



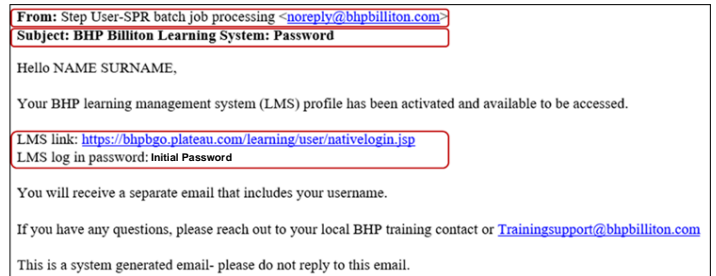
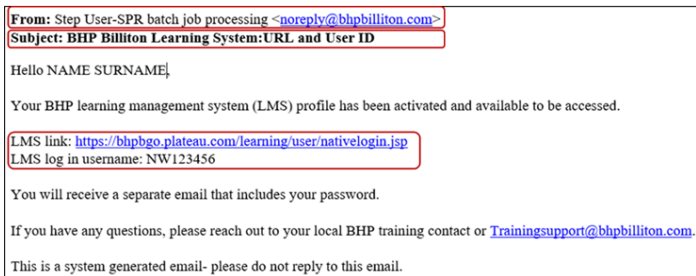
What do I need to do to access BHP sites and offices?

All service contractors must complete mandatory training through the **Global Learning Management System (LMS)** before coming to BHP sites and offices by following the next steps:

- Access the **Global LMS**
- Complete the **BHP Global Induction**
- Complete the **Site-Specific Induction**
- Complete any mandatory training assigned specific to your role

1. HOW DO I GET ACCESS TO THE GLOBAL LMS?

You will receive two emails from noreply@bhpbilliton.com containing the **website link**, **Username** and **Password**, (as shown in the images below):



If you do not receive the emails from noreply@bhpbilliton.com, follow these steps:

Please use the following link and user details to gain access:

- Website: <https://bhpbgo.plateau.com/learning/user/nativelogin.do>
- Username: Your ID number the asset acronym in front e.g. **ID123456**

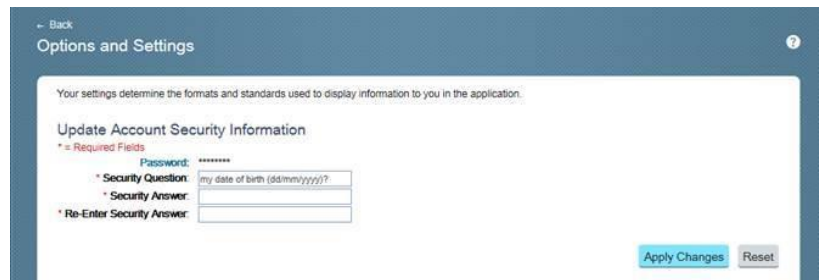
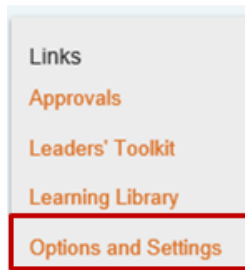
BHP Asset	ID acronym	Example
Coal	SC	SC123456
Western Australia Iron Ore (ERMS)	IO	IO123456
Nickel West (DOTS)	NW	NW123456
Olympic Dam (SureSite)	OD	OD123456
Minerals America	MA	MA123456

- Password: **Initial Password**

You will be prompted to update your Password when you enter for the first time.

2. SETTING UP SECURITY QUESTIONS

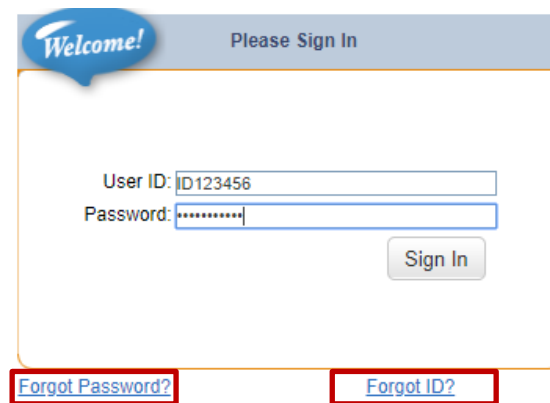
During the initial log on process, you will be prompted to create a security question which allows you to reset your password in future. If not prompted, please set this up via the **Options and Settings** link on your learning dashboard. This security information is only available to you.



The 'Options and Settings' page shows the 'Update Account Security Information' section. It includes a 'Password' field with a masked value, a 'Security Question' field with the text 'my date of birth (dd/mm/yyyy)?', a 'Security Answer' field, and a 'Re-Enter Security Answer' field. There are 'Apply Changes' and 'Reset' buttons at the bottom right.

3. FORGOT PASSWORD OR LMS USER ID?

After the first login, if you forget your password or ID, you can use the self-service options located on the login screen. Click on '[Forgot your password](#)' or '[Forgot ID](#)' to receive an email to your personal email address to reset your password.



The login screen features a 'Welcome!' banner and a 'Please Sign In' header. Below the header are two input fields: 'User ID' with the value 'ID123456' and 'Password' with a masked value. A 'Sign In' button is positioned to the right of the password field. At the bottom of the form, there are two links: '[Forgot Password?](#)' and '[Forgot ID?](#)', both highlighted with red rectangular borders.

Important: If the contractor does not receive a prompt email, after checking their Junk inbox, encourage them to contact their BHP representative or Contracting Company administrator to request to update their unique email address in their site-specific system being used for onboarding. (for example: ERMS for WAIO, SureSite for OD, DOTS for NiW, Contractor Website for Coal)

4. DOES 'FORGOT PASSWORD' OR 'USER ID' NOT WORKING?

There are some reasons why these functionalities may not work, some of them are:

- Trying to use the forgot password or forgot ID on their first attempt into SF Learning.
- Forgetting your security question and answer.
- Not having a security question set up.
- Locking your account by multiple failed attempts (you only have 5 attempts before your account is locked due to security reasons)

In this case you need to contact Training Support team:

1. Click [here](#) to raise an enquiry.
2. Select the '**Enquiry**' online form to request assistance on access issues, password reset, course enquires, reports and others.

BHP Vendor Payments Service Entry Sheet | English Employee Sign In

Hello,

Need to send an Enquiry or Record Learning? Get started here.

[Enquiry](#) [Record Learning](#)

This portal can be used for requests related to BHP's Learning Management System (LMS). Below are some of the services available through this portal:

1. **Enquiry**
Use this form for:
 - a. Login or system issues (resetting passwords)
 - b. Course queries (not available or online course not recording as complete)
 - c. Reports (completed training)
2. **Record Learning**
Use this form to submit training completions:
 - a. A completed signed course attendance sheet
 - b. Licenses and/or certificates

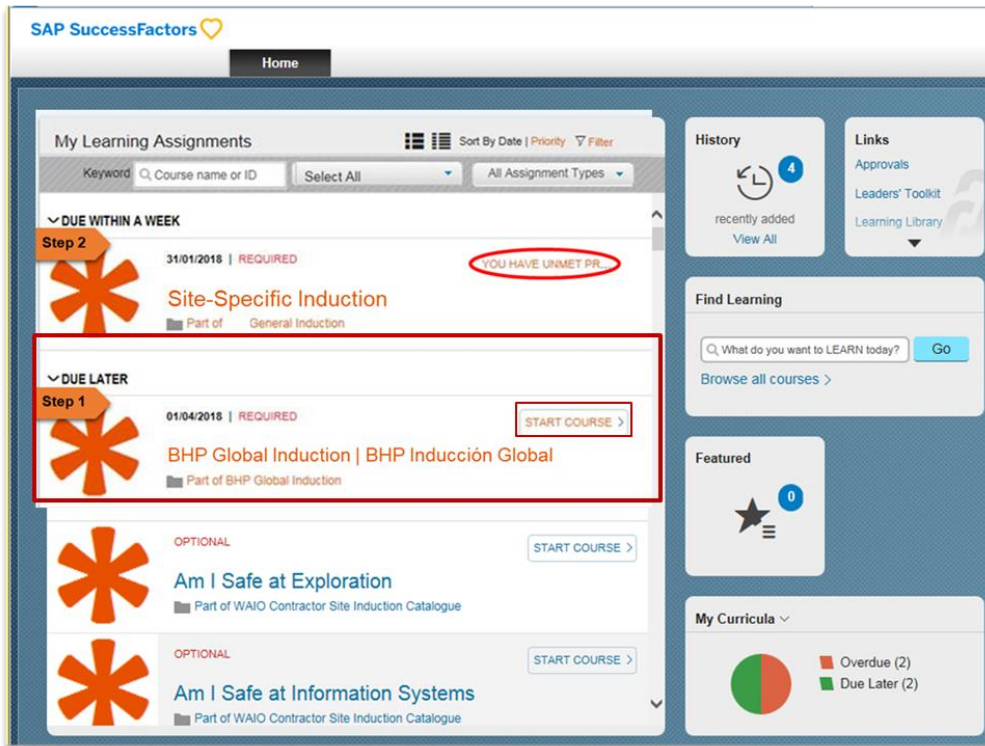
3. Once the online form has been created and submitted successfully, a successful message will be displayed:

Successfully completed submission.

If you still facing issues to reset your password and access the LMS please contact TrainingSupport@bhpbilliton.com

5. HOW DO I COMPLETE MANDATORY TRAINING?

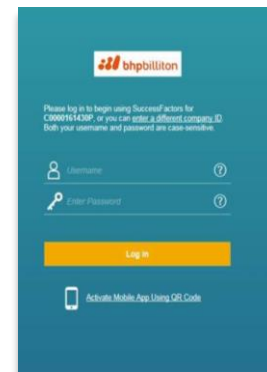
Once logged in, you will then see your online inductions and e-learning under My Learning Assignments or by using the Find Learning search function. Just click on 'Start Course' to complete your training. **The BHP Global Induction is a pre-requisite and should be completed first.**



YOUR LMS HAS TIMED OUT? If the below screen appears whilst using the Global LMS, it means that your session has timed out and **you will need start a new session.**

Please take the following steps to navigate back to the Global LMS and start a new session.

- Relaunch the Global LMS via the URL:
<https://bhpbgo.plateau.com/learning/user/nativelogin.do>
- Using your unique credentials, sign back into the Global LMS



Do not complete your details in the screen on your right

NEED SUPPORT?

- Please reach out to the below contacts if you have any questions or concerns based on your location:

BHP Asset	Local Training Support
Coal	Reach out to your Site Training team or contact Training Support team by raising an Enquiry online form (click on the link)
Western Australia Iron Ore (ERMS)	1800 572 199 (Monday – Friday) 9am–11am and 1pm–3pm Outside those timeframes contact Training Support team by raising an Enquiry online form (click on the link)
Olympic Dam (SureSite)	Raise an Enquiry online form (click on the link)
Nickel West (DOTS)	
Minerals America	

- For urgencies please contact TrainingSupport@bhpbilliton.com