



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

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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 <u>Service Portal</u> 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 <u>AGSeLearning.DCDD@nt.gov.au</u> 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.		 □ Service Portal - NTGServices x + ← → C ∩ □ https://ntgservices.nt.gov.au/sp/ NORTHERN VOCUMENTION
Step Two		
Click Request Something		Request Something Request items or services from the IT catalogue.
Step Three		
Click Account Management		Categories Account Management 3 ⊕ Application Management
Step Four		Modify NTG Account & Serv 4
Click Modify NTG Account & Serv		Modify an NTG Account's details and/or services





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Step Five	
Enter your name as the Recipient	Basic Details Account Details Contact Details Organisation Details * Requestor Image: Contact Details * Recipient Image: Contact Details * Type Person
Step Six	
Click Modify NTG Account & Serv	Basic Details Account Details Contact Details
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.	* Location Jacana House 2nd Floor
To check this go to Microsoft Outlook and look at your email address.	Email Jana juncture nt.gov.au
Step Seven	Basic Details Account Details Contact Details Organisation Details
Click Organisation Details Make sure that your Agency cost centre code and Manager are correct. If not, please update accordingly.	* Agency 7 DCDD Department of Corporate and Digital Development * Cost centre Cost centre * Manager * Manager * Employment Type
Step Eight	
Click Next to continue and then Click Submit Once you receive notification that your Service Portal have been updated, login to MyLearning <u>mylearning.nt.gov.au</u> . If you get any errors, please take a screenshot and email through to <u>AGSeLearning.DCDD@nt.gov.au</u>	Next Submit

End of procedure