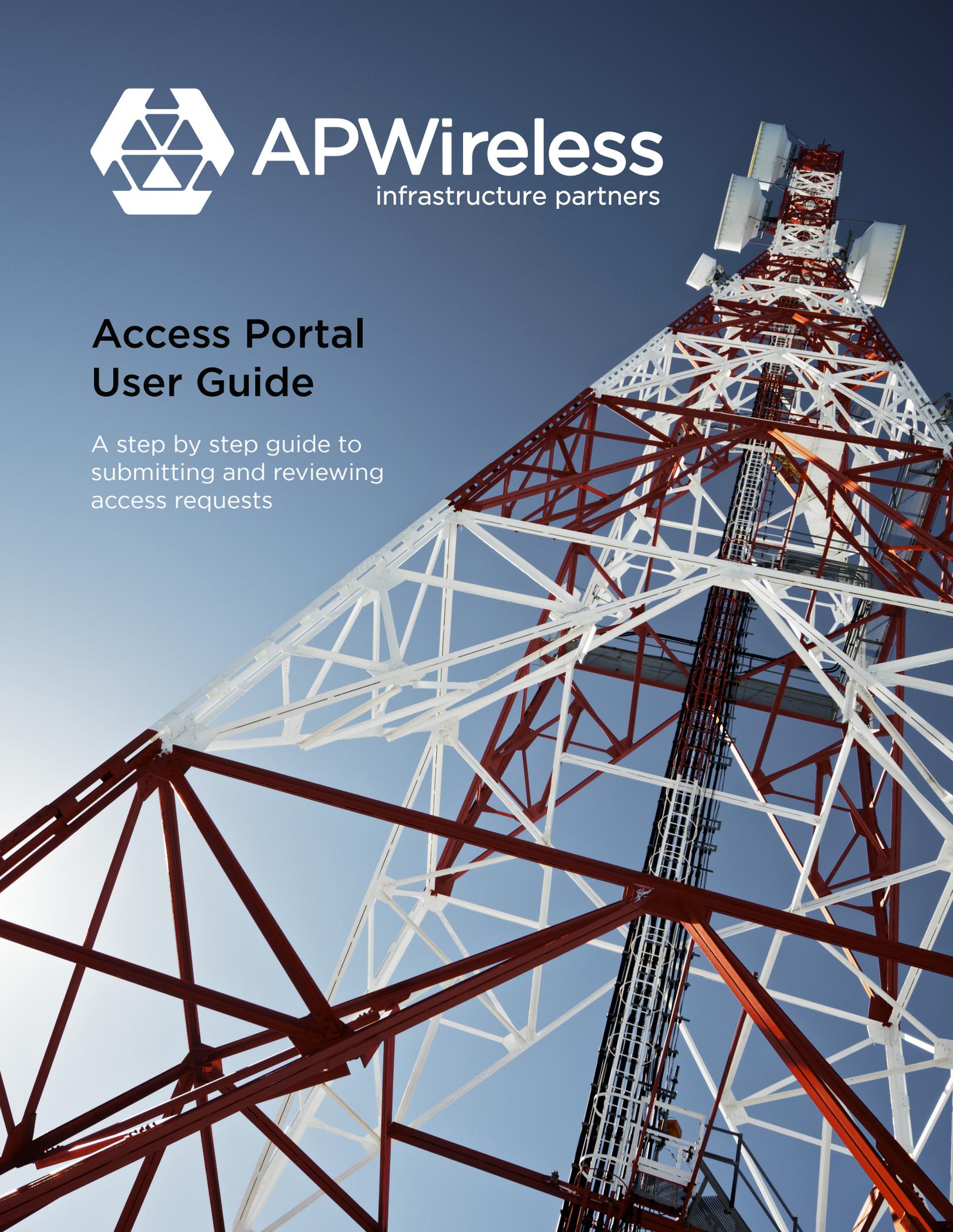




APWireless
infrastructure partners

Access Portal User Guide

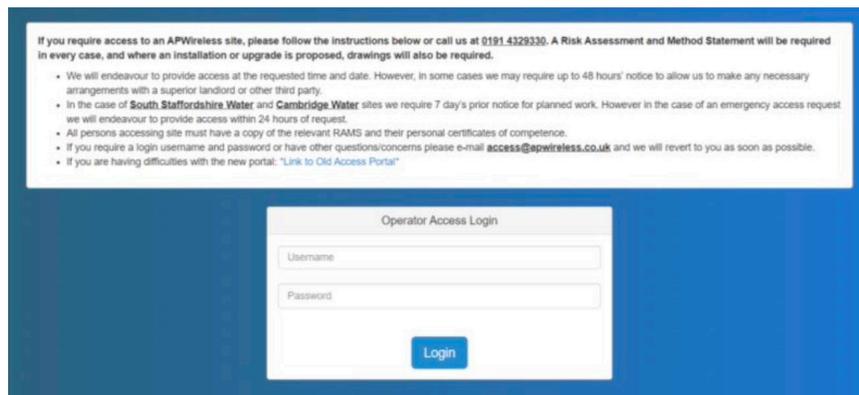
A step by step guide to
submitting and reviewing
access requests





Creating an Access Request

- You will need to be a registered user to submit access requests. To create an account, email access@apwireless.co.uk with your details and an account will be set up for you. You will receive log-in details via return email.
- Visit <https://apwireless.operatoraccess.co.uk/> and enter your log-in details on the screen below.



If you require access to an APWireless site, please follow the instructions below or call us at 0191 4329330. A Risk Assessment and Method Statement will be required in every case, and where an installation or upgrade is proposed, drawings will also be required.

- We will endeavour to provide access at the requested time and date. However, in some cases we may require up to 48 hours' notice to allow us to make any necessary arrangements with a superior landlord or other third party.
- In the case of **South Staffordshire Water** and **Cambridge Water** sites we require 7 day's prior notice for planned work. However in the case of an emergency access request we will endeavour to provide access within 24 hours of request.
- All persons accessing site must have a copy of the relevant RAMS and their personal certificates of competence.
- If you require a login username and password or have other questions/concerns please e-mail access@apwireless.co.uk and we will revert to you as soon as possible.
- If you are having difficulties with the new portal: "[Link to Old Access Portal](#)"

Operator Access Login

Username

Password

Login

- Once logged in, you will see the screen below. Enter the site postcode or AP Wireless 'L' reference number into the relevant field in the box in the top left hand corner.

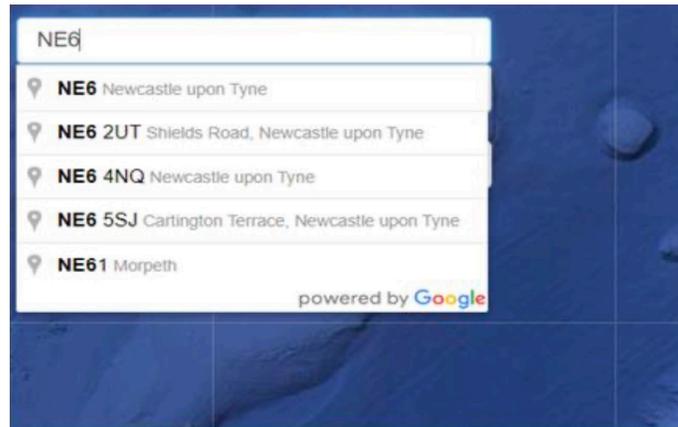


- Please be aware you cannot search with cell site references.

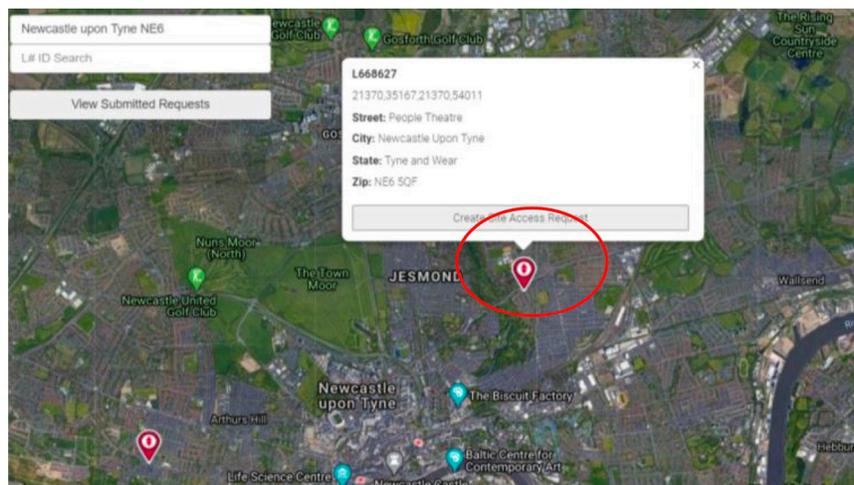




- As you start to enter the Postcode or 'L' number, a drop down menu will appear allowing you select the relevant postcode / site.



- Once you have selected your site / postcode from the drop down it will take you to the below map. You can zoom in or out to see site locations in that area. Sites are represented by the red push pins. By clicking on the push pin you will see site information including site name, postcode and Google Map coordinates. Click 'Create Site Access Request' to proceed.



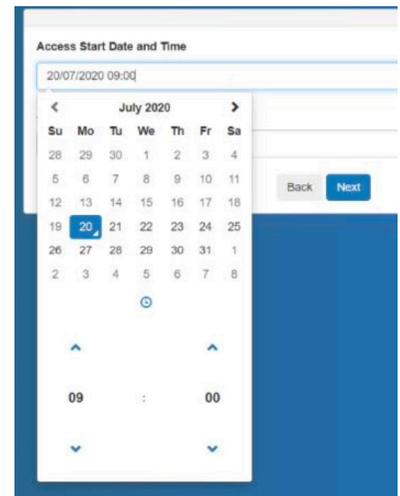
- You will now start to enter the details relating to your site visit. There will be 7 pages to complete before your request can be submitted.





Time and Date

- Enter times and dates for the site visit. The time can be altered using the drop down below the calendar.
- Please try to be as specific as possible with regards start and finish times.
- Where you are attending to complete a survey, maintenance inspection or other short duration works try to avoid requesting from 9am-5pm and specify exact timings.
- The more notice that can be provided the better, a minimum of 2-3 days notice for non-emergency requests should be given.
- Upgrade works or works involving MEWPs or Cranes should be submitted with a minimum of 7 days notice. Irrelevant of contractor needs we consider these timescales appropriate when assessing the information in accordance with statutory Health and Safety law.



Access Start Date and Time

20/07/2020 09:00

July 2020

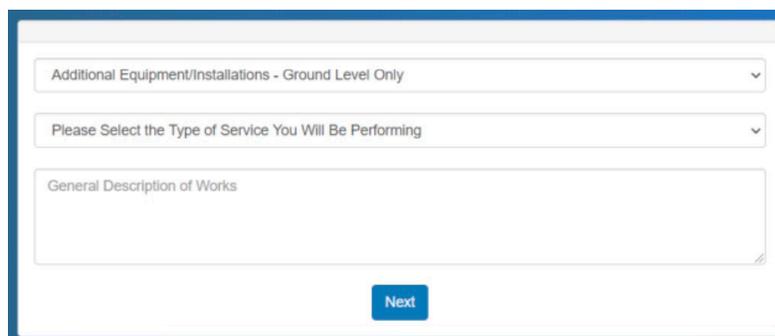
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8

Back Next

09 : 00

Purpose of Visit

- Start at the top of the page and select the relevant option for your work activity from the drop down menu. New fields will be generated as you work through the page.
- The final field is a free text box where you will need to enter a brief overview of your scope of works. Please be precise and accurate with this information.
- Where the drop down menus do not fully reflect your work activities, you can use the free text box to provide clarification on your works. For example, there is no option for a 'rooftop / at height survey' from the drop down menus but this information can be added in the 'General Description of Works' field.



Additional Equipment/Installations - Ground Level Only

Please Select the Type of Service You Will Be Performing

General Description of Works

Next





Vehicles

- Enter the number of vehicles attending site. Note that this number should NOT include any plant or delivery vehicles.

A screenshot of a web form with a blue border. At the top, there is a dropdown menu with the text "Number of Vehicle(s) Attending Site (Excluding Crane/Cherry Picker)". Below the dropdown is a blue button labeled "Next".

- Enter the make, model and registration of the vehicles attending. If this is unknown please provide an estimate on vehicle size.

A screenshot of a web form with a blue border. At the top, there is a dropdown menu with the number "1". Below this is the heading "Vehicle #1". Underneath are three input fields labeled "Make", "Model", and "Vehicle Registration". At the bottom right is a blue button labeled "Next".

Operator

- Start at the top of the page and select the relevant option for your work activity from Select the name of the Operator whose equipment you will be working on. Please be aware that different Operators have different lease rights on individual sites so this needs to be accurate.

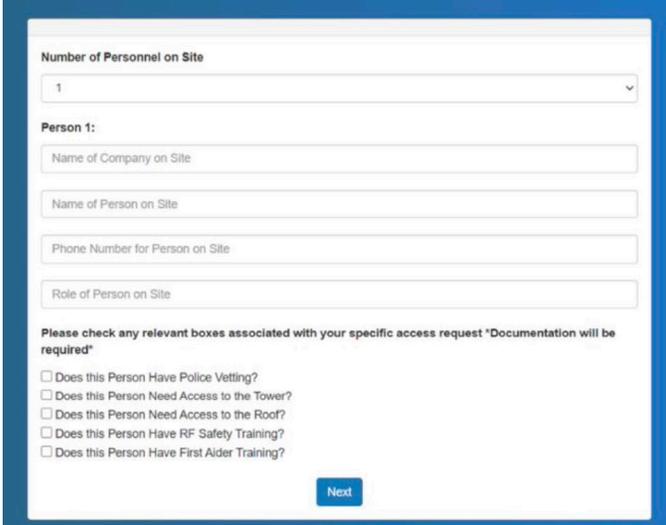
A screenshot of a dropdown menu with a blue border. The menu is open, showing a list of telecoms operators. The first option, "MBNL", is highlighted with a blue bar. The list includes: MBNL, O2 UK Limited, Orange, Orange FRA, SFR, T-Mobile, and Vodafone. Above the list, the text "Name of Telecoms Operator" and "3 / Three (Hutchison 3G UK Limited)" is visible.





Personnel On Site

- Fill in the fields as appropriate. Only complete the tickboxes that are relevant to the access request and site you are currently working on. If they are not working on a rooftop then a rooftop certificate is not needed.
- First aid and RF certificate should be included as standard on all application. vide an estimate on vehicle size.



Number of Personnel on Site

1

Person 1:

Name of Company on Site

Name of Person on Site

Phone Number for Person on Site

Role of Person on Site

Please check any relevant boxes associated with your specific access request *Documentation will be required*

Does this Person Have Police Vetting?

Does this Person Need Access to the Tower?

Does this Person Need Access to the Roof?

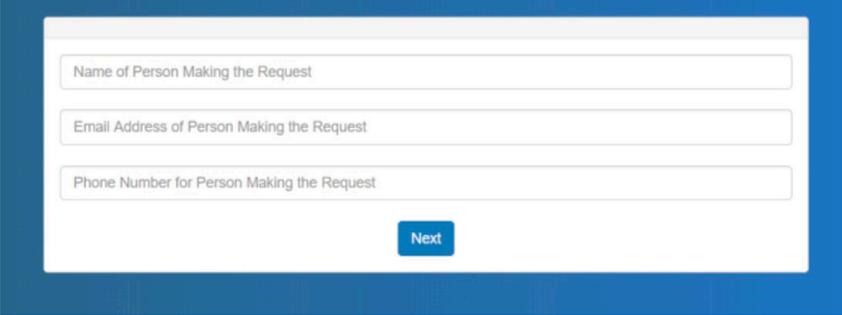
Does this Person Have RF Safety Training?

Does this Person Have First Aider Training?

Next

Personal Details

- Enter the name and contact details for the person making the request. All emails and queries relating to this access request will be sent to the individual / inbox entered on this page. We will only discuss access applications with the individuals named on this form.



Name of Person Making the Request

Email Address of Person Making the Request

Phone Number for Person Making the Request

Next





Documents

- This is where you will upload your Risk Assessments Method Statements, engineer training certs, site drawings etc.
- The new portal supports various file types including Excel and Zip folders, these are listed on the right hand side of the screen.
- Click the 'choose file' button to select and upload the relevant document.
- There is a maximum file size of 5MB. If your file exceeds this limit, please compress and zip as the new portal supports this.
- Where a tower climb is required we will need the tower climb and rescue element for each rigger. Where this is documented on the same certificate, you will need to upload it twice.
- Where the visit includes the use of a MEWP or crane we will require plant RAMS, berthing plan, any TM/PM plans and confirmation from the Local Authority that TM/PM plan has been accepted, and the plant operators certification (lpaf etc). In these instances please put all documents into a zip folder and attach in the usual manner.
- Site drawings are required whenever you are undertaking upgrade / swap works or making changes to the infrastructure on site. In some instances (survey, PPM etc) drawings will not be required which is why it has been listed as 'optional'.

Please upload the following files:

Tower Access Details for callum:
Tower Climb Certificate Expiry Date

Tower Climb Certificate
Choose File No file chosen

Tower Rescue Certificate
Choose File No file chosen

RF Safety Details for callum:
RF Safety Training Document Expiry Date

RF Safety Training Document
Choose File No file chosen

First Aider Details for callum:
First Aider Training Document Expiry Date

First Aider Training Document
Choose File No file chosen

Risk Assessment Document
Choose File No file chosen

Method Statement Document
Choose File No file chosen

Crane/MEWP RAMS and Berthing plan from the company responsible for the equipment
Choose File No file chosen

Site Drawings *optional*
Choose File No file chosen

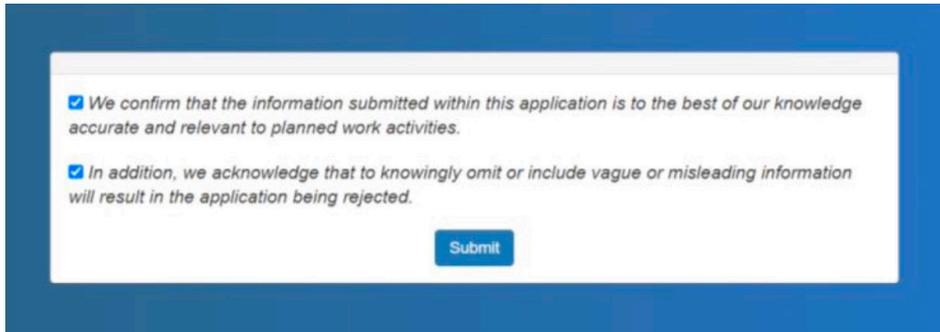
Next





Submit

- Tick the two boxes to acknowledge the clauses and then click submit.
- Note that where applications are found to be deficient and where users are persistent with these issues, a users access may be revoked.

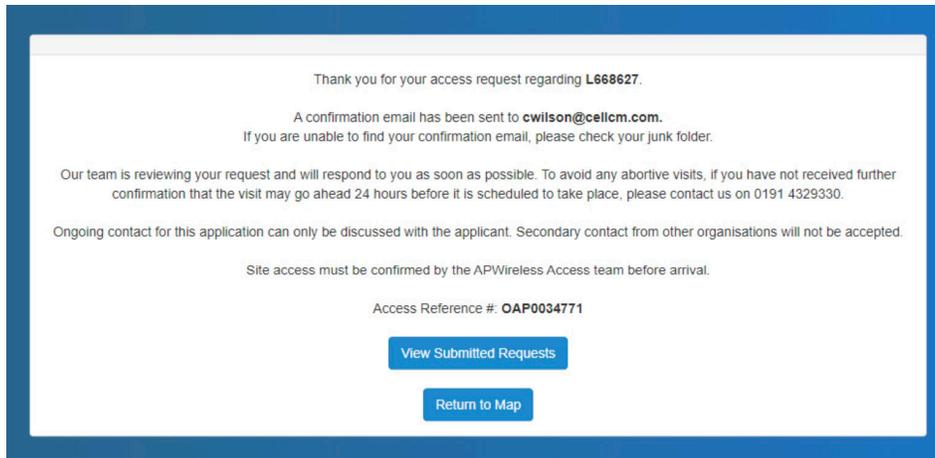


We confirm that the information submitted within this application is to the best of our knowledge accurate and relevant to planned work activities.

In addition, we acknowledge that to knowingly omit or include vague or misleading information will result in the application being rejected.

[Submit](#)

- You will then see the below screen. It includes both the OAP reference number which relates to this specific request and the 'L' reference number which is used by AP Wireless to identify specific sites. Please take note of both numbers as they will be needed when discussing requests with the AP Wireless access team.



Thank you for your access request regarding **L668627**.

A confirmation email has been sent to **cwilson@cellcm.com**.
If you are unable to find your confirmation email, please check your junk folder.

Our team is reviewing your request and will respond to you as soon as possible. To avoid any abortive visits, if you have not received further confirmation that the visit may go ahead 24 hours before it is scheduled to take place, please contact us on 0191 4329330.

Ongoing contact for this application can only be discussed with the applicant. Secondary contact from other organisations will not be accepted.

Site access must be confirmed by the APWireless Access team before arrival.

Access Reference #: **OAP0034771**

[View Submitted Requests](#)

[Return to Map](#)





Confirming and Reviewing a Request

Confirmation and Information Request Emails

- After submitting your request, you will receive an automated confirmation email that will include your OAP reference number. The OAP number relates to your specific access request and will be needed for any correspondence or conversation with the APWireless access team.

APWireless Access Request Confirmation #OAP0034771



APWireless Access
To  Callum Wilson

Tracked To Dynamics 365



Tue 21/07/2020 18:10

Thank you for your access request regarding **L668627**.

Our team is reviewing your request and will respond to you as soon as possible. To avoid any abortive visits, if you have not received further confirmation that the visit may go ahead 24 hours before it is scheduled to take place, please contact us on 0191 4329330.

Ongoing contact for this application can only be discussed with the applicant. Secondary contact from other organisations will not be accepted.

Site access must be confirmed by the APWireless Access team before arrival.

Please reply to this email for any further questions/inquiries.

To view the status of your request, please login through our access portal and select "*View Submitted Requests*".

Access Reference #: **OAP0034771**

Regards,

APWireless
0191 4329330 | www.apwireless.co.uk





- Should AP Wireless require any further information from you, you will receive an email headed as per the below and including the OAP number. The information needed will be in italics near the top of the email. Please reply to this email only with the required information attached.
- Note that where additional information has been requested there will be a deadline given for the return of this information. If the response is not received within this timeframe the request will be denied.
- Do not send separate emails to the access@apwireless.co.uk or individual team members' inbox as this makes your application harder to track.

APWireless Request Status for Access Reference #OAP0034771



APWireless Access
To  Callum Wilson

 Reply

 Reply All

 Forward



Tue 21/07/2020 18:18

Action Items

+ Get more add-ins

Access Reference #OAP0034771

Thank you for your application for access. On behalf of our client, your application has not been validated until we have received further information as follows:

Any queries raised by APW access team will be here

Once we have this information and consider your application complete we will forward the application to our client and revert to you once the application is approved.

If we do not receive a response to this message by **22/07/2020, 08:00** we will close the above application down and a new access request would be required.

Please do not attempt to access the site without access confirmation. You or your contractors will be turned away and may incur abortive costs.

Please reply to this email for any further questions/inquiries.

Regards,

APWireless
0191 4329330 | www.apwireless.co.uk





- Emails confirming access will be in a similar format – any site specific access codes or instructions will again be in the italicised section.

APWireless Request Status for Access Reference #OAP0035400

 APWireless Access
To  Callum Wilson

[Reply](#) [Reply](#)

Access Reference #OAP0035400 has been Approved.

Access is approved - Any key codes or site specific access requests will be included here

Please advise if there is a change of engineer(s) or if the engineer(s) cannot attend.

Please reply to this email for any further questions/inquiries.

Regards,

APWireless
0191 4329330 | www.apwireless.co.uk

- Emails denying access will again be in a similar format.

APWireless Request Status for Access Reference #OAP0034771

 APWireless Access
To  Callum Wilson

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Tue 21/07/2020 18:20

Access Reference #OAP0034771 has been Denied.

The following reason for denial is as follows:

The reason your request has been denied will be here

Please do not attempt to access the site without access confirmation. You or your contractors will be turned away and may incur abortive costs.

Please reply to this email for any further questions/inquiries.

Regards,

APWireless
0191 4329330 | www.apwireless.co.uk





Reviewing Your Request Via the Portal

- At any point after submitting your request you can view the status of your application by logging into the portal and clicking the 'view submitted requests' button in the top left hand of the screen.



- This will take you to the below screen where you can review your application. Enter your OAP reference number in the search bar above 'Access Reference #' to bring up your request. The status of the request will be on the far right hand side. Where a request is 'Approved', you can find out any key codes or site specific access instructions by clicking on the blue hyperlink on the right hand side of the screen.

Return to Map

1 - 6 / 6 rows 10

#	Date Created	Access Reference #	Lease Site ID	Access Start Date	Access End Date	Status
1	20/07/2020	OAP0034711	L668627	21/07/2020 17:45	21/07/2020 18:00	Request Received
2	19/07/2020	OAP0034662	L668627	26/07/2020 12:00	26/07/2020 13:15	Approved
3	19/05/2020	OAP0032371	L1045207	20/05/2020 12:14	22/05/2020 12:14	Approved
4	07/05/2020	OAP0031834	L642071	11/05/2020 08:00	11/05/2020 16:00	Approved
5	05/05/2020	OAP0031721	L887590	12/05/2020 09:30	12/05/2020 13:30	Approved
6	05/05/2020	OAP0031697	L642071	07/05/2020 08:00	07/05/2020 18:00	Approved





FAQ and Troubleshooting

1. I need an update on the status of my request

Please use the 'view submitted request' feature to look at the status of your application. This will show you how your request is progressing and if any further information is needed. There is no need to email access@apwireless.co.uk with queries of this nature as we will always direct you here in the first instance.

2. My documents are too large to upload

The new portal supports Zip files. Please compress and Zip your documents in the usual manner and upload on the appropriate portal page.

3. Can I edit my request?

You cannot edit your request once it has been submitted but you can revisit previous pages and make changes during the application process by clicking the back arrow in your browser.

4. What documents do I need to provide when bringing a MEWP or Crane to site?

Various documentation will be needed. As multiple documents will be needed, please Zip all documents together and attach in this manner.

MEWP requirements

- Birthing plan showing setup location and any relevant traffic management
- RAMS from the company responsible for the equipment
- Names and proof of qualification for the operators of the equipment

Crane requirements

- Birthing plan showing setup and swing paths
- RAMS from the contract lift company
- Proof of qualification for the operators of the equipment, must include banksman details

5. I am receiving a '403 error' when submitting my request

The 403 error is prevalent when using the Internet Explorer and Microsoft Edge web browsers. The documents for this specific site apparently triggered a false positive for malicious content, resulting in a 403 error.

We advise you to use the Google Chrome or Firefox web browsers when submitting future access requests.

