

# Passport – Driver FAQ

**Q:** Who do I contact if I 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 – contact your Company Administrator

**4) Q:** I'm trying to book a course, but am not able to – what's going on?

**A:** There are 2 reasons you may not be able to book a course:

- 1) Have you completed all the course pre-requisites?
- 2) Has your company restricted bookings to be made only by the company admins? If you are unsure please contact your company administrator.

**Q:** Can I cancel my bookings without being penalised?

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

**Q:** If I fail my course, how long till I can re-book to sit it again?

**A:** A one week stand down is enforced.

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**Q:** What assessments am I 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:** Will I be notified if I am issued with an infringement notice?

**A:** Yes a notification will be automatically emailed to you and your company administrator(s).

**Q:** Do you have any other supporting materials 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](mailto:adp@aucklandairport.co.nz)