

# HQPlantations Online Training Portal

This document provides visitors to HQPlantations, and the workers of HQPlantations contractors with an overview of how to access and use HQPlantations Online Training Portal, including the Plantation Safety Induction

*Worker/Visitor  
Guide*

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## Introduction

### Role and Purpose of Plantation Safety Induction

HQPlantations *Plantation Safety Induction* is designed to ensure that all persons entering onto any of our plantation estates are aware of the hazards that may exist, and the controls that they can put in place to manage these hazards.

The *Plantation Safety Induction* is a training course within a broader learning and contractor management system provided by e3Learning. These system are referred to as:

- *LearnForce* – Learning Management System;
- *SitePass* – Contractor Management System.

HQPlantations intends to make full use of the extensive functionality of these systems during the Financial Year 2017/18.

### Background of e3Learning

e3Learning is part of the City & Guilds Group and a leader in eLearning since 2001 providing online training content and cloud based workforce management systems that supports over 600 clients worldwide.

LearnForce provides businesses with the ability to create an engaging experience for users with its customisable interface and onscreen statistics. Training managers and administrators can record, assign and generate reports from a single administrative interface, anytime, anywhere.

SitePass enables businesses with comprehensive data management and real-time reporting from one interface.

### Contact Details for Plantation Safety Induction

Should you have any questions regarding completing the Plantation Safety Induction please contact HQPlantations People & Safety Business Group via:

[safety@hqplantations.com.au](mailto:safety@hqplantations.com.au) ;or

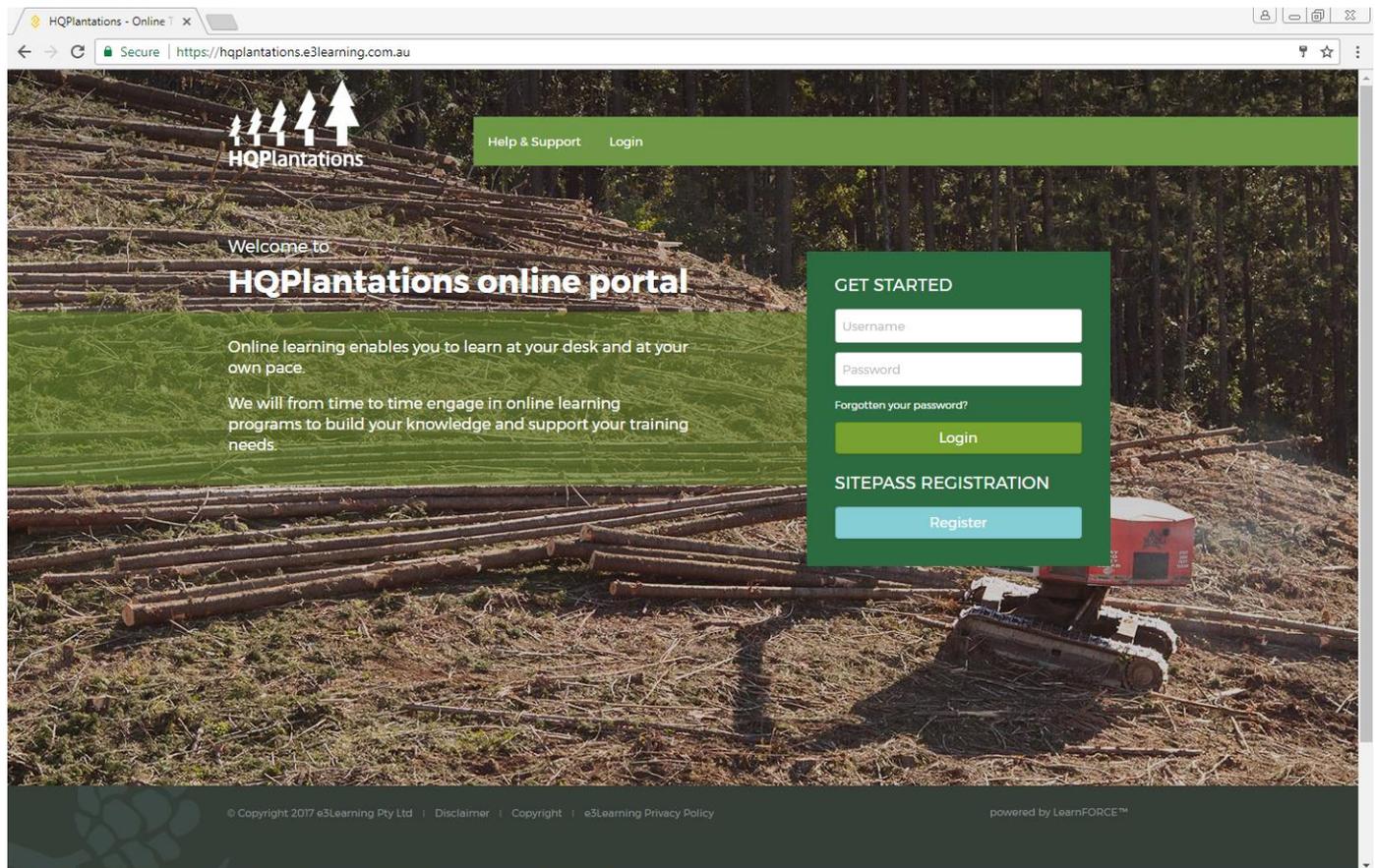
(07) 3882 8271.

## Section 1: Online Training Portal

### Access

To access HQPlantations online training portal, including the *Plantation Safety Induction* users navigate to <https://hqplantations.e3learning.com.au/>.

A screenshot of the home page is provided below.



### Navigation

The home page of the portal consists of three (3) key elements:

- *Menu Bar* – Green bar located at the top of the page containing “Help & Support” and “Login”;
- *Login Details* – Two (2) fields requiring a Username and Password to be completed; and
- *Sitepass Registration* – This section is not required for employees. Sitepass Registration allows contractors and visitors to register and complete the *Plantation Safety Induction*.

### Help & Support

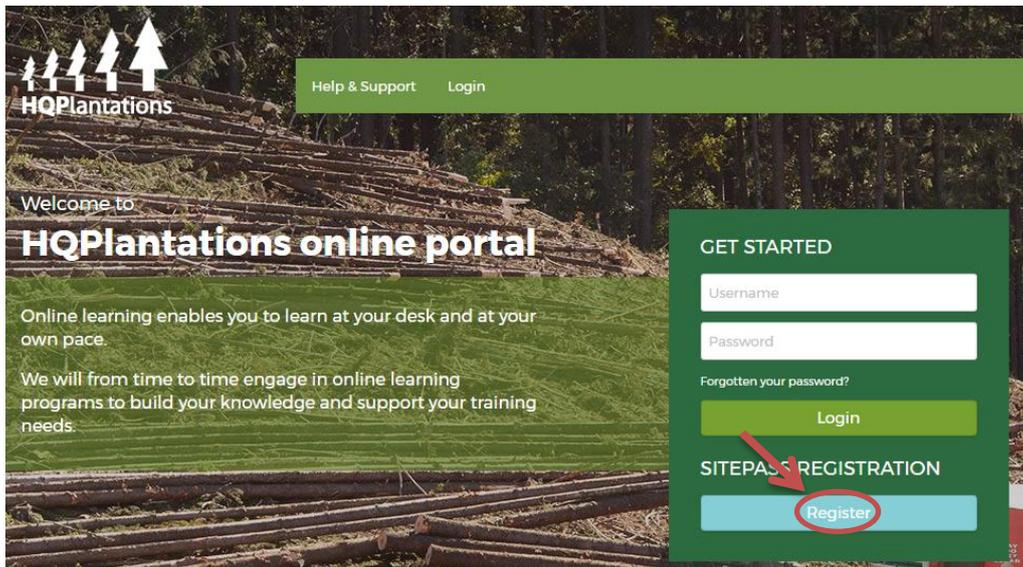
The Menu Bar includes a link to e3Learning’s “Help & Support” page. This page will provide users with information regarding the following topics:

- *Frequently Asked Questions*;
- *Software Downloads* – where users can access any applicable software that may be required; this is not applicable on HQPlantations managed environments;
- *System Requirements* – where users can check their system’s ability to utilise the portal;
- *Using a Course* – A brief overview of how to complete a Course.

## Register

To complete the Plantation Safety Induction all persons must first register an account. It is noted that for some users, their employer or HQPlantations may manage this process.

After navigating to the home page (i.e. <https://hqplantations.e3learning.com.au/>) users can create an account by clicking the *Register* button – see example below:



Users are then presented with the option to register as a *Business* or *Worker*. To progress, users will click on the *New Worker Registration* button – see example below:

To begin, please select the type of user you are:

<p> <b>Business</b></p> <p>As a business administrator I can:</p> <ul style="list-style-type: none"><li>✓ Register my business into SitePass</li><li>✓ Populate information about my worker</li><li>✓ Manage workers and their licence information</li><li>✓ Allocate training to workers</li></ul> <p><input type="button" value="New Business Registration"/></p>	<p>or</p>	<p> <b>Worker</b></p> <p>As an worker I can:</p> <ul style="list-style-type: none"><li>✓ Update my details</li><li>✓ Undertake online training</li><li>✓ Complete my workflow requirements</li></ul> <p><input type="button" value="New Worker Registration"/></p>
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Users will be presented with an informative page of what information they will need to provide to set up their account with e3learning. See example below. To progress, simply click the “Start” button

## Welcome to SitePass

We are committed to ensuring the safety and quality of all work that takes place on any of our sites. For this reason you have been asked to register for compliance and verification purposes.

You will be required to provide the following information as part of this process:

### Worker Details:

- Personal Details
- Evidence of current licences

All workers conducting work on our sites will also need to complete an online induction course in order to receive their induction card. Once all mandatory worker information is provided, you will be required to submit the details for verification. Please click on the start button to begin your registration in SitePass Contractor Management System.



After progressing, users will be asked to review e3Learning’s standard terms and conditions of use. Once these are reviewed and accepted, users can progress by ticking the checkbox and clicking on the “Agree” button – see example below.

## Terms and conditions

To maintain a consistent and high standard of service we place some limitations on your use of this contractor management site. Please read carefully the terms and conditions provided below and then indicate whether or not you accept these limitations.

### Terms & Conditions

By pressing the AGREE button you agree to be bound by the terms and conditions listed. If you do not accept these terms and conditions simply press the DISAGREE button to exit from the registration process.

### Access to the Site Accounts, Username, and Passwords

When you register on this site you set a username and password which entitles you to access the site as an Administrator. You agree to not disclose your Administrator username and password to another party. As an Administrator you will setup other user accounts according to your requirements. This service requires each employee to complete compliance programs to meet specific safety standards. When you setup other user accounts you agree to use your best endeavours to ensure each username and password is only used by the individual identified in the account details.

### Your Information Privacy and Security

You agree to provide details in this process that is true, accurate, current and complete information about yourself and your employees.

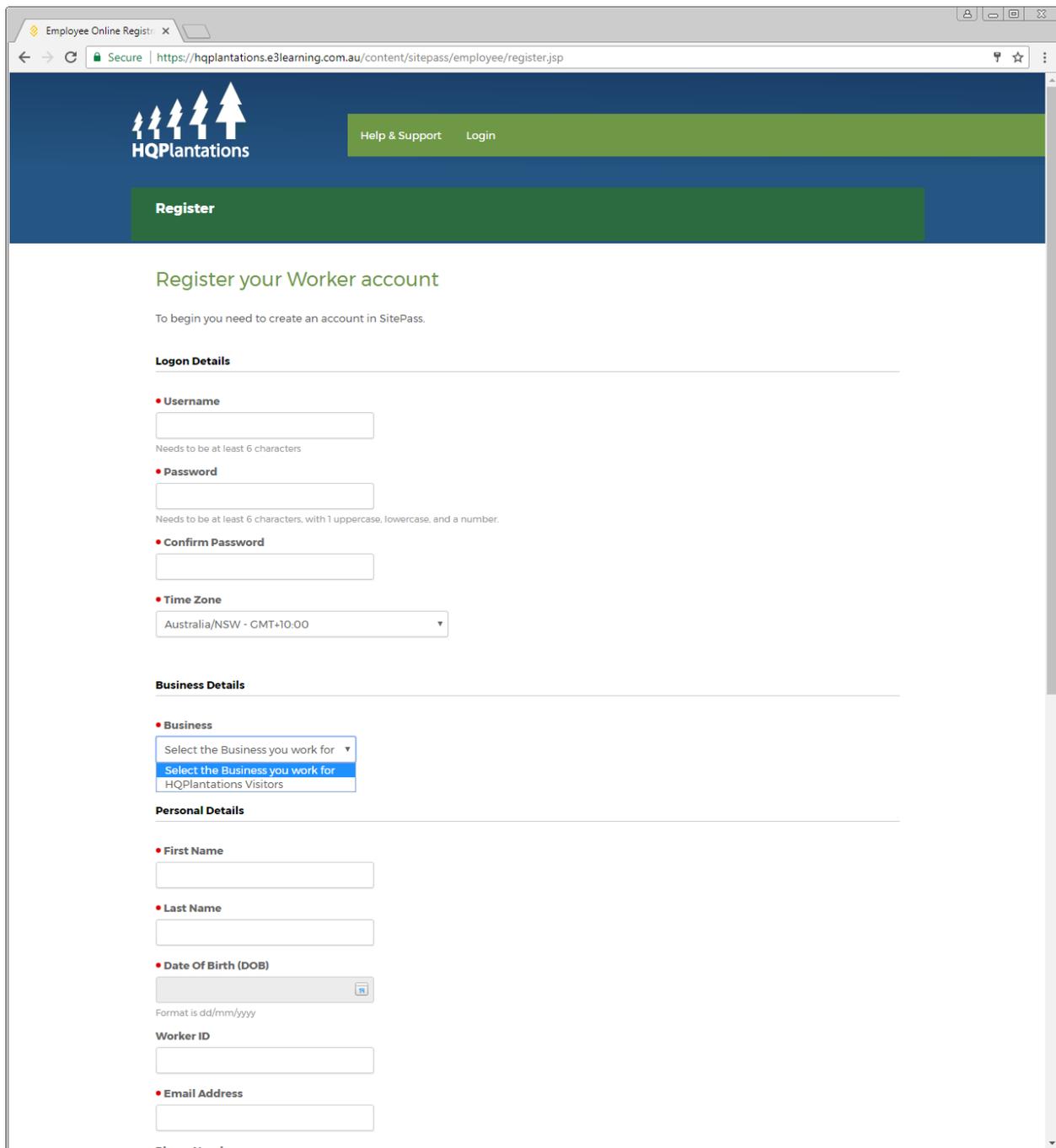
The information you provide about your company and employees as part of this process is stored on a secure server owned and operated by e3Learning. This data is accessed only by authorised representatives of e3Learning and by authorised representatives from company

I have read the terms and conditions provided



User will then start to provide their details (noting the fields with an orange dot are mandatory), including the Business for which they work, or should they simply be a visitor to HQPlantations, select the HQPlantations Visitor option from the drop-down list.

In the event that their employer is not registered and is a contractor to HQPlantations they should speak with their business manager/owner to ensure that this occurs prior to registration. Sole Traders will need to register both a Business Account and a Worker account to complete the Plantation Safety Induction.



Employee Online Register: X

Secure | <https://hqplantations.e3learning.com.au/content/sitepass/employee/register.jsp>

HQPlantations Help & Support Login

**Register**

### Register your Worker account

To begin you need to create an account in SitePass.

**Logon Details**

- **Username**  
  
Needs to be at least 6 characters
- **Password**  
  
Needs to be at least 6 characters, with 1 uppercase, lowercase, and a number.
- **Confirm Password**
- **Time Zone**  
Australia/NSW - GMT+10:00

**Business Details**

- **Business**  
Select the Business you work for  
Select the Business you work for  
HQPlantations Visitors

**Personal Details**

- **First Name**
- **Last Name**
- **Date Of Birth (DOB)**  
  
Format is dd/mm/yyyy

**Worker ID**

- **Email Address**
- **Phone Number**

Once all required fields have been completed and the user has clicked “Next” a confirmation email will be sent to the email address recorded in the previous section. This email (see example below) will contain an *Authorisation Code* unique to the new worker account.

\*\*\*\* SITEPASS CONTRACTOR MANAGEMENT NOTIFICATION \*\*\*\*

Regarding Account:

Subject: Employee account authorisation.  
SitePass Client: HQPlantations  
Site: <http://hqplantations.e3learning.com.au>

Thank you for registering in the HQPlantations SitePass Contractor Management System. You have received this email in order to finalise the registration and activate your account in the HQPlantations SitePass system.

To activate your account, click on the link below and enter your SitePass authorisation code.

- Activation Link: <http://hqplantations.e3learning.com.au/content/sitepass/employee/activateAccount.jsp>
- Authorisation Code: Authorisation code **2968527**

Your account will be activated when your authorisation code has been authenticated by SitePass. You are then required to login to the portal with your username and password to access SitePass. When your account is activated, you will receive a notification containing your account details and further instructions in how to complete the HQPlantations SitePass requirements.

If you need assistance please contact the HQPlantations help desk. The help desk details can be obtained from the help and support section in the portal.

The user is to enter this *Authorisation Code* into the respective field on their e3learning site as displayed below, and click *Activate* to continue and complete their registration.

## Employee Registration Authorisation

To complete the registration of your employment you will be required to enter an authorisation code. If you have already registered, an email would have been sent to the email address you provided at the time of registration. This email will contain the authorisation code.

If you have not registered yet, [sign-up here](#)

**Enter your authorisation code**

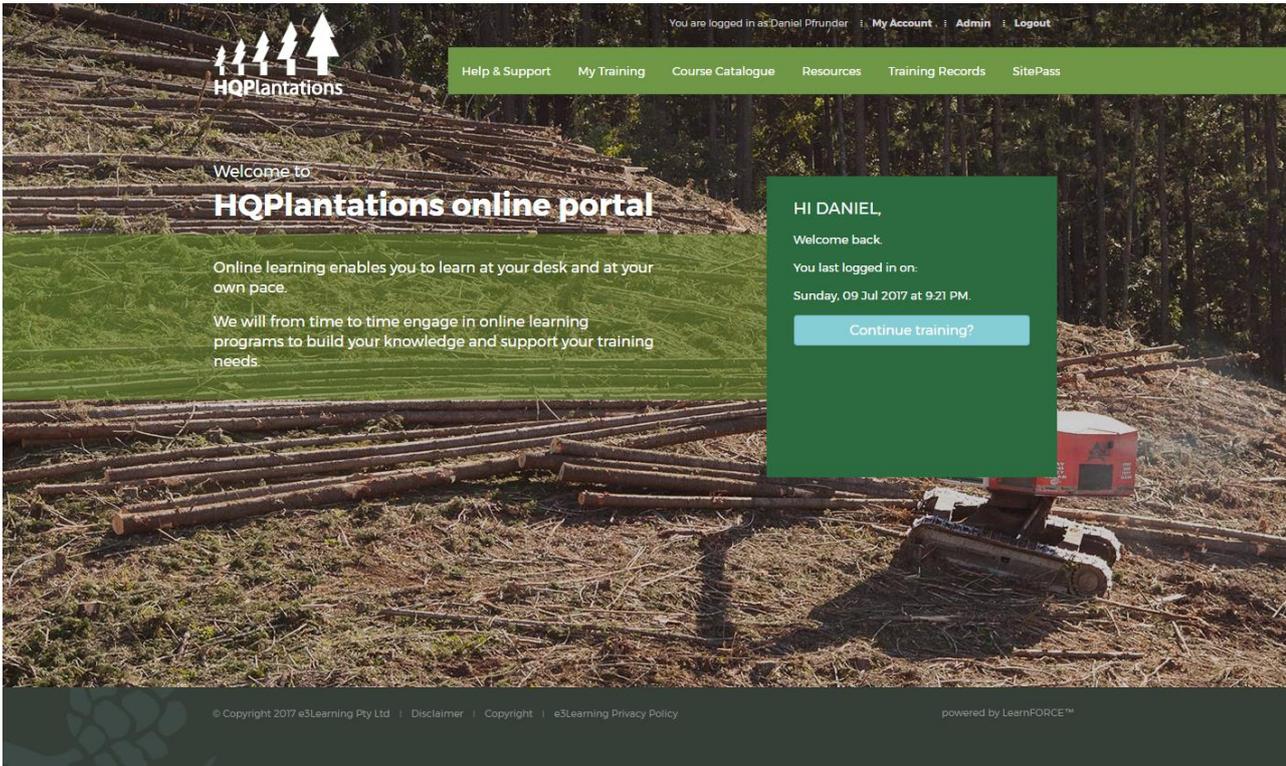
Auth No

Didn't receive an email with the authorisation code ?

**Enter your username into the text field below.**

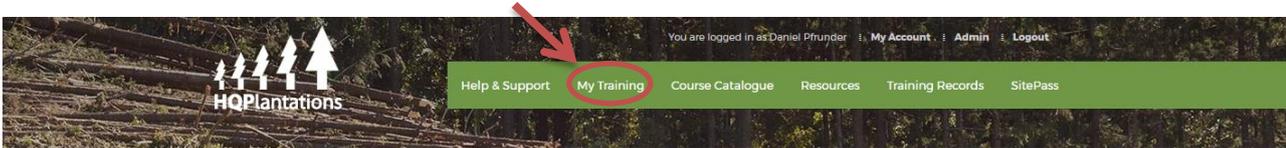
Username

Upon successfully logging in, users will see a *Landing Page* similar to that provided below.

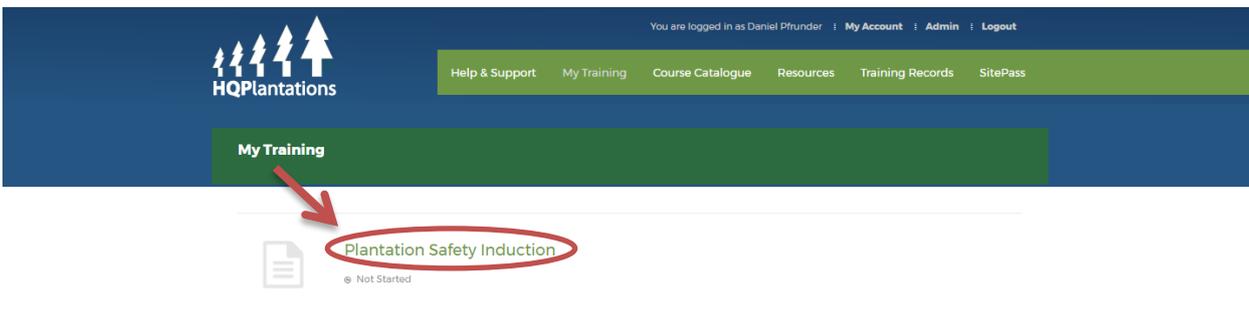


## Section 2: Completing the Plantation Safety Induction

To access the *Plantation Safety Induction* users navigate via the “*My Training*” option on the menu – as shown below.

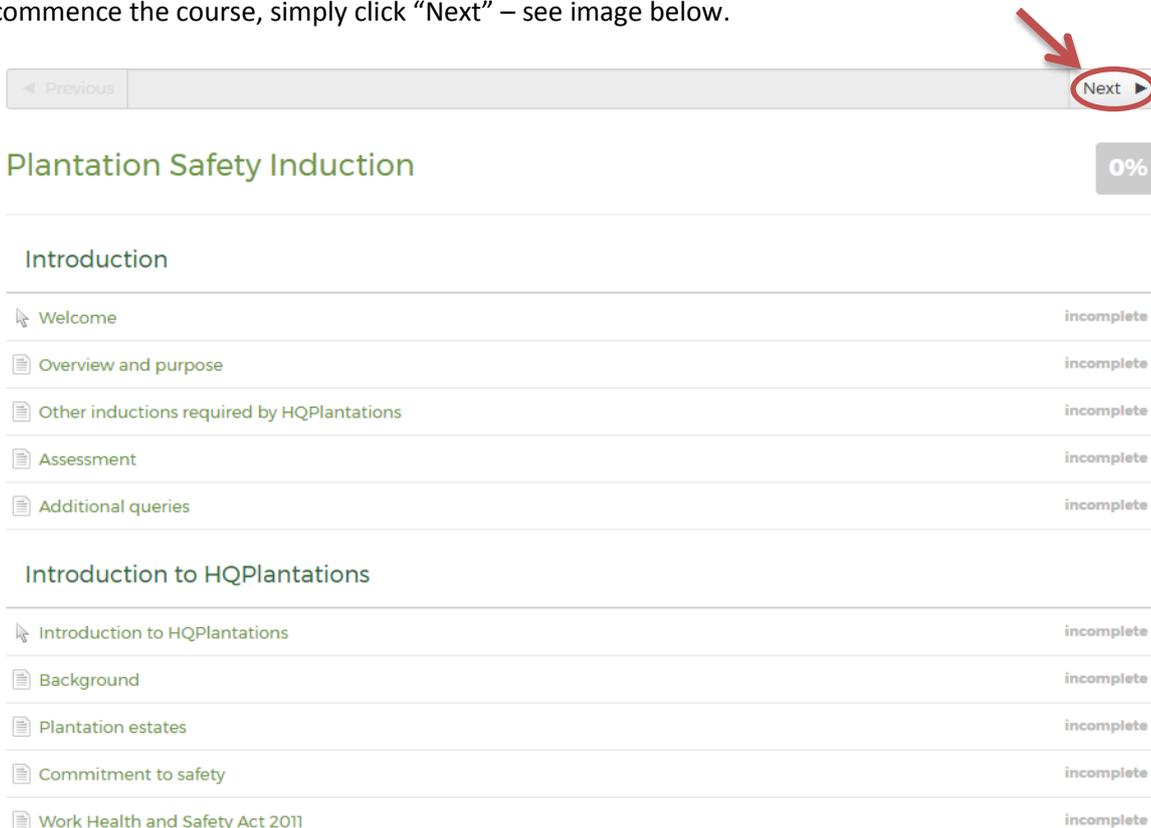


The “*My Training*” page presents to users the Courses available for completion. Users will commence the *Plantation Safety Induction* by clicking on the green text – as shown below.

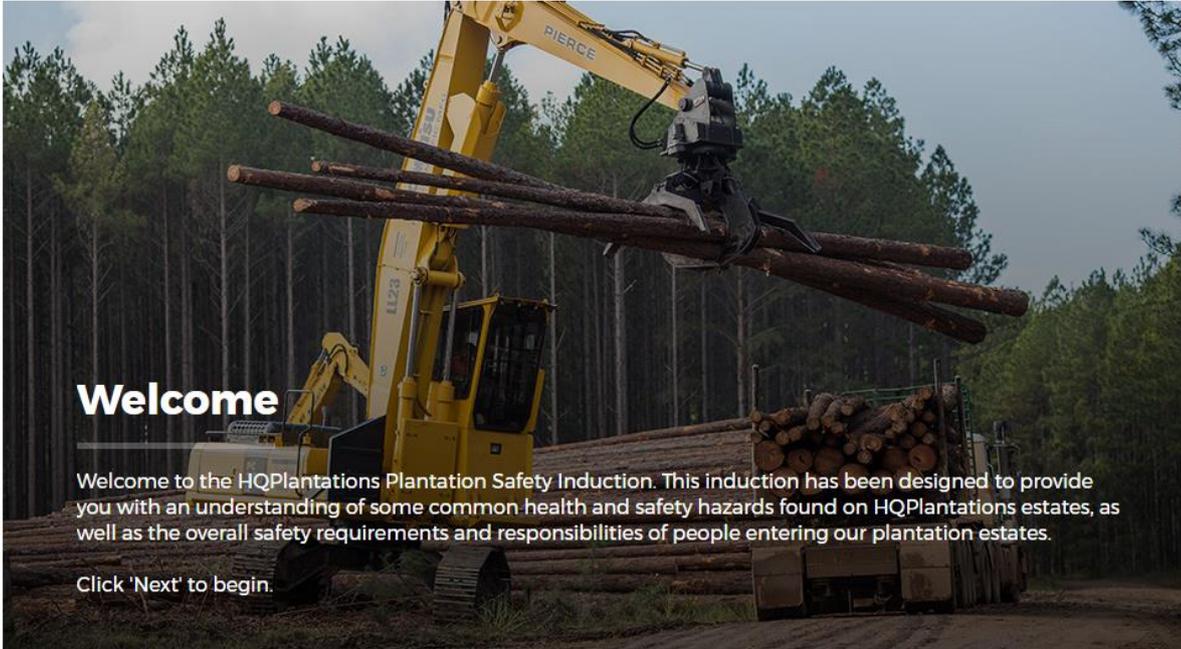
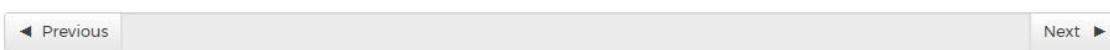


After clicking on the course (i.e. *Plantation Safety Induction*) users are presented with a *Table of Contents* for the course. This is particularly useful should you not be able to complete the course in one period and need to revisit, or if after completing the course there are elements you wish to revise.

To commence the course, simply click “*Next*” – see image below.



Upon clicking “Next” the course will begin – see image below.



Users are to progress through the course by reading and/or listening to the content and clicking “Next” at the conclusion of each section.

Where users wish to listen to the voiceover provided with the course, it is recommended that headphones are used in an open office environment so as to not disrupt other employees. *Note* – voiceover is not available on Apple iOS devices.

During the course, users will be presented with assessments or activities to complete – see example below:

### Assessment: Health and safety overview

If you came across a hazard in the plantation such as a broken branch across the roadway, what would be the most effective risk control?

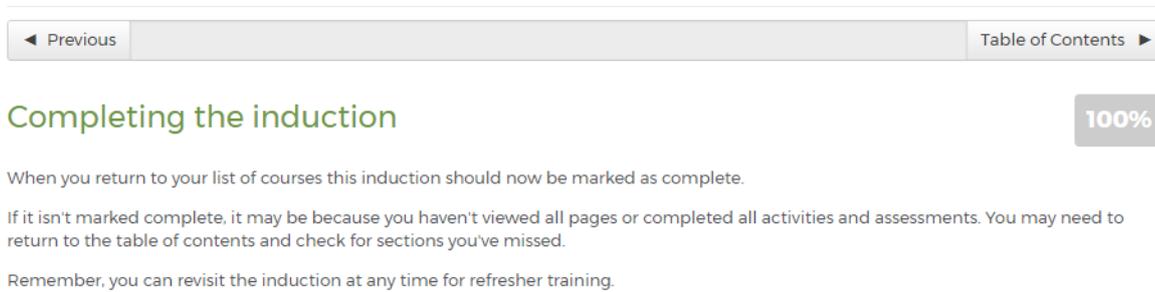
- Using PPE to walk over it
- Build a bridge over the branch
- Substitute it with another branch
- Eliminate it by removing it

Next Question

To obtain a certificate of completion for the *Plantation Safety Induction* these assessments must be completed successfully.

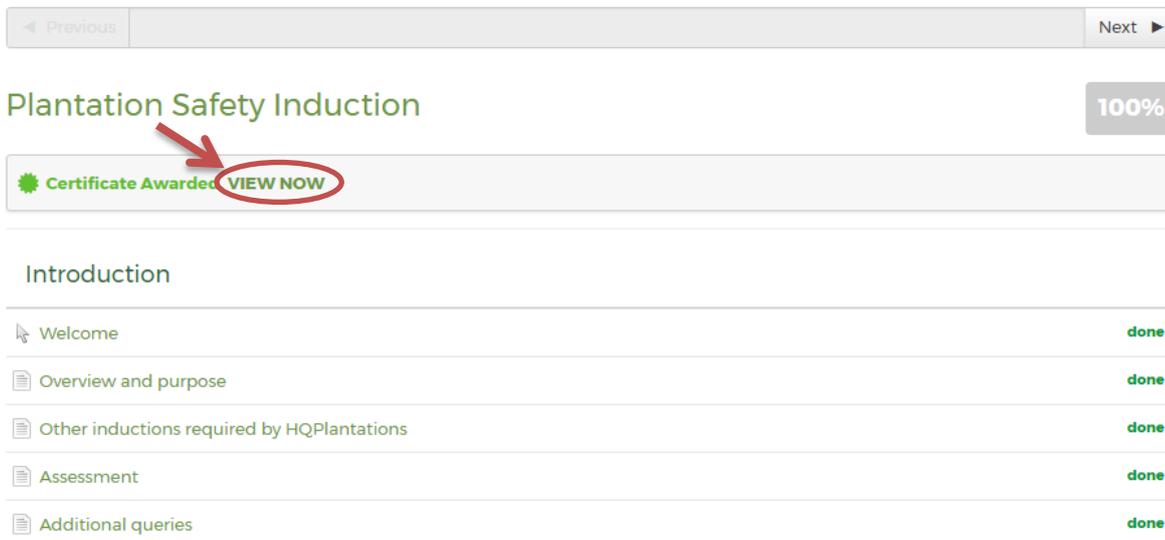
### Section 3: Download Certificate of Completion

Once a user has worked through the various sections of the *Plantation Safety Induction* the final page for the course is displayed as below.



Once the user clicks on “*Table of Contents*” (i.e. top right corner where “*Next*” has been located) they will return to the *Table of Contents* page and, should the assessment have been completed successfully, the user will be awarded with a *Certificate of Completion*.

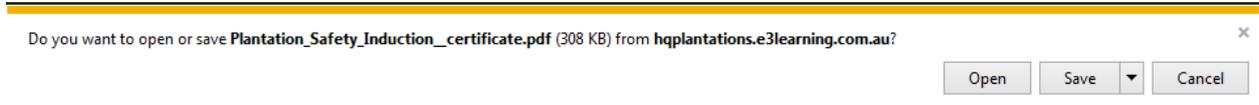
To access the *Certificate of Completion*, simply click on the “*View Now*” text – see image below.



The way in which the PDF certificate opens will be dependant on the user's web browser. Details of common variations are provided following.

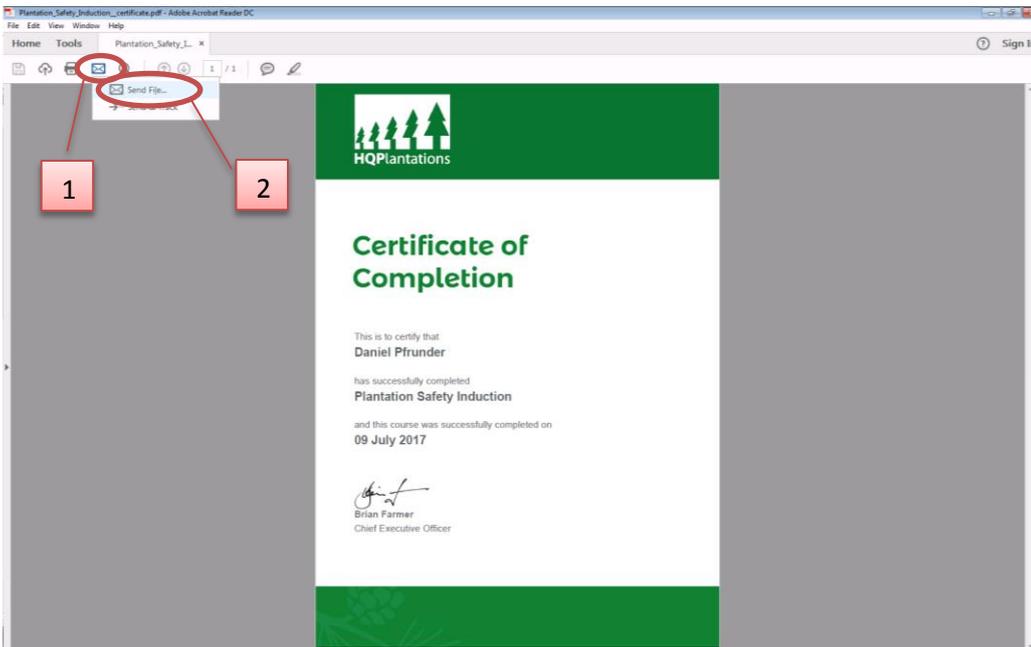
## Internet Explorer 11

To open the PDF certificate, click “Open” via the toolbar at the bottom of the screen – see image below:

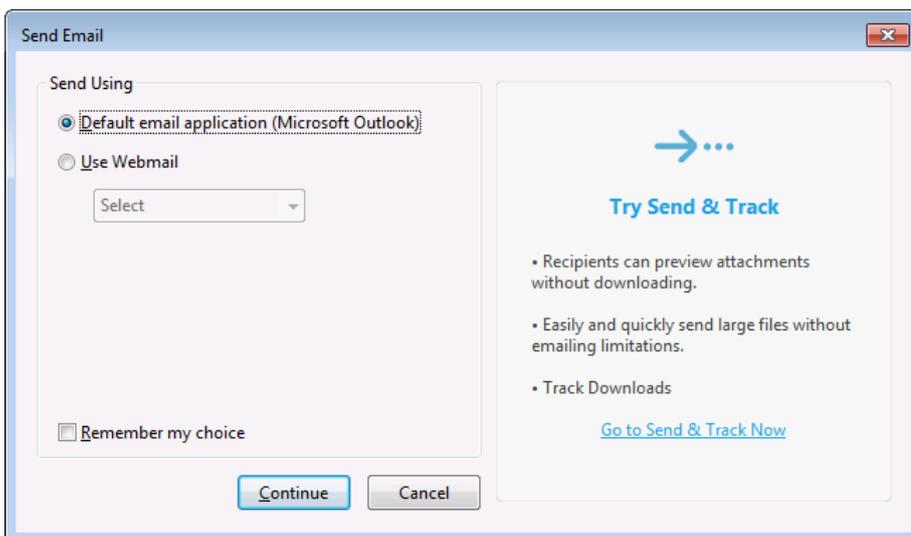


The document will open within *Adobe Acrobat*. Users have the option to print a copy or forward the document to their mobile device.

To forward a copy, simply select the “Send File” button from the Toolbar, and click “Send File” – see image below:



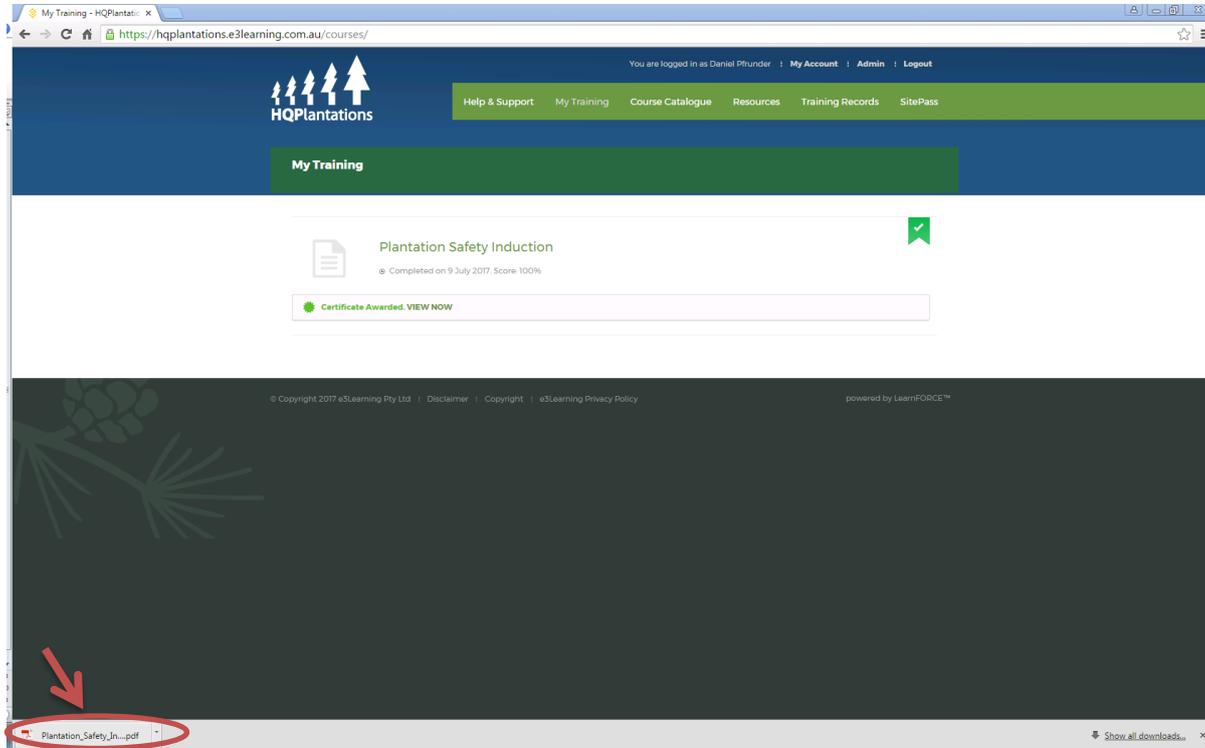
When the below dialog box appears, ensure that “Default email application” is selected and click “Continue”.



Users can then forward the PDF attachment to their mobile device where it can be imported and saved to the device for future reference – see *Saving to Mobile Devices* for further details.

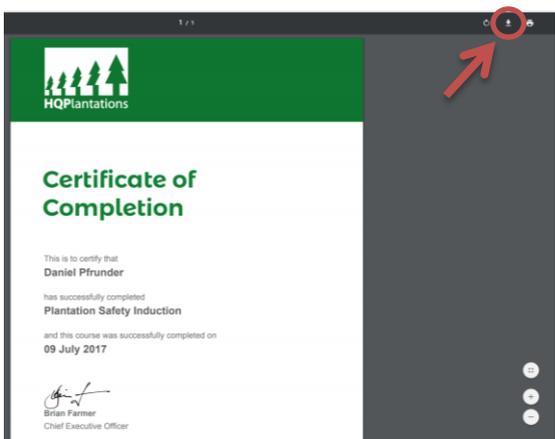
## Chrome

To open the PDF certificate, click “Plantation\_Safety\_Induction\_Certificate” download icon located on the downloads toolbar at the bottom of the screen – see image below:

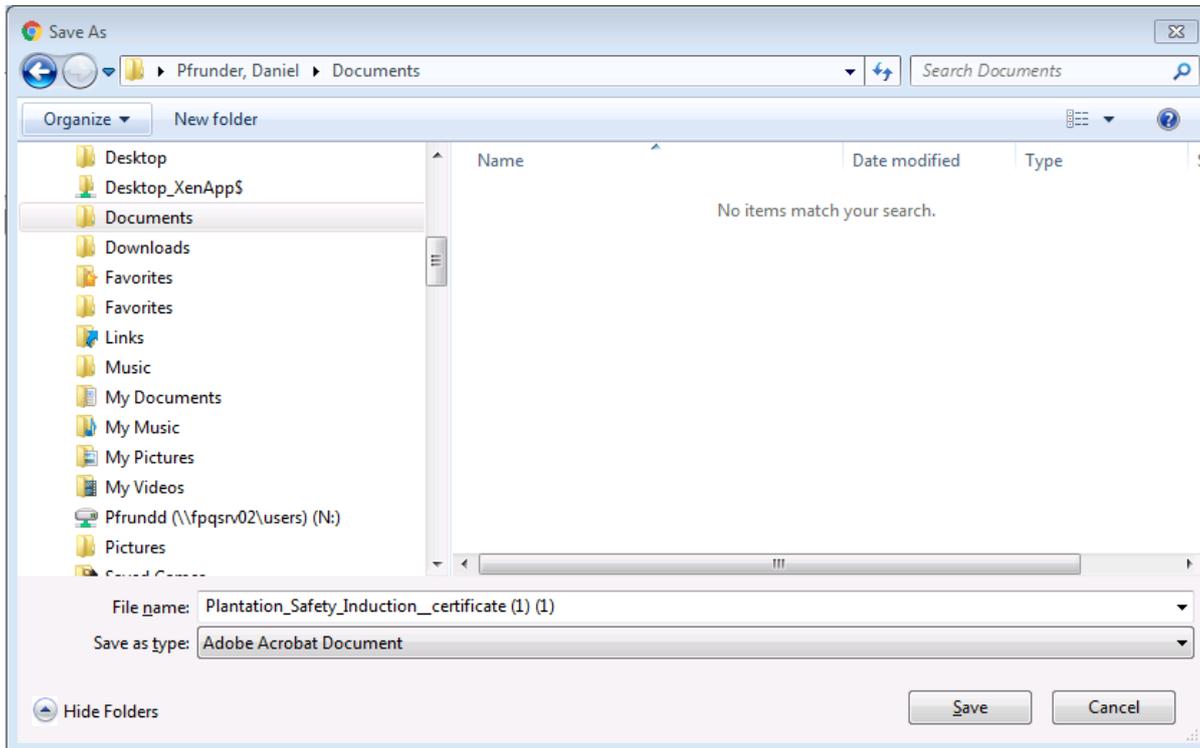


The document will open in a new tab or window (dependent on users browser preferences). Users have the option to print a copy or forward the document to their mobile device.

To forward a copy, the user will first need to save the file by clicking on the *Download* button. Note that the location of the button may be different based on the version of Chrome being used – see images below:



Users will be asked to choose a location of where to save the document – see image below.



Users can then forward the PDF attachment via email using *Microsoft Outlook* to their mobile device where it can be imported and saved to the device for future reference – see *Saving to Mobile Devices* for further details.

## Saving to Mobile Devices

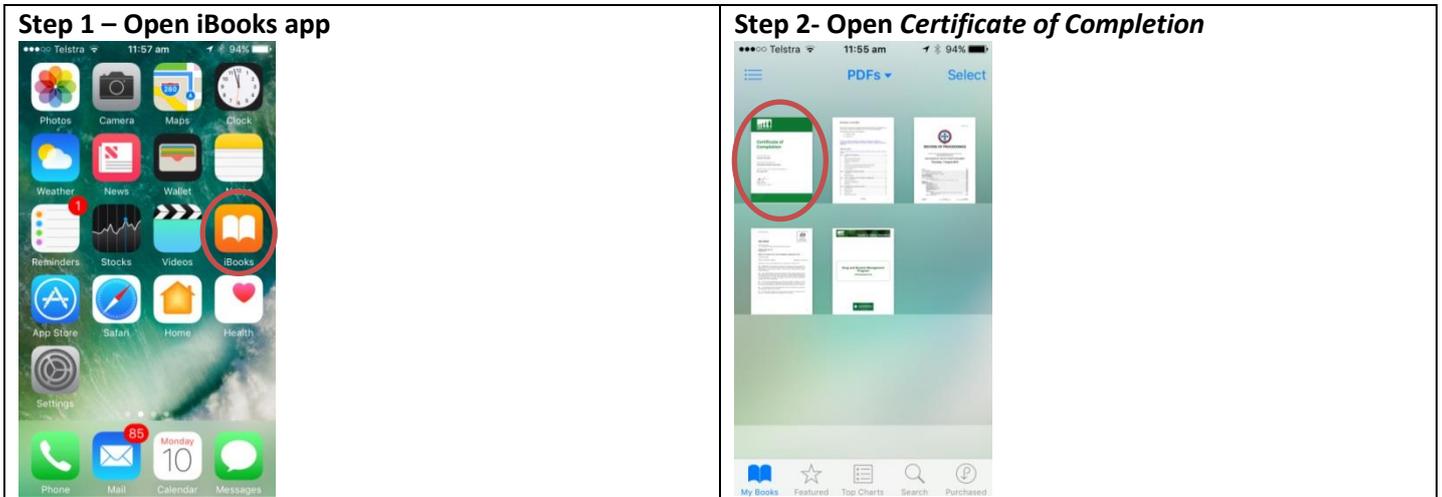
Whilst employees may keep a copy of the *Certificate of Completion* it is preferred that a copy is kept on mobile devices.

### Apple iOS

After sending an email copy of the PDF document to the user's mobile device, to save a copy the following steps apply:

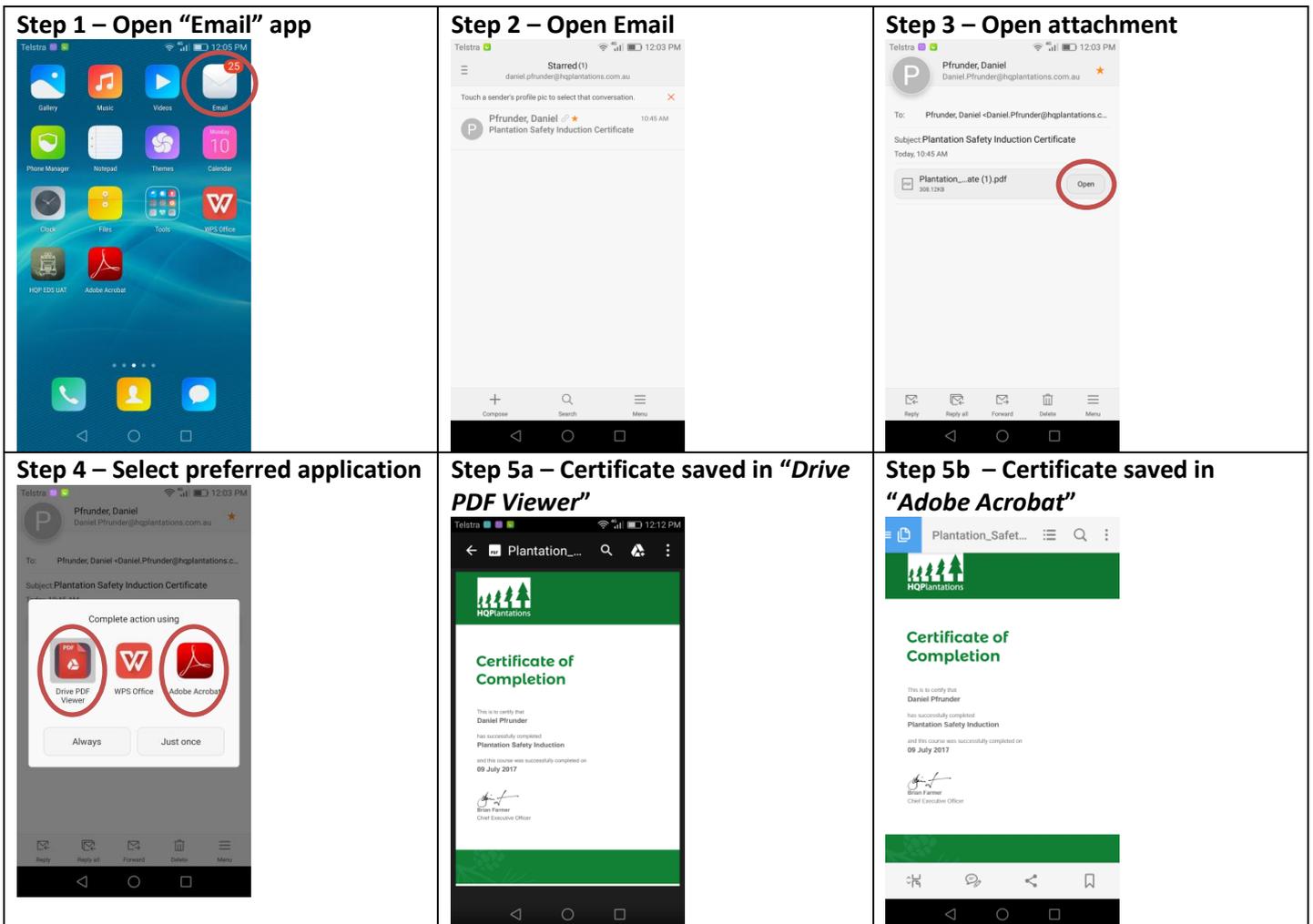
<p><b>Step 1 – Open “Mail” app</b></p>	<p><b>Step 2 – Open Email</b></p>	<p><b>Step 3 – Open attachment</b></p>
<p><b>Step 4 – Import attachment</b></p>	<p><b>Step 5 – Select app</b></p>	<p><b>Step 6 – Certificate saved in iBooks</b></p>

To access the certificate at any time, including when out of mobile data coverage, simply open the iBooks app and select the *Plantation Safety Induction Certificate* – see image below:



*Android*

After sending an email copy of the PDF document to the user’s mobile device, to save a copy the following steps apply – please note that the steps may vary based on the user’s mobile device, version of Android operating system, and any device specific preferences:



To access the certificate at any time, including when out of mobile data coverage, simply navigate to the save document via the file app – see image below:

<p><b>Step 1 – Open iBooks app</b></p>	<p><b>Step 2- Select file category (e.g. Documents)</b></p>
<p><b>Step 3 – Open Certificate of Completion</b></p>	<p><b>Step 4 – Select preferred application</b></p>