

Login to MyLearning

Troubleshooting for NTG employees

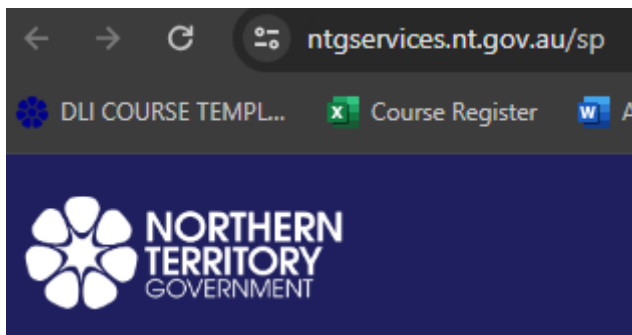
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Version	Date	Author	Changes made
1.0	12 th September 2023	Brianna Valodze	Updated template and information

Purpose	NTG Employees
Background	<p>NTG employees should use their NTG LAN credentials to login to MyLearning.</p> <p>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).</p> <p>If you have any difficulty with accessing Service Portal/NTG Services, please contact: NTG Service Centre on 1800 000 254.</p> <p>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.</p>

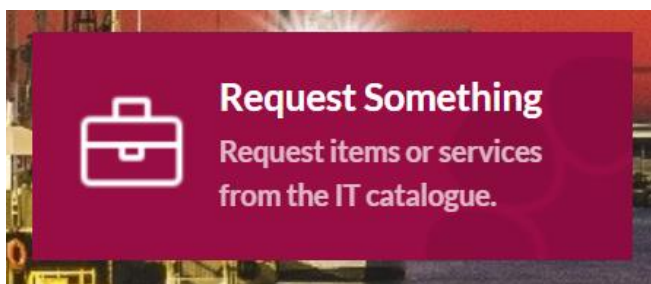
Step 1

Go to the [Service Portal](#) website.



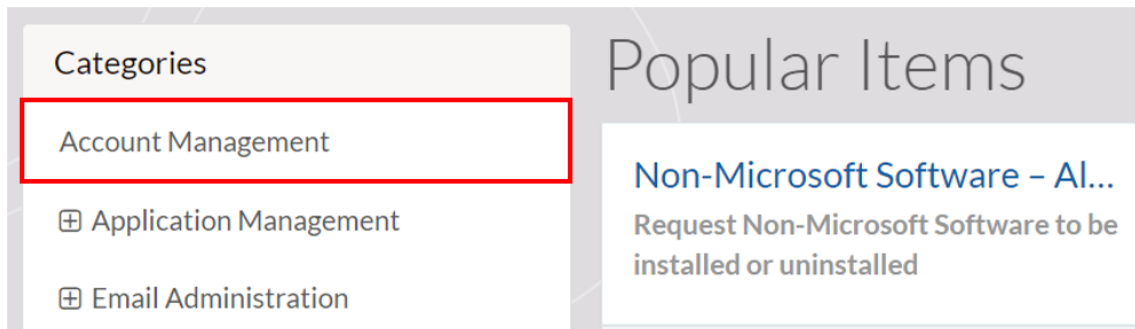
Step 2

Select **Request Something**.



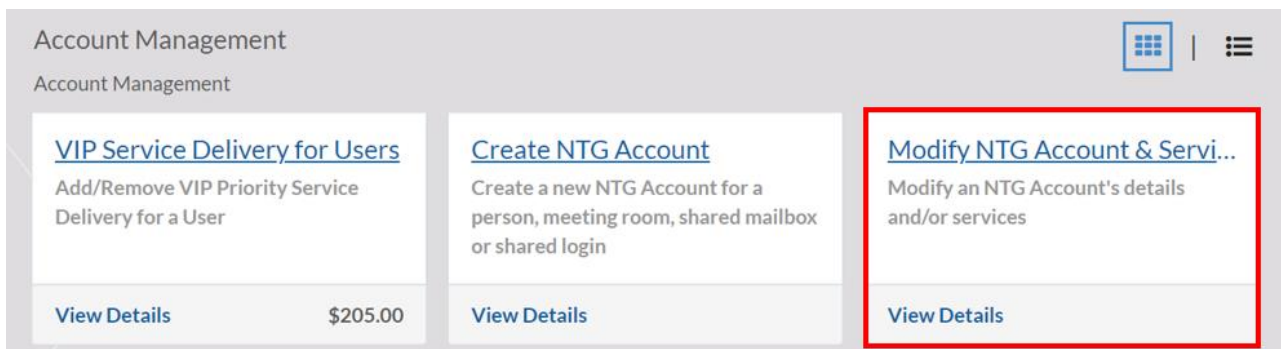
Step 3

Click **Account Management** under Categories on the left.



Step 4

Click on **Modify NTG Account & Services**.



Step 5

Enter your name as the **Recipient**.

* Indicates required

* Basic Details Account Details Contact Details Organisation Details Services

* Requestor

Requestor dropdown menu with a blue bar and a dropdown arrow.

* Recipient

Recipient dropdown menu with a dropdown arrow.

* Type

Type dropdown menu with 'Person' selected and a dropdown arrow.

Step 6

Select the **Contact Details** tab

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

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

Basic Details Account Details **Contact Details** Organisation Details Services

* Location

Information icon [Redacted] X ▼

Email

[Redacted]@nt.gov.au

Mobile Number

[Empty field]

Step 7

Click **Organisation Details**.

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

Basic Details Account Details Contact Details **Organisation Details** Services

* Agency

Information icon [Redacted] X ▼

* Cost centre

Information icon [Redacted] X ▼

* Manager

Information icon [Redacted] X ▼

Step 8

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

Next Submit

Once you receive notification that your Service Portal have been updated, login to [MyLearning](#).

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