FWC Online Learning Portal

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

Online Learning team
onlinelearning@fwc.gov.au

Version 1.0

Contents

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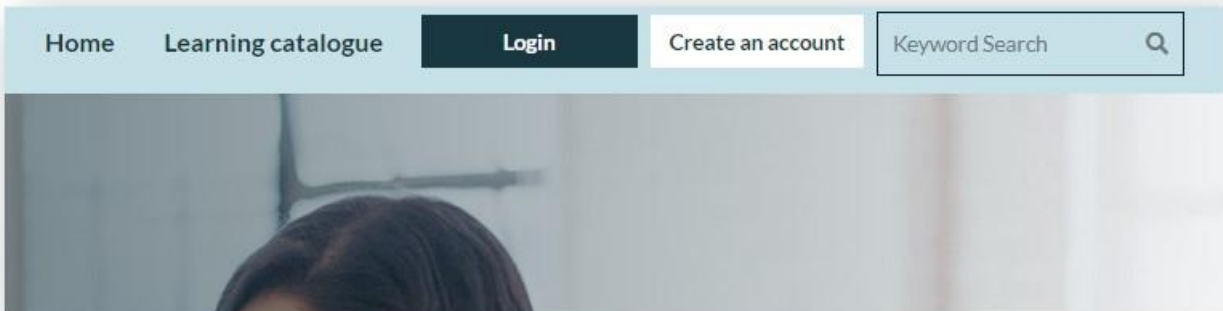
2. Read the instructions and review the Privacy notice and Terms of use. Scroll down below the white box to fill in the form.

Create an account

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 Terms of use and Privacy notice, and then click the 'Create account' button.

Please contact us at onlinelearning@fwc.gov.au 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.
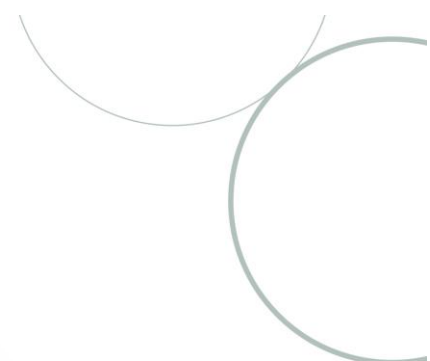
Please provide the following details.

onlinelearning@fwc.gov.au

Verify email address

Create password*

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:

Please provide the following details.

A verification code has been sent to your email address. Please enter this code and click the Verify code button.

onlinelearning@fwc.gov.au

Verification 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 following details.

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.

onlinelearning@fwc.gov.au

Use a different email address

Create password*

Confirm password*

First name*

Last name*

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 learn.fwc.gov.au:

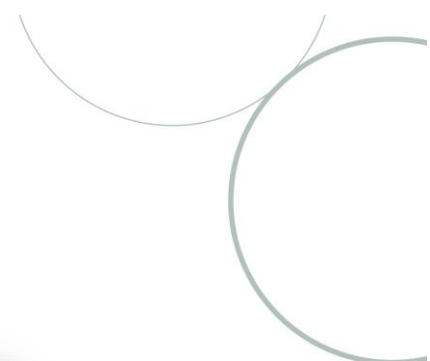2. Enter your email address and click the blue 'Send verification code' button:

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:

Please provide the following details.

A verification code has been sent to your email address. Please enter this 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.

Please provide the following details.

Your email address is now verified. Please press the Continue button to proceed.

o************@fwc.gov.au

Continue   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:
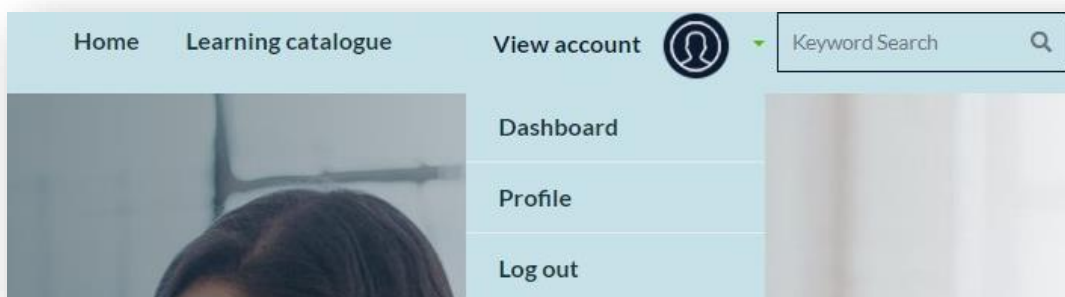
Update your password

To update or change your password, follow these steps:

1. Click the 'Login' button at the top of the page on learn.fwc.gov.au:
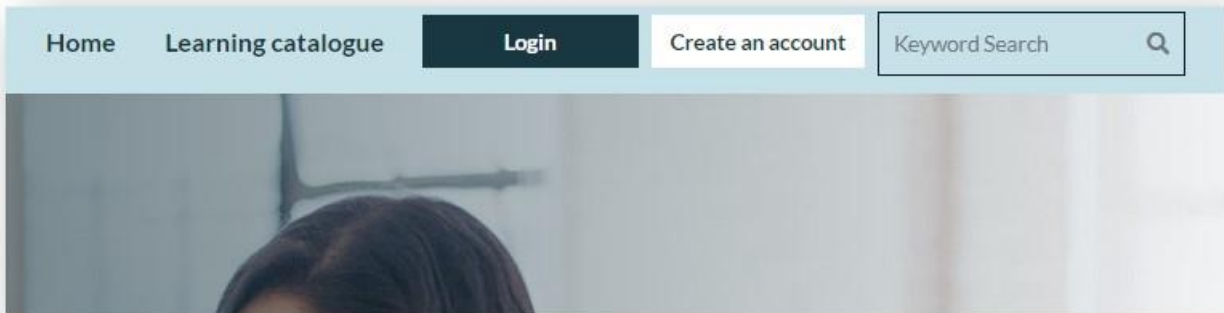
2. Click the 'Forgot your password' link below the 'Email Address field':

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

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:

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

Your email address is now verified. Please press the Continue button to proceed.

onlinelearning@fwc.gov.au

Change email

Continue   Cancel

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:
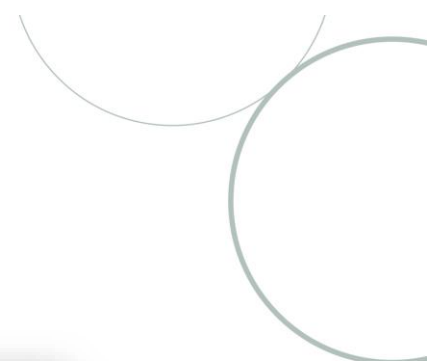

Please provide the following details.

We need to verify your email address. Please click the Send verification code button and follow the steps.

Email Address

Send verification code

Continue   Cancel

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:

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

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:
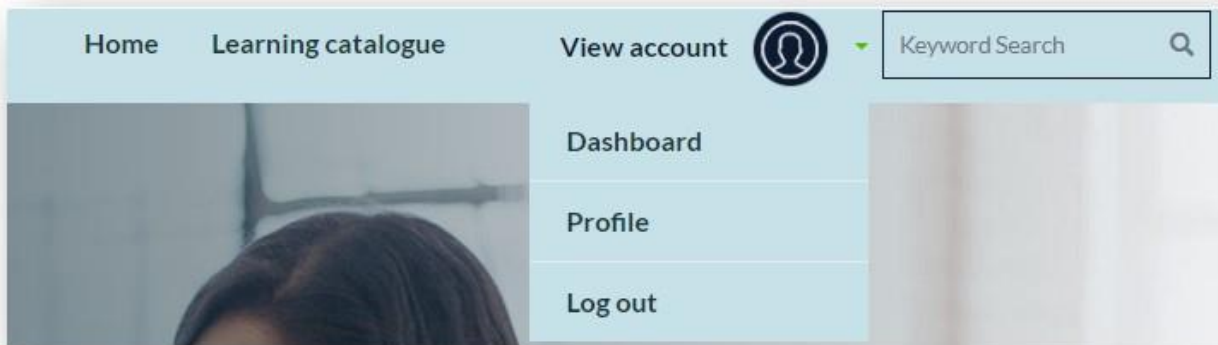
Please provide the following details.

●●●●●●●●●●●●●●●●●●●●●●●●●●●●●

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Continue   Cancel

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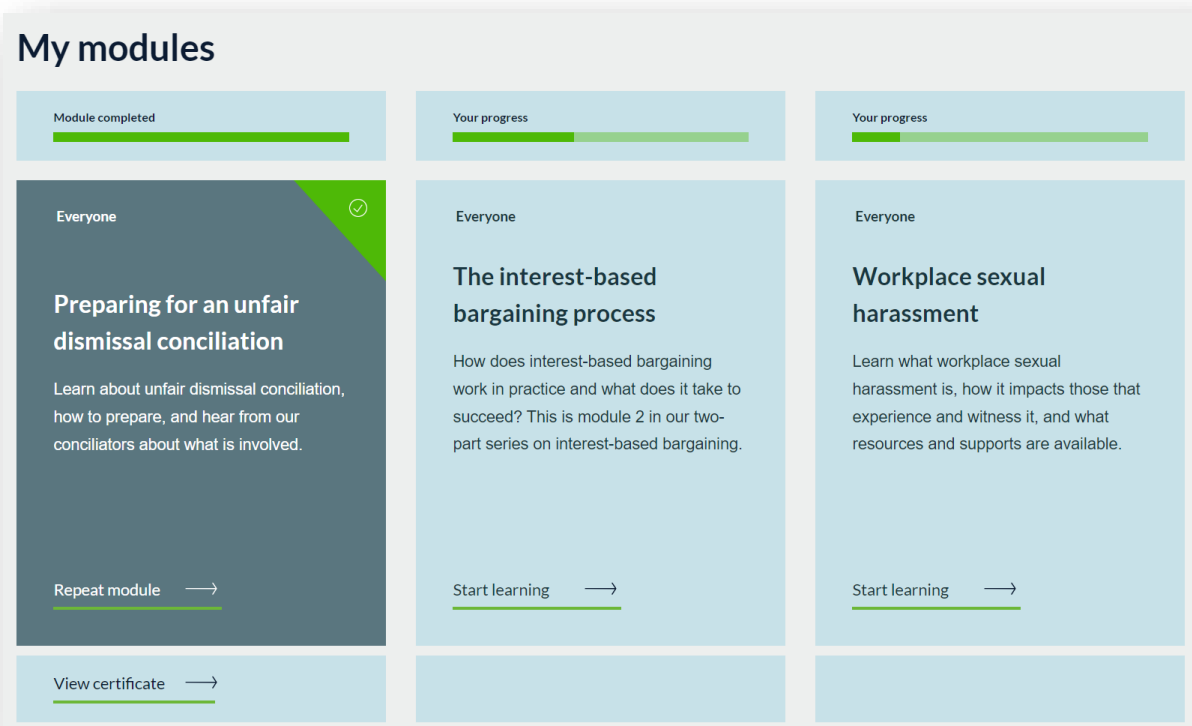
Access your dashboard and certificates

To access your dashboard, follow these steps:

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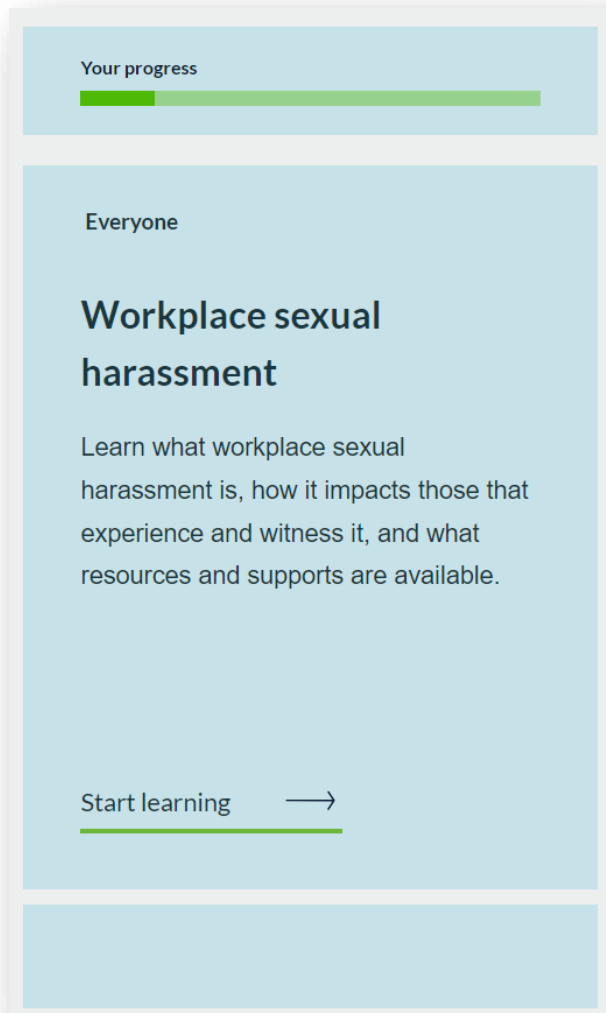

2. Through your dashboard, you can pick up where you left off on any module you have started, repeat modules, and access certificates for modules you have completed. The bar at the top of the modules will show your progress. Modules you have completed will have a green tick.

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

Your progress

Everyone

Workplace sexual harassment

Learn what workplace sexual harassment is, how it impacts those that experience and witness it, and what resources and supports are available.

Start learning $\longrightarrow$

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.
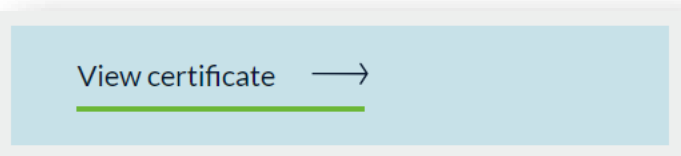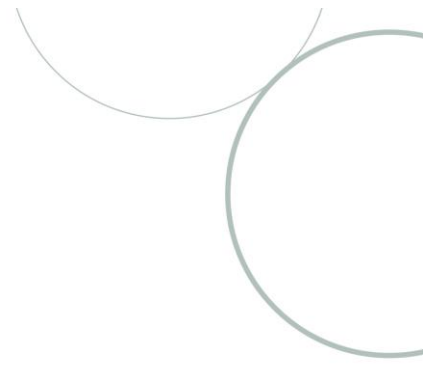
View certificate $\longrightarrow$

# 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:
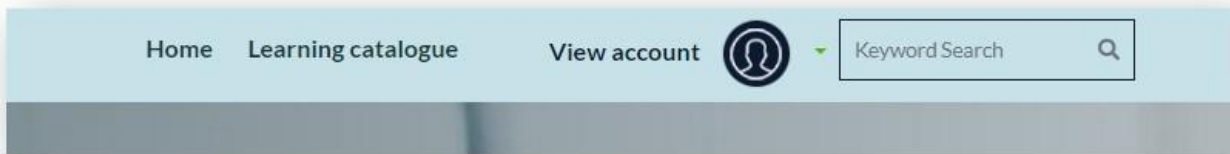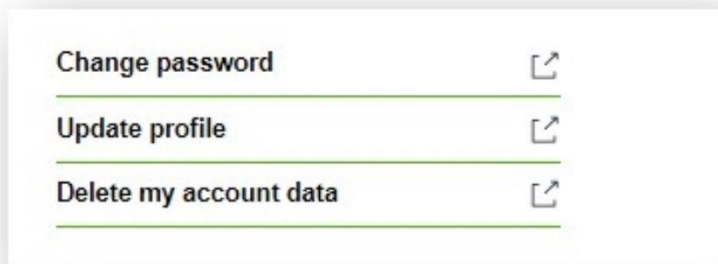

2. Click on 'Profile':
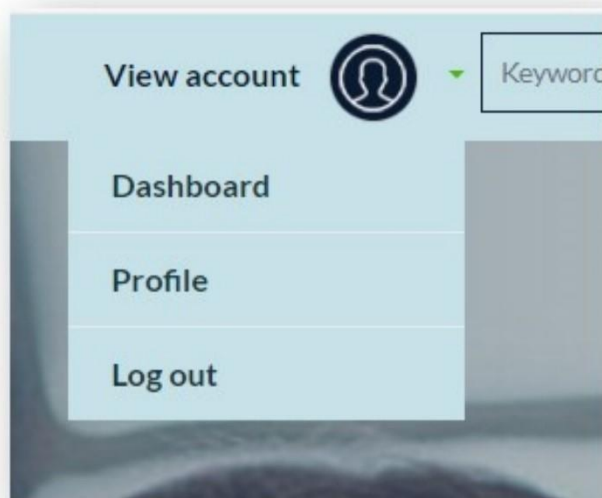
3. Click on 'Delete my account data':

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:

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.