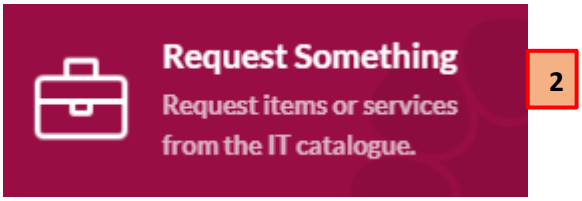
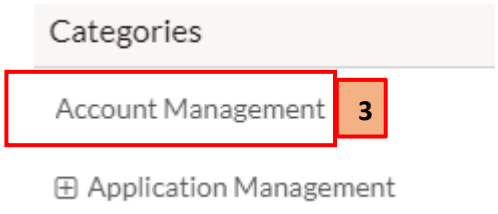
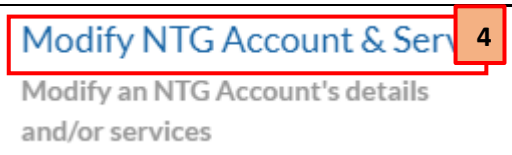
How Do I – Login to MyLearning – Troubleshooting for NTG Employees

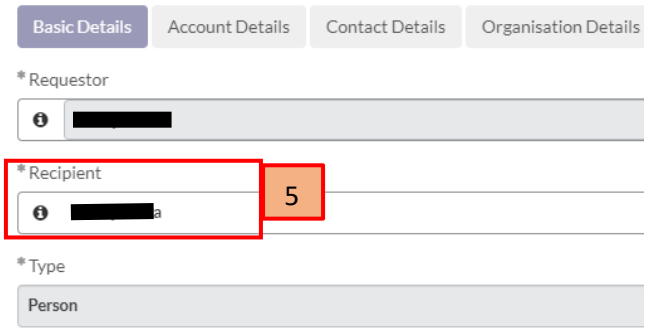
Target Audience	NTG Employees
Purpose	Login to MyLearning
Background	NTG employees should use their NTG LAN credentials to login to MyLearning. When logging on to MyLearning it is essential that your Service Portal is correctly setup. The following guide will assist you to troubleshoot your Service Portal (and MyLearning). If you have any difficulty with accessing Service Portal/NTGServices, please contact: NTG Service Centre on 1800 000 254. After checking your Service Portal credentials, if you are still having difficulty login on to MyLearning, please email the eLearning Centre on AGSeLearning.DCDD@nt.gov.au with a screenshot of the error you are receiving when attempting to logon as well as a screenshot of your Service Portal/NTGServices account or call on 8922 7022.

Step One Go to the Service Portal website.	
Step Two Click ***Request Something***	
Step Three Click ***Account Management***	
Step Four Click ***Modify NTG Account & Serv***	

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

Step Five

Enter your name as the **Recipient**

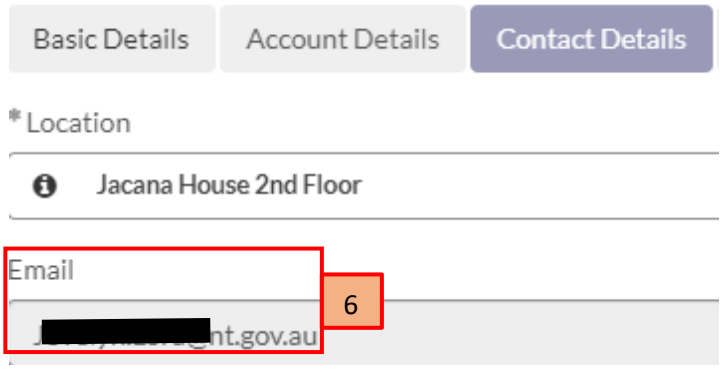


Step Six

Click ***Modify NTG Account & Serv***

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

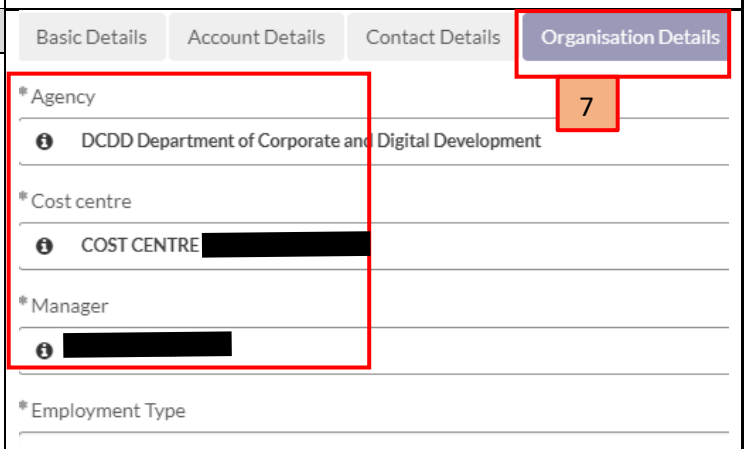
To check this go to Microsoft Outlook and look at your email address.



Step Seven

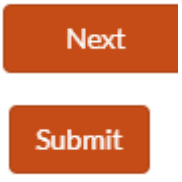
Click **Organisation Details**

Make sure that your Agency cost centre code and Manager are correct. If not, please update accordingly.



Step Eight

Click Next to continue and then Click **Submit**



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

If you get any errors, please take a screenshot and email through to AGSeLearning.DCDD@nt.gov.au

End of procedure