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# The Platform eCommerce Functionality

EXTERNAL USER GUIDE

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# Create a login for The Platform

This guide is intended for individuals looking to undertake training at the Metro Academy. There is a separate guide for Administrators at customer organisations.

Follow the link <https://metrotrains.csod.com/selfreg/register.aspx?c=%255e%255e%255eCLurKfkFigEIVPViVjoZ0Q%253d%253d> to create a logon.

Please complete all fields during initial registration.  
Registration is only required once.

\* Required Field

\* First Name: Sonya

\* Last Name: Blaine

\* E-mail Address: sonya.blaine@xyzbuildir

- 1 Enter your **first name**, **last name** and your **e-mail address**.

**Note:** Your **e-mail address** is used as your **username**.

\*Primary OU 

If External selected above - enter Company name

- 2 Next to **Primary OU**: (Primary Organisational Unit), click on the **expand** icon.

**Primary OU** is a mandatory field, where you search and select your employer's name.

\* Last Name: Blaine

Search Primary OU

Title: John | ID: | Search

(1 result)

Title	ID	Parent
External	EXE001	Metro Trains Melbourne

- 3 In the textbox underneath **Title**: enter the name of your employer... and click on **Search**.

In this example we were searching for the employer **John Holland**, using the keyword **John**.

\* Last Name: Blaine

**Search Primary OU**

Title:  ID:

(1 result)

Title	ID	Parent
<b>John Holland</b>	JH-EXT	External

**4** From the search results, **click** on your employer's name.

**What if the Search doesn't show my employer?**

If you can't find your employer when doing a search, follow **Steps 5 & 6** on the next page.

**Search Primary OU**

Title:  ID:

(0 results)

Title	ID	Parent
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**Go-to step 7** if you have entered your employer details successfully in **step 4**.

**5** If you searched for your employer and there were no relevant results...

\* Last Name: Blaine

**Search Primary OU**

Title:  ID:

(1 result)

Title	ID	Parent
<b>External</b>	EXE001	Metro Trains Melbourne

Click on the textbox under **Title**:. **Delete** your last search, then type **external** and... click **Search**.

In the search results, select **External**.

\*Primary OU: External

If External selected above - enter Company name

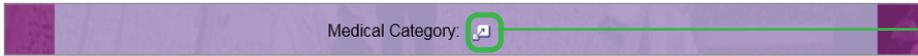
**6** Enter your employer's name in the box highlighted.

\*Phone:

Unique Student Identifier (USI)

Rail Industry Worker (RIW) Number

**7** Enter a contactable phone number in the **Phone**: field. Enter your **Unique Student Identifier** and **Rail Industry Worker Number** if available.

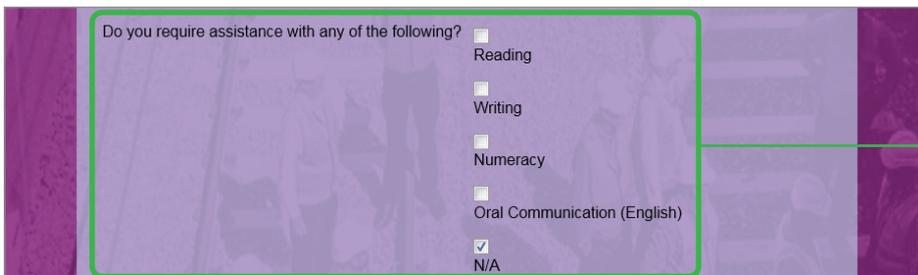


8 If you know your **Medical Category**, click the **expand** icon, next to **Medical Category**.

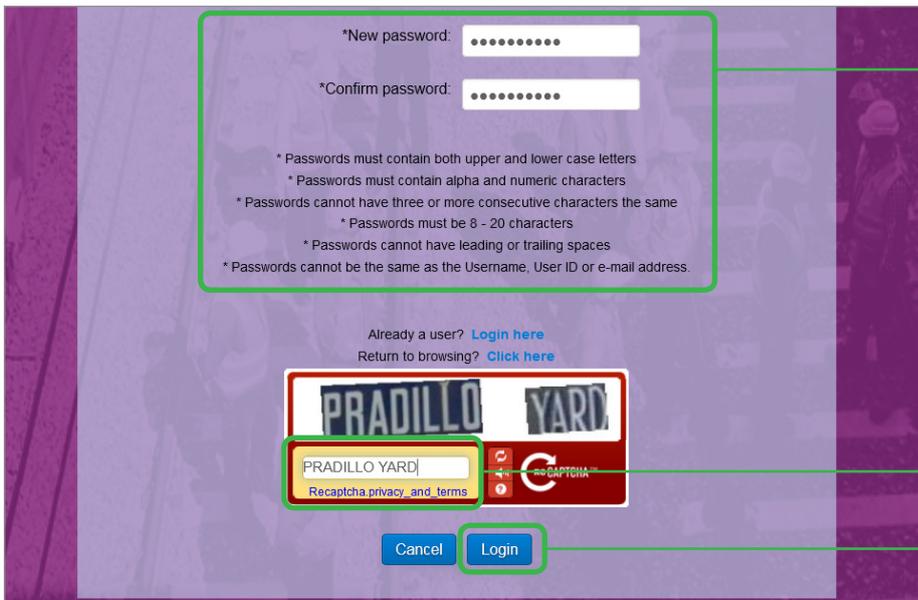
Title	ID	Parent
Medical Category 1	Medcat1	Metro Trains Melbourne
Medical Category 2	Medcat2	Metro Trains Melbourne
Medical Category 3	Medcat3	Metro Trains Melbourne
N/A	N/A	Metro Trains Melbourne

(4 results)

Select your **Medical Category**.



9 If you require any type of learning assistance, select the checkbox above the appropriate assistance type.



10 Enter in a password.

**Note** the password creation criteria beneath the password fields.

11 Enter the text displayed in the text image, exactly as displayed above.

12 Click on **Login** to complete the process.

After clicking **Login**, you will be taken to The Platform login screen.



# Log on to The Platform

To logon to The Platform – <https://metrotrains.csod.com/>

**M METRO**

Welcome to The Platform  
Metro's Learning Management System | Please Sign-in

**Login**

Username:

Password:

[Forgot Username or Password?](#)

**LOGIN**

- 1 Enter your **username**. This should be your **e-mail address**.
- 2 Enter your password.
- 3 Click **Login** once you have entered your **Username & Password**.

**Booking & Payment**

Organisations and individuals can book training and pay in full online via Visa or MasterCard transaction by visiting <http://www.metrotrains.com.au/academy/>

If the learner or a duly authorised Company representative completing the course booking has requested language, literacy or numeracy (LLN) assistance Metro Trains Melbourne (MTM) will charge the Company and the Company agrees to pay to MTM a fee for additional LLN support that will be determined, at MTM's absolute discretion, based on participant numbers for the relevant course session.

MTM reserves the right to administer a LLN skills check at any time during the relevant course session to the learner and the learner must sit the LLN skills check without assistance. If the learner refuses to undertake the LLN skills check or does not meet the level required for the course being undertaken:

- the learner must remove him/herself from the course session and re-book a subsequent session nominating LLN assistance
- the Company agrees to forfeit and will not seek a refund of the full course fee that the Company must pay MTM upon enrolment to the course session prior to commencement

**Accept Terms & Conditions. Proceed with login.** **Decline Terms & Conditions. Log out.**

- 4 To log onto The Platform you must read and **accept the Terms and Conditions**.

If this is the first time you are logging in, you may be prompted to change your password. You may also need to change your password if it has expired. Go to the **next page** to learn how to change your password.

## Change password

Your password has expired. Please change your password.

The new password must match the following criteria:

- \* Passwords must contain both upper and lower case letters
- \* Passwords must contain alpha and numeric characters
- \* Passwords cannot have three or more consecutive characters the same
- \* Passwords cannot be the same as the previous 8 passwords
- \* Passwords must be 8 - 20 characters
- \* Passwords cannot have leading or trailing spaces
- \* Passwords cannot be the same as the Username, User ID or e-mail address.

Change your password

**Current password**

**New password**

**Confirm password**

Cancel

Save

1 Read the password creation criteria.

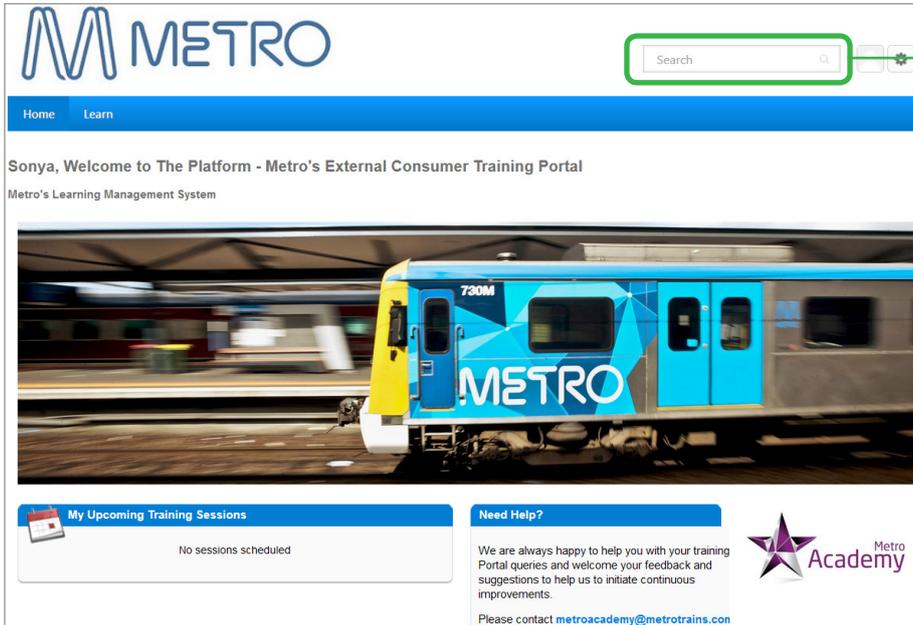
2 Enter your current password / password provided.

3 Create a valid **new password**, that meets the password creation criteria.

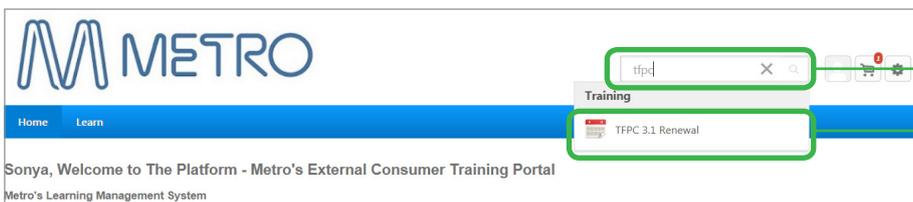
4 Re-enter the created password for confirmation.

5 Click **Save** to complete.

# Search for a Training Course



- 1 Locate the search bar (top right corner of Welcome page).

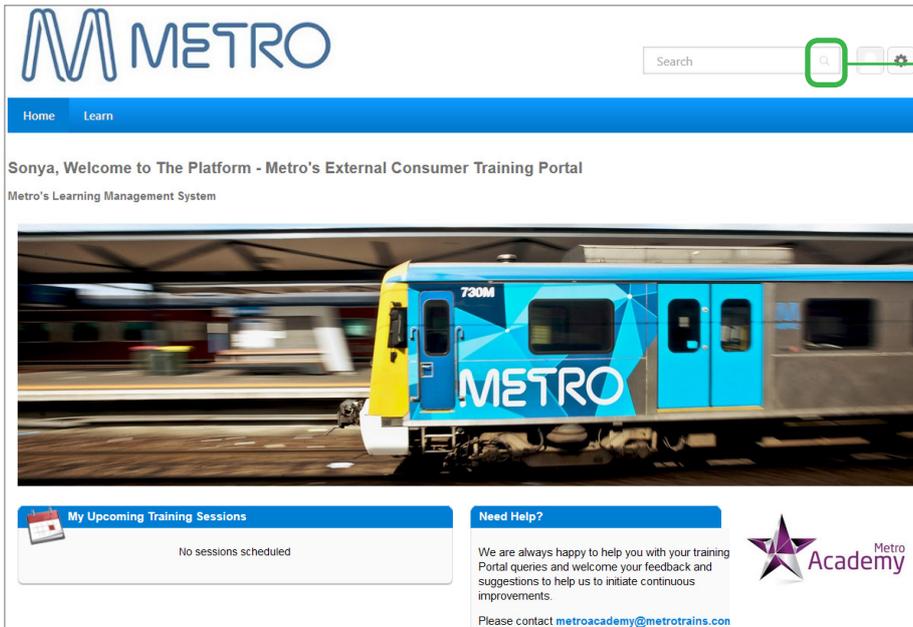


- 2 Type the course that you are looking for in the search bar.
- 3 The results are presented below the search bar.

If the course you are searching is displayed, **click** on the **course title**.

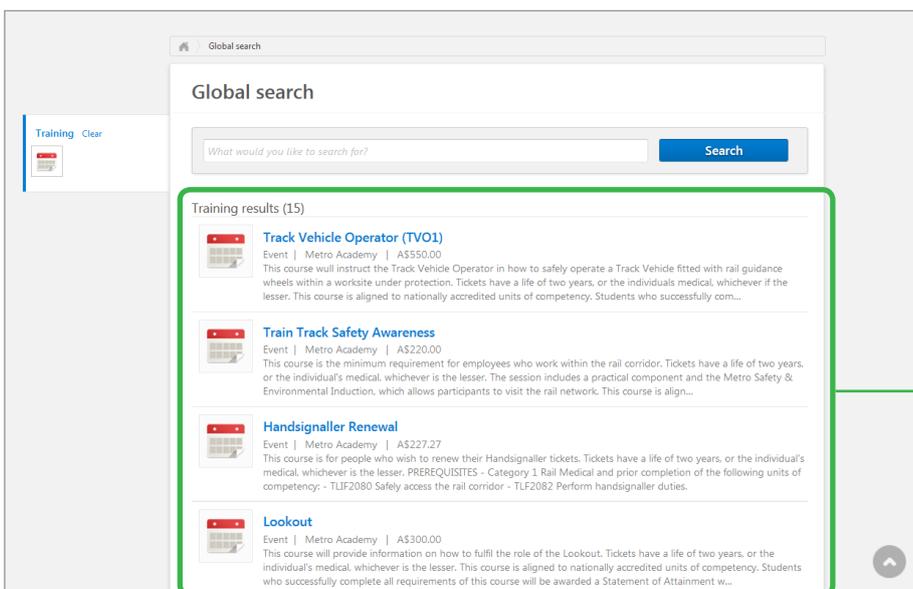
If you have selected a course using the above method, you can skip **steps 4-8**.

For a more detailed search, you can utilise the **Global search** function.



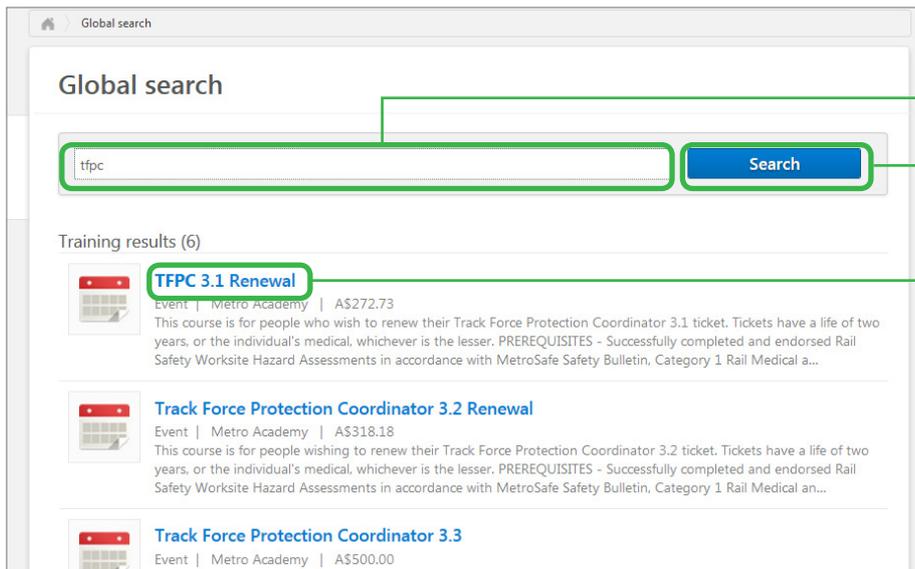
- 4 To access **Global search**, click on the **Search** icon located on the top right of the window.

Training courses can be browsed for in the **Training results**, as shown in the below image. To search for a specific training course, go to **step 6**.



- 5 Training courses on offer will be displayed and can be viewed by scrolling down the page.

Skip below steps if you have already selected a course.



6 Type in the name of the course in the space provided.

7 Click on **search**.

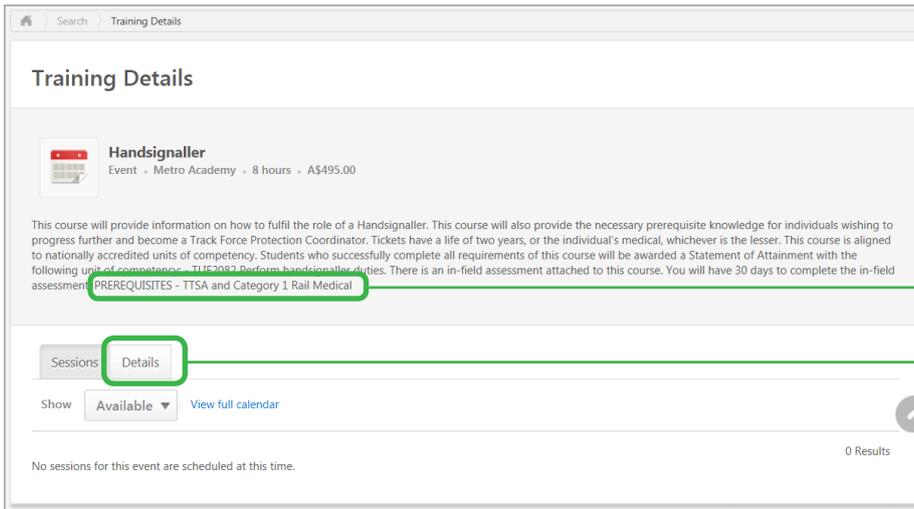
8 Click on the **course title**.

In the above example we searched for the course **TFPC 3.1 Renewal**, using the single keyword **tfpc**.



# Checking Training Course Prerequisites

Before you book and pay for training, confirm that you meet the training course prerequisites. If you don't meet the prerequisites and complete your booking, you will be withdrawn from the course and an administration fee of \$40, per course, will be charged.

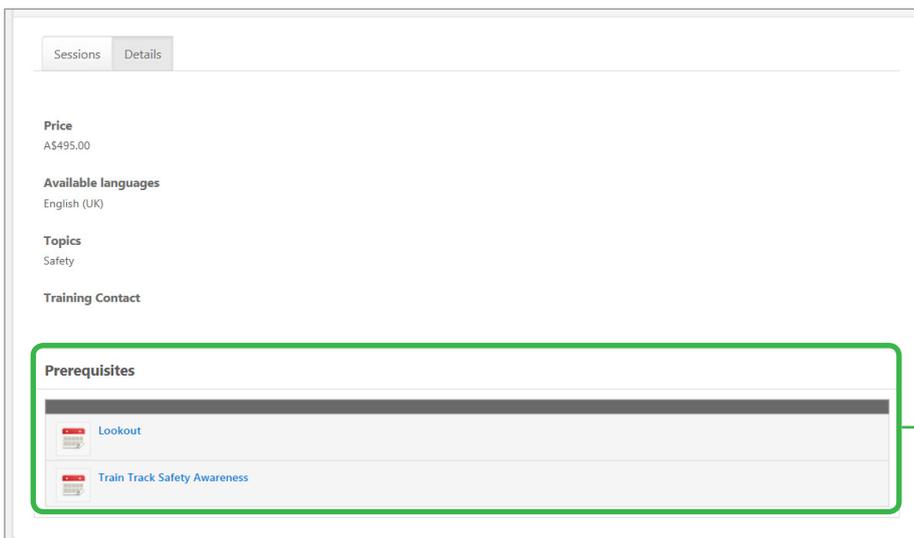


**1** After searching for a training course, training prerequisites can be found on the **Training Details** page. The training prerequisites are displayed in the training description, under **PREREQUISITES**.

**2** For the majority of training courses, more information on prerequisites can be found by selecting the **Details** tab.

**3** If more information on prerequisites is available in the **Details** tab, this will display as per the image captured here.

Prerequisites can be selected by clicking a training course title. This will take you to the **Training Details** of the training course you have selected.



**Note** – Not all training courses will have prerequisites displayed in the **Details** tab.

If you don't see prerequisites in the **Details** tab, refer to **Step 1**.



# Book and Pay for Training

Once you have selected a training course and have confirmed that you meet the prerequisites, follow these instructions to book and pay for the training.

The screenshot shows the 'Training Details' page for 'TFPC 3.1 Renewal'. The page includes a search bar, a title, a description, and a list of sessions. The 'Sessions' tab is active, showing a table of available sessions. The 'Add to Cart' button is highlighted with a green box.

Sessions	Details
<p>15015 - Session Details</p> <p>Session - Metro Academy - 7 hours, 30 minutes - A\$272.73</p> <p>Location: Metro Academy - Bakehouse Road 5th Kensington</p> <p>Duration: 15/05/2017, 08:30 - 15/05/2017, 16:00</p> <p>English (UK)</p>	<p>19 Openings available</p> <p><b>Add to Cart</b></p>

- 1 Click **Add to Cart**, on the course you want to attend.

The screenshot shows the 'Shopping Cart' page. It includes a warning message about prerequisites, a table of items, a subtotal, and a total. The 'Proceed To Checkout' button is highlighted with a green box.

Title	Vendor	Recipient	Quantity & price	Subtotal
<p>TFPC 3.1 Renewal</p>	Metro Academy	Blaine, Sonya	1 x A\$272.73	A\$272.73
Subtotal:				A\$272.73
Total:				A\$272.73

Continue Shopping **Proceed To Checkout**

Please ensure you meet ALL THE PRE-REQUISITES prior to purchase.  
If you fail to meet the pre-requisites for this training you are likely to be withdrawn and charged a \$40.00 per person per course administration fee.  
Please check all pre-requisites are met and current.

- 2 Click on **Proceed To Checkout**, to continue with the purchase.

Select **Continue Shopping** if you want to purchase other training courses in the same transaction.

Shopping Cart Checkout

### Step 1 - Payment

Options ▾

If you fail to meet the pre-requisites for this training you are likely to be withdrawn and charged a \$40.00 per person per course administration fee.

Please ensure:

1. ALL details are correct
2. ALL pre-requisites are met

Payment Method

Select ▾

Select

Credit Card

Back Next

**Purchase summary**

TFPC 3.1 Ren...	A\$272.73
<b>Subtotal</b>	<b>A\$272.73</b>

Payment Review Confirmation

- 3 In the **Payment Method** dropdown, select **Credit Card**.
- 4 Click **Next**.

### Credit Card Information

VISA

CARD NUMBER

4111111111111111

EXPIRY DATE

02 2020

CVV CODE

411

- 5 Enter your 16 digit **Visa** or **MasterCard** number.
- 6 Enter your credit card expiry month (MM) and year (YYYY). Then enter your CVV code (last 3 digits on the back of card).

**Credit Verification Value (CVV) code** protects the safety of funds when making purchases via the internet. The CVV code helps prove the actual physical card is present and the card account is legitimate.

**Invoicing Address**

Your invoicing information should appear as it does on your credit card statement.

\* Required Field

**E-mail \***

**First Name \***  **Last Name \***

**Address Line 1 \***  **Address Line 2**

- 7 Enter your **e-mail address**.
- 8 Enter your **First Name** and **Last Name**.
- 9 In **Address Line 1**, enter your **street number** and **name**.  
In **Address Line 2**, enter your **suburb**.

**City \***

- 10 Enter the **City** you reside in.

**Country \***

- 11 Click on the **Select** button under **Country**.

- 12 Use the textbox to filter for your country.
- 13 Click on the country you reside in from the dropdown.

**County/Province**  **Post Code \***

- 14 Leave **County/Province** blank and enter your **Post Code**.

### Additional Information

**Purchaser Street Address \***

**Purchaser Suburb \***

**Purchaser State \***

**Purchaser Post Code \***

**15** In **Additional Information**, re-enter your address details.

**16** Click **Next** once you have completed inputting your details.

Shopping Cart Checkout

### Step 2 - Review

Please ensure ALL details you have entered are correct before completing your purchase.

**Please ensure you meet ALL THE PRE-REQUISITES**

If you fail to meet the pre-requisites for this training you are likely to be withdrawn and charged a \$40.00 per person per course administration fee.

Progress: Payment (✓) — Review (✓) — Confirmation (○)

Title	Quantity & price	Subtotal
TFPC 3.1 Renewal	1 x A\$272.73 Tax (10.00%):	A\$272.73 A\$27.27
Subtotal:		A\$272.73
Total tax:		A\$27.27
<b>Total:</b>		<b>A\$300.00</b>

Payment Method: Credit Card VISA xxxxx-xxxx-xxxx-1111 [Change](#)

Invoicing Information: Sonya Blaine sonya.blaine@mortacomrad.com.au 700 Collins st Melbourne, 3008 Australia [Change](#)

Need to make changes? [Edit shopping cart](#)

**17** Review the details and click **Place Order**.

Click **Back** to make changes to the order.

### Step 3 - Confirmation Options ▾

**Purchase confirmation for 4949940917666264503012**

Thank you for completing your training purchase with Metro Academy.

A confirmation receipt will be emailed to you.

We look forward to seeing you at the course.

**18** Confirmation of purchase will be displayed if your purchase is successful.

Upon confirmation you will be sent two e-mails (to your invoice e-mail address). One e-mail will confirm your training course/s information. The other e-mail will confirm your training purchase/s (tax invoice).

**Subject:** Metro Trains - Training Course Information

Dear Sonya Blaine

Please find below details of your recent training purchase with Metro Trains.

**Title:**  
TFPC 3.1 Renewal

**Start Date:**  
23/05/2017 - 23/05/2017

**Time:**  
08:30 - 16:00

**Venue:**  
Metro Academy - Bakehouse Road 5th Kensington

Please read the course details to ensure you comply with any safety clothing requirements.

**Subject:** Confirmation of Training Purchase

**TAX INVOICE**  
ABN 43 136 429 948

Sonya Blaine  
700 Collins St  
Docklands  
Victoria  
3008

Invoice Number: 4949940917666264503012  
Invoice Date: 17/05/2017 14:08:12

Item	Vendor	Quantity	Unit Price	Unit	Subtotal
TFPC 3.1 Renewal	Metro Academy	1	A\$272.73		A\$272.73
<b>Subtotal:</b>					A\$272.73
<b>Sales tax:</b>					A\$27.27
<b>Total:</b>					A\$300.00

(GST = Sales Tax)

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 METRO

