

# BHP



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](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

Congratulations on your new role at BHP.

A temporary account has been created for you that provides you access to BHP applications that are relevant to your role.

**Your User ID is:**

We now require you to:

#### 1. Activate your account (employees and contractors)

[Click here to activate your account](#)

Create a unique password on the new page you are directed to.

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

#### 2. Complete your onboarding (for employees only)

You will need to complete all mandatory fields in the onboarding module within the next 5 days to ensure your profile is created and there are no delays in finalising your onboarding.

#### 3. Log into your Learning Management System (employees and contractors)

10 days prior to your commencement date and complete required learnings before you start.

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

Please note this is a temporary account and is valid until your first day at BHP, when your permanent log in details will be made available.

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):

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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 'Access Account'**

You will need to complete all required information and mandatory/required learning(s) prior to your start date to ensure access to your work site

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

[Access Account](#)

Best regards,  
BHP

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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, 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.
3. Raise a case with Training Administration at <https://case.bhpbilliton.com/en-US/lms-external/> to have the activation email resent to you.

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

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

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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 \*

- ✓ Your password must be between 16 and 255 characters long and include 3 of the following:
- ✓ Uppercase letters
- ✓ Lowercase letters
- ✓ Numbers
- Symbols

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

### 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.

✗ 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**

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### 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 / Function	ID prefix	Example
Coal / Global Functions (CWS)	<b>SC</b>	<b>SC12345</b>
Western Australia Iron Ore (ERMS)	<b>IO</b>	<b>IO12345</b>
Olympic Dam (SureSite)	<b>OD</b>	<b>OD12345</b>
New South Wales Energy Coal (Pegasus)	<b>NEC</b>	<b>NEC12345</b>
Minerals America (CWS)	<b>MA</b>	<b>MA12345</b>
Potash & Legacy Assets (CWS)	<b>PC</b>	<b>PC12345</b>
MyPass	<b>M</b>	<b>MX12345</b>

Commented [CL1]: @Tester\_Erica - PC is used for USA.

If you cannot locate your User ID, raise a case with Training Administration at <https://case.bhpbilliton.com/en-US/lms-external>.

#### 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 a 'Log On' form with the following elements:

- User ID** field: Contains a placeholder text 'e.g. 10123456, IO1234, OD1234, MA1234, I'.
- Password** field: A standard password input field with a visibility toggle icon.
- Remember me** checkbox.
- Log On** button: An orange button.
- Forgot password?** link: A blue link with a yellow arrow pointing to it.

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.

User ID \*

\*Required

Send

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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.

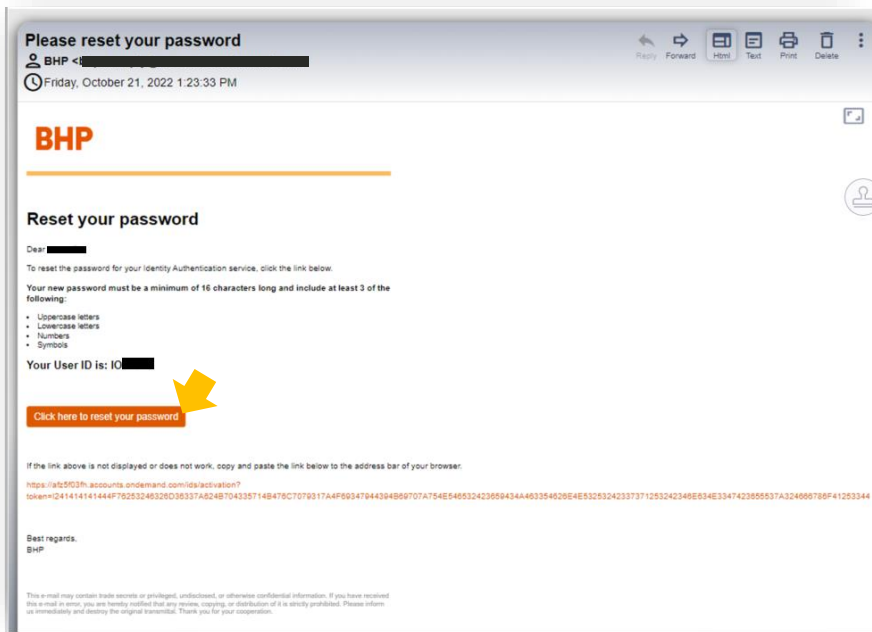
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- You will then receive email from [ias@notifications.sap.com](mailto:ias@notifications.sap.com) with subject line **Please reset your password**. Your user ID will be mentioned in the email itself.

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

Commented [TE2]: Onboarding confirmed this screen doesn't change



- 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 \*

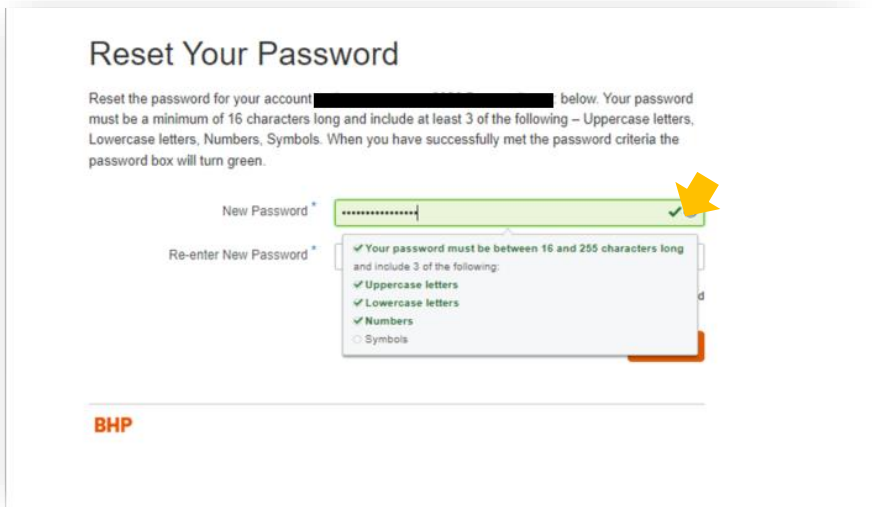
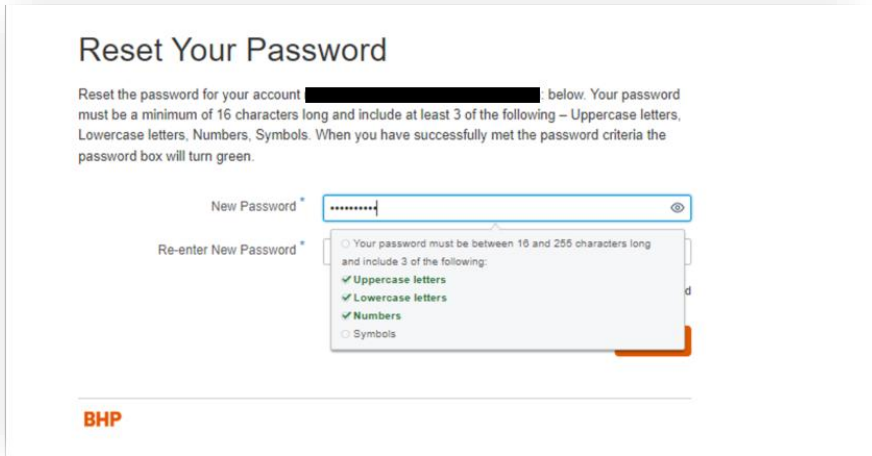
\*Required

[Save](#)

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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**.





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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**

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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.

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#### 4. 'FORGOT PASSWORD' NOT WORKING?

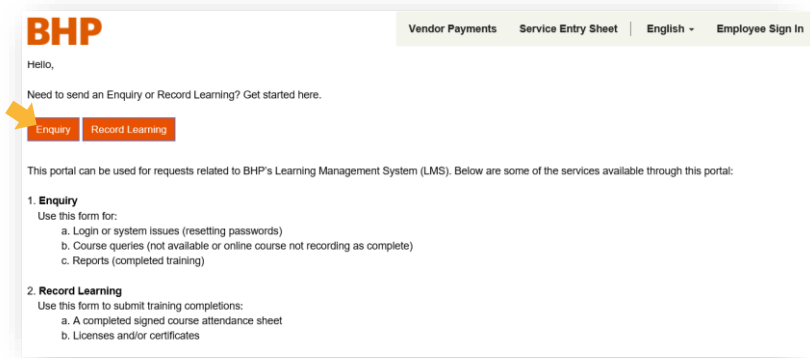
There are some reasons why the functionality will not work:

- 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).
- **There are issues with the sign in page.** Contact Training Administration to advise of the problem.

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**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 enquires, reports and others.



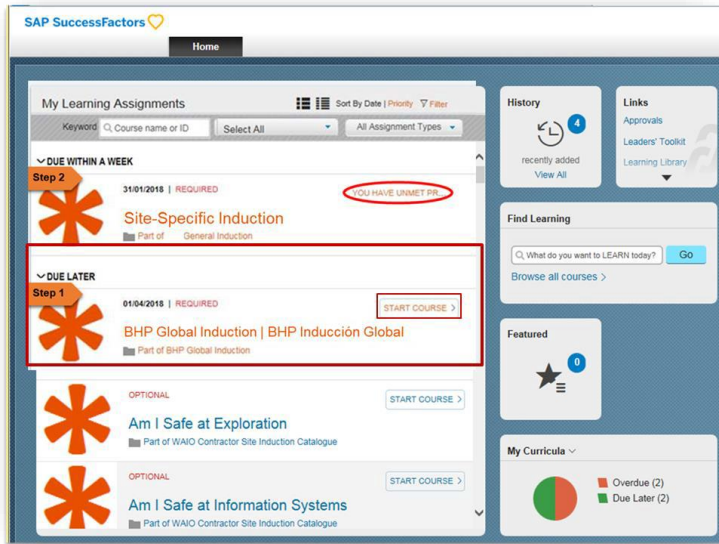
3. Once the online form has been created and submitted successfully, a successful message will be displayed:

Successfully completed submission.

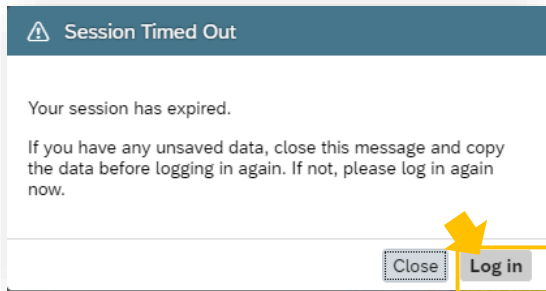
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## HOW DO I COMPLETE MANDATORY TRAINING?

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.