

External Learners Guide to completing online WHS Training

Scope

This work instruction is for learners who need to complete the following: -

- HSE induction to work on Hydro sites.

(Note: If working in high risk or restricted areas (e.g., Operational, Project, or Construction sites); under a permit to work “PTW” or isolations; you must attend a scheduled Instructed Person “IP” training session.)

- Person in Charge “PIC” refresher eLearn. (New PICs must attend face-to-face training.)

* Contractors requiring IP - Permit to Work training should book face-to-face HSE & IP training.

To book into a scheduled session, contact WHS External Mailbox

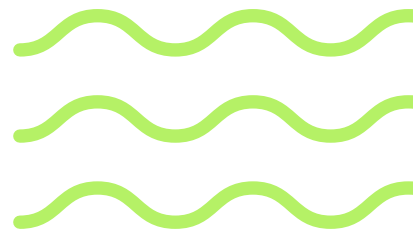
For any IT related issues, contact the Hydro Service Desk on 1800 102 025 between the business hours of 8am and 5pm.

Initial step – Hydro Job Representative

1.1 Hydro Job Representative

1.1.1 Contact WHS External Mailbox to : -

- check the external learner’s employer exists in Hydro’s Learning Management System (LMS). (NB: This is a separate system to the PTW register so although the company may have done work with Hydro previously, it doesn’t mean they’re in the LMS.)
- advise of the required online training so we can check the training meets the job scope, and we know which course to assign to the user when their new account notification comes through.
- send this guide or directions on how to access through our HSE portal to the worker. (The guide can also be found in our WHSMS on our external web-site <https://www.hydro.com.au/hse> under How we provide inductions and training, then Induction.)



1.2 External Learners

1.2.1 Access to Induction

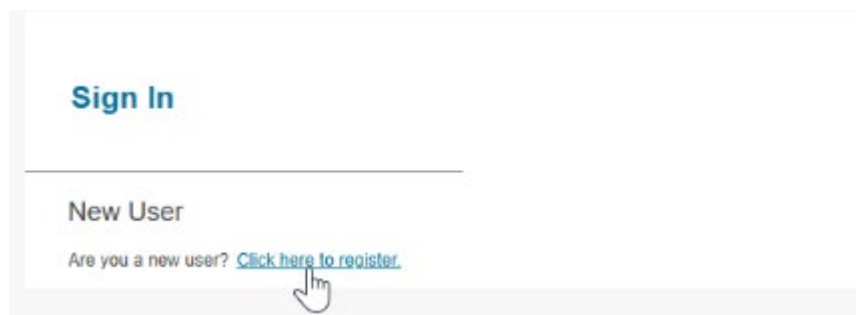
1.2.2 **Important : Learners need to access the learning via a laptop or computer. The learning cannot be completed using a mobile phone.**

1.2.3 To create an account, use the link below.

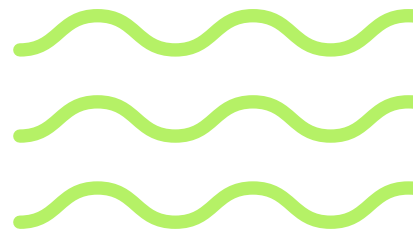
- Do not share the link with others.
- Learners **MUST** create their own accounts and have their own email addresses. (If the learner does not have an email address, they need to attend a scheduled session.)
- Employers must not set up accounts on behalf of the users.

<https://hydroelect.plateau.com/learning/user/portal.do?siteID=HYDRO%5fEXT%5fLMS&landingPage=login>

1.2.4 Below is an example of the initial screen. To create a new account, click where shown to register.



Next page



1.2.5 Fill out the form. Note, the Site Registration Code is EXT_1243 not 1234.

Create New Account

Please complete the "Create New Account" form and click "Submit". After you create an account, you can view your Learning Plan, add items to your cart, and check out.

* Required Fields.

Account Information

* User ID : User ID must be unique – use letters only in the ID, no numbers

* Site Registration Code : EXT_1243

Contact Information

* First Name :

* Last Name :

* Email Address : Email address must be unique to the user. Generic company email addresses are not to be used.

* Confirm Email Address :

* Telephone Number :

* Main Address : Your employer address can be used

* City :

* State / Province :

* Postal Code :

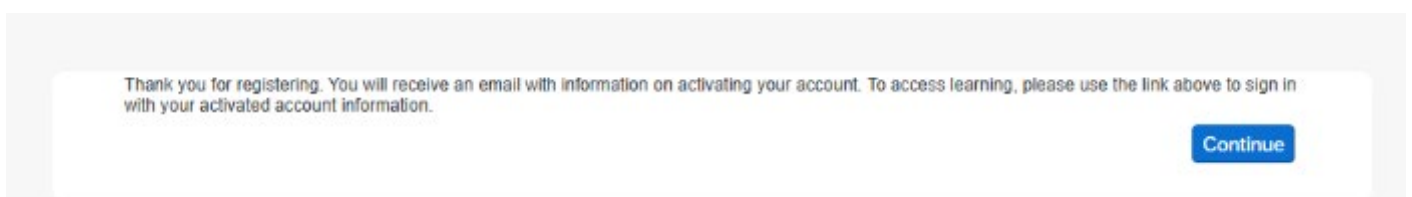
* Country/Region :

Employee Information

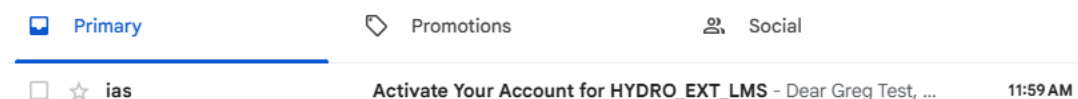
* Your Employer : If your employer can't be found, contact WHS.externalmailbox.com.au

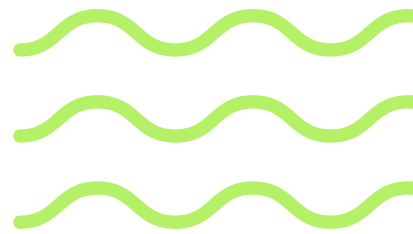
* Business Area Engaged By :

1.2.6 The following message will appear

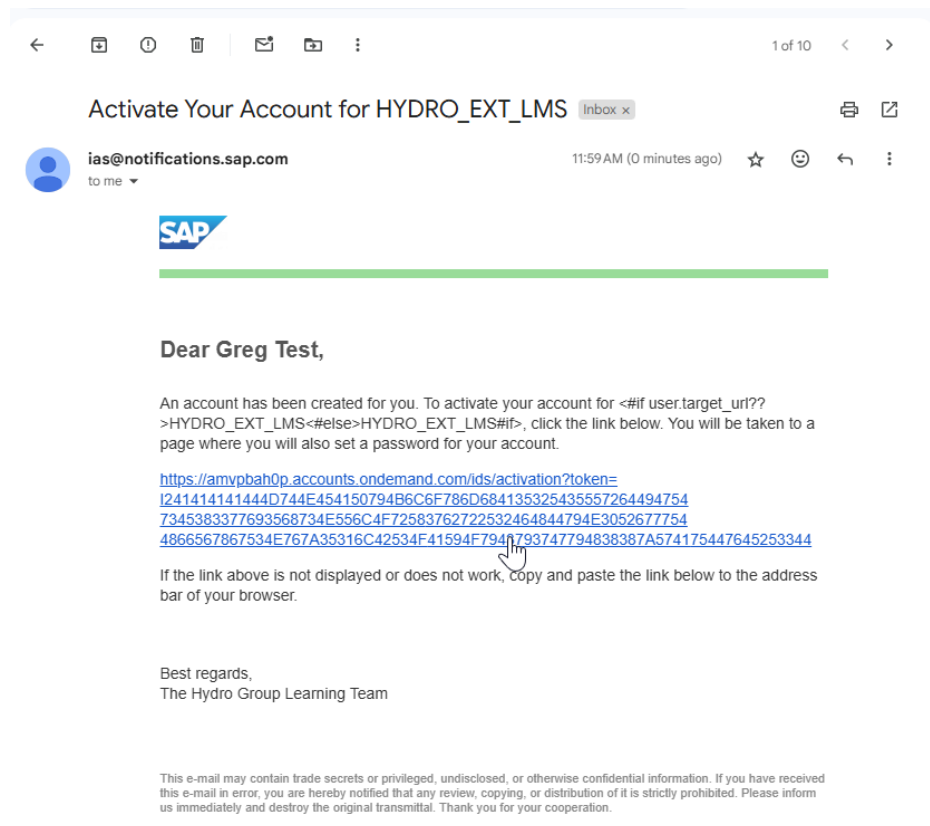


1.2.7 Activate your account



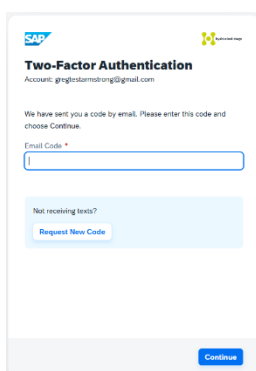


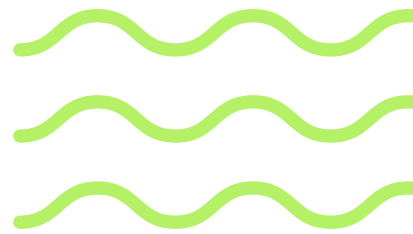
1.2.8 Click on the activation link in the email



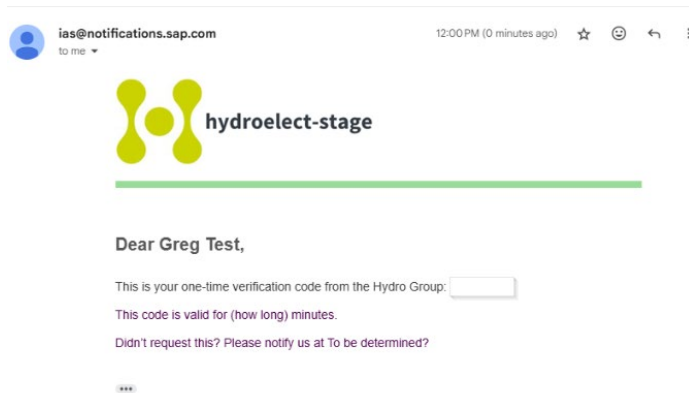
1.2.9 Two-factor authentication

Once you click on the link, this will pop up. A code will be emailed to you (see next step for example). (This may take a few minutes)





1.2.10 Code email example



1.2.11 Enter code and continue

SAP hydroelect-stage

Two-Factor Authentication
Account: gregtestarmstrong@gmail.com

We have sent you a code by email. Please enter this code and choose Continue.

Email Code *

Not receiving texts?
[Request New Code](#)

[Continue](#)

1.2.12 The following will appear. Set password and continue.

SAP hydroelect-stage

Activate Your Account
HYDRO_EXT_LMS

Information An account has been created for you with Identity Authentication for use with HYDRO_EXT_LMS. The account information we already have for you is below.

To begin using your account for HYDRO_EXT_LMS, set a password below.

TELL US ABOUT YOURSELF

First Name

Last Name *

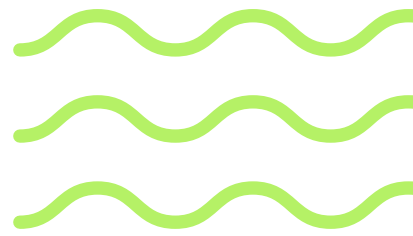
Email *

SET PASSWORD

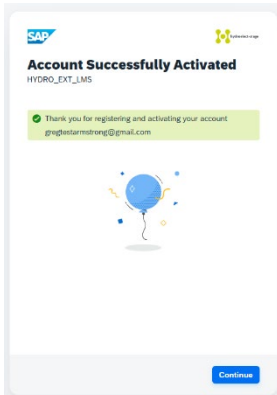
Password *

Re-Enter Password *

[Continue](#)



1.2.13 Account activated



1.2.14 Learning modules are not assigned automatically, as we first need to assess and determine the appropriate training required.

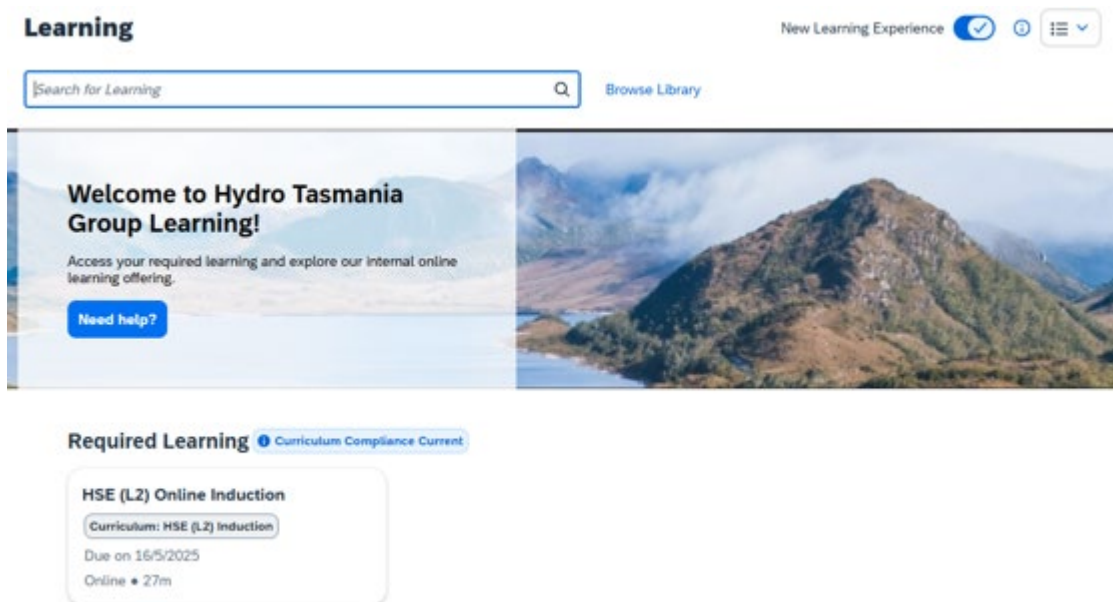
1.2.15 Once identified, the relevant course(s) will be assigned to the learner's account within three business days. An email notification will be sent from the WHS External Mailbox once the assignment is complete.

1.2.16 Access learning by clicking on the same link as before

<https://hydroelect.plateau.com/learning/user/portal.do?siteID=HYDRO%5fEXT%5fLMS&landingPage=login>

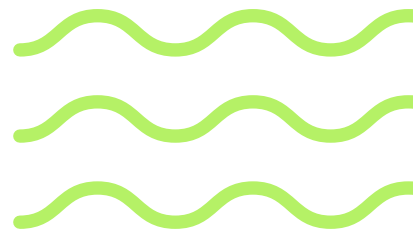
1.2.17 Follow the two-step authentication process again (1.2.8)

1.2.18 The learning landing pad will appear as per below with your required learning shown.



1.2.19 Click on learning to complete.

1.2.20 If you need to step away from your device while completing your assigned learning, please make sure to save and exit. This ensures your progress is recorded and the



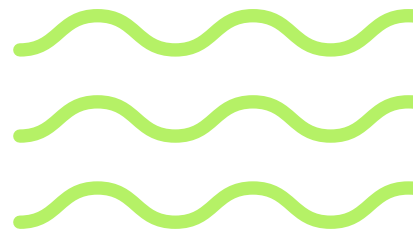
system remembers where you left off. If you don't do this, the Learning Management System may time out in the background, and your progress won't be saved—even if the final page shows that you've completed the learning. Once you finish the course, exit immediately to ensure your completion is properly recorded.

- 1.2.21 A Take 5 and induction card will be posted to the learner on completion of learning (if applicable).

1.3 Hydro Job Representative

- 1.3.1 The learning will be updated on the PTW register within 5 business days of the learning being completed.
- 1.3.2 It is the responsibility of the Hydro Job representative to make sure the contractor has completed the relevant training before they start work.

Continue to next page for Troubleshooting Guide



2. Troubleshooting Guide

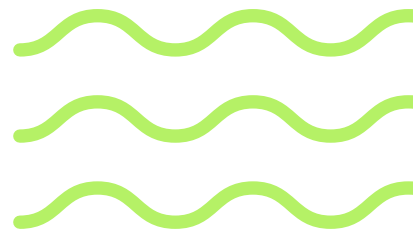
If you're experiencing any IT related issues and the following guide doesn't fix your issue, contact the Hydro Service Desk on 1800 102 025 025 between the business hours of 8am and 5pm.

I'm creating my account and my employer isn't listed


1. Contact WHS.externalmailbox.com.au for assistance

I've forgotten my password

2. Click on forgot password



3. Enter email address and click continue. Don't put any spaces before or after the email address

SAP 

Forgot My Password

HYDRO_EXT_LMS


To reset your password, enter your email address and choose Continue.

Email or User Name *

Get access another way?
[Return to Sign In](#)

Continue
Send


4. This will appear

SAP 

Forgot My Password

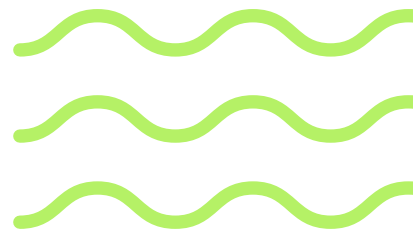
HYDRO_EXT_LMS

i If an account exists, an email with a link to reset your password has been sent.

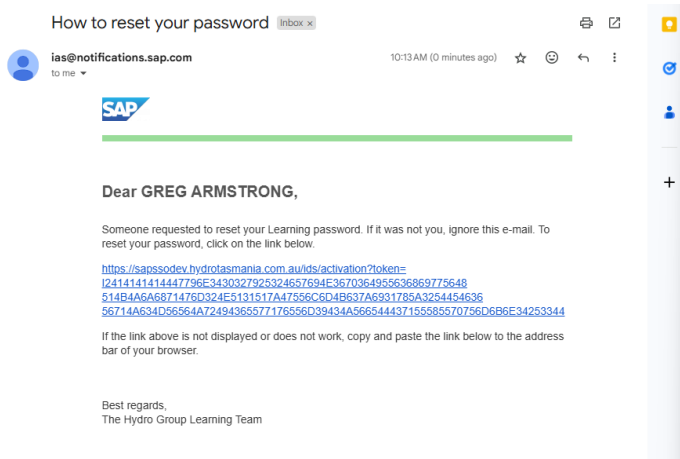


Click the link in the email. You will be forwarded to a page where you can reset your password. The link in the email will expire in 2 hours.

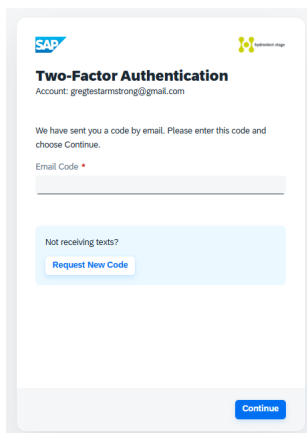
Get access another way?
[Return to Sign In](#)



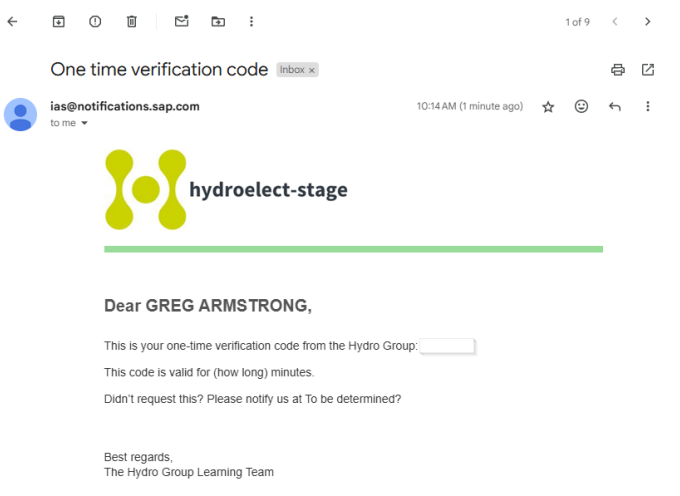
5. An email will appear in your inbox

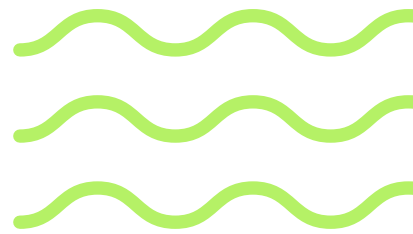


6. Click on the link and the Two-Factor Authentication dialogue will open




7. An email will be received with your verification code.





8. Enter code from email and set new password

SAP  Hydrotest stage

Two-Factor Authentication


Account: gregtestarmstrong@gmail.com

We have sent you a code by email. Please enter this code and choose Continue.

Email Code *

Not receiving texts?
[Request New Code](#)

[Continue](#)

SAP  Hydrotest stage

Reset Your Password

HYDRO_EXT_LMS

Reset the password for your account gregtestarmstrong@gmail.com:

New Password *

Re-enter New Password *

[Save](#)

9. Learner will be directed back to sign in page

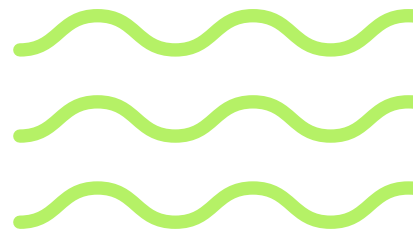
[Sign In](#)

New User

Are you a new user? [Click here to register.](#)

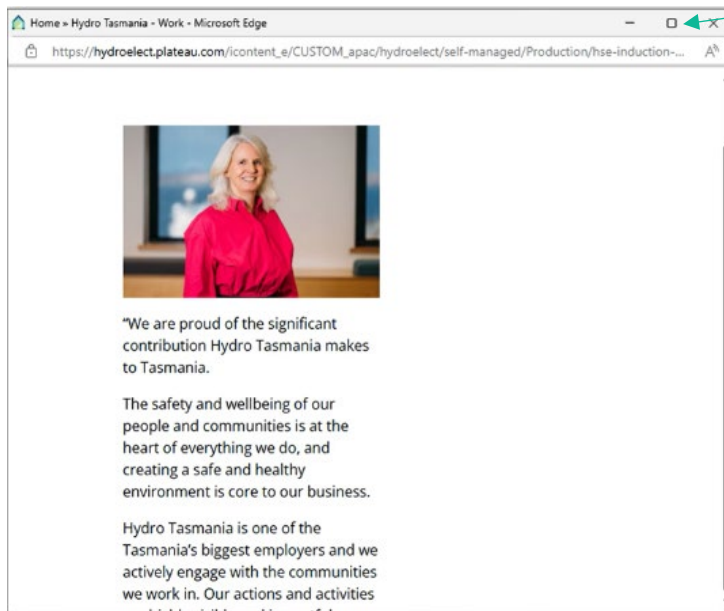
My learning isn't there when I log in

1. Email WHS External Mailbox – whsexternalmailbox@hydro.com.au to get the learning assigned.



I can't progress through the learning

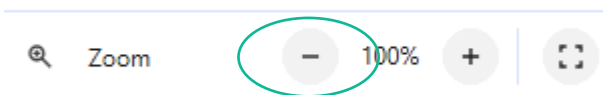
1. Make sure your screen is maximised by clicking on this square



2. You may also need to zoom the screen content. Click on the 3 vertical dots at the top right of your browser screen and a drop-down menu will appear.

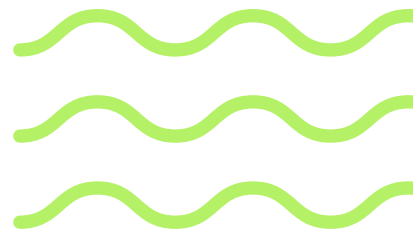


3. Click the minus next to the zoom and reduce to 80%.



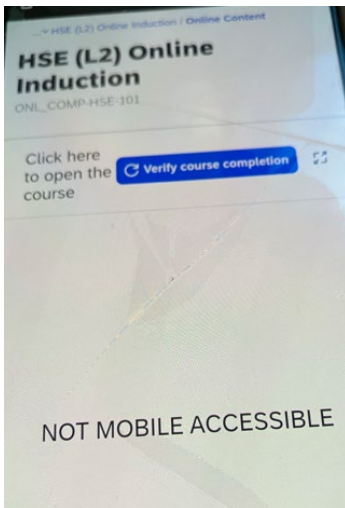
4. The next and back buttons will appear as shown below





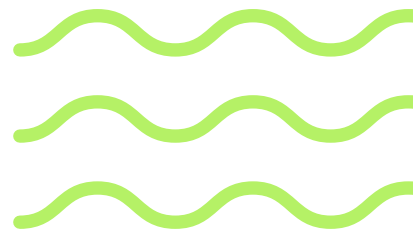
I can't access the learning on my phone

1. The training can only be completed on a laptop or computer.



I finished the learning but I don't think it saved as completed

1. Email the WHS External Mailbox – whsexternalmailbox@hydro.com.au. They can check the system and manually update if needed.



I'm having technical issues with something else

1. Other IT issues

For all issues listed below and any other IT related questions, contact the Hydro Service Desk on 1800 102 025 025 between the business hours of 8am and 5pm.

- Issues resetting password
- Too many attempts with entering password – it will reset after an hour
- Account is locked
- I can't access it doesn't allow me to access on my mobile phone – you need to access via a laptop or computer.
- Content won't launch