

MULTI-FACTOR AUTHENTICATION (MFA) FOR LMS

What is Multi-Factor Authentication (MFA)?

Multi-factor Authentication (MFA) is a cybersecurity measure that requires individuals to verify their identity using multiple authentication methods when logging into an application or system.

All service contractors irrespective of their location or device will be required to complete MFA when accessing the **Learning Management System (LMS)**. There will be **no option** to bypass the MFA step when logging in via the BHP network, if using a BHP device or using your own personal laptop or device

MFA is required **every time** you log into the **LMS**. You will complete MFA via a **One Time Passcode (OTP)** sent to your **personal e-mail address** and then enter the 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 company administrator as the **OTP** will be sent to that e-mail address. It is also important that the E-mail address you use is **unique** to you. If you are unsure what e-mail address is recorded against your personal file, please contact your company administrator to check and update it for you.

Multi-Factor Authentication (MFA) Overview

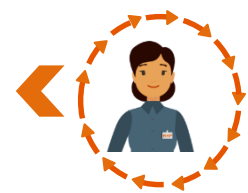
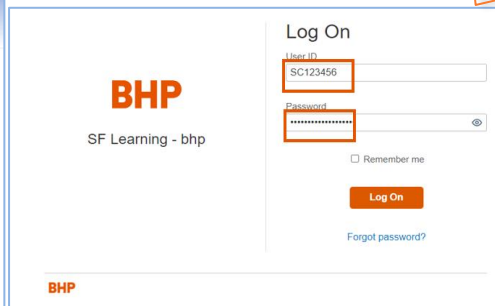
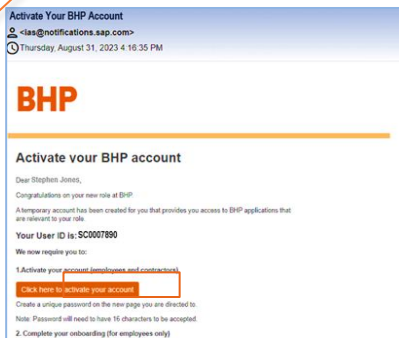
As a **new BHP contractor**, I will receive an activation E-mail from **ias@notifications.sap.com** containing my **User ID** and a **“Click here to activate your BHP account”** link with instructions on how to activate your account **including setting a 16-character password**.

Note: If your LMS account is **newly** created in LMS, it will take a maximum of 1.5 to 2 hours for you to receive IAS Activation E-mail.

As an **existing or returning BHP contractor**, I will log into the LMS as usual using my existing **User ID** and **Password** via the LMS **link** and then follow the prompts to complete the MFA step.

NB Your profile is must be **ACTIVE** in the relevant contractor onboarding system.

If your profile gets changed to **ACTIVE**, you may need to **reactivate** your account again and set a **new password**.



Existing/Returning BHP Contractor

Once you have successfully logged in, you will then need to complete the Multi-Factor Authentication step by following the prompts on the screen. Remember to have your E-mail account open to retrieve the OTP.

Multi-Factor Authentication (MFA) Process Steps



Step 1
Username/User ID
and Password is
entered

Step 2
OTP is sent via
E-mail to *individual*
E-mail address

Step 3
OTP is entered on
Two Factor
Authenticator screen

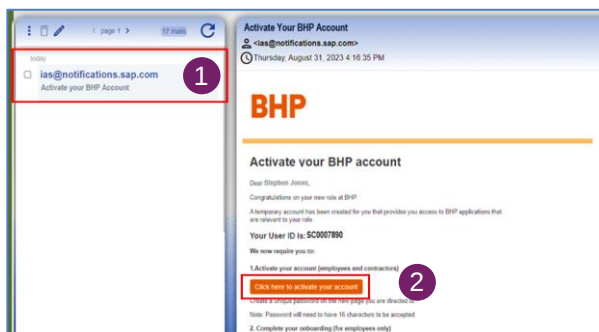
Step 4
Access is granted and
MFA completed.
Login to LMS complete

New Contractors

Screen Shot

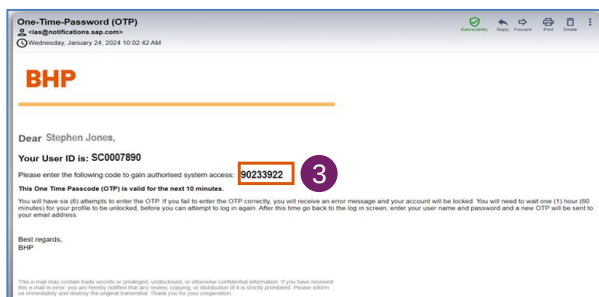
Steps

Description



1
Activation
E-mail

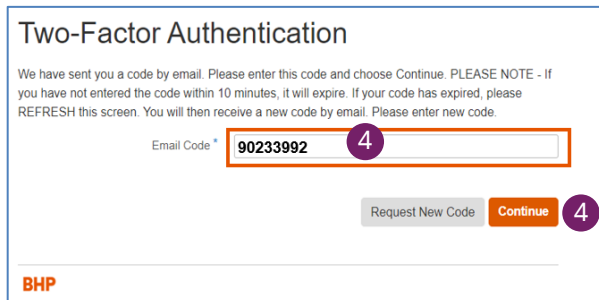
As a new BHP contractor, an activation E-mail from ias@notifications.sap.com will be sent to your personal E-mail address you have provided us.



3
Open
E-mail account
& Retrieve OTP

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

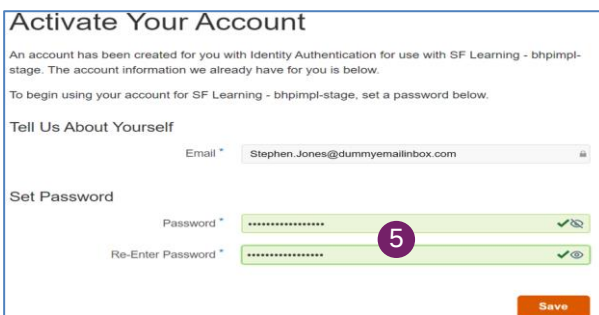
You will need to access your **E-mail account** to retrieve the **One Time Passcode (OTP)** that is automatically sent to your e-mail address.



4
Enter One
Time
Password
(OTP)

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

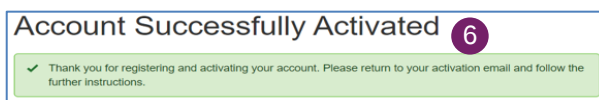
You only have **10 mins** to enter this code sent via E-mail into this box otherwise the code will expire, and you will need a new code.



5
Set
password

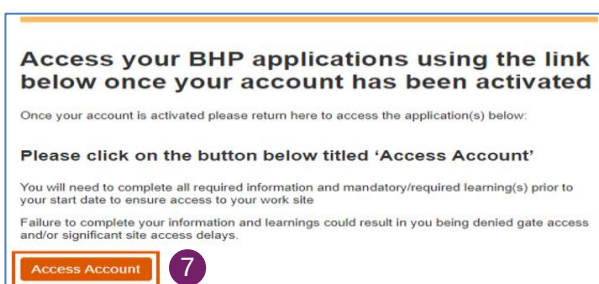
You will then proceed to create a unique **16- character** password.

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.



6
Account
Activated

Your account has now successfully been activated and your can continue onto logging into the LMS



7
Access
your
Account

You will now need to go back and find the original activation E-mail from ias@notifications.sap.com

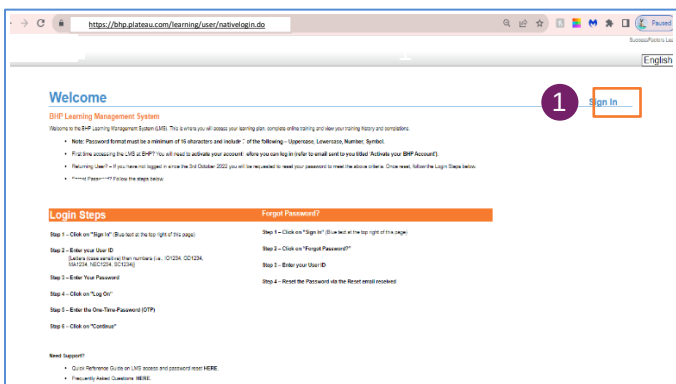
Within the **original activation E-mail** scroll down to where the button '**Access Account**' appears and click on it.

Existing or Returning Contractors - MFA

Screen Shot

Steps

Description

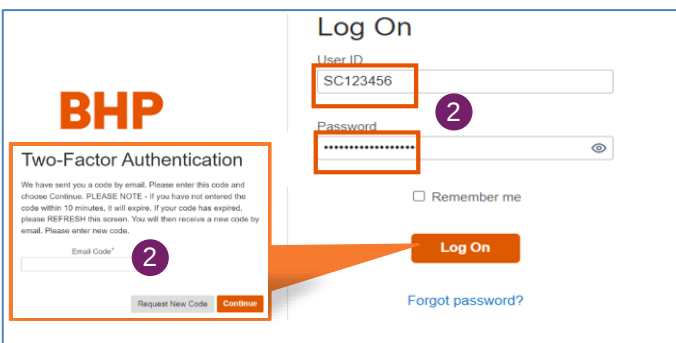


1
Sign In
to BHP
LMS

Go to the **existing LMS UR:**

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

Click '**Sign In**'

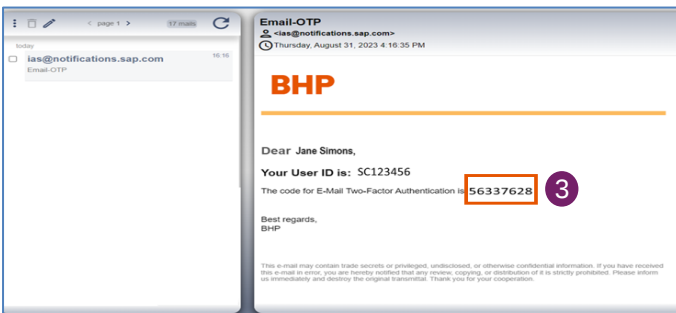


2
Enter User
ID and
Password

Enter you User ID and Password and
Click '**Log On**'

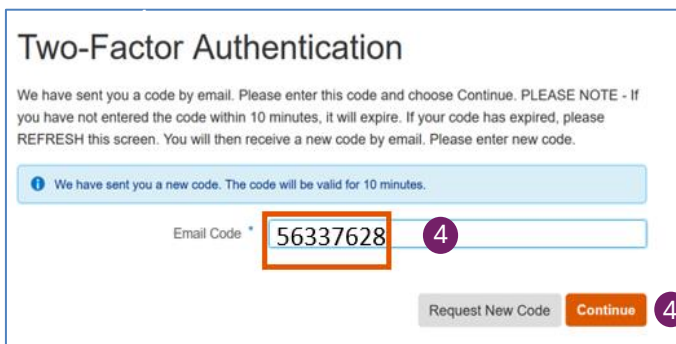
A **Two Factor Authentication** window will
pop up for you to complete the Multi-Factor
Authentication (MFA) step. **Do not close**
this window.

Open your **E-mail account** to retrieve the
One Time Passcode (OTP) that will have
been automatically sent to your E-mail
address. (This E-mail address should be
the one recorded in the relevant contractor
onboarding system).



3
Open
e-mail
account &
Retrieve
OTP

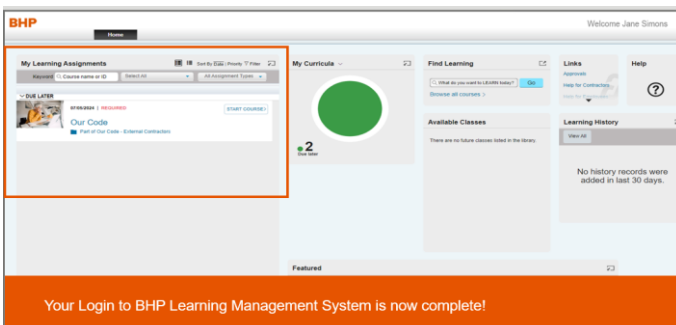
N.B If you do not get the OTP, try to click
on the '**Request New Code**' button again
in 3 mins time or refresh the web browser.
Once these methods have been attempted
and the OTP code is **still not** received,
please contact your company administrator.



4
Enter One
Time
Password
(OTP)

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

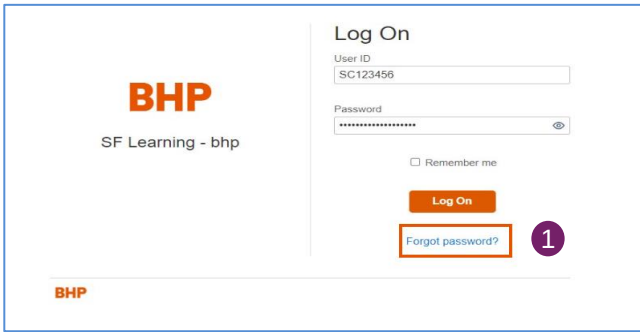
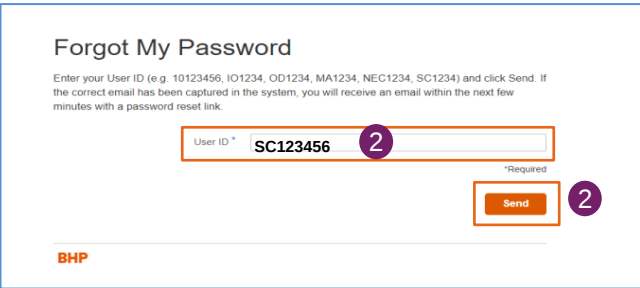
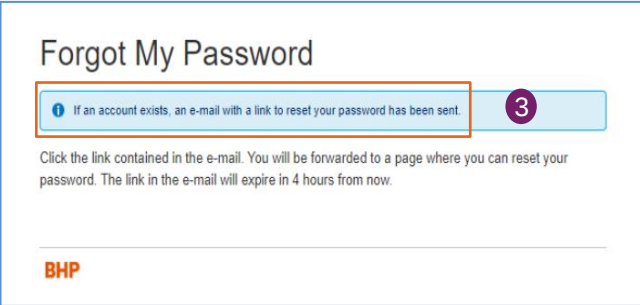
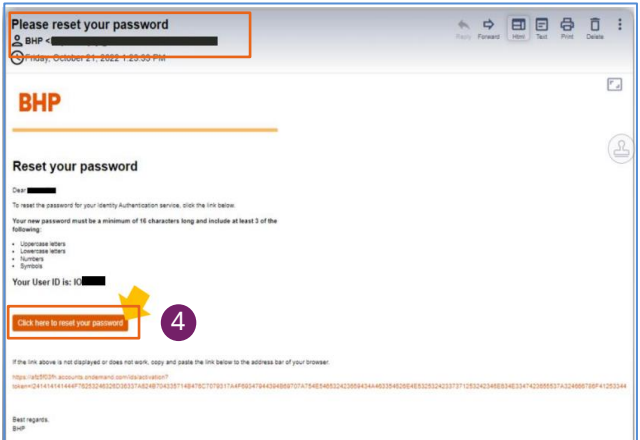
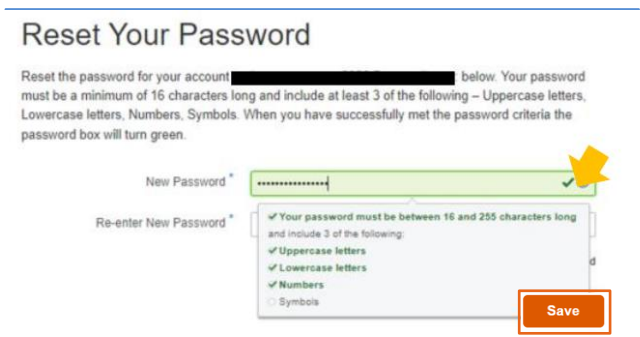
You only have **10 mins** to enter this code
sent via E-mail into this box otherwise
the code will expire, and you will need a
new code.



5
MFA
Complete

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

Existing or Returning Contractor – Forgot Password?

Screen Shot	Steps	Description
	1 Forgot Password?	Forgot User ID or Password? Click on the Forgot Password? link
	2 Enter User ID	Enter your User ID on the next page and click 'Send'. NOTE: Your User ID should not contain spaces
	3 Confirmation Screen	If your account is ACTIVE, you will get the confirmation on screen and an email will be sent to you. If it's INACTIVE it will need to be updated to ACTIVE by your Contractor/Vendor Administrator
	4 Check E-mail account for Password reset link	NB If your account was just reactivated, you will need to set a new password as the old one will not work 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. 'Click here to reset your password' button.
	5 Reset your Password	As you type your new Password into the Password box, the password requirements turn green, and you will see a 'tick' next to the requirement. You must meet all requirements before you can click save. Click 'Save'.