# Passport – Company Administrator FAQ

**Q:** Who do I contact if either I or my staff have difficulty registering or logging in initially

**A:** There are 3 reason you may be unable to login

1) Forgotten Password – use the reset option on the login page. You may need to check your junk folder for notification.

2) Forgotten ID - use the reset option on the login page. You may need to check your junk folder for notification.

3) Incorrect email address – update the email on the system or contact Auckland Airport ADP Office via adp@aucklandairport.co.nz if you have any further issues.

**Q:** Can we add more company admins to our Passport profile?

**A:** Yes, you can have multiple company admins; however these are managed and assigned by Auckland Airport. All requests must be sent in writing to Auckland Airport ADP Office via adp@aucklandairport.co.nz and must include the approval of an existing company administrator.

**Q:** Will I be notified if my drivers are issued with an infringement notice

**A:** Yes, a notification will be automatically emailed to the vehicle operator and the company administrator(s).

**Q:** Can I swap one candidate for another, without cancelling a booking

**A:** Yes, candidates can be swapped on the course booking, however this can only be done by Auckland Airport. It's easier to cancel the original booking and create a new one.

**Q:** Can we cancel bookings without being penalised?

**A:** Yes, you cancel a booking at any time. A notice period of at least 2 hours is appreciated.

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**Q:** If one of our drivers fails, how long till we can re-book them into sit their test again

**A:** If a driver fails a one week stand down is enforced. You can book them for any test session that occurs after the stand down period. Any bookings made for test sessions during the stand down period will be declined by the ADP Office.

**Q:** What assessments are drivers required to complete in order to be qualified

**A:** The steps to obtain a driver permit are outline on the [Auckland Airport corporate website](). A detailed description of all requirements, by stage, are provided in the [Airside Driving and Vehicle Permit Rules document]().

**Q:** Does Auckland Airport provide any training for Driver Permits?

**A:** Accountability for training drivers and for maintaining driving standards within the company is required to be delegated to a supervisor or manager chosen by the company in question and managed by that person. For more information refer to the [Airside Driving and Vehicle Permit Rules document]().

**Q:** Do you have any other supporting materials, such as videos or help guides available

**A:** Yes there are lots of materials available to assist: - We have uploaded a number of articles at the [Auckland Airport corporate website]() which you can access anytime. Please bookmark this page as it will be our main location for information and materials.

AirDat have a large catalogue of help articles available online [here]()

Didn't find what you were looking for? Please contact Auckland Airport ADP Office via adp@aucklandairport.co.nz

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