

Support Overview

An enhanced support method has been introduced where the **Global Service Desk (GSD)** will assist **Contractor/Vendor Administrator** as well as **service contractors** to address common Multi-factor Authentication (**MFA**) and Learning Management System (**LMS**) login issues.

Contracting company administrators and contractors can call the GSD and log an incident and resolution will be completed via email.

The GSD team will focus on resolving all MFA or LMS login scenarios as quickly as possible.

The new support model aims to provide faster solutions to MFA and LMS login issues contractors may experience.

Support Model



As a **Service Contractor**, who can I contact to get additional help when logging into the LMS or with MFA?

As a **contractor** you can:

- Reach out to your contracting company administrator and **check that your email address is up to date** in the relevant contractor onboarding system (ERMS, Pegasus, MyPass, SureSite or CWS).
- Familiarise yourself with the **Guide for Contractors Accessing the LMS**. This has all the common LMS log in scenarios documented with screen shots and tips to follow.
- Read the **Frequently Asked Questions** and see if your issue or question is answered here.
- Follow the **MFA for LMS Quick Reference Guide**. An easy step-by-step guide showing how to complete the MFA process using the One Time Passcode (OTP).
- Contact your contracting company administrator and ask them to **escalate the issue** on your behalf to the **Global Support Desk (GSD)** or **call the GSD yourself and log an incident**
- Watch the **explainer videos** for New or Existing contractors before arriving at a BHP site or office

As a **Contractor/Vendor Administrator**, how can I support my contractors if they have issues logging into the LMS or with MFA?



As a **Contractor/Vendor Administrator**, you can:

- Walk them through the **Guide for Contractors Accessing the LMS**. This has all the common LMS log in scenarios documented with screen shots and tips to follow.
- Refer them to check the **Frequently Asked Questions** and see if the issue is noted there with an appropriate answer.
- Refer them to the **MFA for LMS Quick Reference Guide**. An easy step-by-step guide showing how to complete the MFA process using the One Time Passcode (OTP).
- Call the **Global Support Desk (GSD)** and log a ticket on their behalf or share the GSD numbers for them to call in.
- Share the explainer videos for New and Existing contractors as part of the on-boarding process
- Maintain **clear communication** with your contractors regarding any incidents and resolution outcomes to ensure a **smooth onboarding** experience.



Ensure all contractors have a **personal email address** in the relevant contractor onboarding system



Familiarise yourself with the support documents for LMS and MFA to assist with self-help troubleshooting



Support your contractors by being the **first point of contact** should they have questions or issues



Call your local **Global Service Desk Toll Free Number** if further technical support is needed

Global Technology Service Desk Numbers

Business	Business Location	Toll – Free	Alternate (Toll) Numbers*
Iron Ore	Australia	1800 115 371	+61 2 8073 0138
Nickel West		1800 051 923	+61 2 8073 0138
Copper Olympic Dam		1800 182 678	+61 2 8073 0138
Coal		1800 888 435	+61 2 8073 0138
Potash	Canada	1877 835 0482	+1 201 472 6532
Minerals America	Chile	188 800 201 253	+56 44 208 1228
		123 002 014 29	
	Brazil	0800 891 1524	+55 21 2018 2755
	Ecuador	1800 001 182	TBA
	Peru	800 76 932	+51 17304763
Global Offices	Australia	1800 115 371	+61 2 8073 0138
	Singapore	800 101 3998	+65 3157 6351
	Malaysia	1800 819 450	+60 3 3099 5274
	Philippines	1800 111 02698	+63 279 762 295
	China	10 800 140 2849	+86 400 842 7938
	Japan	00531 16 1411	+81 34 567 3996
	India	000 800 0403 688	+91 44 49137230 +91 80 46380021
	UK	0 800 047 8409	+44 1217 168492
	United States	1866 976 0119	+1 201 472 6531
	Switzerland	0800 562 681	+41 21 545 8251

* The alternate numbers are not toll free and may incur normal charges. Toll free numbers may not be from all locations or from all phone services. Please use the alternative toll-free numbers in case the toll-free numbers are not reachable/working.

Your Information to Provide:

Your **Full Name** and **Role**:

Your **Email** address:

Your **Contracting Company**:

Impacted Contractor information:

Impacted **Contractor Name** and **User ID**:

Asset/Location working for:

Current **location**:

Description of the **issue** / Error Message:

Computer or Asset ID (if using a BHP device):

What **actions** did you or the contractor take to troubleshoot this issue before calling? E.g. Have read FAQ, clicked request new code etc.?):

When calling the GSD number to help solve your issue, you will need to provide some initial information to raise an incident. (see sample on left)

You will also need to provide all the relevant **Contractor** information (see sample on left)

- **Contractor User ID** will start with a prefix of either (SC, PC, NEC, IO, M, MA followed by numbers **e.g SC12345**)
- **Contractor Asset location** they will be working at
- **Service Contractor's email address** – as it appears in the relevant contractor on-boarding system

NB. If the issue is impacting **multiple** contractors, you will need to supply the information as above for **each** contractor.

All correspondence regarding your issue will be completed **via your email address**.