
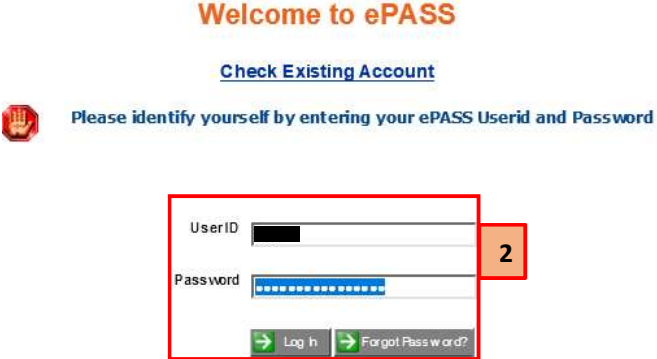


## How Do I – Login to MyLearning – Troubleshooting for NTG Employees

<b>Target Audience</b>	NTG Employees
<b>Purpose</b>	Login to MyLearning
<b>Background</b>	<p>NTG employees use their ePASS credentials to login to MyLearning. All NTG employees are entitled to an ePass account. ePASS is the NTG identity management system and passport to government systems.</p> <p>When logging on to MyLearning it is essential that your ePASS is correctly setup. The following guide will assist you to troubleshoot your ePASS (and MyLearning).</p> <p>If you have any difficulty with accessing ePASS, contact: NTG Service Desk on 1800 000 254.</p> <p>After checking your ePASS credentials, if you are still having difficulty login on to MyLearning, please email the eLearning Centre on <a href="mailto:mylearning.health@nt.gov.au">mylearning.health@nt.gov.au</a> with a screenshot of the error you are receiving when attempting to logon as well as a screen shot of your ePass account or call on 8922 7022.</p>
<b>Step One</b>	
Open <a href="https://epass.nt.gov.au">https://epass.nt.gov.au</a>	
<b>Step Two</b>	
<p>Enter your <b>ePass</b> Username and Password and click <b>LOG IN</b>.</p> <p>Note: this login should be the same as your computer (LAN) login.</p>	
<b>Step Three</b>	
If this is your first time to login to ePass – you will be prompted to enter your Authentication Questions.	<p><b>Change Answers to Authentication Questions</b></p> <p>If you forget your password, the system will prompt you for the answers to all authentication questions associated with your account. Enter new answers to one or more of the following questions, and then click Save.</p> <p><b>Authentication Questions</b></p> <p>For Login Interface User Interface</p> <p>Personalized Authentication Questions. Please provide and answer atleast 5 question(s). Answers will be automatically converted to upper-case.</p>

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### Step Four

Click on **Change User Details and Access**

Welcome, [REDACTED]. Please select one of the options below.

- **Change User Details and Access** 4
- Change Answers to Authentication Questions
- Change Password
- Request for Business Application Access
- Find a Delegate
- Register New Account
- Terminate Account
- View My Account History
- ePASS Catalogue Request
- HP SM Service Catalogue

### Step Five

Make sure your **AGS** is listed in your account.

Your AGS is your payroll identifier. Speak to your HR section if you are not sure.

If it is not listed, click on the "I" and follow the instructions.

### Modify Details

Welcome, [REDACTED]. Modify current details and submit

User Details	Contact Details	Organisation Details	Standard Services	External Access	eFax
<div> <div> ePASS ID [REDACTED] </div> <div> AGS Number [REDACTED] 5 </div> </div>					
Title Mrs. *					
First Name [REDACTED] *					
Middle Name [REDACTED]					
Last Name [REDACTED] *					
Preferred Name [REDACTED]					
Job Title eLearning System Support Officer *					

### Step Six

Make sure the email listed is your personal work email and that it is the email address that has been setup for you in MS Outlook.

To check this go to Microsoft Outlook and look at your email address.

### Modify Details

Welcome, [REDACTED]. Modify current details and submit

User Details	Contact Details	Organisation Details	Standard Services	External Access	eFax
Office Phone 0889227092 *					
Fax [REDACTED]					
Mobile Number [REDACTED]					
Pager Number [REDACTED]					
Email [REDACTED]@nt.gov.au 6					
Click to find a location Find Location					
Location Description Casuarina Plaza Second Floor [01034B2]					
Publish your details? Yes *					

## How Do I – Login to MyLearning – Troubleshooting for NTG Employees

### Step Seven

Make sure that your cost centre code is correct.

#### Modify Details

Welcome, [redacted] Modify current details and submit

User Details	Contact Details	Organisation Details	Standard Services	External Access	eFax
<p>Click to Find a Cost Centre <input type="button" value="Find Cost Centre"/></p> <p>Department/Agency: DCIS Department of Corporate and Information Services</p> <p>Cost Centre Description: DOH</p> <p><b>7</b> Cost Centre Code: [redacted] *</p> <p>Click to Find a Manager <input type="button" value="Find Manager"/></p> <p>Manager: [redacted] *</p> <p>Employment Type: Permanent *</p>					

### Step Eight

Ensure that your Standard Services are all **Active**.

#### Modify Details

Welcome, [redacted] Modify current details and submit

User Details	Contact Details	Organisation Details	Standard Services	External Access	eFax																								
<p><b>Services Available</b></p> <p>The following Services are available to you. Select 'Active' to add the item to your list of services.</p> <table border="1"> <thead> <tr> <th>Name</th> <th>Assigned By Role</th> <th>Service Status</th> <th>Special Comments</th> </tr> </thead> <tbody> <tr> <td>MS Lync</td> <td></td> <td>Active</td> <td></td> </tr> <tr> <td>Email</td> <td></td> <td>Active</td> <td></td> </tr> <tr> <td>Internet</td> <td></td> <td>Active</td> <td></td> </tr> <tr> <td>LAN</td> <td></td> <td>Active</td> <td></td> </tr> <tr> <td>WebEx Meeting Host</td> <td></td> <td>Active</td> <td></td> </tr> </tbody> </table> <p><b>8</b></p> <p><input type="button" value="Submit"/> <input type="button" value="Cancel"/></p>						Name	Assigned By Role	Service Status	Special Comments	MS Lync		Active		Email		Active		Internet		Active		LAN		Active		WebEx Meeting Host		Active	
Name	Assigned By Role	Service Status	Special Comments																										
MS Lync		Active																											
Email		Active																											
Internet		Active																											
LAN		Active																											
WebEx Meeting Host		Active																											

### Step Nine

- Select a delegate to approve your request.
- Click on **Submit**

**Note:** Your request won't be processed until the ePASS delegate approves your request.

#### Modify User Details - Select a Delegate.

Select a delegate

Select a delegate [redacted] \*

**9-A**

<< Previous  Cancel

**9-A**

### Step Ten

Once you have successfully updated your ePASS credentials, you will get a message that "Your request has been submitted"

Click **OK** to continue and you will be taken back to the welcome page.

#### Submitted

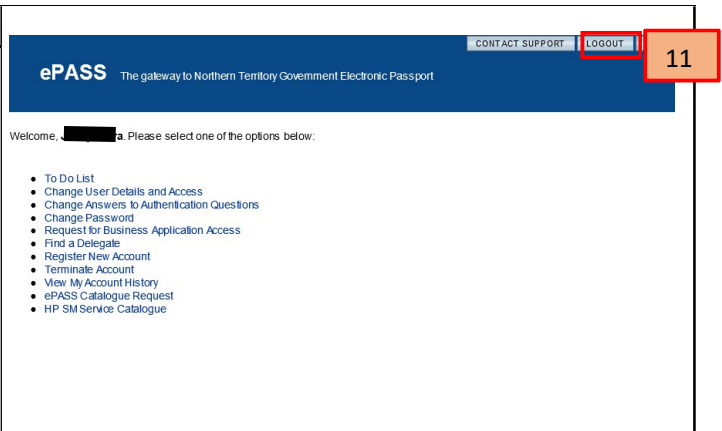
Your request has been submitted.

If your request requires approval, you should receive an email notification once it has been actioned by your delegate.

If you do not receive any notification, please call the NTG Service Centre on 1800 000 254 or email servicecentre@nt.gov.au.

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<p><b>Step Eleven</b></p> <p>Logout of ePASS.</p>	
<p><b>Step Twelve</b></p> <p>Once you receive notification that your ePass details have been updated, login to MyLearning <a href="https://mylearning.nt.gov.au">mylearning.nt.gov.au</a>.</p> <p>If you get any errors, please take a screenshot and email through to the eLearning Centre.</p>	

End of procedure