FWC Online Learning Portal

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

**Online Learning Team**
onlinelearning@fwc.gov.au

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.
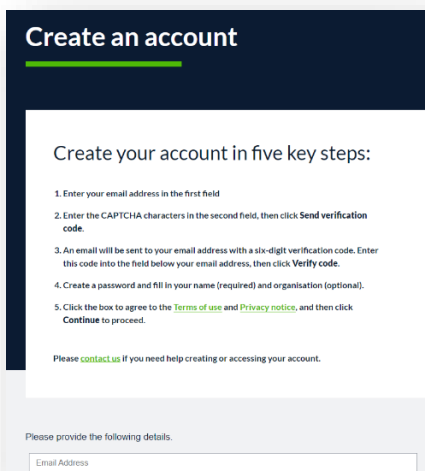
Create an account

To create an account, follow these steps.

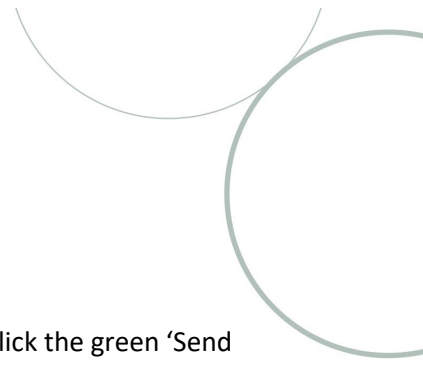1. Click the 'Create an account' button at the top of the page on learn.fwc.gov.au.
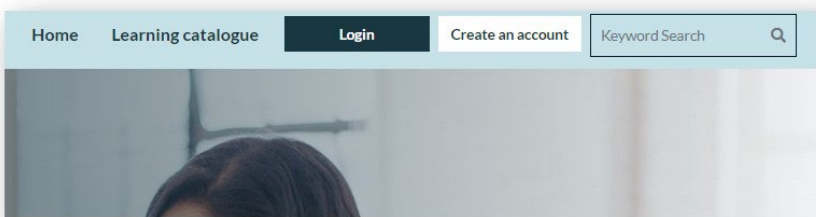
2. Read the instructions and review the Privacy notice and Terms of use. Scroll down below the white box to fill in the form.

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
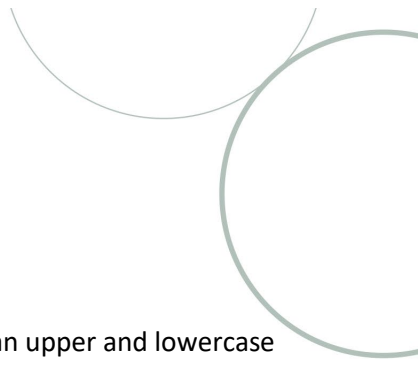
6 Digit Code

Please enter the characters

DNV3LSQ

| 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.

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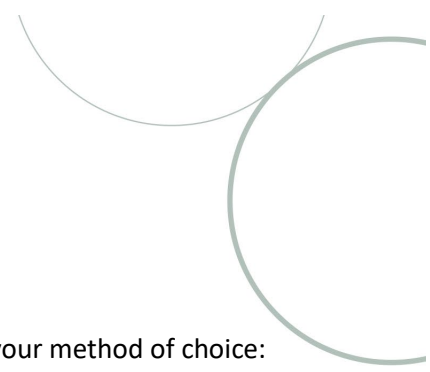
8. You will be asked to verify with a Multi Factor Authentication code that is sent to your method of choice: email, SMS, MFA authentication application or security key.

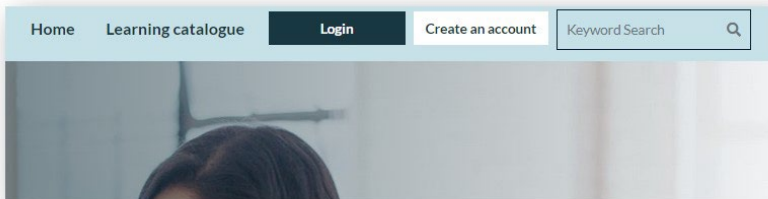Examples of email and SMS multi-factor authentication only.

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.
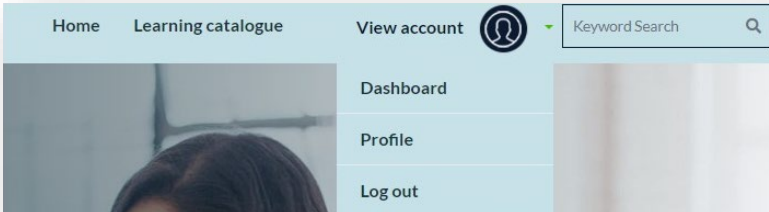
Log in to your account

To log into your account, follow these steps.

1. Click the 'Login' button at the top of the page on learn.fwc.gov.au.

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

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.

Above are 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.
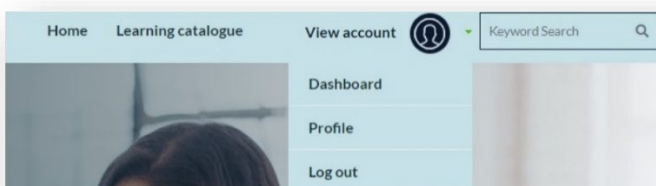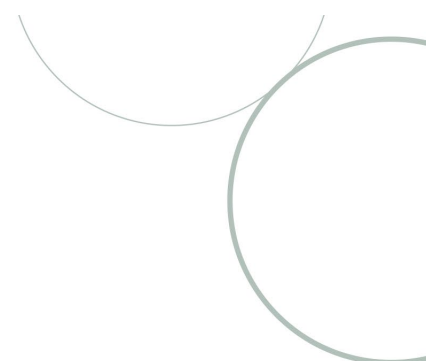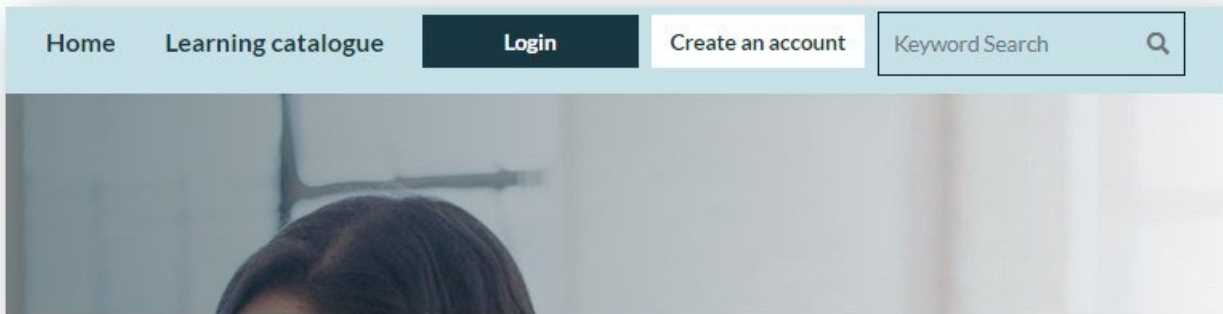
Update your password

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.

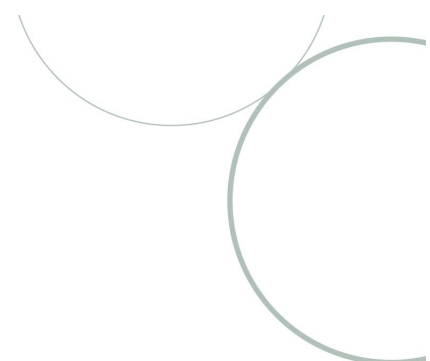2. Click the 'Forgot your password' link below the 'Email Address field'.

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

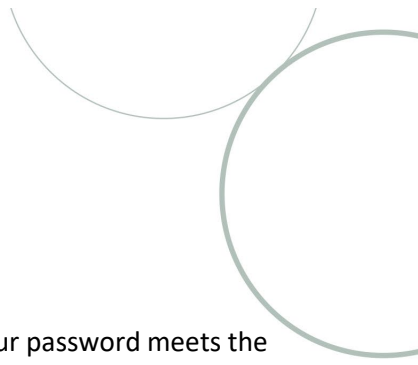A verification code has been sent to your email.

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

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.

Above are 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.
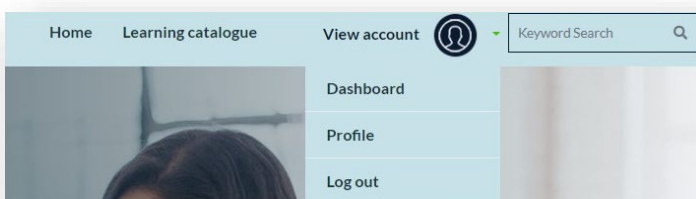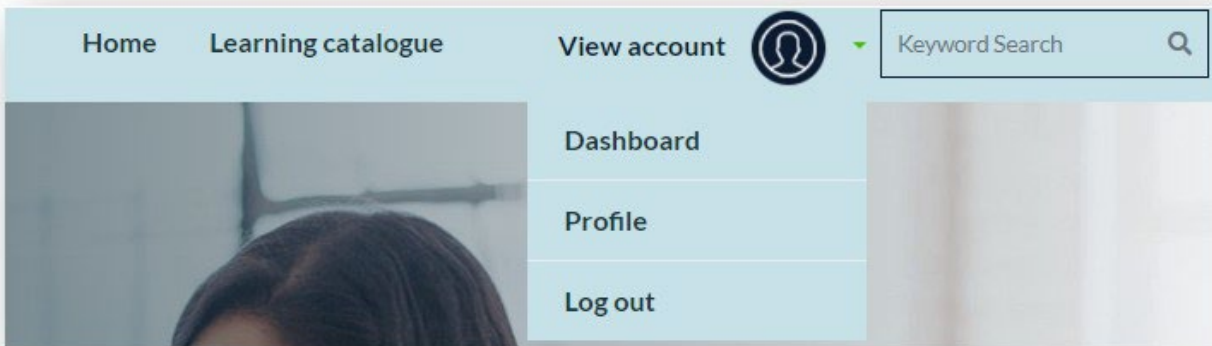
Access your dashboard and certificates

To access your dashboard, follow these steps.

1. After logging in, click the 'View account' menu at the top of learn.fwc.gov.au 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.
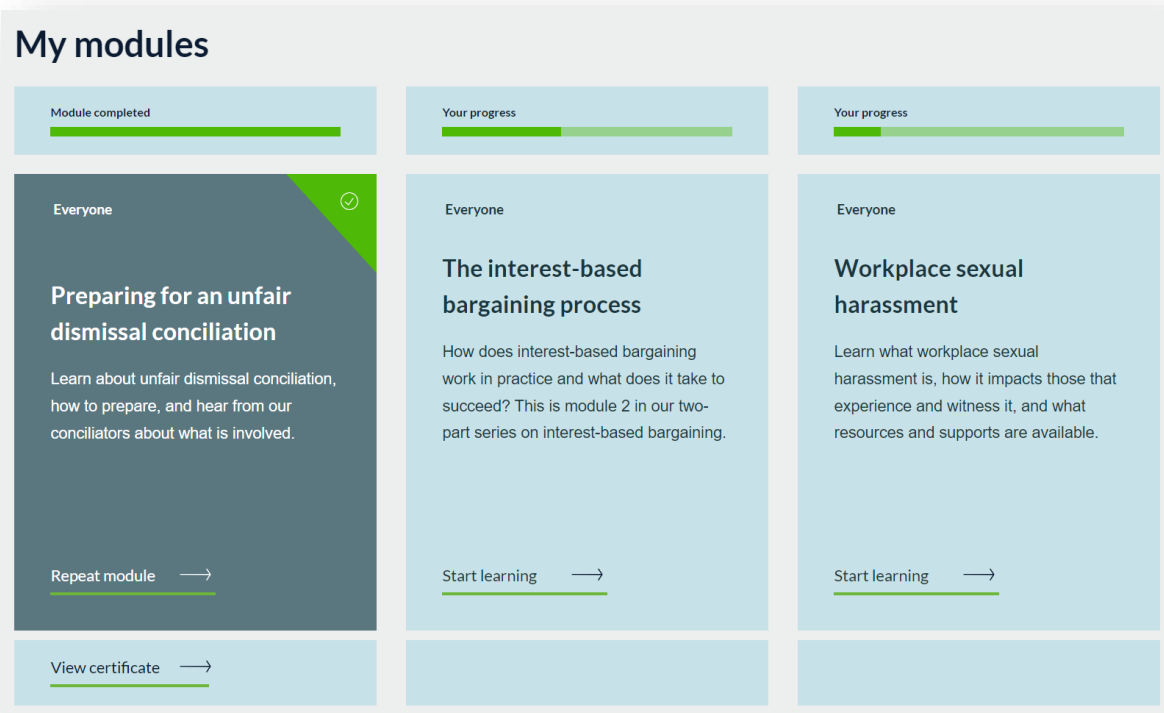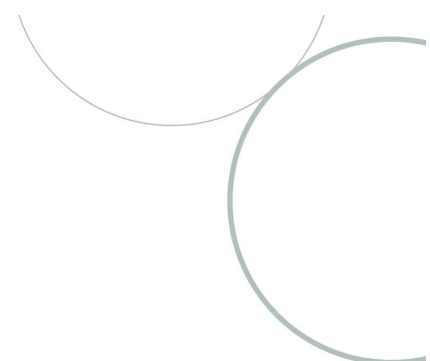
3. Pick back up on a course you have started by clicking on the 'Start learning' link.

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.
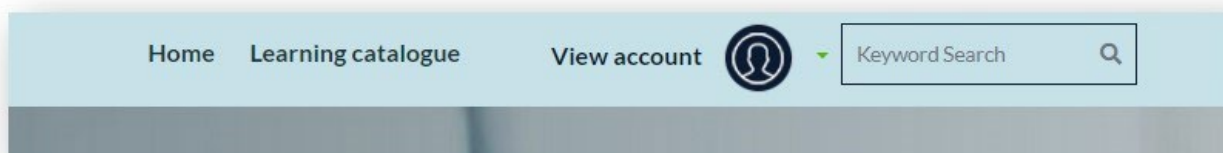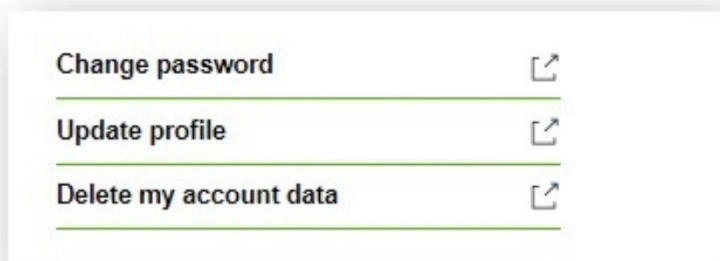

2. Click on 'Profile'.
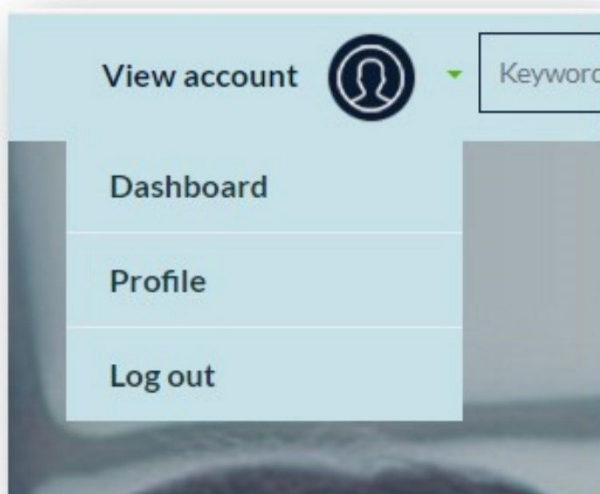
3. Click on 'Delete my account data'.

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.

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.

Contact us

Still need more assistance? Please email onlinelearning@fwc.gov.au for any enquiries and feedback regarding the Online Learning Portal.