

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

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

**Multi-factor Authentication (MFA)** is a cybersecurity measure that requires individuals to verify their identity using multiple authentication methods when logging into an application or system.

**All service contractors** irrespective of their location or device will be required to complete MFA when accessing the **Learning Management System (LMS)**. There will be **no option** to bypass the MFA step when logging in via the BHP network, if using a BHP device or using your own personal laptop or device

MFA is required **every time** you log into the **LMS**. 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 E-mail address you use is **unique** to you. 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 E-mail 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-character password**.

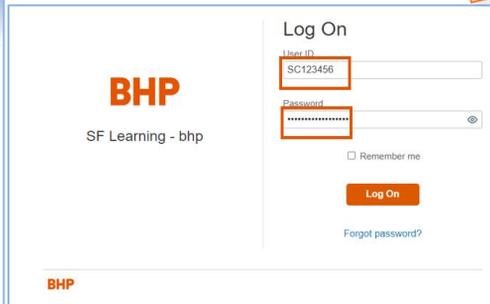
*Note: If your LMS account is newly created in LMS, it will take a maximum of 1.5 to 2 hours for you to receive IAS Activation E-mail.*

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

**NB** Your profile is must be **ACTIVE** in the relevant contractor onboarding system.  
If your profile gets changed to **ACTIVE**, you may need to **reactivate** your account again and set a **new password**.



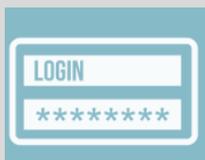
New BHP Contractor



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 E-mail 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

### New Contractors

#### Screen Shot

#### Steps

#### Description

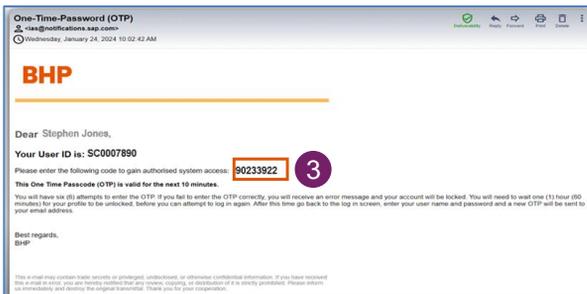


1  
**Activation E-mail**

As a new BHP contractor, an activation E-mail from [ias@notifications.sap.com](mailto:ias@notifications.sap.com) will be sent to your personal E-mail address you have provided us.

2  
**Activate your account**

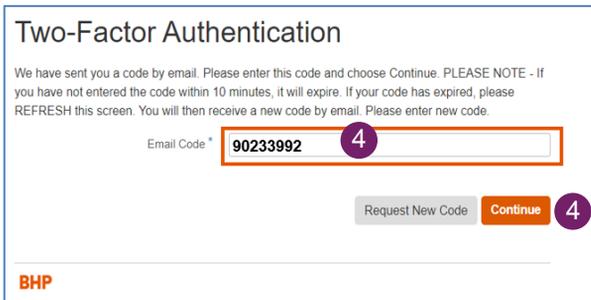
Click on the **'Click here to activate account'** link with instructions on how to activate your logon account.



3  
**Open E-mail account & Retrieve OTP**

During the activation, you will be requested to enter a **One Time Passcode (OTP)**, an 8-digit code which is sent automatically to your E-mail address.

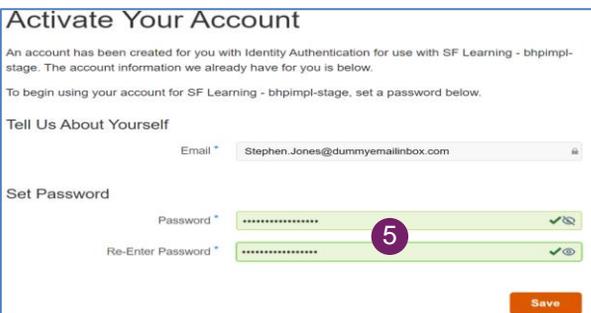
You will need to access your **E-mail account** to retrieve the **One Time Passcode (OTP)** that is automatically sent to your e-mail address.



4  
**Enter One Time Password (OTP)**

At the **Two Factor Authentication** page, enter the One Time Passcode that was sent to your E-mail into the **E-Mail Code** field and click **'Continue'**.

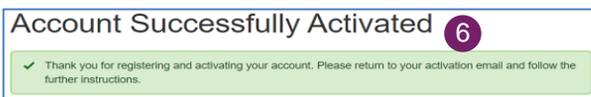
You only have **10 mins** to enter this code sent via E-mail into this box otherwise the code will expire, and you will need a new code.



5  
**Set password**

You will then proceed to create a unique **16- character** password.

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.



6  
**Account Activated**

Your account has now successfully been activated and you can continue onto logging into the LMS



7  
**Access your Account**

You will now need to go back and find the original activation E-mail from [ias@notifications.sap.com](mailto:ias@notifications.sap.com)

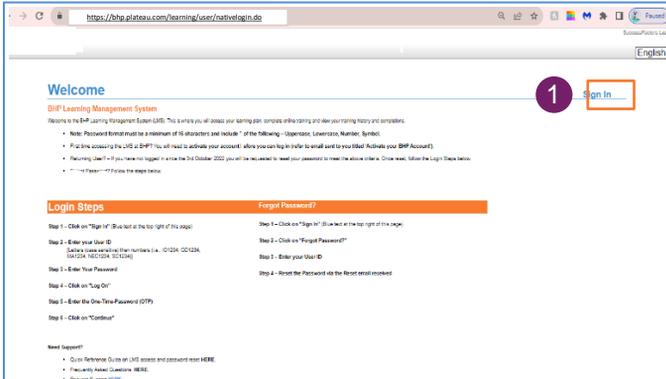
Within the **original activation E-mail** scroll down to where the button **'Access Account'** appears and click on it.

### Existing or Returning Contractors - MFA

#### Screen Shot

#### Steps

#### Description



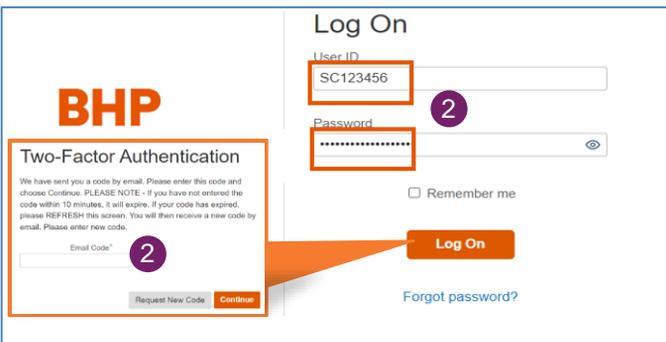
1

Sign In to BHP LMS

Go to the **existing LMS UR:**

<https://bhp.plateau.com/learning/user/nativelogs.do>

Click 'Sign In'

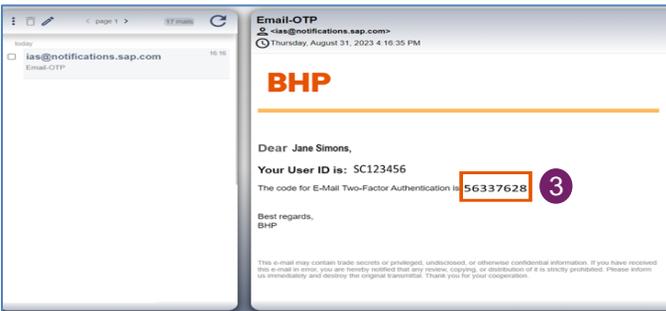


2

Enter User ID and Password

Enter you User ID and Password and Click 'Log On'

A **Two Factor Authentication** window will pop up for you to complete the Multi-Factor Authentication (MFA) step. **Do not close this window.**

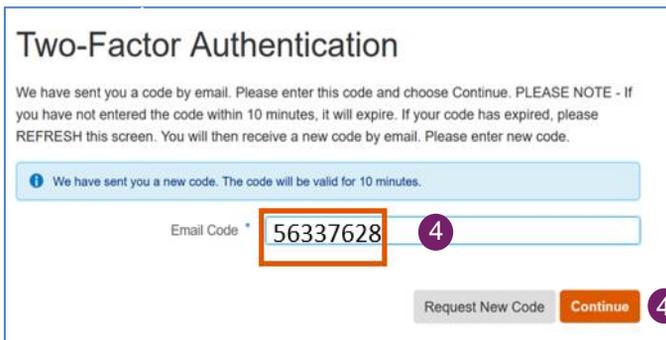


3

Open e-mail account & Retrieve OTP

Open your **E-mail account** to retrieve the **One Time Passcode (OTP)** that will have been automatically sent to your E-mail address. (This E-mail address should be the one recorded in the relevant contractor onboarding system).

**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.

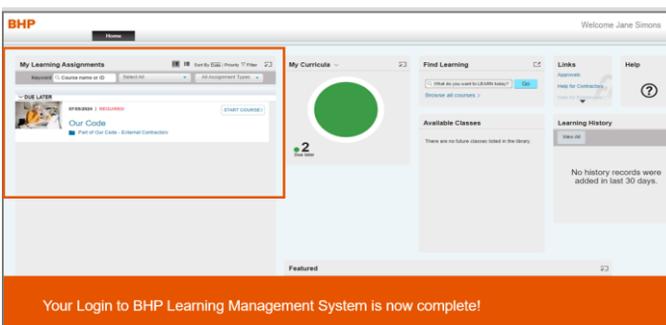


4

Enter One Time Password (OTP)

At the **Two Factor Authentication** page, enter the **OTP** that was sent to your email into the E-Mail Code field and click 'Continue'

You only have **10 mins** to enter this code sent via E-mail into this box otherwise the code will expire, and you will need a new code.



5

5

MFA Complete

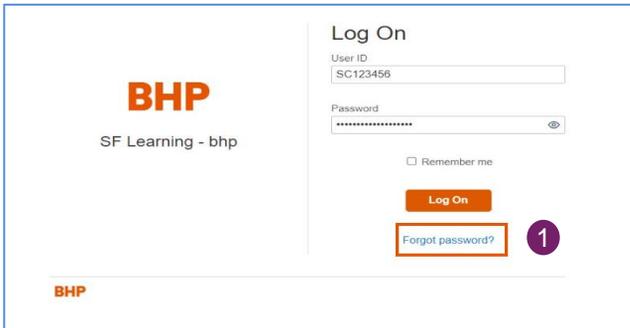
Once the MFA has been successfully completed, you will be automatically directed to your **LMS Learning Page**.

### Existing or Returning Contractor – Forgot Password?

#### Screen Shot

#### Steps

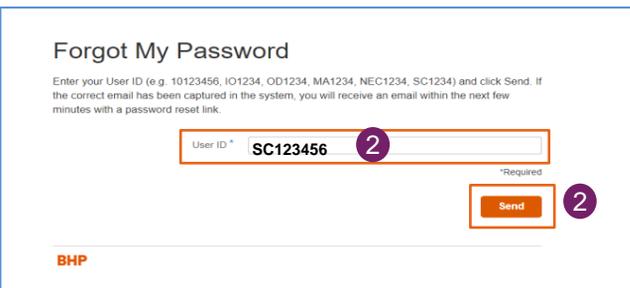
#### Description



1  
**Forgot Password?**

Forgot User ID or Password?

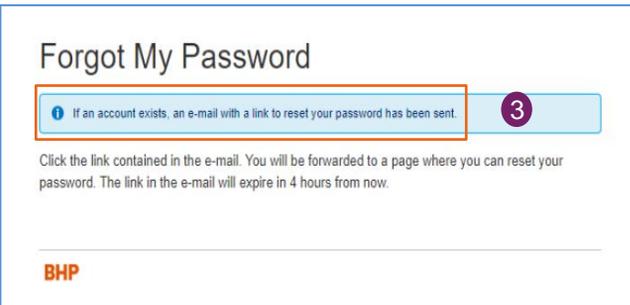
Click on the **Forgot Password?** link



2  
**Enter User ID**

Enter your **User ID** on the next page and click 'Send'.

**NOTE:** Your **User ID** should not contain spaces

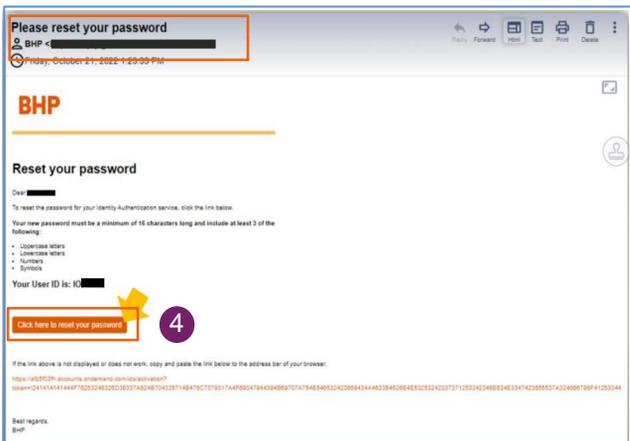


3  
**Confirmation Screen**

If your account is **ACTIVE**, you will get the confirmation on screen and an email will be sent to you.

If it's **INACTIVE** it will need to be updated to **ACTIVE** by your **Contractor/Vendor Administrator**

**NB** If your account was just reactivated, you will need to set a **new password** as the old one will not work



4  
**Check E-mail account for Password reset link**

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.

**'Click here to reset your password'** button.



5  
**Reset your Password**

As you type your **new** Password into the Password box, the password requirements turn **green**, and you will see a 'tick' next to the requirement. You must meet all requirements before you can click save.

Click **'Save'**.