

### MULTI-FACTOR AUTHENTICATION (MFA) FOR LMS

#### What is Multi-Factor Authentication (MFA)?

**Multi-factor Authentication (MFA)** is a cybersecurity measure that requires individuals to confirm their identity using multiple authentication methods when logging into an application or system. **All service contractors** will be required to use (MFA) when accessing **BHP's Learning Management System (LMS)** from outside BHP's network (including BHP offices and sites).

Completing MFA is required **every time** you log into the **Learning Management System (LMS)** if you are using a device **outside of the BHP network** (including BHP offices and sites).

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 email address you use is **unique** to you. Shared emails or administrative managed emails will **not be** accepted. 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

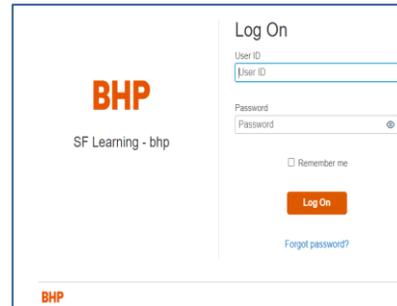
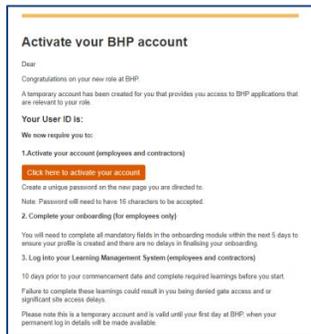
As a **new BHP contractor**, I will receive an activation email from [ias@notifications.sap.com](mailto:ias@notifications.sap.com) containing my **User ID** and a **"Click here to activate your BHP account"** link with instructions on how to activate your account **including setting a 16-digit password**.

*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 email*

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



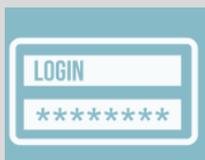
**New BHP Contractor**



**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 email 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**

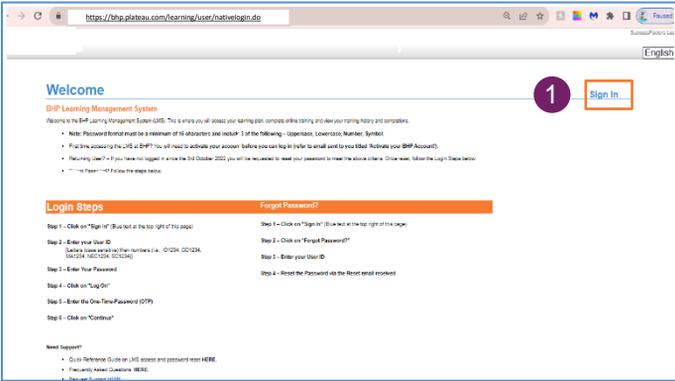
Access is granted and MFA completed. Login to LMS complete

### MULTI-FACTOR AUTHENTICATION (MFA) FOR LMS

#### Screen Shot

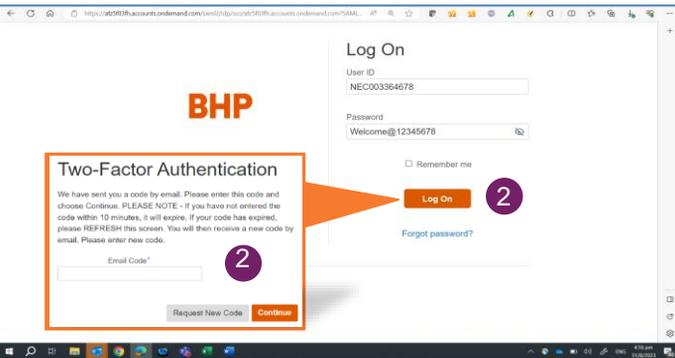
#### Steps

#### Description



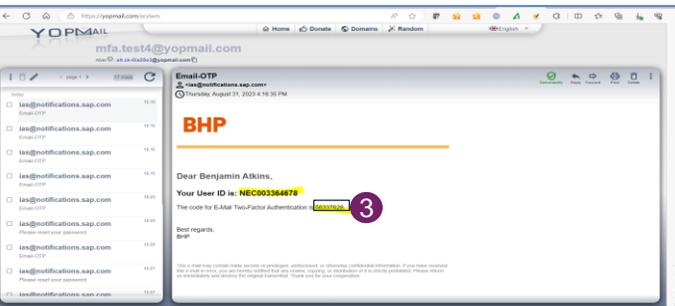
1  
Sign In to BHP LMS

Go to the **existing LMS URL**  
<https://bhp.plateau.com/learning/user/nativelogin.do>  
Click 'Sign In'



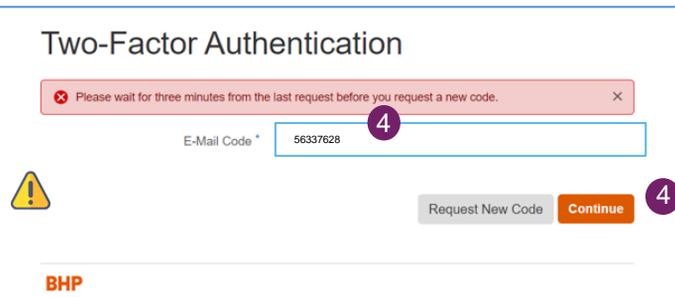
2  
Enter Username and Password

Enter you User ID and Password and  
Click 'Log On'  
The **Two Factor Authentication** window will pop up for you to complete the Multi-Factor Authentication (MFA) step.  
**Do not close this window.**



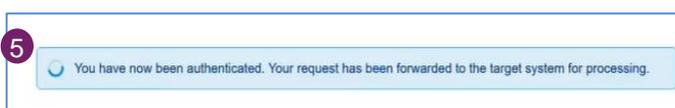
3  
Open e-mail account & Retrieve OTP

You will need to access your **email account** to retrieve the **One Time Passcode (OTP)** that is automatically sent to your e-mail address.  
This email address should be the one recorded in the relevant contractor onboarding system via your contracting company.



4  
Enter One Time Password (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.



5  
MFA Complete

Go back to the **Two Factor Authentication** page and enter the **OTP** into the E-Mail Code field and click 'Continue'

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



**Warning Message: You can only request for a new OTP code after waiting for 3 minutes.**

Click 'Request New Code' - If you do not enter the code within 10 minutes, it will time out.

You may also refresh the web browser from the **Two Factor Authentication page** for a New OTP code to be sent to your email account, once the original OTP code you entered has expired.