then click the **Next** button.
- Click on the box next to your reason for changing the card status, then type a description and click the **Next** button.
- Then check the driver’s RHIDES card status using the list of drivers, ensuring that **Inactive (Haulier)** is seen in the “**Card Status**” column.

Unblocking RHIDES cards

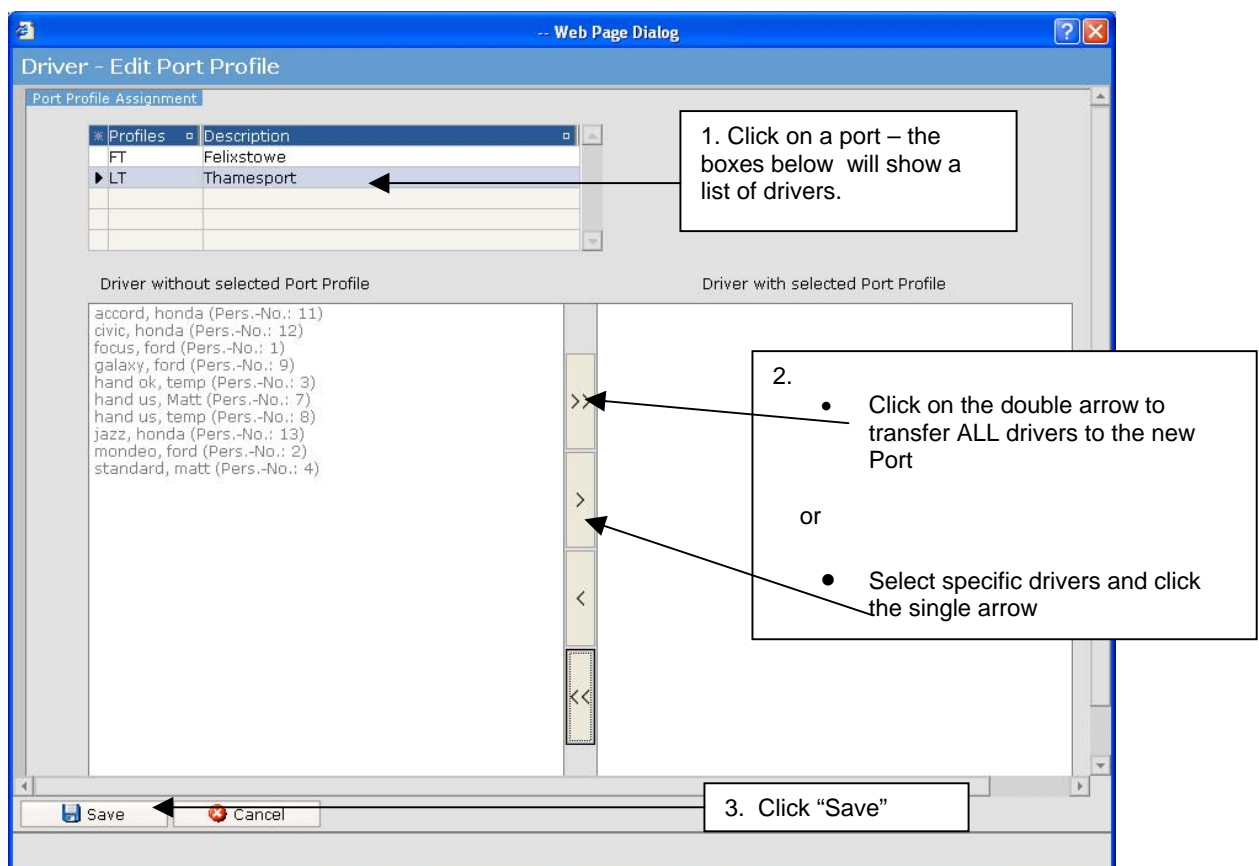
(Note. You can not unblock a block placed on a driver by the RHIDES Pass Office).

- Click on “**Card Management**” on the left-hand side menu.
- Then click on “**Card Status**”.
- Enter the driver’s details (Driving Licence number search recommended) into one or more of the search fields and click on the **Search** button.
- Select the driver from the list and click on **Change Status** button.
- Using the **New Status** drop down menu select **Active** and then click the **Next** button.
- Then check the driver’s RHIDES card status using the list of drivers, ensuring that **Active** is seen in the “**Card Status**” column.

Adding a new port to existing drivers

You will need 'Popups' enabled for this transaction

- Click on “**Master Data Management**” on the left-hand side menu.
- Then click on “**Drivers**”.
- Click the on “**Edit Port Profiles**” button at the bottom of the screen.
- A new window will open



A Port can be removed from driver(s) by reversing the process above.

You can use standard windows facilities e.g. select a number of drivers by holding down control and click on a number of drivers before using the arrows.

Editing a driver's depot and port access – one at a time

- Click on “**Master Data Management**” on the left-hand side menu.
- Then click on “**Drivers**”.
- Search for the driver by entering the driver's details into one or more of the search fields (Driving Licence number search recommended) and click on the **Search** button.
- Then select the driver from the list and then click on the **Edit** button to edit that driver's details.
- You can edit the driver's:
 - Depot (if your company has various depots you may wish to specify which one the driver works for).
 - Selected ports (using the **Port Info** tab, select the ports you wish the driver to have access to).
- Once completed, click on the **Save** button and “**Function successfully completed**” should appear on the bottom of the screen.

Editing your company details

- Click on “**Master Data Management**” on the left-hand side menu.
- Then click on “**Companies**”.
- Click on the **Search** button and your company will appear on the list below.
- Then click on the **Edit** button.
- You can edit your company's:
 - Company Name
 - Street no.
 - Street
 - Town
 - Country
 - Postal Code
 - Contact Name
 - Phone
 - E-Mail (Office)
- When you have finished editing, click on the **Save** button and then “**Function successfully completed**” will appear on the bottom of the screen.

Old Card requests

To prevent old, unwanted, records building up in the system the Pass Office will send out emails listing all drivers who have been registered for more than 12 months but have not picked up their RHIDES card.

If you do nothing these drivers records will be deleted one month after the email is sent. If you want to retain these records you should use the following transaction:

- Click on 'Card Management'
- Change the 'Query type' to 'Old Requests of Company'
- The system will list all the drivers shown on the Pass Office email
- For any drivers you want to retain, click on their details and then use the 'Retain' button.
- Continue until you have retained all the drivers you need to keep.