



Ideagen (BSAFE) Frequently Asked Questions (FAQ)

General Access & Registration

- Q: How do I access the new Ideagen (Damstra) platform?

A: Contractors will receive an email invitation with a registration or activation link. Please check your inbox and junk mail folders.

- Q: Why didn't I receive my verification or activation email?

A: This may be due to email filtering or timing of the rollout. Please check your spam or junk folder. If you require your verification or activation email to be resent, please send an email to cms@apac.bgis.com confirming your company name and contact details.

- Q: The login link I received doesn't work. What should I do?

A: If you have received the welcome email with a link but are still unable to log in, please contact support: <https://damstra.help.ideagen.com/hc/en-gb/p/support>

- Q: Do contractors with an existing Avetta account need to register in Ideagen or wait for an invitation?

A: No. Those with an existing Avetta account have been migrated into Ideagen.

- Q: Will PDF guidelines or written work instructions be provided?

A: Please find all knowledge articles and training material here: <https://damstra.help.ideagen.com/hc/en-gb/categories/30592646886034-Workforce-Safety>

Avetta Transition & Data Migration

- Q: Is Ideagen replacing Avetta for BGIS contractors?

A: Yes. Ideagen (Damstra) is replacing Avetta for BGIS contractor compliance.

- Q: Will all our data from Avetta be transferred?

A: Company and worker data is being migrated. Any existing data that was contained in Avetta has been migrated to Ideagen; all pre-existing Avetta data will be migrated by 01/03/26.

- Q: Some workers did not come across from Avetta. Will this refresh?

A: BGIS have provided an initial import of data with a delta load to be completed over the coming days

- Q: I received a migration error when logging in. What does this mean?

A: This indicates the migration was incomplete at the time of login - if you have received the welcome email with a link but still unable to login please contact support here - <https://damstra.help.ideagen.com/hc/en-gb/p/support>

- Q: Do we need to redo annual reviews completed in Avetta?

A: Suppliers must complete any missing mandatory compliance requirements where data has not been loaded during cutover; annual compliance must now be completed in Ideagen.

- Q: Will inactive employees be transferred from Avetta?

A: Any existing data that was contained in Avetta has been migrated to Ideagen.

Company Setup & BGIS Visibility

- Q: BGIS does not appear during company registration. What should I do?

A: This is because BGIS sites are not live yet. BGIS sites will be visible from 02/03/26.

- Q: When will BGIS details be visible in the portal?

A: BGIS sites will be visible from 02/03/26.

Fees, Billing & Pricing

- Q: What is the prequalification fee and is it correct?

A: See table below

Membership Type	Tier	BSAFE/Ideagen Annual Fees
Goods Only Suppliers	1	Free
Corporate/Offsite Suppliers	2	\$90
Advantage Membership (Medium Risk)	3	\$240
Premier Membership (High Risk)	4	\$840
Worker Management		\$18 per person

- Q: Is the prequalification fee a one-off or annual?

A: Prequalification fees are annual.

- Q: Why am I being charged now if billing aligns to Avetta renewal?

A: Suppliers are not required to pay for their Ideagen account until their current Avetta account expiry. Disregard fees shown in Ideagen until the Avetta renewal date.

- Q: Will Avetta provide a credit or refund?

A: No. Suppliers are required to keep their Avetta account paid and active until 1 March 2026.

Workers, Mobilisation & Work Orders

- Q: What does mobilisation mean?

A: A mobilisation is a worker's induction to a site with the induction requirements for that

- Q: Can workers be bulk uploaded?

A: No. Workers must be registered, with a mobilisation request for each worker, per site.

- Q: How long does it take for a new employee to become active?

A: Once all mandatory documentation is submitted and verified, and any required e-learning is completed, the worker's mobilisation status will be set to Valid.

- Q: Can a previously removed or terminated employee be reinstated?

A: Yes. If the worker remains in your company portal, their existing profile can be re-used to mobilise for a site.

- Q: If an employee is terminated, can their previous data be reused?

A: No worker data is deleted. Any in-date qualification can still be used against matching requirements.

- Q: Why can't BGIS be selected as a worksite?

A: BGIS sites are not live yet and will be visible from 02/03/26.

- Q: Will work orders still be accessible if migration is incomplete?

A: Yes, BGIS will make Work orders available

- Q: Can we receive email notifications for new work orders?

A: Yes, suppliers BSAFE Administrators receive a notification email when new work orders are despatched.

Inductions, Qualifications & Compliance

- Q: Will existing inductions be completed via Ideagen?

A: Yes. Existing inductions have been migrated to Ideagen. Renewals will be completed in Ideagen via a mobilisation application for a site.

- Q: Are existing police checks and licences transferring from Avetta?

A: Any pre-existing data in Avetta has been migrated to Ideagen.

- Q: Is BGIS transferring ASIC accreditations?

A: Yes, this data will be migrated.

Q: What employee requirements apply to BGIS?

A: This depends on the site, as each site can differ.

- Q: Can questionnaire answers be updated later?

A: Yes. Companies can update responses in a pre-qualification questionnaire as needed.

- Q: The questionnaire shows complete but does not proceed. Why?

A: BGIS is not yet live in the system while data migration and configuration are underway.

Training, Support & Documentation

- Q: How do I access training and support?

A: Access knowledge articles and training here: <https://damstra.help.ideagen.com/hc/en-gb/categories/30592646886034-Workforce-Safety> . Live chat support is available via the same portal.

- Q: Is live chat support available?

A: Yes. Ideagen has live chat support.

- Q: Can we have more than one company user?

A: Yes. Companies can add as many users as required.

Q: What happens if an employee account exists without an email address?

A: Workers will be unable to log in to their worker portal or complete online learning.

- Q: Do employees receive their own login?

A: Yes. Workers receive their own login to worker portals and assigned online learning.

If you have any further questions, please send an email to: cms@apac.bgis.com