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 E-mail address you use is **unique** to you. Shared E-mails or administrative managed E-mails 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.
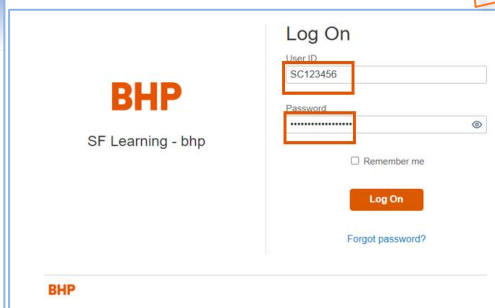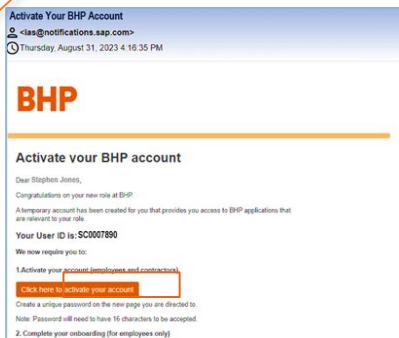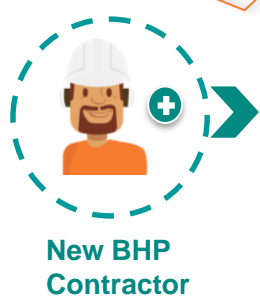
Multi-Factor Authentication (MFA) Overview

As a **new BHP contractor**, I will receive an activation E-mail from **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

Activate Your BHP Account
<ias@notifications.sap.com>
Thursday, August 31, 2023 4 16:35 PM

BHP

Activate your BHP account

Dear Stephen Jones,
Congratulations on your new role at BHP.
A temporary account has been created for you that provides you access to BHP applications that are relevant to your role.

Your User ID is: SC0007890

We now require you to:
1. Activate your account (employees and contractors)
Click here to activate your account
Create a unique password on the new page you are directed to.
Note: Password will need to have 16 characters to be accepted.
2. Complete your onboarding (for employees only)

Log On

BHP
SF Learning - bhp

User ID
SC123456

Password
●●●●●●●●●●●●●●●●

☐ Remember me

Log On

Forgot password?

BHP

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
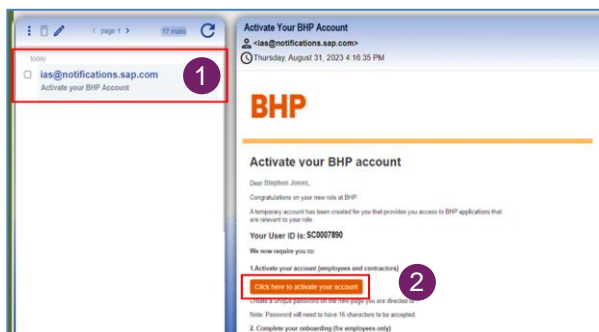OTP is entered on Two Factor Authenticator screen

Step 4
Access is granted and MFA completed. Login to LMS complete

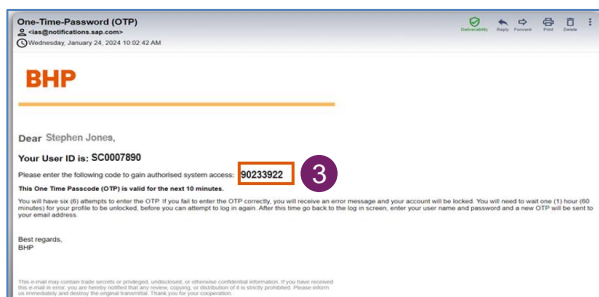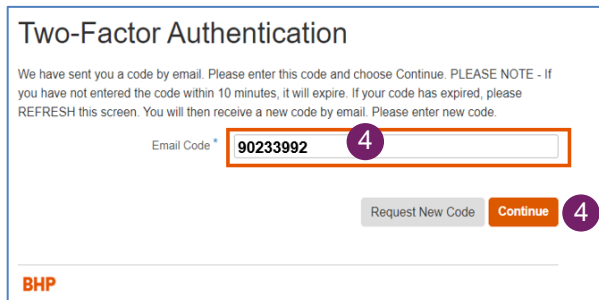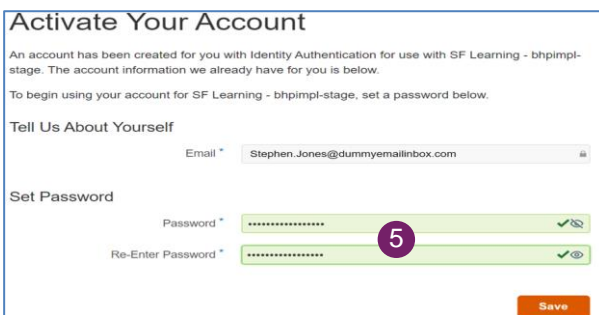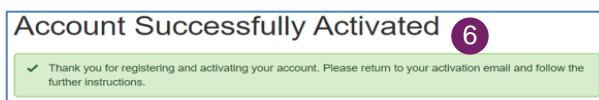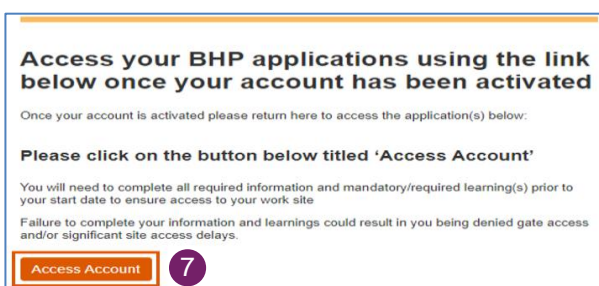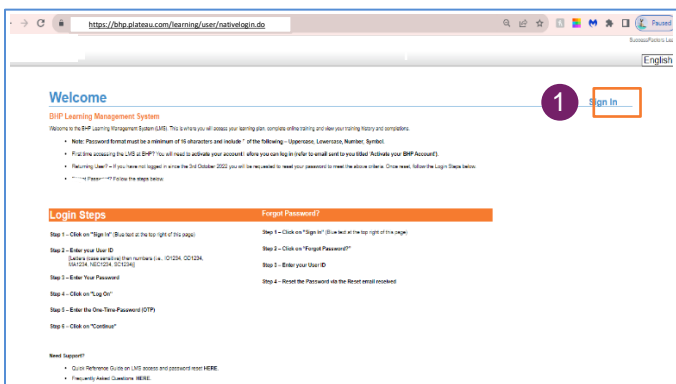| Screen Shot	Steps	Description
	1 Activation E-mail	As a new BHP contractor, an activation E-mail from **ias@notifications.sap.com** will be sent to your personal E-mail address you have provided us.
	2 Activate your account	Click on the **'Click here to activate account'** link with instructions on 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 your 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** Within the **original activation E-mail** scroll down to where the button '**Access Account**' appears and click on it.

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Quick Reference Guide QRG

Existing or Returning Contractors - MFA

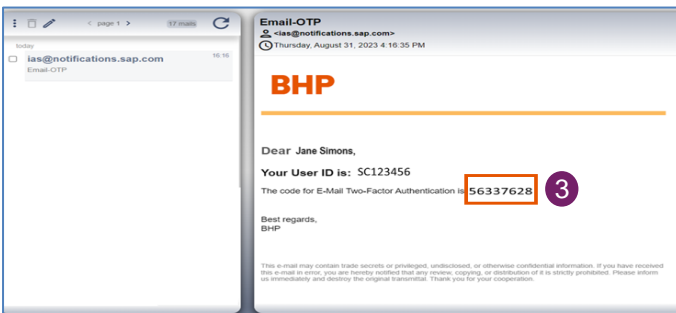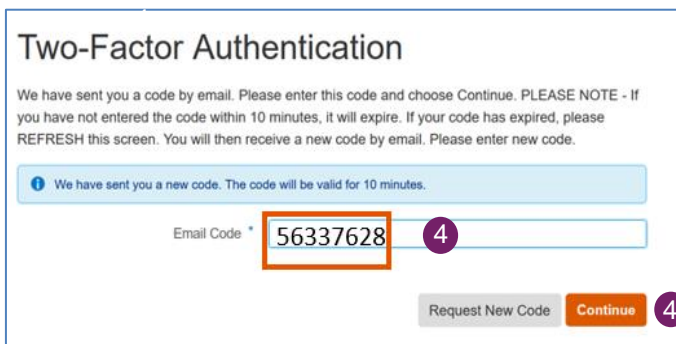| Screen Shot	Steps	Description
	1 **Sign In to BHP LMS**	Go to the **existing LMS** URL **https://bhp.plateau.com/learning/user/nativelogin.do** Click **'Sign In'**
	2 **Enter User ID and Password**	**Enter you User ID and Password and** Click '**Log On'** A **Two Factor Authentication** window will pop up for you to complete the Multi-Factor Authentication (MFA) step. **Do not close this window**. 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).
	3 **Open e-mail account & Retrieve 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.
	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 **MFA Complete**	Once the MFA has been successfully completed, you will be automatically directed to your **LMS Learning Page** .

Screen Shot	Steps	Description
Log On **BHP** SF Learning - bhp User ID: SC123456 Password □ Remember me **Log On** Forgot password? ① **BHP**	❶ **Forgot Password?**	Forgot User ID or Password? Click on the **Forget Password?** link
Forgot My Password Enter your User ID (e.g. 10123456, IO1234, OD1234, MA1234, NEC1234, SC1234) and click Send. If the correct email has been captured in the system, you will receive an email within the next few minutes with a password reset link. User ID * **SC123456** ② *Required **Send** ② **BHP**	❷ **Enter User ID**	Enter your **User ID** on the next page and click 'Send'. **NOTE**: Your **User ID** should not contain spaces
Forgot My Password ⓘ If an account exists, an e-mail with a link to reset your password has been sent. ③ Click the link contained in the e-mail. You will be forwarded to a page where you can reset your password. The link in the e-mail will expire in 4 hours from now. **BHP**	❸ **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
Please reset your password BHP Friday, October 21, 2022 1:29:33 PM **BHP** **Reset your password** Dear: To reset the password for your Identity Authentication service, click the link below. Your new password must be a minimum of 16 characters long and include at least 3 of the following: • Uppercase letters • Lowercase letters • Numbers • Symbols Your User ID is: IO Click here to reset your password ④ If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser. Best regards, BHP	❹ **Check E-mail account for Password reset link**	You will then receive email from **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.
Reset Your Password Reset the password for your account _____ below. Your password must be a minimum of 16 characters long and include at least 3 of the following – Uppercase letters, Lowercase letters, Numbers, Symbols. When you have successfully met the password criteria the password box will turn green. New Password * .... ✓ Re-enter New Password * ✓ Your password must be between 16 and 255 characters long and include 3 of the following: ✓ Uppercase letters ✓ Lowercase letters ✓ Numbers ☐ Symbols **Save**	❺ **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'.**