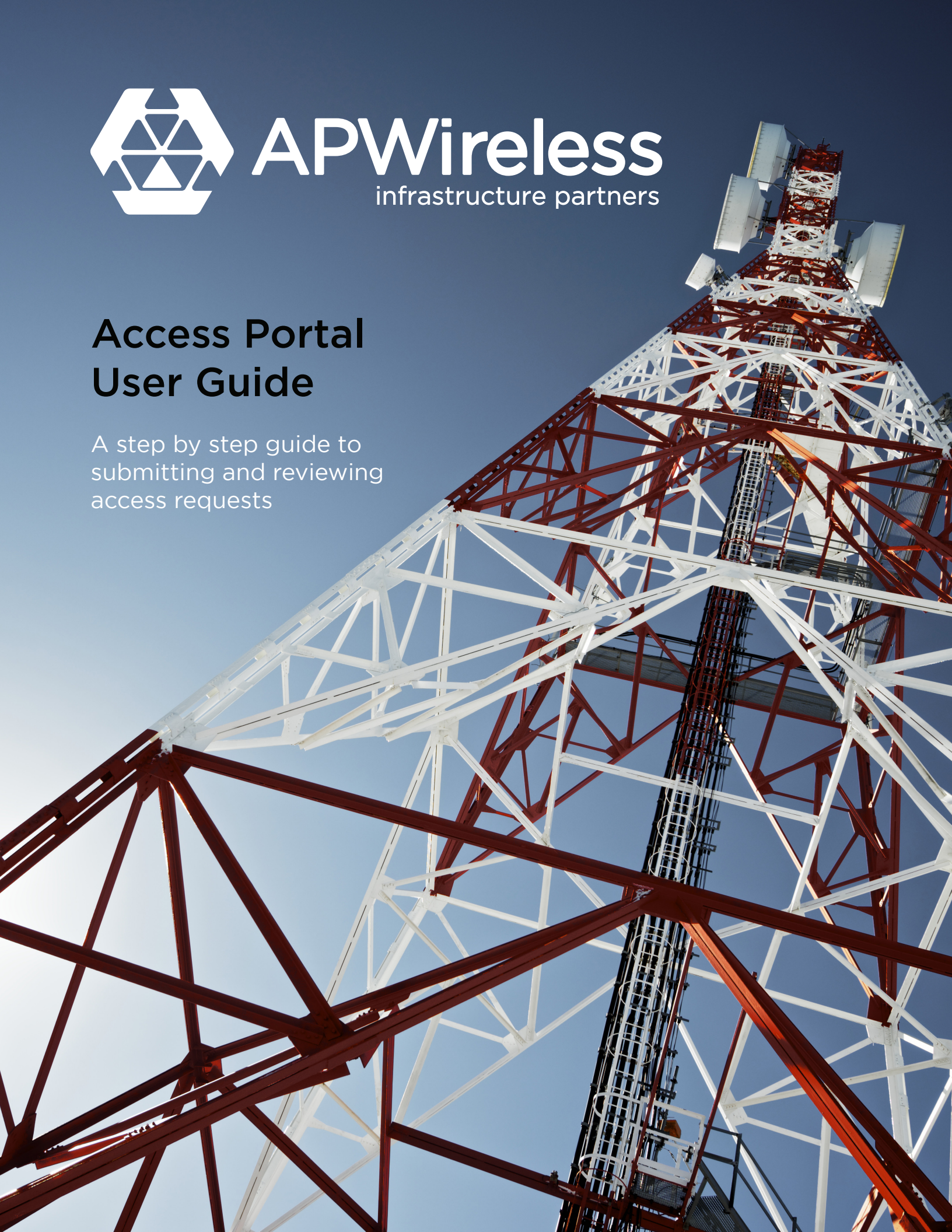
APWireless
infrastructure partners

Access Portal User Guide

A step by step guide to submitting and reviewing access requests

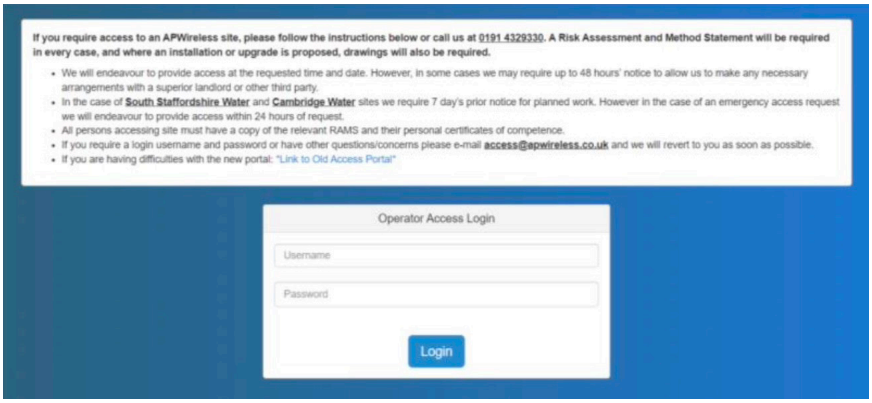


APWireless
infrastructure partners

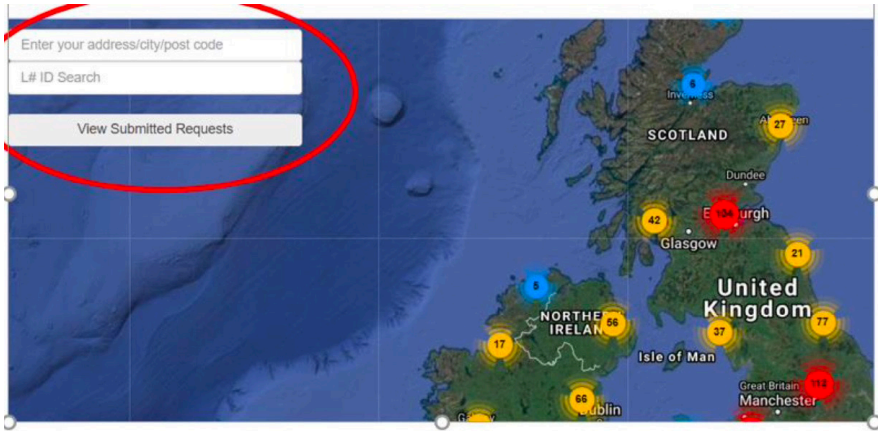
Creating an Access Request

- You will need to be a registered user to submit access requests. To create an account, email **access@radiusglobal.com** 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.

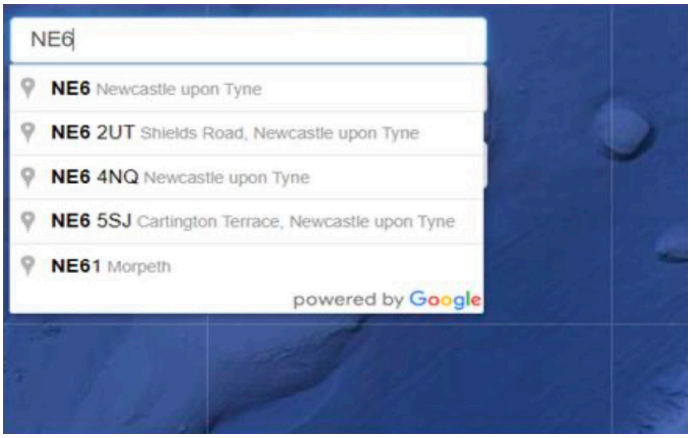


- Once logged in, you will see the screen below. Enter the site postcode or AP Wireless 'L' reference number into the relevant field in the box in the top left hand corner.

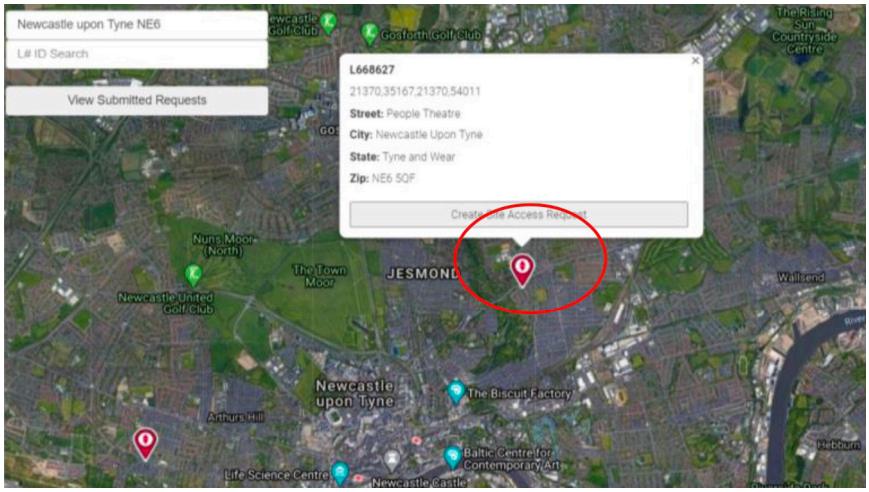


- Please be aware you cannot search with cell site references.

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

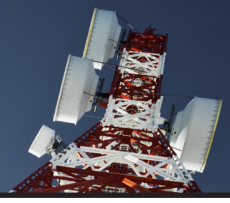


- Once you have selected your site / postcode from the drop down it will take you to the below map. You can zoom in or out to see site locations in that area. Sites are represented by the red push pins. By clicking on the push pin you will see site information including site name, postcode and Google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

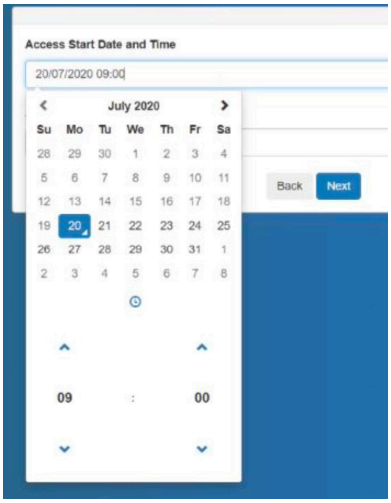


- You will now start to enter the details relating to your site visit. There will be 7 pages to complete before your request can be submitted.

APWireless
infrastructure partners



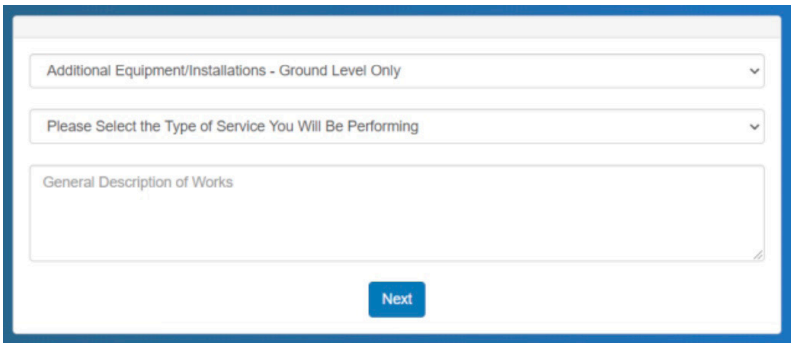
Time and Date



- 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.

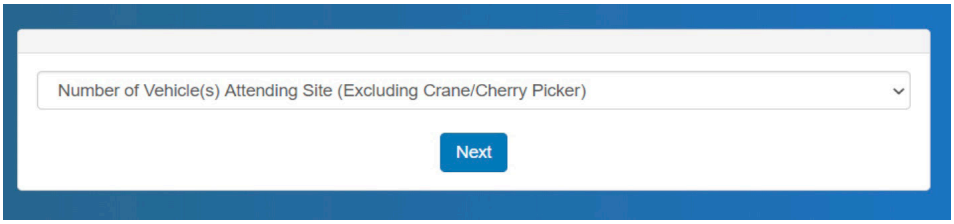
Purpose of Visit

- 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.

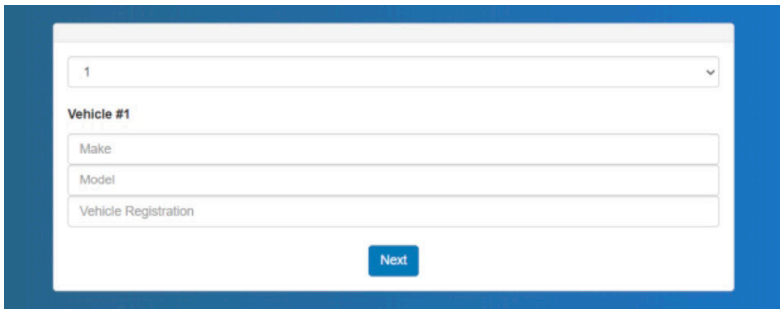


Vehicles

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

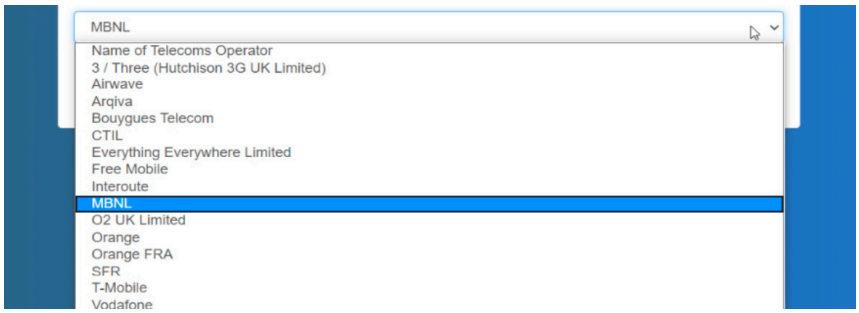


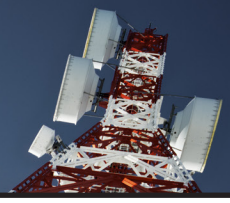
- Enter the make, model and registration of the vehicles attending. If this is unknown please provide an estimate on vehicle size.



Operator

- Start at the top of the page and select the relevant option for your work activity fromSelect 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.

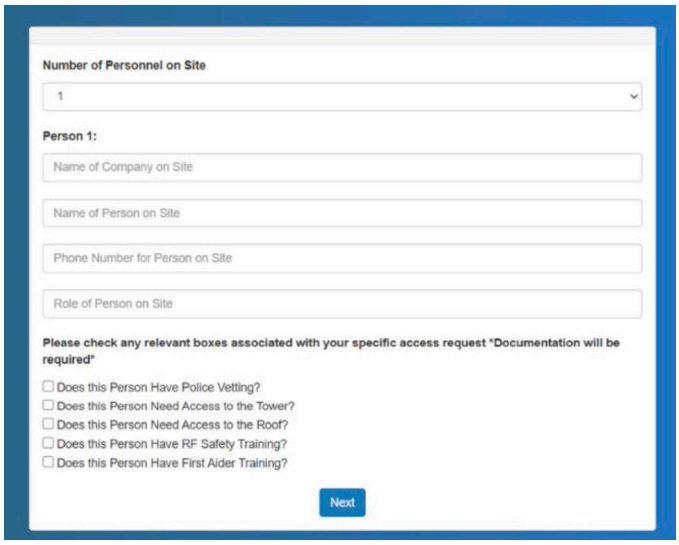




Personnel On Site

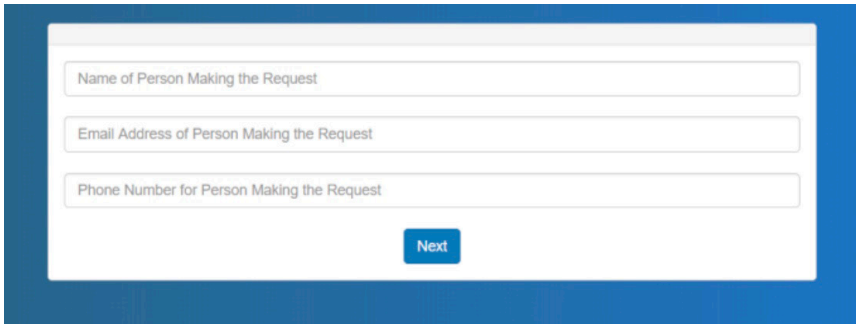
- Fill in the fields as appropriate. Only complete the tickboxes that are relevent to the access request and site you are currently working on. If they are not working on a rooftop then a rooftop certificate is not needed.

- First aid and RF certificate should be included as standard on all application.vide an estimate on vehicle size.

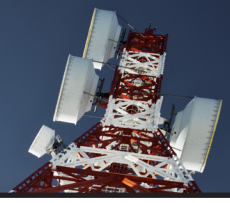


Personal Details

- Enter the name and contact details for the person making the request. All emails and querries 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.

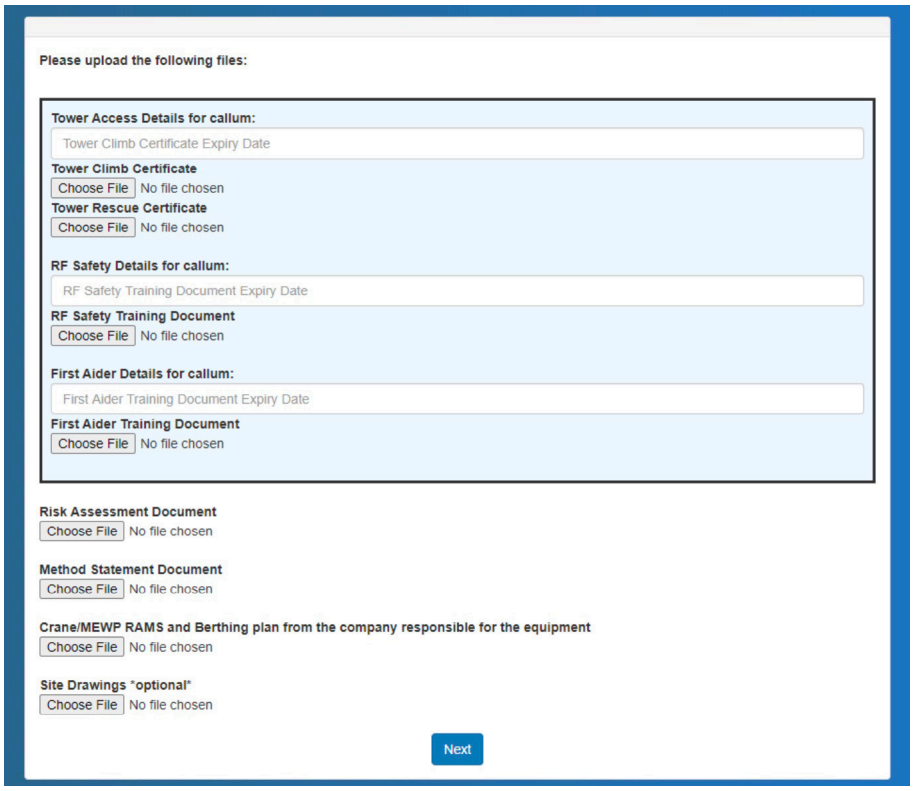


APWireless
infrastructure partners



Documents

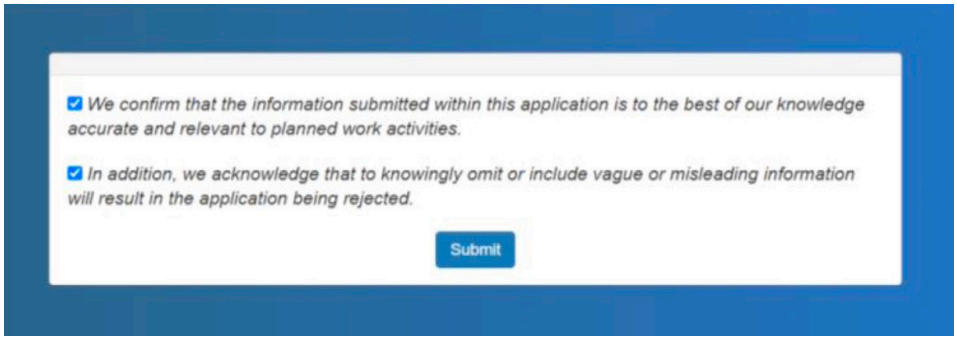
- This is where you will upload your Risk Assessments Method Statements, engineer training certs, site drawings etc.
- The new portal supports various file types including Excel and Zip folders, these are listed on the right hand side of the screen.
- Click the 'choose file' button to select and upload the relevent 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 (Ipaf etc). In these instances please put all documents into a zip folder and attach in the usual manner.



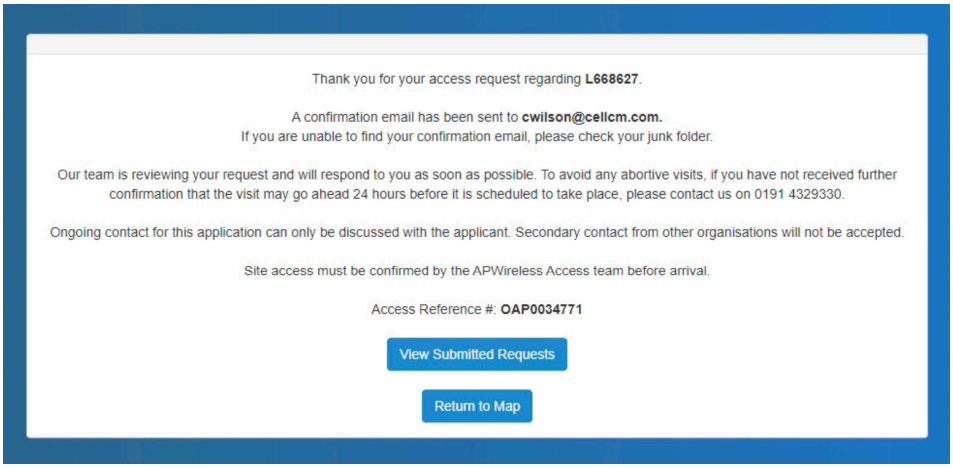
- Site drawings are required whenever you are undertaking upgrade / swap works or making changes to the infrastructure on site. In some instances (survey, PPM etc) drawings will not be required which is why it has been listed as 'optional'.

Submit

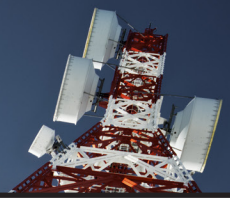
- Tick the two boxes to acknowledge the clauses and then click submit.
- Note that where applications are found to be deficient and where users are persistentwith these issues, a users access may be revoked.



- 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.



APWireless
infrastructure partners



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

AA APWireless Access
To Callum Wilson

Reply | Reply All | Forward | •••

Tue 21/07/2020 18:10

Tracked To Dynamics 365

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.

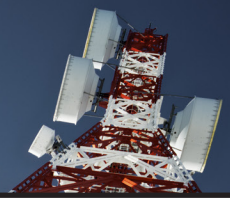
Please reply to this email for any further questions/inquiries.

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

AA 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.

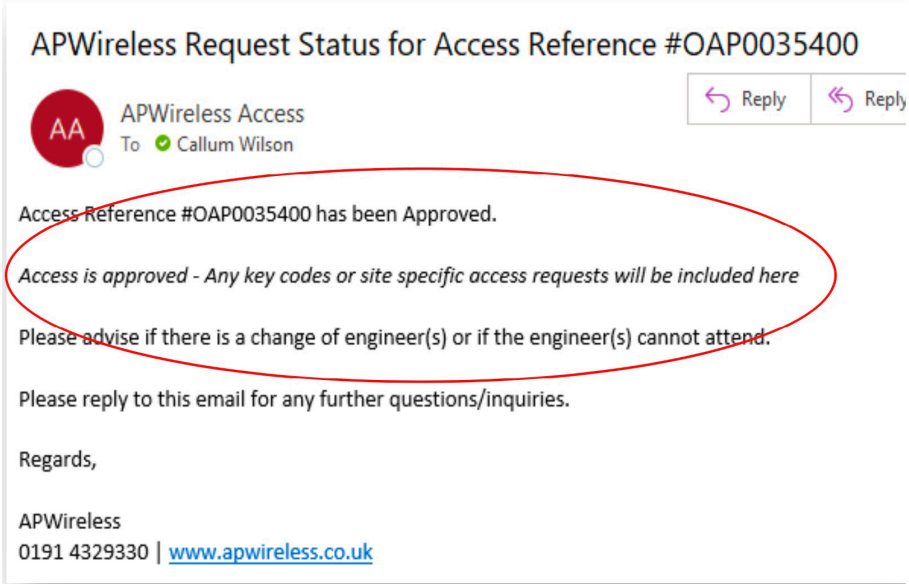
Please do not attempt to access the site without access confirmation. You or your contractors will be turned away and may incur abortive costs.

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 – <u>any site specific access codes or instructions will again be in the italicised section.</u>



APWireless Request Status for Access Reference #OAP0035400

Reply | Reply

AA APWireless Access
To Callum Wilson

Access Reference #OAP0035400 has been Approved.

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

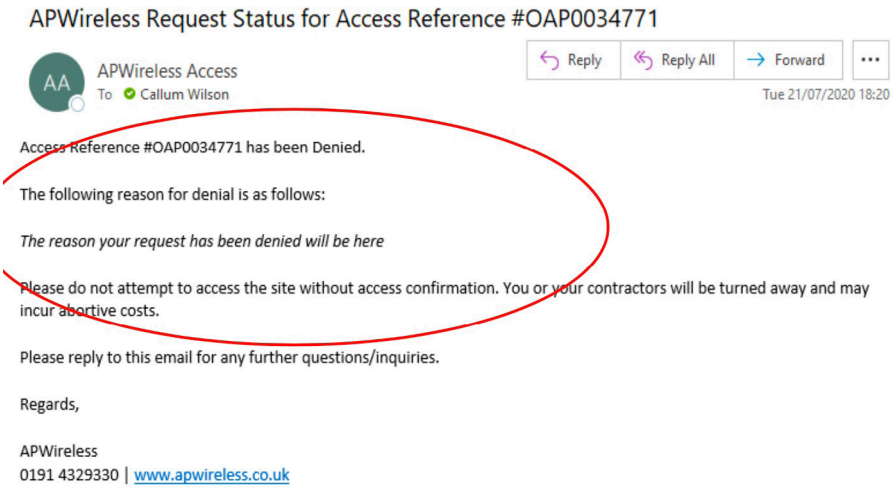
Please advise if there is a change of engineer(s) or if the engineer(s) cannot attend.

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

Reply | Reply All | Forward | ...

AA APWireless Access
To Callum Wilson
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

APWireless
infrastructure partners

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.

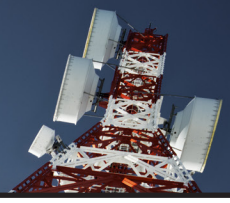
- This will take you to the below screen where you can review your application. Enter your OAP reference number in the search bar above 'Access Reference #' to bring up your request. The status of the request will be on the far right hand side. Where a request is 'Approved', you can find out any key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

APWireless
infrastructure partners



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 you application. This will show you how your request is progressing and if any further information is needed. There is no need to email access@radiusglobal.com 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 makes 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 banksmen 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.