

# APPLY FOR A PERMIT OR PERMISSION TO PROCEED

Certain contractor tasks require a permit or permission to proceed before work can commence.

## APPLY FOR A PERMIT

- Visit the [Contractor page](#) on Service One.
- Log in using your FAN and password. You may need to navigate to the front-end of the portal (see tip below).
- Use the search bar to look up the name of the permit or navigate to 'Contractor Permit' under the 'Facilities' category.
- Read about the permit/permission to proceed you need. You can complete and submit the relevant form(s) online.
- Fill out the relevant fields in the form and attach supporting information.
- Click 'Submit'.
- Your permit has been submitted to our team for review. We may approve, reject or send it back to you for more information.
- If we need more information you will receive an email with details. To update your application, click the link in the email to access the permit request. Attach any supporting documents or add/edit details as required, then click 'Update' at the bottom-right of the screen.
- Once you receive email confirmation of approval, you can undertake your work in line with any related conditions.
- You can view your permits on the NowAgent app under 'My permits'.

**TIP:** Sometimes when you log in to Service One you will be taken to the provider view. This can't be changed in the system. To get to the front-end of the portal where request forms are, click 'Service One' under the 'My Work' menu in the left navigation panel.

## FOR SUPPORT OR MORE INFORMATION

For technical support, including questions about your FAN, password or access to the system contact our **IT service desk team** on (08) 8201 2345 during business hours. You can also log a request online using the IT help and support service in Service One.

For support with the contractor process, policy, work permits and permissions to proceed, or your work at Flinders, contact our **Properties, Facilities and Development team** on (08) 8201 2733 during business hours or email [pfd@flinders.edu.au](mailto:pfd@flinders.edu.au).

## FLINDERS.EDU.AU/CONTRACTORS