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](mailto:ias@notifications.sap.com) containing your User ID, a 'click here to activate account' link with instructions on how to activate your logon account.

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**Activate your BHP account**

Dear Moon Sharchi,

An account has been created for you that provides you access to the BHP Learning Management System and other BHP applications that may be required for your role.

**Your User ID:**

To activate your account, you will need to:

1. Click on the 'click here to activate your account' button below.
2. Create a unique password on the new page you are directed to.

**Note:** Password will need to have 16 characters to be accepted.

[Click here to activate your account](#)

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

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**Access your BHP applications using the link below once your account has been activated**

Once your account is activated please return here to access the application(s) below:

**Please click on the button below titled ‘Complete Learning’**

You will need to complete all the mandatory or required learning(s) prior to your start date to ensure access to your work site.

Failure to complete these learnings could result in you being denied gate access and or significant site access delays.

[Complete Learning](#)

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If you do not receive the activation email from [ias@notifications.sap.com](mailto: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, DOTS, Pegasus, Suresite, CWS) 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.
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.

2. HOW DO I GET ACCESS TO THE GLOBAL LMS? Existing Contractors (started before 03 October 2022)

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.
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**.

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

<table>
<thead>
<tr>
<th>BHP Asset / Function</th>
<th>ID acronym</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coal / Global Functions (CWS)</td>
<td>SC</td>
<td>SC123456</td>
</tr>
<tr>
<td>Western Australia Iron Ore (ERMS)</td>
<td>IO</td>
<td>IO123456</td>
</tr>
<tr>
<td>Nickel West (DOTS)</td>
<td>NW</td>
<td>NW123456</td>
</tr>
<tr>
<td>Olympic Dam (SureSite)</td>
<td>OD</td>
<td>OD123456</td>
</tr>
<tr>
<td>New South Wales Energy Coal (Pegasus)</td>
<td>NEC</td>
<td>NEC123456</td>
</tr>
<tr>
<td>Minerals America (CWS)</td>
<td>MA</td>
<td>MA123456</td>
</tr>
</tbody>
</table>


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.

![Log On](image)

2. Enter your User ID on the next page and click ‘Send’. NOTE: Your User ID should not contain spaces.
3. You will get the confirmation on screen as per the screenshot below.

Forgot My Password

Enter your User ID (e.g. 10123456, IO1234, OD1234, NA1234, NEC1234, NW1234, 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.

User ID: [Enter User ID]

*Required

Send

BHP

If an account exists, an email with a link to reset your password has been sent.

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

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

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.

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). Contact Training Administration if you require access urgently.
- Your email address needs to be updated in the relevant Contractor Management System (ERMS, DOTS, Pegasus, Suresite, CWS). 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).
• There are issues with the sign in page. Contact Training Administration to advise of the problem.

Where you need to contact the Training Administration team:

1. Click here to raise an enquiry or copy and paste this into your browser https://case.bhpbilliton.com/en-US/lms-external/
2. Select the ‘Enquiry’ online form to request assistance on access issues, password reset, course enquiries, reports and others.

3. Once the online form has been created and submitted successfully, a successful message will be displayed:

5. **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.**
Public

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.