



Fair Work  
Commission

# FWC Online Learning Portal

---

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

**Online Learning team**  
[onlinelearning@fwc.gov.au](mailto:onlinelearning@fwc.gov.au)



Fair Work  
Commission

# Contents

---

<b>Create an account</b>	p. 3
<b>Log in to your account</b>	p. 8
<b>Update your password</b>	p. 10
<b>Access your dashboard and certificates</b>	p. 14
<b>Delete your account data to obtain an updated certificate</b>	p. 18



# 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](https://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

### Create your account in five key steps:

1. Enter your email address in the first field
2. Enter the CAPTCHA characters in the second field, then click **Send verification code**.
3. An email will be sent to your email address with a six-digit verification code. Enter this code into the field below your email address, then click **Verify code**.
4. Create a password and fill in your name (required) and organisation (optional).
5. Click the box to agree to the [Terms of use](#) and [Privacy notice](#), and then click **Continue to proceed**.

Please [contact us](#) if you need help creating or accessing your account.

Please provide the following details.

Email Address

3. Enter your email and the CAPTCHA characters into the 'Characters you see' field. Click the green 'Send Verification code' button

Please provide the following details.

Type of captcha (visual / audio) is required.

youremailaddress@gmail.com

Please enter the characters



Enter the characters you see

Send verification code



4. A new field will pop up underneath the 'Email Address' field after a few seconds – this is the '6 Digit Field' 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 6 Digit code field:

Please provide the following details.

Verification code has been sent. Please copy it to the input box below.

youremailaddress@gmail.com

6 Digit Code

Please enter the characters

DNV3LSQ

Speaker icon and Refresh icon

DNV3LSQ

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 'Continue' button to finish:



Fair Work  
Commission

A registration form with the following fields: 'New Password', 'Confirm New Password', 'Name', 'Last Name', and 'Fair Work Commission'. Below the fields is a 'Terms of Use' section with a checkbox labeled 'I accept the Online Learning Portal's Terms of use and Privacy notice.' At the bottom are two buttons: a green 'Continue' button and a grey 'Cancel' button.

7. You will be directed to set up your Multi Factor Authentication method. The preferences are SMS, email, Authenticator App or Security Key. Select your method and click 'Continue.'

The page has a dark blue header with the Fair Work Commission logo and name. The main content is in a white box titled 'Account protection'. It contains the text: 'Choose from the options below to setup multi-factor authentication (MFA) for your Fair Work Commission account. MFA provides an added layer of security to your account. The option that you choose will become part of your login process each time you login. [Learn more](#)'. Below this is the 'MFA Preference' section with four radio button options: 'Have an SMS code sent to your phone (AU only)', 'Have a code sent to your email', 'Use an Authenticator App on your phone', and 'Use biometrics or Security Key'. A dark blue 'Continue' button is at the bottom of the options. At the very bottom of the white box are links for 'Contact us', 'Fair Work Commission', and 'Disclaimer'.

8. You will be asked to verify with a Multi Factor Authentication code that is sent to your method of choice: email, SMS, MFA authentication application or security key



**Account protection**

A code has been sent to your phone

Phone number  
XXX-XXX-

Enter your verification code below, or [Send a new code](#)

**Verify Code**

[Having trouble logging into your account?](#)

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)

**Verify your email**

A verification code has been sent to your email.

Email address

6 Digit Code

**Verify code**

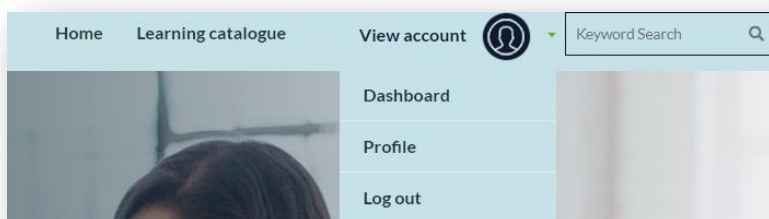
[Send new code](#)

[Having trouble logging into your account?](#)

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)

*Examples of email and SMS multi-factor authentication only.*

9. Enter the code into the Verification code field and click the blue 'Verify code' button. Once you have been verified you will be taken to the portal's home page.





## 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](https://learn.fwc.gov.au):



2. Enter your email address and click the blue 'Sign In' button

### Sign In

Email Address

Password

[Forgot your password?](#)

**Sign in**

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)

3. Verify with a Multi Factor Authentication code that was set up upon registration. You will receive this code through your registered method. Enter the code into the Verification code field. Click the blue 'Verify code' button.





### Account protection

A code has been sent to your phone

Phone number  
0000-0000-

Enter your verification code below, or [Send a new code](#)

[Verify Code](#)

[Having trouble logging into your account?](#)

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)

### Verify your email

A verification code has been sent to your email.

Email address

6 Digit Code

[Verify code](#)

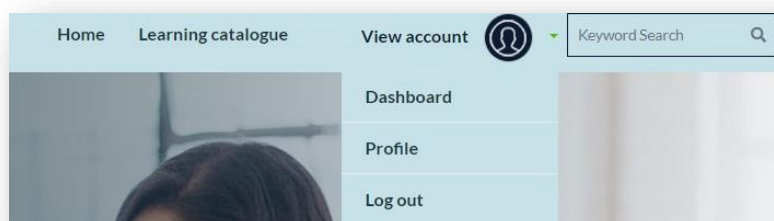
[Send new code](#)

[Having trouble logging into your account?](#)

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)

*Examples of email and SMS multi-factor authentication only.*

4. 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:

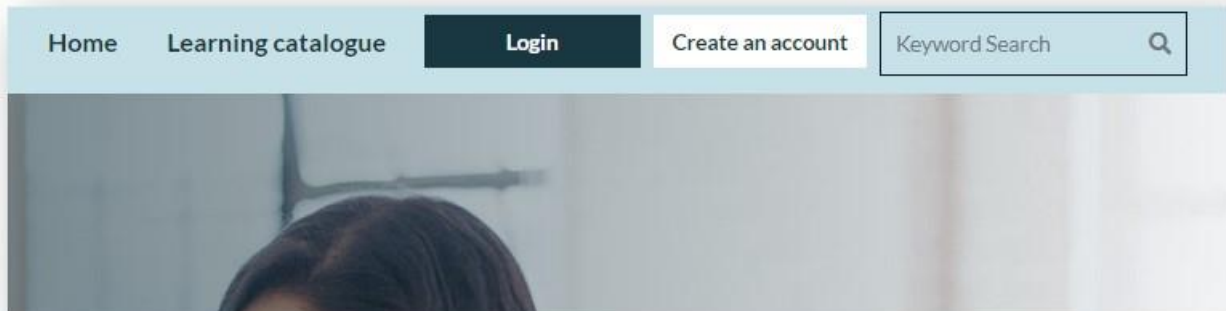




## Update your password

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](https://learn.fwc.gov.au):



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

### Sign In

Email Address

Password

[Forgot your password?](#)

**Sign in**

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)



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

**Forgot password**

Please enter your email address

Email address

youremailaddress@gmail.com

**Send verification code**

[Having trouble logging into your account?](#)

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)

4. You will receive a six-digit code via your email address. Enter this code into the 6 Digit Code field and click the blue 'Verify Code' button.

**Forgot password**

A verification code has been sent to your email.

Email address

youremailaddress@gmail.com

6 Digit Code

**Verify code**

[Send new code](#)

[Having trouble logging into your account?](#)

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)



5. Create your new password, then click the blue 'Continue' button. Please ensure your password meets the minimum security requirements:

The password must be between 8 and 64 characters, and have at least 3 of the following:

- a lowercase letter
- an uppercase letter
- a digit
- a symbol

## Update password

Please enter and confirm your new password

**New password**

**Confirm new password**

**Continue**

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)



6. Verify your Multi Factor Authentication code that is sent to your method of choice: email, SMS, MFA authentication application or security key. Click verify code.

### Account protection

A code has been sent to your phone

Phone number  
XXX-XXX-7950

Enter your verification code below, or [Send a new code](#)

**Verify Code**

[Having trouble logging into your account?](#)

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)

### Verify your email

A verification code has been sent to your email.

Email address

6 Digit Code

**Verify code**

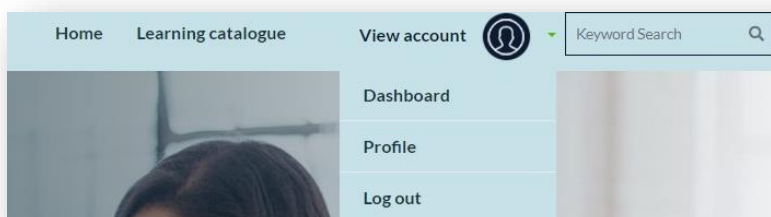
[Send a new code](#)

[Having trouble logging into your account?](#)

[Contact us](#) | [Fair Work Commission](#) | [Disclaimer](#)

*Examples of email and SMS multi-factor authentication only.*

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

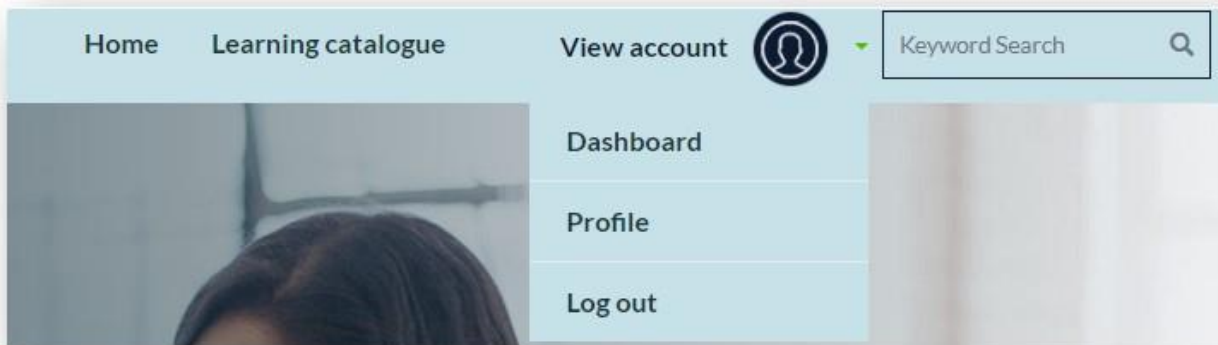




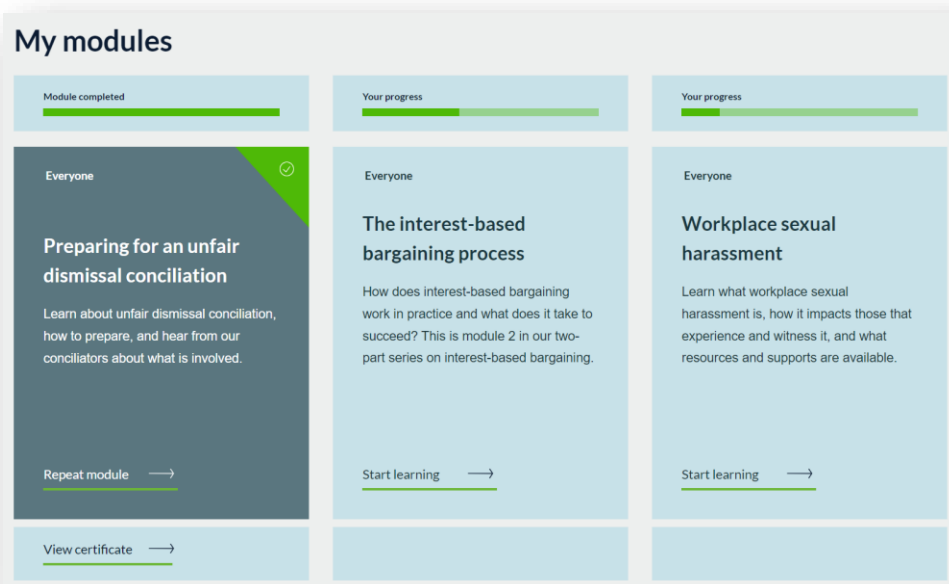
## Access your dashboard and certificates

To access your dashboard, follow these steps:

1. After logging in, click the 'View account' menu at the top of [learn.fwc.gov.au](https://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](#) →

- 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](#) →

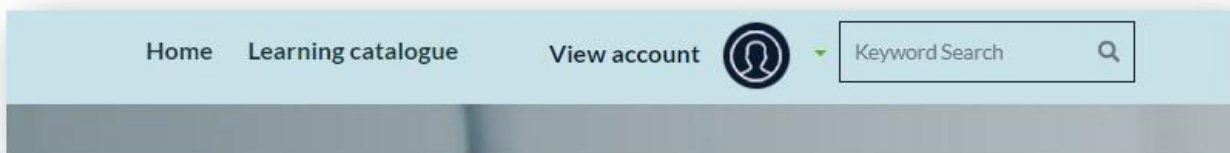


## Delete your account data to obtain an updated certificate

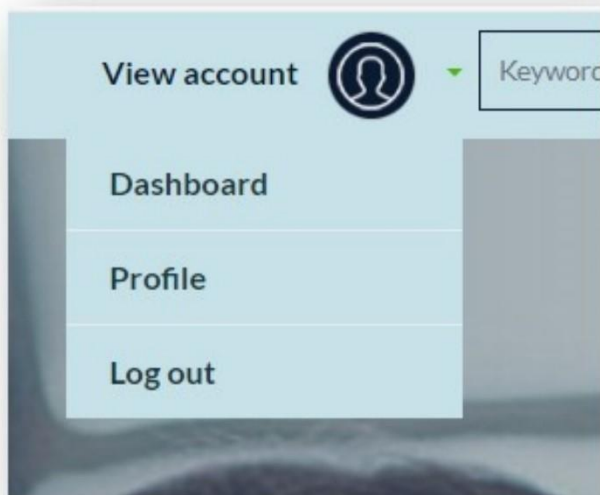
The Online Learning Portal tracks the learning progress of account holders who complete a module, but the way it stores data means that the first time the course is completed will be the date of completion of the certificate.

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':





Change password	
Update profile	
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:

### Delete my account data

Thank you for using Fair Work Commission Online Learning Portal.  
To delete your account data, please confirm your email address and accept the conditions below.

Confirm your email address

- ☐ I acknowledge that I will no longer be able to access my learning records or certificates after I delete my Online Learning Portal account data.
- ☐ I acknowledge that my Fair Work Commission account will still be active, and that I can continue to use other Fair Work Commission services I am signed up to.

**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.



Fair Work  
Commission

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.