



# 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 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).
- **Multifactor Authentication (MFA)** is a cybersecurity measure that requires individuals to confirm their identity using multiple authentication methods when logging into an application or system. In this case, all BHP contractors will need to verify their identity via a One Time Passcode (OTP) sent to their personal email address.

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>.

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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, speak to your contracting company administrator.

## **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 contact your contracting company to update it in the Contractor Management System relevant to the Asset / Function you work with (ERMS, Pegasus, Suresite, MyPass or CWS).

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

Yes, please speak to your contracting company administrator. 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>

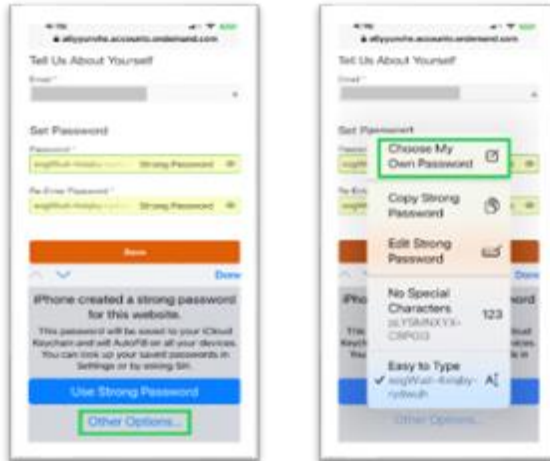
## **I can see that this activation email is coming from a different sender (and not the sender of other LMS emails) – is it safe to click on?**

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.

## LMS account activation and login

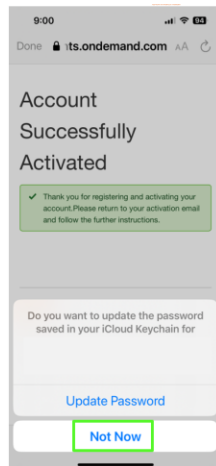
I am using my iPhone to activate my account. I have been prompted with the iPhone message "iPhone created a strong password for this website". What should I do?

When prompted with this message, choose "Other Options" to allow you to "Choose My Own Password" which meets the BHP 16-character criteria.



I am using my iPhone to activate my account and set a 16-character password. I have been prompted with the iPhone message "Do I want to update the password saved in iCloud Keychain". What should I do?

The suggestion of "**Not Now**" would be suitable in this regard.



# 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, speak to your contracting company administrator.

## **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. For further information, speak to your contracting company administrator.

## **I don't know what number to use to log into the LMS. I have a profile number that starts with 800xxx number and a USER ID that starts with letters e.g SC/IO/OD123456**

If you have an 800xx profile you will be able to access the LMS via the Digital Workspace > People System > LMS via the single sign on (SSO) process. If your profile contains letters and numbers e.g SC123456 this is called your USER ID. You will access the LMS via <https://bhp.plateau.com/learning/user/nativelogin.do>

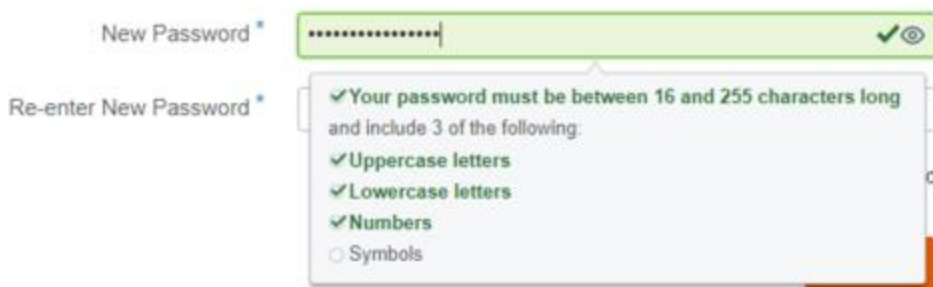
# Passwords

## 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 screenshot shows a form with two fields: "New Password \*" and "Re-enter New Password \*". The "New Password" field is highlighted with a green border and contains a green checkmark and an eye icon. A tooltip box is open over the "Re-enter New Password" field, displaying the following requirements:

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

## 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 screenshot shows the same form as before. The "New Password" field is highlighted with a green border and contains a green checkmark and an eye icon. The "Re-enter New Password" field is highlighted with a green border and contains a green checkmark and a green box around the eye icon, indicating it is being toggled on. The text "We [redacted] 9" is visible in the "Re-enter New Password" field.

\*Required

## 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 2 hours 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, speak to your contracting company administrator.

## 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.

## 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).

# MultiFactor Authentication (MFA)

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

MFA is a cybersecurity measure that requires individuals to confirm their identity using multiple authentication methods when logging into an application or system. In this case, all BHP contractors will need to verify their identity via a One Time Passcode (OTP) sent to their personal email address.

## Do I need to complete MFA every time I log into the LMS?

Yes, All service contractors **irrespective of their location or device** will be required to complete MFA when accessing the Learning Management System (LMS). For example, if you are logging into the LMS from your mobile, tablet or laptop from home Wi-Fi, logging in via a computer at your contracting company office or using a laptop connected to the BHP network within a BHP office or at site.

There will be no option to bypass the MFA step as this is essential to enhance BHP's security measures across all devices.

## What is the One Time Passcode (OTP)?

The OTP is an automatically generated **8-digit** numeric code that authenticates a user for a single login session. A new OTP is sent to your recorded e-mail address each time you log into the LMS to complete the MFA verification process.

## Will I be required to complete MFA if I am logging in via a BHP device that is connected to the BHP network?

No, MFA will only be applied when a user is logging in from outside of BHP's network (including BHP offices and sites).

For example – if you are logging into the LMS from your mobile, tablet or laptop from home Wi-Fi; or from a computer at your contracting company, you will be required to complete MFA.

## I work across more than one BHP site; which email address is the OTP sent to?

The OTP will be sent to the email address that is recorded within the contracting onboarding system appropriate to the site you are at. If you are unsure, contact your contracting company administrator to check this for you.

## I use an email address that is shared with other contractors from the same company. Can we all use the same email address to get the One Time Passcode (OTP)?

No, you must use your own, **unique** email address to receive the OTP. Shared emails or administrative managed emails will not be accepted.

Contact your contracting company administrator to update email address in the relevant contractor onboarding system used for the site you are working at (ERMS, Pegasus, Suresite, MyPass or CWS)

## How long will I have to wait to receive the OTP to my email address?

The One Time Passcode (OTP) will be sent to your personal email address immediately.

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

The OTP email will be sent via [ias@notifications.sap.com](mailto:ias@notifications.sap.com).

This is a BHP Cybersecurity-approved email address. It is safe to open, and the links can safely be clicked.

## When I receive the email containing the OTP, how long do I have to enter it?

You have **10 minutes** to enter the OTP before it will time-out and will no longer work.

# MultiFactor Authentication (MFA)

## How long do I have to wait to request a new code if my OTP has timed out?

You must wait **3 minutes** before requesting a new OTP code.

## I accidentally entered the OTP incorrectly. How many attempts do I have to enter it correctly?

You have **six (6)** attempts to enter the OTP correctly.

If you fail to enter the OTP correctly, you will receive an error message and unfortunately you will have to wait **1 hour (60mins)** for the MFA Authentication to be unlocked.

Once unlocked, you will have to go back to the LMS log in page enter your username and password so a new OTP can be emailed to you.

## I did not receive the OTP. What do I do now?

1. Check your email spam/junk mail folders.
2. Confirm your email address is correct in the onboarding system by contacting your contracting company administrator - they will be able to update this for you if it is incorrect.

## Who do I contact if I need additional help?

Contact your contracting company administrator for any additional support.

## 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 within SAP will be followed for a resolution of the issue.

## 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 do not 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.**