

FWC Online Learning Portal

User Guide – Creating and accessing your account on the Online Learning Portal

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How to create an account and log in to the FWC Online Learning Portal.

This guide helps you to create and log into your account on the FWC Online Learning Portal. It shows you how to reset your password if needed, and how to access your enrolled modules and your certificates through your dashboard.

Create an account

To create an account, follow these steps:

1. Click the 'Create an account' button at the top of the page on learn.fwc.gov.au:



2. Read the instructions and review the Privacy notice and Terms of use. Scroll down below the white box to fill in the form.



Create an account	
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Ready to create your account?	
There are five key steps:	
1. Enter your email address below, and click the 'Verify email address' button	
2. An email will be sent to your email address containing a verification code. This may take a minute or two to arrive	
3. Enter this code into the 'Verification code' field, and click the Verify code button	
4. Complete the remaining fields	
5. Confirm that you accept the Online Learning Portal's <u>Terms of use</u> and <u>Privacy</u> <u>notice</u> , and then click the 'Create account' button.	
Please contact us at <u>onlinelearning@fwc.gov.au</u> if you need help creating or accessing your account.	
Please provide the following details.	
Email Address*	
Verify email address	
	_

3. Enter your email and click the green 'Verify email address' button. Make sure to do this before filling in the other fields.

lease provide the following details.		
onlinelearning@fwc.gov.au		
Verify email address		
Create password*		

Fair Work Commission

4. A new field will pop up underneath the 'Email Address' field after a few seconds – this is the 'Verification code' field. Check your email account for an email from 'Microsoft on behalf of Fair Work Commission online account services'. Copy the verification code in the email into the Verification code field:

verification code has been sent to you	r email address. Please enter this code a	and click the Verify code button
nlinelearning@fwc.gov.au		
/erification code		
Verify code	Send new code	

- 5. Once you enter this code, click the green 'Verify code' button to continue.
- 6. Your email will be verified. Create and confirm your password. It needs to contain an upper and lowercase letter as well as either a number or a symbol. Enter your first name, last name and, if you choose to, your organisation's name. Click the 'Yes' box to confirm that you accept the Terms of use and Privacy notice. Click the green 'Create account' button to finish:



	Please	provide	the	fol	lowing	details
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Your email address is now verified. Please create your password, enter your details, and confirm you accept the Terms of use and Privacy notice to create your account.

Use a different email address Create password* Confirm password* First name* Last name* Organisation	
Create password* Confirm password* First name* Last name* Organisation	
Confirm password* First name* Last name* Organisation	
First name* Last name* Organisation	
Last name* Organisation	
Organisation	
Please check the 'Yes' box if you accept the Online Learning Portal's	Terms of use and Privacy notice
) Yes	
Create account Cancel	



Log in to your account

To log into your account, follow these steps:

1. Click the 'Login' button at the top of the page on <u>learn.fwc.gov.au</u>:



2. Enter your email address and click the blue 'Send verification code' button:

Log in		
Please provide the following details.		
Email Address		
Send verification code		
Continue	<u>Cancel</u>	

3. A new field will pop up underneath the 'Email Address' field after a few seconds – this is the 'Verification code' field. Check your email account for an email from 'Microsoft on behalf of Fair Work Commission online account services'. Copy the verification code in the email into the Verification code field and click the 'Verify code' button:

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A verification code has been sent to	o your email address. Please ente
his code and click the Verify code	button.
o********@fwc.gov.au	
Verification code	
Verify code	Send new code

4. Once you enter your code, your email address will be verified. Click the 'Continue' button to proceed.

Your email addre	ss is now verifi	ied. Please press the Continue button to
proceed.		
o*****@fwo	c.gov.au	
Cor	ntinue	Cancel

5. You will now be able to view your account and access a certificate of completion via your Dashboard for any modules you complete while logged in:

Home Learning catalogue	View account	Keyword Search Q
and the second second	Dashboard	
	Profile	
	Log out	



Update your password

To update or change your password, follow these steps:

1. Click the 'Login' button at the top of the page on <u>learn.fwc.gov.au</u>:



2. Click the 'Forgot your password' link below the 'Email Address field':

.og in	
Email Address]
Forgot your password?	_
Password	
Log in	
Please contact us at <u>onlinelearning@fwc.gov.au</u> if you need help logging into you account.	ır
account.	

3. Enter your email address, then click the 'Send verification code' button:



Email Address		
Send verification code		
Continue	Cancel	

4. A new field will pop up underneath the 'Email Address' field after a few seconds – this is the 'Verification code' field. Check your email account for an email from 'Microsoft on behalf of Fair Work Commission online account services'. Copy the verification code in the email into the Verification code field and click the 'Verify code' button:

vermouton code has been	sent to your email address. Please enter
his code and click the Verify	code button.
o*****awwww.gov.au	
004720	
Verify code	Send new code

5. Your email address will now be verified. Click the green 'Continue' button to proceed:



proceed.		
onlinelearning@fwc.	.gov.au	
<u>Change email</u>		
		_

6. You will be asked to verify your email a second time for the password reset to be completed. Enter your email into the 'Email Address' field and click the blue 'Send verification code' button to continue:

code button and	l follow the step	s.	u vernicatio
Email Address			
Send veri	fication code		

7. A new field will pop up underneath the 'Email Address' field after a few seconds – this is the 'Verification code' field. Check your email account for another email from 'Microsoft on behalf of Fair Work Commission online account services'. Copy the verification code in the email into the Verification code field and click the 'Verify code' button:



A verification code has been this code and click the Verify	sent to your email address. Please enter code button.
onlinelearning@fwc.gov.au	
459452	
Verify code	Send new code
Continue	Cancel

8. Your email address will now be verified. Press the green 'Continue' button to proceed:

verified. Please press the Continue buttor
Cancel

9. You will now be asked to create a new password. Create and confirm your password in both fields, then press the green 'Continue' button to proceed:



Please provide	the following de	tails.	
•••••			
	Continuo	Cancel	

10. Your password will now be updated. You will be able to log in and access learning modules and certificates of completion.



Access your dashboard and certificates

To access your dashboard, follow these steps:

1. After logging in, click the 'View account' menu at the top of <u>learn.fwc.gov.au</u> and select 'Dashboard':



2. Through your dashboard, you can pick up where you left off on any module you have started, repeat modules, and access certificates for modules you have completed. The bar at the top of the modules will show your progress. Modules you have completed will have a green tick.

lodule completed	Your progress	Your progress
iveryone	Everyone	Everyone
	The interest-based	Workplace sexual
Preparing for an unfair	bargaining process	harassment
lismissal conciliation	0	
	How does interest-based bargaining	Learn what workplace sexual
earn about unfair dismissal conciliation,	work in practice and what does it take to	harassment is, how it impacts those that
ow to prepare, and hear from our	succeed? This is module 2 in our two-	experience and witness it, and what
oncinators about what is involved.	part series of interest-based barganing.	
epeat module \longrightarrow	Start learning →	Start learning \longrightarrow



3. Pick back up on a course you have started by clicking on the 'Start learning' link:



4. When you have completed a course, click on the 'View certificate' link under the tile. Your certificate will open in a new tab or window.





Delete your account data to obtain an updated certificate

The Online Learning Portal tracks the learning progress of account holders who complete a module, but the way it stores data means that the first time the course is completed will be the date of completion of the certificate.

To get around this, you will need to delete your account data. This won't remove your account from the system – it will just delete all learning progress and certificates of completion.

1. Log into your account, and then click the 'View account' tab at the top of the screen:



2. Click on 'Profile':





3. Click on 'Delete my account data':



4. A user will be taken to the 'Delete my account data' page. The user can enter their email address and consent to the two statements before clicking the green 'Delete my account data' button:

Thank you for using Fair Work Commission Online Lear To delete your account data, please confirm your email	ning Portal. address and accept the conditions below.
Confirm your email address	
I acknowledge that I will no longer be able to access	s my learning records or certificates after I delete my Online Learning Portal account data.
I acknowledge that my Fair Work Commission accoupt to.	ount will still be active, and that I can continue to use other Fair Work Commission services I am signed
Delete my account data	
Cancel account data deletion	

Please note that once your account data is deleted, all certificates will be removed, and no learning



progress will be retained – the courses will need to be started again from the beginning. You should ensure that you have saved any relevant certificates you need.

Once the data is deleted, a user will then be able to log back in and complete the course again and a new certificate will be issued upon completion.