



BHP LMS Access Process

Frequently Asked Questions

Overview

To improve and standardise security controls, changes have been made to how **service contractors using external non-BHP accounts** access BHP's Learning Management System (LMS). These changes align with controls BHP has in place to protect its people and systems against cybersecurity risks.

- **Existing contractors** will
 - logon using their existing User ID (for example **IO1234, OD1234, MA1234, NEC1234, PC1234, SC1234**) and password at your first logon.
 - Change their password to a new password that is minimum of **16 characters** long and include at least 3 of the following - **Uppercase Letters, Lowercase letters, Numbers, Symbols**
- **New contractors** will have an activation email sent to you containing guidance on how to activate your account. The email address used is the one on your profile in the Contractor Management System used to access site (ERMS, Pegasus, Suresite, CWS or MyPass).

Both existing contractors and new contractors with activated accounts will be able to access the LMS at: <https://bhp.plateau.com/learning/user/nativelogin.do>.

If required, you will be able to reset your own password using the 'Forgot Password?' link on the LMS Sign In page with this new password taking effect immediately.

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LMS account activation and logon

I am an existing contractor with BHP. Do I need to activate my account?

If you already had an active BHP LMS account your account should already be activated and will not receive an activation email. You can sign in directly at <https://bhp.plateau.com/learning/user/nativelogin.do> (top right hand corner), using your current password. You will be directed to change your password on first login.

I am a new contractor with BHP and have never logged into the LMS before. How do I activate my account?

You will receive an activation email to the email address you have provided to BHP with guidance on how to activate your account. This email address is the one that has been captured on your profile the Contractor Management System you use to access site (ERMS, Pegasus, Suresite, MyPass or CWS). This activation email expires in 30 days.

Who do I contact if I do not receive an activation email?

If you already have an active BHP LMS account, you will not receive an activation email. Sign in directly at <https://bhp.plateau.com/learning/user/nativelogin.do> (top right hand corner) using your current password. You will be directed to change your password on first login.

If you are a new BHP contractor and did not receive an Activation email, raise a case with Training Administration at <https://case.bhpbilliton.com/en-US/lms-external/>. Remember to include your full name, date of birth and Company that you work for in the case notes.

I have received my activation email, but my account won't activate. What do I do?

If you are unable to activate your account, raise a case with Training Administration via <https://case.bhpbilliton.com/en-US/lms-external/>. Remember to include your full name, date of birth and Company that you work for in the case notes.

My email address has changed since last time I logged in. How can I get this updated?

If your email address has changed you will need to ensure your contracting company has updated it in the the Contractor Management System relevant to the Asset / Function you work with (ERMS, Pegasus, Suresite, MyPass or CWS).

You can still log in via your original User ID but your updated email address will be required to self service the reset your password and receive LMS notifications about required/expiring courses.

I cannot retrieve the original activation email. Can I request for it to be resent?

Yes, submit a request via <https://case.bhpbilliton.com/en-US/lms-external/>. Remember to include your full name, date of birth and Company that you work for in the case. However, note that if you already have an active BHP LMS account, you will not receive an activation email. Sign in directly at <https://bhp.plateau.com/learning/user/nativelogin.do>

I can see that this activation email is coming from a different sender (and not the sender of other LMS emails) – is it safe to click on?

The Activation email will be sent via ias@notifications.sap.com. This is an BHP Cybersecurity-approved email address. It is safe to open, and the links can safely be clicked.

User accounts and User IDs

I already have a User ID. Do I need to change it to be able to log into LMS?

No, you can log in via the existing link using your existing User ID at

<https://bhp.plateau.com/learning/user/nativelogin.do>. You can use your existing password for that User ID at first logon.

What should I do if I forget my User ID?

Your User ID / Username starts with letters (case sensitive) then numbers (ie IO1234, OD1234, MA1234, NEC1234, PC1234, SC1234) and can also be found on your site access card. The number length will differ depending on your Asset. If you cannot locate your User ID / User Name, raise a case with Training Administration at <https://case.bhpbilliton.com/en-US/lms-external>. Remember to include your full name, date of birth and Company that you work for in the case notes.

Why do I have multiple accounts at BHP?

Although we aim to have one active profile in our Learning Management System (LMS) with an unique email attached to it, this is not always possible.

Multiple profiles at BHP may exist when a person needs to work across two or more assets (example at Nickel West and at Iron Ore). Our BHP gate systems read the data based on the location that you are visiting so you will continue to need multiple profiles.

When logging in, you don't recognise the other account ID, please raise a case with Training Administration via the Customer Management System Portal (CMS) to allow them to look into the profiles.

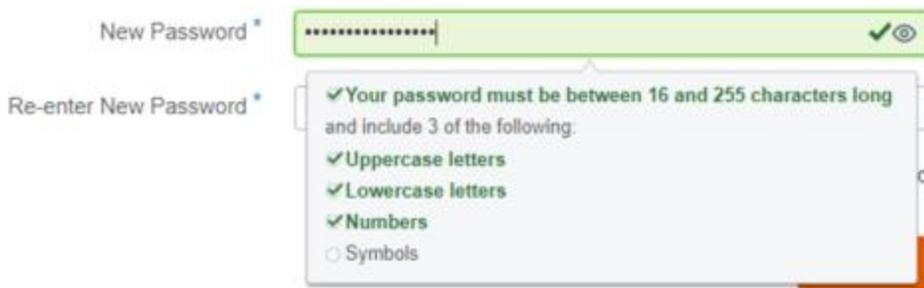
Passwords

Why do I need to use a 16-character complex password to access the LMS?

For added security, BHP are asking all people to set up a complex password. The BHP requirement now to create/reset your password is choosing 3 types of characters (**Uppercase letters, Lowercase letters, Numbers, Symbols**) to a **minimum of 16 characters**. To help you create strong passwords that are easy to remember and type, we recommend you use passphrases. Passphrases are nothing more than a sentence or random words. You can make any password or passphrase even stronger by replacing a letter with a number, such as replacing the letter “o” with the number “0,” using lower- and upper-case letters, or adding symbols, such as spaces or punctuation.

How do I know if my password has met the new requirements?

When you entered a password that meets the requirements, the whole box will turn green and you will see the ticks showing which parts of the requirement you have met. You just need to ensure your password is 16 characters and includes **three (3)** of the criteria listed.



The image shows a form with two input fields: "New Password *" and "Re-enter New Password *". The "New Password" field is highlighted in green and has a green checkmark and an eye icon on the right. A tooltip is displayed over the "Re-enter New Password" field, listing requirements: "Your password must be between 16 and 255 characters long and include 3 of the following." The requirements are: "Uppercase letters" (checked), "Lowercase letters" (checked), "Numbers" (checked), and "Symbols" (unchecked).

How can I see what I am typing in the password box to make sure it is correct?

In the password box, there is an eye icon on the far right of the box that you can switch on to assist you with the password setting. It also helps if you are setting this password for the first time.



The image shows the same form as above. The "New Password" field is highlighted in green and has a green checkmark and an eye icon on the right. The "Re-enter New Password" field is highlighted in green and has a green checkmark and an eye icon on the right. The eye icon in the "Re-enter New Password" field is highlighted with a green box. Below the fields, the text "*Required" is visible.

How often do I need to change my password / does my password expire?

Your password will expire every 6 months, at which time you'll be required to reset it..

Passwords

How do I setup my password?

If you are a brand new contractor with BHP, you will receive an activation email that provides you with a link to activate your account and setup up your password. This will come from ias@notifications.sap.com email address

I have forgotten my password / my password has expired. How can I reset it?

You can now reset your own password using the 'Forgot Password?' link on the sign in page. Guidance for this is available [here](#).

You will need to ensure your email address is correct in your Contractor Onboarding System (ERMS, Pegasus, Suresite, MyPass or CWS). Once your email is updated, wait up to 1 hour before using the 'Forgot Password' link to ensure your new email address has updated in the LMS.

If you still have issues resetting your password, raise a case with Training Administration at <https://case.bhpbilliton.com/en-US/lms-external>. Remember to include your full name, DOB and Company that you work for in the case.

I am unsure of my password, how many times can I attempt my log in before being locked out?

After five (5) unsuccessful log in attempts, your account will be locked with the current password. Once you lock your account, the system will automatically send you a reset password email. You must use a NEW password and you can access the LMS immediately.

If you do not receive an email, it means:

1. The User ID that you entered can not be found (remember no spaces and follow the examples)
2. The email attached to your account in LMS is not the same as the email you are using.

If you require urgent access to your account, raise a case with Training Administration at <https://case.bhpbilliton.com/en-US/lms-external>. Remember to include your full name, date of birth and Company that you work for in the case.

How do I set / change my security questions?

As part of this new process, the security questions that helped you recall your password have been disabled. You can now directly reset your password using the 'Forgot Password' link on the sign in page.

How long do I have to wait to get a new password after submitting a self service 'forgot password' request?

A password reset email will be sent to your email address within a few minutes of your request. The new password you set will be effective immediate.

I did not get the new password reset email confirmation. What do I do?

1. As a first step check your spam/junk mail folders.
2. Confirm the email address is correct in the onboarding system. Contact your contracting company to update your profile email address in the Contractor Management System used for the Asset / Function you are working with (ERMS, Pegasus, Suresite, MyPass or CWS).
3. If the email address is correct, raise a case with Training Administration at <https://case.bhpbilliton.com/en-US/lms-external>. Remember to include your full name, date of birth and Company that you work for in the case.

General Questions

What happens if we have a system outage and service contractors can't access the LMS before coming to site?

There will be standard communication sent in advance for planned SuccessFactors LMS downtime. If there are any unexpected outages, existing processes withing SAP will be followed for a resolution of the issue. You can also raise a case with Training Administration at <https://case.bhpbilliton.com/en-US/lms-external/> and include screen shots of the issue you are experiencing.

Support Model (for Administrators)

How do I assist a service contractor who didn't receive an activation email?

As a Site Administrator, the first step will be to ensure the contractor's email address is correct within the Contractor Management System they use for the Asset / Function they are working at (e.g ERMS, Pegasus, Suresite, MyPass or CWS). The contractor will need to speak with their contracting company to update their email if it's not correct.

Site Administration and Training Administration no longer have the permission or access to the system to reset passwords for contractors. Service contractors are required to follow the steps to self-service and reset their password themselves.

How do I escalate a logon or password issue for a service contractor when they are needed onsite ASAP?

Password resets will be done by the user as a self-service action using the 'Forgot Password' link on the sign in page.

After five (5) unsuccessful log in attempts, the account will be locked with the current password. Once the user locks the account, the system will automatically send you a reset password email. The user must use a NEW password and you can access the LMS immediately.

Where issues are experienced with this process, a case can be raised with Training Administration at <https://case.bhpbilliton.com/en-US/lms-external/> to get additional support. . Remember to include their full name, DOB and Company they work for in the case.

What support is available after hours / weekends for account activation, LMS log in and password reset issues?

Support is available 24x5 via Training Administration. Raise a case at <https://case.bhpbilliton.com/en-US/lms-external/> . Remember to include the relevant service contractor's full name, date of birth and Company they work for in the case.

Alternatively view the above password reset process.