



What do I need to do to access **BHP** sites and offices?

All service contractors must complete mandatory training through the **Global Learning Management System (LMS)** before coming to BHP sites and offices by following the next steps:

- Access the **Global LMS**
- Complete the BHP Global Induction
- Complete the Site-Specific Induction
- Complete any mandatory training assigned specific to your role

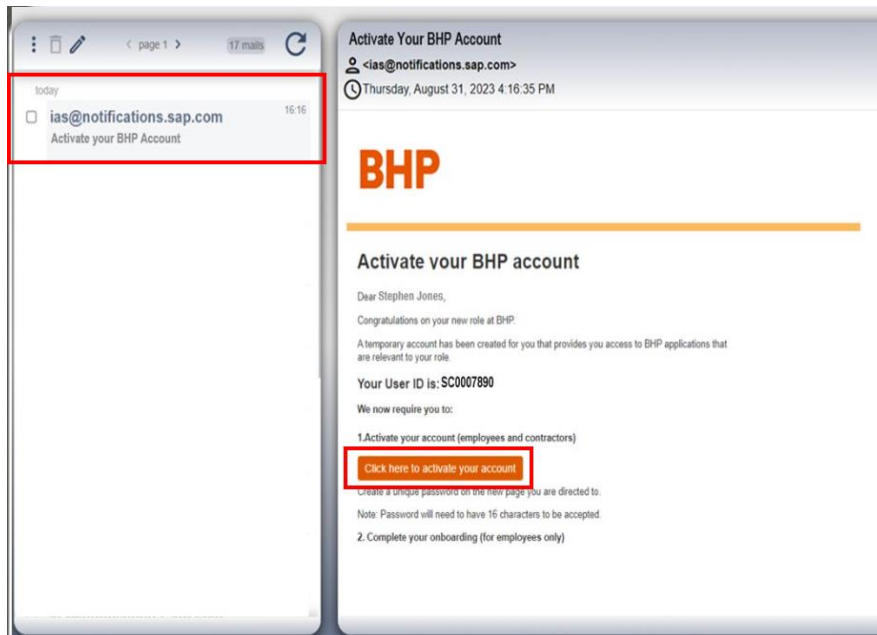
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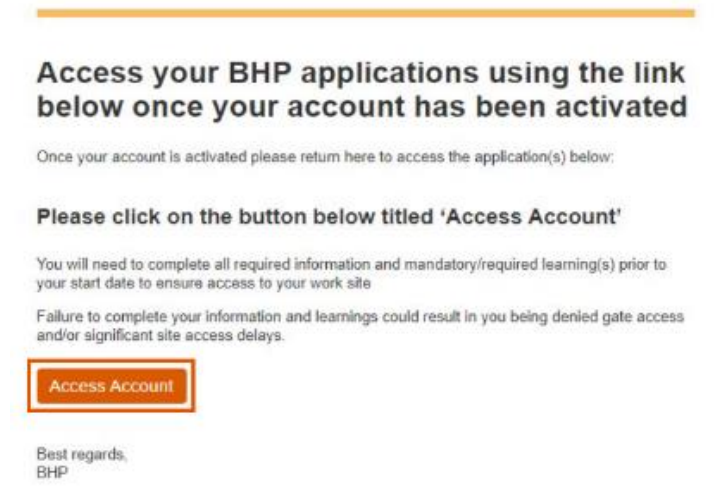
1. HOW DO I GET ACCESS TO THE GLOBAL LMS?

New Contractors

As a **new** contractor to BHP, you will receive an activation email from ias@notifications.sap.com containing your **User ID**, a '**click here to activate account**' link with instructions on how to activate your logon account.



Once you activate your account, return to this activation email to click on the '**Access Account**' to access the LMS (you will find this link when you scroll down the email):



If you do not receive the activation email from ias@notifications.sap.com, please:

1. Double check the junk or spam folder of your email account.
2. Contact your BHP representative or Contracting Company administrator to update to check your full name and correct email address has been entered into the Contractor Management System (ERMS, Pegasus, Suresite, CWS, MyPass) that is relevant for the Asset / Function you are working with. **IMPORTANT:** The email address on your profile must be your **individual email address** that you have direct access to rather than a shared inbox or generic administration email address.

New Contractors - MultiFactor Authentication (MFA)

- During the activation, you will be requested to enter a **One Time Passcode (OTP)**, an 8-digit code which is sent automatically to your email address.



- At the **Two Factor Authentication page**, enter the **One Time Passcode** that was sent to your email into the E-Mail Code field and click 'Continue'

Two-Factor Authentication

We have sent you a code by email. Please enter this code and choose Continue. PLEASE NOTE - If you have not entered the code within 10 minutes, it will expire. If your code has expired, please REFRESH this screen. You will then receive a new code by email. Please enter new code.

i We have sent you a new code. The code will be valid for 10 minutes.

Two-Factor Authentication

We have sent you a code by email. Please enter this code and choose Continue. PLEASE NOTE - If you have not entered the code within 10 minutes, it will expire. If your code has expired, please REFRESH this screen. You will then receive a new code by email. Please enter new code.

Email Code *

[Request New Code](#)

[Continue](#)

- Create a unique **16 Character password** to complete the activation of your account and hit **Save**.

Activate Your Account

An account has been created for you with Identity Authentication for use with SF Learning - bhpimpl-stage. The account information we already have for you is below.

To begin using your account for SF Learning - bhpimpl-stage, set a password below.

Tell Us About Yourself

Email *

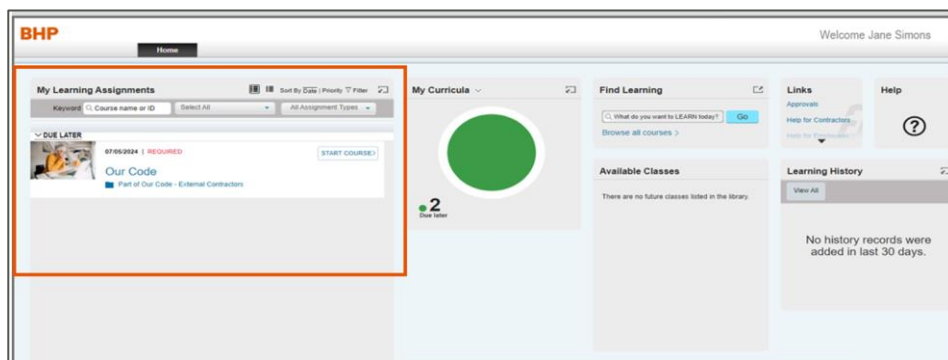
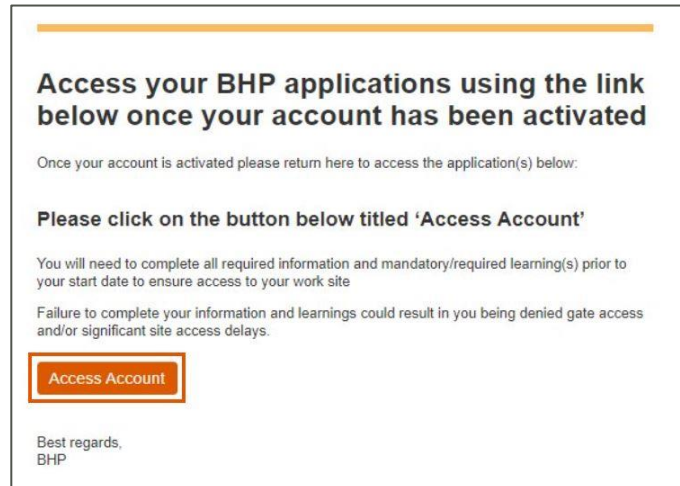
Set Password

Password *

Re-Enter Password *

[Save](#)

4. Within the original activation email, scroll down to where the button '**Access Account**' appears and click on it which will take you to your LMS Learning Home Page



5. Once you have activated your account, use the link in the activation email or go to <https://bhp.plateau.com/learning/user/nativelogin.do> to sign in using your **User ID** and **password**.

Welcome

BHP Learning Management System

Welcome to the BHP Learning Management System (LMS). This is where you will access your learning plan, complete online training and view your training history and completions.

- Note:** Password format must be a minimum of 16 characters and include 3 of the following – Uppercase, Lowercase, Number, Symbol.
- First time accessing the LMS at BHP? You will need to **activate your account before you can log in** (refer to email sent to you titled 'Activate your BHP Account')
- Returning User? – If you have not logged in since the 3rd October 2022 you will be requested to reset your password to meet the above criteria. Once reset, follow the Login Steps below.
- Forgot Password? Follow the steps below:

Login Steps

- Step 1 – Click on "Sign In" (Blue text at the top right of this page)
- Step 2 – Enter your User ID
[Letters (case sensitive) then numbers (i.e., IO1234, OD1234, MA1234, NEC1234, SC1234)]
- Step 3 – Enter Your Password
- Step 4 – Click on "Log On"
- Step 5 – Enter the One-Time-Password (OTP)
- Step 6 – Click on "Continue"

Need Support?

- Quick Reference Guide on LMS access and password reset [HERE](#).
- Frequently Asked Questions [HERE](#).
- Request Support [HERE](#).

Forgot Password?

- Step 1 – Click on "Sign In" (Blue text at the top right of this page)
- Step 2 – Click on "Forgot Password?"
- Step 3 – Enter your User ID
- Step 4 – Reset the Password via the Reset email received

[Sign In](#)

2. HOW DO I GET ACCESS TO THE GLOBAL LMS?

Existing Contractors

If you have already been using the LMS, you can log on using your existing **User ID** and **password** at <https://bhp.plateau.com/learning/user/nativelogin.do>.

If your password is not working, simply use the **‘Forgot password?’** link on the Sign In page to reset your password (instructions available [here](#)).

You will be prompted to **change your password to the new 16 character password** once you’ve successfully logged on for the first time. This is for your own security to ensure that your Learning account is only accessed by you.

Change Your Password

Reset the password for your account [redacted] below. Your password must be a minimum of 16 characters long and include at least 3 of the following – Uppercase letters, Lowercase letters, Numbers, Symbols. When you have successfully met the password criteria the password box will turn green.

Current Password *

New Password *

Re-enter New Password *

*Required

Save

BHP

As you type into the Password box, you will see if you are meeting the password requirements. When you meet the full password requirement, the password box turns **green**.

Change Your Password

Reset the password for your account [redacted] below. Your password must be a minimum of 16 characters long and include at least 3 of the following – Uppercase letters, Lowercase letters, Numbers, Symbols. When you have successfully met the password criteria the password box will turn green.

Current Password *

New Password *

Re-enter New Password *

Save

BHP

✓ Your password must be between 16 and 255 characters long and include 3 of the following:

- ✓ Uppercase letters
- ✓ Lowercase letters
- ✓ Numbers
- Symbols

If you don’t meet the password requirements, the following error message will be shown.

Change Your Password

Reset the password for your account **r [REDACTED]** below. Your password must be a minimum of 16 characters long and include at least 3 of the following – Uppercase letters, Lowercase letters, Numbers, Symbols. When you have successfully met the password criteria the password box will turn green.

✖ Your password isn't complex enough. Check that it has 16 characters and meets all the criteria. ✕

Current Password * 👁

New Password * 👁

Re-enter New Password * 👁

*Required

Save

3. FORGOT LMS USER ID or PASSWORD?

Forgot LMS User ID

If you have forgotten your User ID you will be able to locate your User ID on your site access card. Your User ID will contain letters (case sensitive) that correspond with the asset you are working with and then numbers. Examples are shown below, but your ID might have more or less numbers than those listed below.

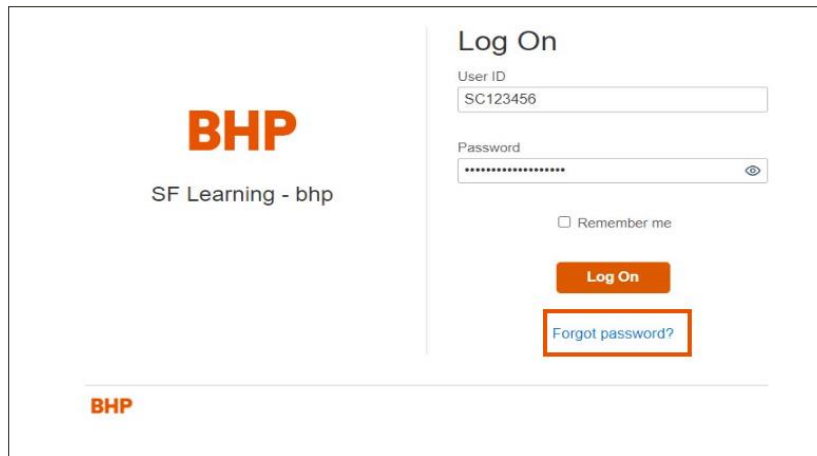
BHP Asset/Department	Contractor System	ID Prefix	Example
Coal, Global Functions	Contractor Website (CWS)	SC	SC12345
Minerals America		MA	MA12345
Potash & Legacy Assets		PC	PC12345
Olympic Dam	Suresite	OD	OD12345
New South Wales Energy Coal	Pegasus	NEC	NEC12345
Nickel West, Spence	MyPass	M	MX12345
WA Iron Ore	ERMS	IO	IO12345

If you cannot locate your User ID, speak with your contracting company administrator.

Forgot Password

If you have forgotten your password, you will be able to reset your own password on the sign in page. This is a **self-serve option** and you will get an email sent to you to reset your password.

1. Click on the **'Forgot Password?'** link.

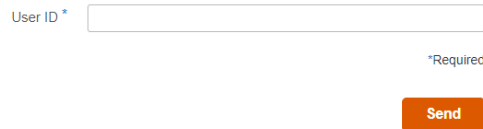


The screenshot shows the BHP 'Log On' page. On the left, the BHP logo is displayed above the text 'SF Learning - bhp'. On the right, there is a 'Log On' section with a 'User ID' field containing 'SC123456', a 'Password' field with masked characters and an eye icon, a 'Remember me' checkbox, a 'Log On' button, and a 'Forgot password?' link which is highlighted with a red rectangle. The BHP logo is also at the bottom left.

2. Enter your User ID on the next page and click **'Send'**. NOTE: Your User ID should not contain spaces.

Forgot My Password

Enter your User ID (e.g. 10123456, IO1234, OD1234, MA1234, NEC1234, SC1234) and click Send. If the correct email has been captured in the system, you will receive an email within the next few minutes with a password reset link.



The form consists of a 'User ID *' label followed by a text input field. Below the field is a '*Required' note. To the right of the field is an orange 'Send' button.

BHP

3. You will get the confirmation on screen as per the screenshot below.

Forgot My Password

i If an account exists, an e-mail with a link to reset your password has been sent.

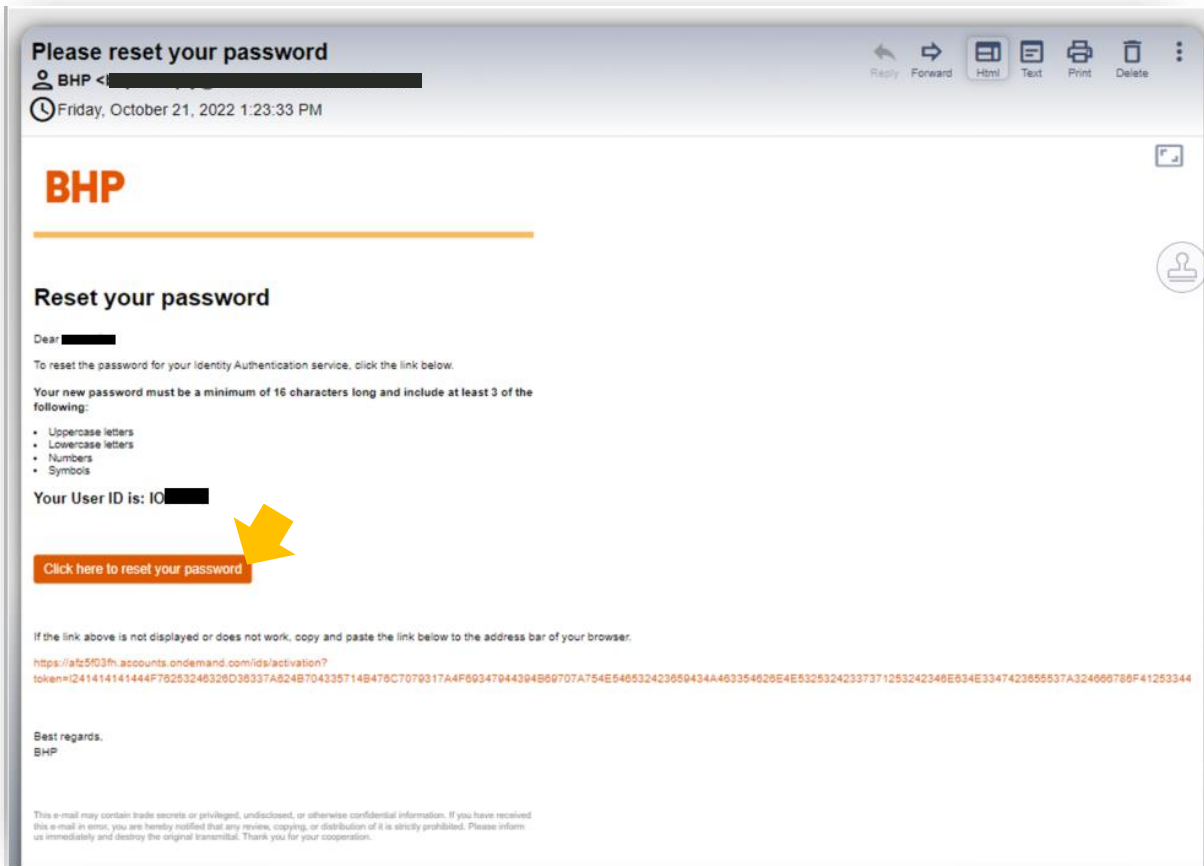
Click the link contained in the e-mail. You will be forwarded to a page where you can reset your password. The link in the e-mail will expire in 4 hours from now.

BHP

Public

- You will then receive email from ias@notifications.sap.com with subject line **Please reset your password**. Your user ID will be mentioned in the email itself.

The email will look like below. Use the '**Click here to reset your password**' button.



- Once you click on the link you need to enter **New Password** and **Re-enter New Password** and click **Save**.

Reset Your Password

Reset the password for your account [redacted]: below. Your password must be a minimum of 16 characters long and include at least 3 of the following – Uppercase letters, Lowercase letters, Numbers, Symbols. When you have successfully met the password criteria the password box will turn green.

New Password *

Re-enter New Password *

*Required

Save

BHP

As you type into the Password box, you will see if you are meeting the password requirements. It will remain grey/white until you have met the requirements. When that occurs, the password box turns **green**.

Reset Your Password

Reset the password for your account [REDACTED] below. Your password must be a minimum of 16 characters long and include at least 3 of the following – Uppercase letters, Lowercase letters, Numbers, Symbols. When you have successfully met the password criteria the password box will turn green.

New Password *

Re-enter New Password *

☐ Your password must be between 16 and 255 characters long and include 3 of the following:

- ☒ Uppercase letters
- ☒ Lowercase letters
- ☒ Numbers
- ☐ Symbols

BHP

Reset Your Password

Reset the password for your account [REDACTED] below. Your password must be a minimum of 16 characters long and include at least 3 of the following – Uppercase letters, Lowercase letters, Numbers, Symbols. When you have successfully met the password criteria the password box will turn green.

New Password *

Re-enter New Password *

☒ Your password must be between 16 and 255 characters long and include 3 of the following:

- ☒ Uppercase letters
- ☒ Lowercase letters
- ☒ Numbers
- ☐ Symbols

BHP

If you don't meet the password requirements, the following error message will be shown.

Reset Your Password

Reset the password for your account [REDACTED] below. Your password must be a minimum of 16 characters long and include at least 3 of the following – Uppercase letters, Lowercase letters, Numbers, Symbols. When you have successfully met the password criteria the password box will turn green.

✖ Your password isn't complex enough. Check that it has 16 characters and meets all the criteria. ✕

New Password *

Re-enter New Password *

*Required

Save

BHP

6. Once you save you will be logged in to the application. Otherwise try to login with the below link.
<https://bhp.plateau.com/learning/user/nativelogin.do>

Note, if you have received the email link a while ago, the link may have expired. If this is the case a new email is sent immediately for you to reset your password.

Error

✖ Your reset password link has expired. A new e-mail has automatically been sent. To reset your password, click the link in the new e-mail.

BHP

4. 'FORGOT PASSWORD' NOT WORKING?

There are some reasons why the functionality will not work:

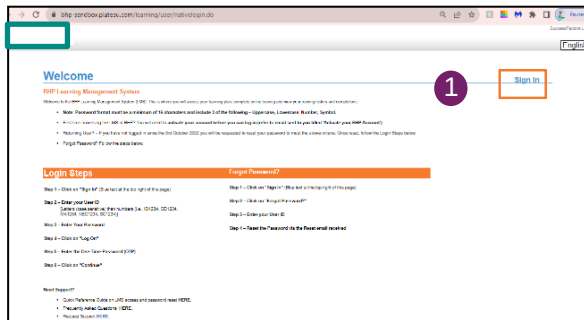
- Locking your account by multiple failed attempts (due to security reasons you only have **5 attempts before your account is locked** with the original password).
- **If you have locked your account after 5 attempts, please check your email as the locking of your account triggers an email to reset your password (to a new password).**
- **Your email address needs to be updated in the relevant Contractor Management System** (ERMS, Pegasus, Suresite, CWS, MyPass). If your email address is incorrect in the system, you will not receive your password reset email. Contact your BHP representative or Contracting company administrator to ensure your individual email address is updated in the relevant system(s).

5. CONFIRM YOUR IDENTIFY VIA MULTI-FACTOR AUTHENTICATION (MFA)

Multi-Factor Authentication (MFA) is a cybersecurity measure that requires individuals to confirm their identity using multiple authentication methods when logging into an application or system. All service contractors will be required to use (MFA) when accessing **BHP's Learning Management System (LMS)** from **outside** BHP's network (including BHP offices and sites).

Completing MFA is required **every time** you log into the LMS if you are using a device **outside** of the BHP network (including BHP offices and sites).

You will complete MFA via a **One Time Passcode (OTP)** sent to your **personal e-mail address** and then enter this **8-digit code** as a **new step** within the usual log in process. You will need to ensure your **e-mail address** is up to date with your contracting company administrator as the OTP will be sent to that e-mail address.



1

Sign In to BHP LMS

Go to the **existing** LMS URL

<https://bhp.plateau.com/learning/user/nativelogin.do>

Click '**Sign In**'



2

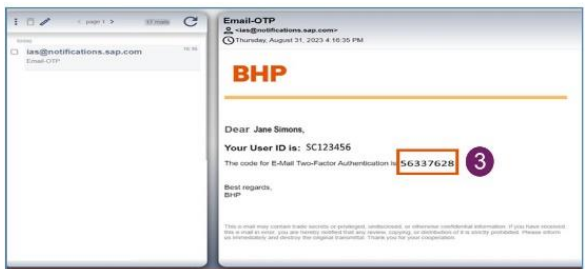
Enter Username and Password

Enter your **User ID** and **Password** and

Click '**Log On**'

The **Two Factor Authentication** window will pop up for you to complete the **Multi-Factor Authentication (MFA)** step.

Do not close this window.



3

Open e-mail account & Retrieve OTP

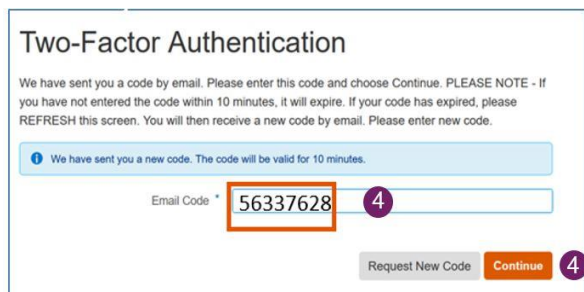
You will need to access your **email account** to retrieve the **One Time Passcode (OTP)** that is automatically sent your e-mail address.

This email should be the one recorded in the relevant contractor onboarding system via your contracting company.

N.B If you do not get the OTP, try to click on the '**Request New Code**' button again in 3 mins time or refresh the web browser. Once these methods have been attempted and the OTP code is **still not** received, please contact your company administrator.

Go back to the **Two Factor Authentication** page and enter the **OTP** into the E-Mail Code field and click '**Continue**'.

Once the MFA has been successfully completed, you will be automatically directed to your **LMS Learning Page**.



4

Enter One Time Password (OTP)



Warning Message: You can only request for a new OTP code after waiting for 3 minutes.

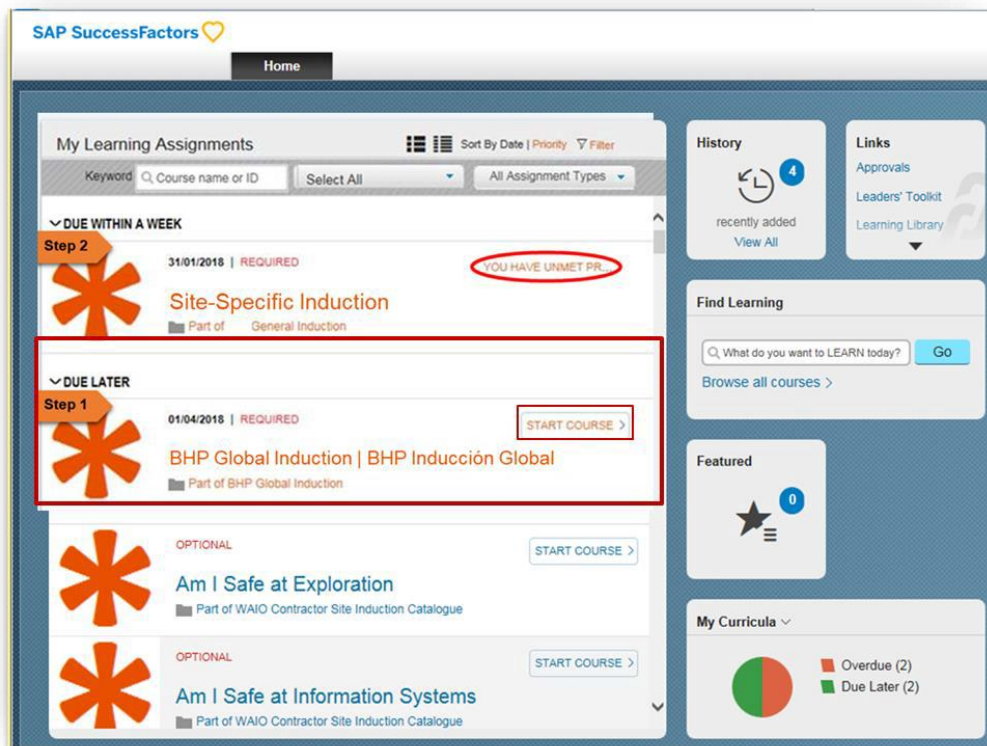
Click '**Request New Code**' - If you do not enter the code within 10 minutes, it will **time out**.

You may also refresh the web browser from the **Two Factor Authentication** page for a New OTP code to be sent to your email account, once the **original** OTP code you entered has **expired**.

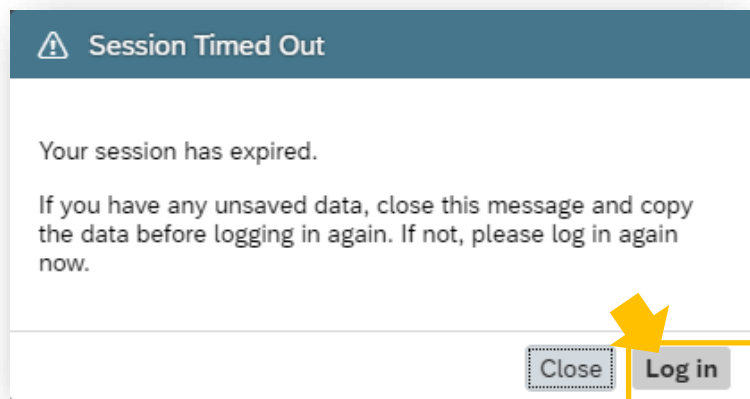
For any additional support contact your contracting company / vendor administrator.

6. HOW DO I COMPLETE MANDATORY TRAINING?

Once logged in, you will then see your online inductions and e-learning under My Learning Assignments or by using the Find Learning search function. Just click on 'Start Course' to complete your training. **The BHP Global Induction is a pre-requisite and should be completed first.**



YOUR LMS HAS TIMED OUT? If the below screen appears whilst using the Global LMS, it means **you will need to log back in to start a new session.**



Please take the following steps to navigate back to the Global LMS and start a new session.

- Click on the '**Log in**' button to sign back in. If this does not work, relaunch the Global LMS via the URL: <https://bhp.plateau.com/learning/user/nativelogin.do>
- Using your unique credentials, log back into the Global LMS.