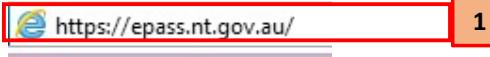


How Do I – Login to MyLearning – Troubleshooting for NTG Employees

Target Audience	NTG Employees
Purpose	Login to MyLearning
Background	<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 mylearning.health@nt.gov.au 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>
Step One	<p>Open https://epass.nt.gov.au</p> 
Step Two	<p>Enter your ePass Username and Password and click LOG IN.</p> <p>Note: this login should be the same as your computer (LAN) login.</p> 
Step Three	<p>If this is your first time to login to ePass – you will be prompted to enter your Authentication Questions.</p> 

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

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
<input type="text"/> ePASS ID [REDACTED]					
<input type="text"/> AGS Number [REDACTED] 5					
Title [REDACTED]	Mrs. <input checked="" type="checkbox"/> *				
First Name [REDACTED]					
Middle Name [REDACTED]					
Last Name [REDACTED]					
<input type="text"/> Preferred Name [REDACTED]					
Job Title [REDACTED]	eLearning System Support Office *				

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
<input type="text"/> Office Phone 0889227092 *					
Fax [REDACTED]					
Mobile Number [REDACTED]					
Pager Number [REDACTED]					
<input type="text"/> Email [REDACTED]@nt.gov.au 6					
Click to find a location <input type="button" value="Find Location"/>					
<input type="text"/> Location Description Casuarina Plaza Second Floor [01034B2]					
<input type="text"/> Publish your details? Yes <input checked="" type="checkbox"/> *					

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
<input type="button" value="Click to Find a Cost Centre"/> <input type="button" value="Find Cost Centre"/>					
Department/Agency DCIS Department of Corporate and Information Services					
Cost Centre Description DOH					
7 Cost Centre Code [REDACTED] *					
<input type="button" value="Click to Find a Manager"/> <input type="button" value="Find Manager"/>					
Manager [REDACTED] *					
<input type="button" value="Employment Type"/> Permanent *					

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																								
<input type="button" value="Services Available"/>																													
The following Services are available to you. Select 'Active' to add the item to your list of services.																													
<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>						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																											
8																													
<input type="button" value="Submit"/> <input type="button" value="Cancel"/>																													

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
<input type="button" value="Select a delegate"/> [REDACTED] *

9-A

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

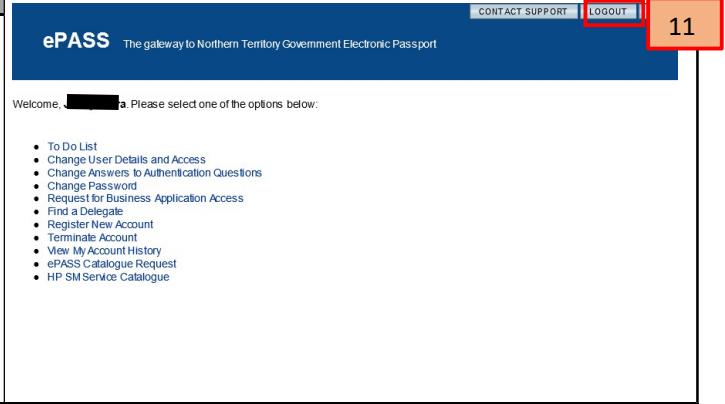
Your request has been submitted.

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 service.centre@nt.gov.au.

10

Step Eleven

Logout of ePASS.



The screenshot shows the ePASS login interface. At the top right, there are 'CONTACT SUPPORT' and 'LOGOUT' buttons. A red box highlights the 'LOGOUT' button. In the top right corner of the main area, the number '11' is displayed. The main content area displays a welcome message: 'Welcome, [REDACTED]. Please select one of the options below.' Below this is a list of options:

- To Do List
- Change User Details and Access
- 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 SMS Service Catalogue

Step Twelve

Once you receive notification that your ePass details have been updated, login to MyLearning mylearning.nt.gov.au.

If you get any errors, please take a screenshot and email through to the eLearning Centre.

End of procedure