

BHP

How to Navigate the Payroll Review Secure Employee Portal

January 2024

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Registering on the Secure Employee Portal

01 | Registering on the Secure Employee Portal

1 GO TO THE PORTAL

Go to: <https://www.secure-portal.com.au/bhppayreview>

Then click on the **Register** tab on the top right corner of the homepage



2 ENTER YOUR DETAILS

Enter your first name, last name, country and mobile number.

Enter the email address you received the invitation email from (either a BHP, OZM or personal email address).

Note: If you no longer have access to this email account, can't recall the email address that would have received the invitation, or didn't receive an invitation via email, please proceed to use an email address that you have access to.

Register for BHP Payroll Review

* Indicates required

First name

Last name

* Email ✉

* Country

* Mobile phone

3 AGREE TO THE COLLECTION NOTICE

Before you complete the registration form, you need to check the box to confirm that you agree to the terms of our Collection Notice and Privacy Statement.

To read the Collection Notice & Privacy Statement, click on the words **Collection Notice** here:

Once you check the box to confirm you agree, click on **Submit**.

Register for BHP Payroll Review

- Please enter your details below to create an account.
- We'll send a verification request to the email address you entered below.
- Once your email is verified, we'll send you a link to create your password and then you can login.
- The first time you login you'll also be asked to set up multi-factor authentication to help keep your account secure.

* Indicates required

First name

Last name

* Email ✉

* Country

* Mobile phone

Please read our **Collection Notice** before submitting your details.

* By continuing, you agree that you have read and agree to your personal information being collected in accordance with the terms of our Collection Notice

Submit

Please check your registered email to confirm your email address.

01 | Registering on the Secure Employee Portal

4 VERIFY YOUR EMAIL ADDRESS AND SET UP YOUR PASSWORD

A. In the email you receive, click on the **Confirm Registration** button.

Hello

Please click on the "Confirm Registration" button to confirm your email address within 24 hours.

Note: If you do not verify your email address by clicking on the below button within 24 hours, you will have to start the account creation process again.

[Confirm Registration](#)

B. Once you confirm your email address, you will receive a second email asking you to create a password.

C. Click the **Create Password** button in the email.

Hello

Please click on the "Create Password" button to create your password within 24 hours.

Note: If you do not create your password by clicking on the below button within 24 hours, you will have to start the account creation process again.

[Create Password](#)

D. Follow the requirements for setting a strong password below for maximum security.

- Minimum 10 characters
- Maximum 100 characters
- At least 1 lowercase letter(s)
- At least 1 uppercase letter(s)
- At least 1 digit(s)
- At least 1 special character(s)

Reset Password

New password *

Great

Retype password *

Passwords must match

[Reset Password](#)

5 LOG IN TO YOUR ACCOUNT

After you set your password, you will be taken to the **Log in** page on the Portal. Enter your email and password and click **Log in**.

Log in

Email

Password

Remember me

[Forgot Password?](#)

[Log in](#)

For your security, the Portal will then ask you to select a **multi-factor authentication (MFA)** method. Please proceed to the next page for details on setting up your MFA.

Note: If you have forgotten your password at any point, please click on the **'Forgot Password?'** link. You will receive an email to your registered email address with a link to create a new password.

01 | Registering on the Secure Employee Portal

6 SETTING UP YOUR MULTI-FACTOR AUTHENTICATION (MFA)

What is it?

Multi-factor authentication (MFA) protects your vulnerable information and accounts against unauthorised access. It required two or more proofs of identity to grant you access.

MFA Options

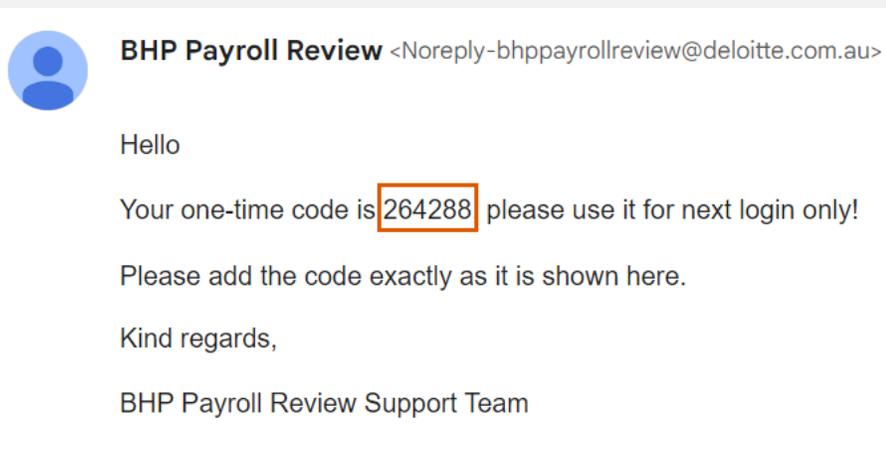
To access the Secure Portal, you'll need to pick one of two MFA options:

1. Get a verification code sent to your email
2. Get a verification code from your authenticator app

OPTION 1: EMAIL AUTHENTICATION

If you select the option for email MFA, you will receive an email with a unique one-time code consisting of 6 digits.

An example of this email is shown below.



OPTION 2: AUTHENTICATOR APP

If you select the option to use an authenticator application scan the QR code present on your screen.

Follow the prompts on your mobile device to complete the set up.

Upon completion of the set-up enter the 6 digit code displayed within the app.

Choose a Multi-Factor Authentication (MFA) Option

Option 2 - Authenticator App

Download an authenticator app that supports Time Based One-Time Password (TOTP) on your mobile device.

Open the app and scan the QR code below

Enter the code generated by the app



Your Assessment

02 | About the 'Your Assessment' section

Once registered and logged in, click on the **View My Case** button.

This will take you to the *Your Assessment tab*, where you will see your details, including your Personnel ID, Name, Employment Status and your Impact Status (if available).

BHP Home My Case Collection Notice Troubleshooting Resources FAQ

My Case

Thank you for registering.

If you have any questions about the payroll review, navigating the portal or completing the required information, please refer to the information in the 'Resources' section of this site or contact the dedicated support team by clicking the 'Message' button when you review your case details.

Should the information on this portal not address your query, you can contact our support team by calling 1800 161 243 from Monday to Friday between 8:00am until 9:00pm and Saturday 10:00am until 3:00pm (Australian Eastern Daylight Time) or email payrollreview@bhp.com

Current BHP employees can also raise a case via MyHR+ on the BHP Digital Workspace, speak with your line leader or HR Business Partner.

[View My Case](#)

02 | About the 'Your Assessment' section

The tables in the *Your Assessment* section shows the information we currently hold about you. If you are affected, these tables also set out next steps in processing your payment (if applicable), and details regarding any expected payment will be included here once confirmed.

1 If you are a current employee and have registered using an email address that received the invitation email:

When your outcome letter is available, we will provide it under the *My Case* and *Attachments* tab in the Portal.

2 If you are not currently employed by BHP and have registered using an email address that received the invitation email (linked email address):

The *Your Assessment* table should be pre-filled. To complete the next steps in processing your payment, please navigate to the *Employee Details* tab and provide the requested information and submit the form.

→ Click [here](#) to navigate to the guide for completing your ID check and bank details.

3 If you have registered using an email address that did not receive the portal invitation email:

The *Your Assessment* table will not be pre-filled. To help enable us to provide you with information and any next steps if you are impacted, please proceed to the *Employee Details* section and provide the requested information and submit the form.

→ Click [here](#) to navigate to the guide for completing this eligibility assessment.

Your Assessment
Employee Details
Messages
Attachments

Your Assessment

The table below shows the information we currently hold about you.

If you are not currently employed by BHP and are impacted by one of the payroll issues announced by BHP on 1 June 2023, we will need to collect additional information to verify your identity, banking details, superannuation and/or tax details (if required) before we are able to make a payment to you and provide a supporting statement. Please refer to the 'Action Required' field below to understand what action is required of you at this time (if any).

If the table below is blank:

- we have not yet confirmed if you are affected; or
- the email address you have registered with is not linked to an eligible Employee ID.

If you believe that you may be covered by the payroll review and there are no details shown in the table below, please register using your current BHP email address, or if you are not currently employed by BHP (including OZ Minerals), please register using the personal email address that you provided to us at the time of your employment, as we may be able to link it to your assessment outcome. If you are a former employee and you have recently updated your contact details as part of this review, please register using the updated email address you provided.

If you do not have access to your BHP email address, or the table below is still blank when using your alternate email address, please complete the Identification Details section in the 'Employee Details' tab.

Your Details

Known Personnel ID	
Employee Name	
Known Employment Status	Former Employee
Overall Impact	Impacted (Please refer to issue table below)
Action Required	Refer below to the Issue table for any action required

Completing your details – Eligibility Assessment

03 | Completing the Identification Details section for unlinked email addresses

If you have registered using an email address that did not receive the invitation email, we will require some additional information to verify your identity and to assess your eligibility for a re-credit or payment.

1. Complete all fields relating to your *Identification Details* in your *Employee Details* tab.
2. If required, you can save this form at any time and return at a later stage to complete your details and submit the form. Just click the **'Save'** button below to save your details before exiting.
3. Once you have completed all fields, please confirm that the information you have provided is true and correct by checking the box at the bottom of the form.

As a final step to ensure your case has been submitted successfully, please click the **'Submit'** button located on the bottom right corner of the page.

What will happen next?

Once your submission has been processed, if you are impacted, we will contact you to inform you of the outcome of your assessment.

- If you are a current employee and you are impacted, we will make your outcome letter available under the *My Case* and *Attachments* tab in the Portal
- If you are a former employee and you are impacted, we will re-open your form to enable you to complete the remaining sections of the form (including completing your ID check and bank details section).

→ Click [here](#) to navigate to the guide for completing this ID check and payment information sections

Please note there will be a delay between the submission of your form and when the *Your Assessment* section will be updated with any Action Required and the Estimated Payment Date.

Your Assessment
Employee Details
Messages
Attachments



Identification Details

In order to provide you with information about any potential recredit or payment if you are affected, we need to collect some additional information from you to verify your identity.

The fields below are mandatory, but if you do not know the Personnel ID, please type 'I DO NOT KNOW' in the corresponding field. Where you are entering more than one Personnel ID, please separate them with a forward slash ('/').

In what capacity are you registering?

Registering for myself ▼

Employment status

-- None -- ▼

Personnel ID

Note: Your Personnel ID will begin with "1" or "2" and have a total of 8 characters, or begin with "3" and have a total of 7 characters. Alternatively, you can enter "I DO NOT KNOW".

Date of birth

YYYY-MM-DD 

Australian tax resident?

-- None -- ▼

Country (Residential Address)

04 | Completing the Identification Details section for deceased estates

If you are registering on behalf of a deceased estate, we will require some additional information from you.

1. Complete all fields relating to your *Identification Details* in your *Employee Details* tab
2. When selecting the capacity in which you are registering, select '*Registering on behalf of a deceased employee*'. You will then be required to complete a different set of fields
3. Attach the required documents in the 'Attachments' tab, being either a Letter of Probate or Letter of Administration (if available) and a Death Certificate. To confirm you have attached the documents, you must select the relevant check box options in the form.
4. If required, you can save this form at any time and return at a later stage to complete your details and submit the form. Just click the '**Save**' button below to save your details before exiting.
5. Once you have provided all the required information, please confirm that the information you have provided is true and correct by checking the box at the bottom of the form.

As a final step to ensure your case has been submitted successfully, please click the '**Submit**' button located on the bottom right corner of the page.

What will happen next?

Once your submission has been processed, if the deceased was impacted during their employment with us, we will contact you to inform you of the outcome of your assessment. If the deceased was impacted, we will re-open your form to enable you to complete the remaining sections of the form (including completing your ID check and bank details section).

→ Click [here](#) to navigate to the guide for completing this ID check and payment information sections

Please note there will be a delay between the submission of your form and when the *Your Assessment* section will be updated with any Action Required and the Estimated Payment Date.

Your Assessment
Employee Details
Messages
Attachments



Identification Details

In order to provide you with information about any potential recredit or payment if you are affected, we need to collect some additional information from you to verify your identity.

In what capacity are you registering?

Registering on behalf of a deceased employee
▼

Representative First Name

Representative Last Name

Representative Date of Birth

YYYY-MM-DD


Deceased Employee First Name

Deceased Employee Last Name

Deceased Employee Personnel ID (if known)

Deceased Employee Date of Birth

YYYY-MM-DD


Do you have a document confirming you have legal authority?

-- None --
▼

Note: This document will need to confirm you have legal authority to deal with the deceased employee's affairs (e.g. a grant of probate / letter of administration)

Completing your details – ID check and bank details

05 | Completing the Identification Details section for linked email addresses

If you are not currently employed by BHP, and have registered using an email address that received the invitation email, we will require some additional information to verify your identity.

Complete all fields relating to your **'Identification Details'** in your **'Employee Details'** tab

1. If required, you can save this form at any time and return at a later stage to complete your details and submit the form. Just click the **'Save'** button below to save your details before exiting.
2. Once you have completed your **'Identification Details'** section, you will be required to complete the next section of the form, being the GreenID Identification check.

Your Assessment **Employee Details** Messages Attachments

In what capacity are you registering?
 Registering for myself

Employment status
 -- None --

Personnel ID
 [Empty field]

Note: Your Personnel ID will begin with "1" or "2" and have a total of 8 characters, or begin with "3" and have a total of 7 characters. Alternatively, you can enter "I DO NOT KNOW".

Date of birth
 YYYY-MM-DD

Australian tax resident?
 -- None --

Country (Residential Address)
 [Empty field]

06 | Completing the Identity Verification section

How do I complete the GreenID check?

To complete your GreenID check, please navigate to the [GreenID portal](#) by using the link or the QR code and complete the onscreen prompts to verify your identity. Before you begin, please have on hand an identity document, such as your driver's licence or passport, and your Case ID (e.g. BHP1234567) from the BHP Secure Employee Portal. Your Case ID begins with 'BHP' followed by 7 digits and can be found at the top left-hand corner of the portal once you have registered.

We recommend completing the GreenID check using a mobile device with an inbuilt camera.

What can I do if I am experiencing difficulties completing the GreenID check?

If you are having trouble completing the GreenID check, please review the '[Green ID Guide](#)' available in the '**Resources**' tab on the portal. If you are still experiencing trouble after reviewing the guide, please contact us by sending us a message through the Portal or you can speak with one of our support team by calling 1800 161 243 during operating hours (Monday to Friday, 8:00am – 9:00pm and Saturday 10:00am – 3:00pm AEDT).

Once you have completed your Identity Verification check, proceed to the next section of the form where you will be required to provide us with your bank account details.

 Click [here](#) to navigate to the guide for Bank Details section.

Your Assessment
Employee Details
Messages
Attachments



Identity Verification

To enable us to verify your identity, please visit and follow the onscreen prompts after clicking the [link here](#) or the QR code below. In order to process any payment you may be eligible to receive, please complete this step.

If you require assistance completing the identity verification on GreenID, please refer to the Green ID Navigation Guide for instructions or contact the dedicated support team via the 'Message' function or by calling 1800 161 243.



GreenID status

-- None --
▼

Note: You must complete your GreenID check in order to receive any remediation payments you may be entitled to. If you do not complete your GreenID check, we will not be able to process any payments to you.

07 | Completing the Bank Details section

If you are a current employee, if you are affected, any payment you are expected to receive will be made to the bank account on file. If you are not currently impacted, we will require you to provide details of the bank account into which you would like any payment to be made. To enter your bank account details, you will be required to undertake the following steps:

Australian bank accounts

- For Australian bank accounts, select **'Australia'** from the drop-down menu for **'Country'**. You will be prompted to enter your BSB, account number and account name.
- When entering your BSB (e.g. 123-456), you need to enter the first three digits (e.g. 123) followed by a hyphen and then the last three digits (e.g. 456). You must include the hyphen and no spaces.
- Select the corresponding BSB from the drop-down list. This will display the details of the bank and the branch on screen. You can then finalise your bank details by entering your corresponding account number and account name.

Overseas bank accounts

- For non-Australian bank accounts, select your relevant country from the drop-down. We require your SWIFT/BIC code, bank name, branch address, branch country, your residential address and country, account type, account number and account name.
- Some non-Australian bank accounts have an IBAN – if this is available, please enter in the relevant field. If your account does not have an IBAN, you can leave this field blank.

Once you have completed the **'Bank Details'** section of the form, you may be required to provide superannuation or tax details.

→ Click [here](#) to navigate to the guide for completing the superannuation and tax sections.

If you are not required to complete superannuation or tax sections, please continue to submit your form.

→ Click [here](#) to navigate to the guide for submitting your form.

Bank Details

In order to process your payment, please provide details of the bank account into which you would like any such payments to be made.

Country	Australia
BSB (XXX-ZZZ)	
Bank	
Branch	
Account number	
Account name	

Completing your details – Superannuation and tax details

08 | Completing the Superannuation Details section

In some cases, BHP will require details about your current superannuation account in order to complete your payment. If the superannuation section is displayed in the form, you are required to provide superannuation details. Please undertake the following steps:

Note: *If you do not have a super fund because you are retired or located overseas, please select the corresponding option from the drop-down under question 'Fund type'*

Standard APRA/RSA Super Fund (e.g. AusSuper)

For APRA/RSA super funds, please select '*I have an APRA/RSA fund*' from the drop-down and enter your corresponding fund details (Fund ABN, Unique Superannuation Identifier, member number)

Superannuation

In order to process your back payment, please provide details about your current superannuation account, including a response to all fields.

Fund type

I have a superannuation fund

Nominated fund type

I have an APRA/RSA fund

Fund Australian Business Number (ABN)

Fund name

Unique superannuation identifier

Member number

Self-Managed Super Fund

For self-managed super funds, please select '*I have a self-managed super fund*' from the drop-down and enter your corresponding fund details (Fund electronic service address, Fund BSB, Fund account number)

Fund type

I have a superannuation fund

Nominated fund type

I have a self-managed super fund

Fund electronic service address

Fund BSB (XXX-ZZZ)

Fund bank

Fund branch

Fund account number

09 | Completing the Tax Details section

In some cases, BHP will require tax details in order to process your payment. These questions have been adapted from the ATO's TFN Declaration Form.

If you choose not to provide complete answers to this section, BHP will be required to withhold tax at the highest applicable rate from any payment owing. You will be able to claim any associated overpayment of tax when you submit your tax return for the financial year in which you received the payment (and the tax was withheld).

Tax Details

In order to process your payment, please respond to the questions below. Your responses will assist BHP to apply the appropriate withholding tax payments received by you (if eligible). These questions have been adapted from the ATO's TFN declaration form. If you are unsure about how to respond to a question, consult the guidance on the ATO's website by following the [link here](#), consulting the Navigation Guide, or by contacting the dedicated support team by clicking the 'Message' button or by calling 1800 161 243.

Do you have a Tax File Number (TFN)?

-- None --



What is your title?

-- None --



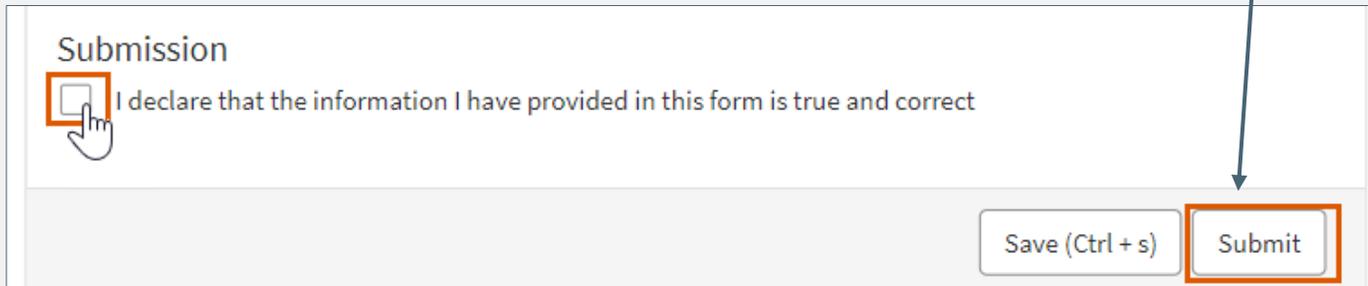
Last name

First name

10 | Submitting your form (linked email address)

Once you have completed all sections in the form, you can submit your form to be processed. To do so:

1. Please confirm that the information you have provided is true and correct by checking the box at the bottom of the form.
2. As a final step to ensure your case has been submitted successfully, please select the '**Submit**' button located on the bottom right corner of the page.



Submission

I declare that the information I have provided in this form is true and correct

Save (Ctrl + s) Submit

Note: You can save this form at any time and return at a later stage to complete your details and submit the form. Just click the “Save” button at the bottom of the form to save your details before exiting.

What will happen next?

Please note there will be a delay between the submission of your form and when the “**Your Assessment**” section will be updated with any Action Required and the Estimated Payment Date.

General troubleshooting

11 | General troubleshooting tips

When you log into the Portal, make sure you:

- Are navigating to the correct site
- Use a desktop or tablet device where possible
- Are not using a saved link (e.g. from your favourites list)
- Have cleared your browsing history, cookies and cache
- Use 'in private' browsing.

If you are still experiencing difficulties, please contact the dedicated review support team using the message function, available at the top right of the Portal, once you have logged in.

You can also call the phonenumber on 1800 161 243 on Monday to Friday, 8:00am to 9:00pm and Saturday 10:00am to 3:00pm (AEDT).

How do I register or log in?

To log into the site, select the 'Login' button on the top right of the page. If this is your first time to the site and you have not set up an account, click on the 'Register' button instead.

Are you using a compatible web browser?

The portal is best viewed through a web browser on a desktop, laptop or tablet device. The portal is best viewed using Google Chrome or Microsoft Edge. Internet Explorer is not a supported browser.

Are you using a saved link?

Saving the site URL may interfere with the secure log in process. As such, follow this link: www.bhp.com/payroll-review or manually type the address in the browser bar to access the site.

Have you cleared your browsing history, cookies and cache?

If you are still experiencing issues when using a compatible browser, clearing your cache, including browsing history and cookies, may resolve your access issues. You can clear these by navigating to internet options > browsing history (or equivalent) in your browser. Alternatively, using your browser in 'in private' or 'incognito' mode may resolve the issue.

What to do if you did not receive your OTP?

Your One Time Password (OTP) is a six-digit number sent to the email address you have provided to set up an account. It may take up to 5 minutes to be sent to you. Please also check your 'junk email' folder.

If more than 10 minutes has passed, and your OTP has not been sent to your email account (and is not in your junk folder), navigate back to the original 'Register' screen and enter your email address again to generate a new OTP.

What to do if your OTP is not working?

Your OTP should be entered on screen in the field that appears after you register your email address and consent to the personal information collection notice. If you get an 'Invalid OTP' error message, there may be a typographical error in the code you entered, or you are using an OTP that has expired. If you are still getting the error message after retyping the code again, navigate back to the original register screen and enter your email address again to generate a new OTP.

You have 10 minutes to enter your OTP after which time it will expire, and you will need to request a new one. Any active OTPs at the time of a new OTP request will automatically expire when the new OTP is generated.

How can I reset my password?

If you have previously successfully registered your email account but have since forgotten your password (or receive an error message that your password is invalid), you can reset your password by clicking on the 'Forgot Password' link.

Enter your username (this is the email address you used for your registration) and click on 'Send verification code' to your registered email. This will generate a verification code which is sent to your email address. Enter the verification code in the relevant field on the portal and follow the on-screen instructions to reset your password. Once you have updated your password you can then proceed to login to the portal.

Did your session time out/expire?

If you're not active on the Portal after 30 minutes, your session will time out and you'll need to log in again.

11 | General troubleshooting tips (cont'd)

When you log into the Portal, make sure you:

- Are navigating to the correct site
- Use a desktop or tablet device where possible
- Are not using a saved link (e.g., from your favourites list)
- Have cleared your browsing history, cookies and cache
- Use 'in private' browsing.

If you are still experiencing difficulties, please contact the dedicated review support team using the message function, available at the top right of the Portal, once you have logged in.

You can also call the phonenumber on 1800 161 243 on Monday to Friday, 8:00am to 9:00pm and Saturday 10:00am to 3:00pm (AEDT).

Changing your email address

If you want to change the email account that you use to log in, after signing into the portal, click on your name at the top right of the screen. Click on profile, and a manage your account screen will open. Select 'change my email', type in your new email address and then click 'save'. To verify the change, a verification email will be sent to your updated email address. Click on the 'verify new email' link. Once you have verified the updated email, you will be able to access your account.

What is Multi Factor Authentication?

For your security the Secure Employee Portal requires Multi Factor Authentication (MFA). When setting up your account, you will be prompted to choose either email or the Microsoft Authenticator app as your preferred MFA option. In our experience, most users find MFA through email the easiest option to set up and as such, it has been suggested as the preferred MFA option.

More details about the email authentication method

Once you have confirmed you want to use the email authentication method, each time you are required to log in (including in the account set up process), a One Time Password is generated and sent to the email address you have registered with. The OTP is a six (6) digit number and will be different each time you log in.

More details about the Microsoft Authenticator method

To use this authentication method, you will need to download the Microsoft Authenticator app (if you don't already have it) and pair it with your Group Member portal account, by using the QR code (or the on-screen code on the set-up page).

When prompted to enter a One Time Password on the site, you will need to open the app and enter the six digit number on screen. This will need to be done quickly as the app resets the OTP every 30 seconds.

If you have the app set up for sites or accounts separate to the email account registered to the Portal, please ensure you have selected the correct account in the app when identifying the relevant OTP to enter.

Do I need to enter an OTP every time I log in?

Yes, for your security whenever you try to log in to the platform, you will be required to enter a new six (6) digit OTP, which will be generated and sent to your email account if you are using the email authentication method, or in the app if using the Microsoft Authenticator method.

Who can I contact if I have further questions?

If you are still experiencing difficulties, please contact our dedicated support team using the Messages function, via the 'Messages' tab available at the top right of the portal, once you have logged in.

If you are not able to login to use the Messages function, you can speak with one of our support team by calling 1800 161 243 during operating hours (Monday to Friday, 8:00am to 9:00pm and Saturday 10:00am to 3:00pm Australian Eastern Daylight Time).

If you wish to contact BHP about your personal information, exercise your rights, or to make a request or complaint, please send an email to payrollreview@bhp.com. You also have the right to lodge a complaint with the relevant data protection authority.

BHP