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External User Guide

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.

[Click here](#) to create an account on The Platform

Note: Please fill in all the required fields. Required fields have an asterisks (*) next to them. If these are not filled in, the form will error out and you will not be able to submit the form



* Required Field

Please complete all fields during registration.

Please use the same legal name as appears in RIW to ensure any certificate upload is not delayed.

Registration is only required once. If you have attended training at Metro Academy previously, but cannot recall your username or password, please contact us at theplatform@metrotrains.com.au

* First name:

* Last name:

* E-mail Address:

* Phone:

* Date of Birth

1. Fill in your details:

- **Legal First Name**
- **Legal Last Name**
- **E-mail Address**
 - Please ensure your email address is correct as all communications, including account creation confirmation emails etc. are sent to this email address
- **Phone number**
- **Date of birth**

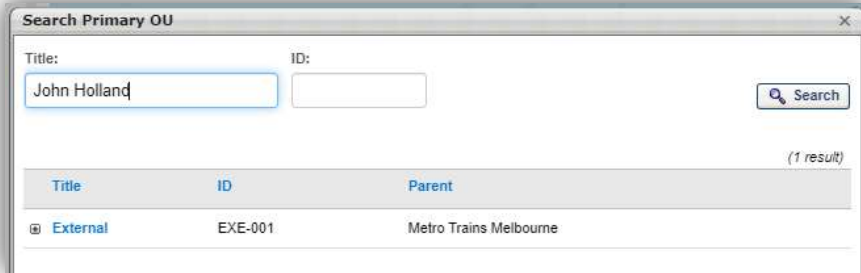


* Primary OU:

* If External selected above - enter Company name

2. Select the icon next to Primary OU: (Primary Organisational Unit)

This will open a pop up window



Search Primary OU

Title: ID:

(1 result)

Title	ID	Parent
External	EXE-001	Metro Trains Melbourne

3. Enter the name of your employer in the Title search

Click **Search**

Note: In this example we were searching for the employer John Holland,



Search Primary OU

Title: ID:

(1 result)

Title	ID	Parent
John Holland	EXE-JOHNHOLLAND	External

4. Once you locate your employers name, click on the blue text to select



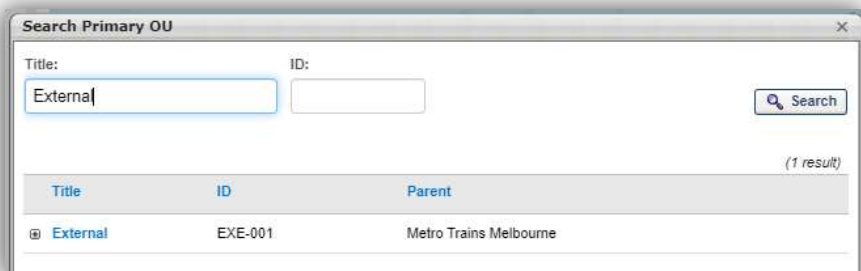
Search Primary OU

Title: ID:

(0 results)

Title	ID	Parent
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5. If no results come up, you will need to put yourself into the External Primary OU



Search Primary OU

Title: ID:

(1 result)

Title	ID	Parent
External	EXE-001	Metro Trains Melbourne

6. Click on the textbox under Title and delete your last search, then type external

Click **Search**

Click on the blue text to select **External**

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* Primary OU: External  

* If External selected above - enter Company name

7. Enter your employer's name in the box

Rail Industry Worker (RIW) Number. In the format of 00000000. Do not enter the hyphen '-'

8. Enter your Rail Industry Worker (RIW) Number

Note: This is a number only field. Please do not put in the hyphen "-" when entering your full RIW Number

Do you require assistance with any of the following?

- Reading
- Writing
- Numeracy
- Oral Communication (English)
- I do not require additional assistance

9. If you require any type of learning assistance, select the checkboxes with the appropriate assistance type.

* Passwords must contain both uppercase and lowercase letters.
* Passwords must contain both alphabetic and numeric characters.
* Passwords cannot have three or more consecutive identical characters.
* 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.


* New password

* Confirm password

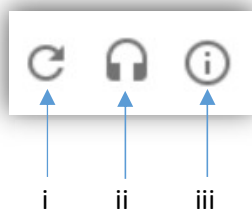
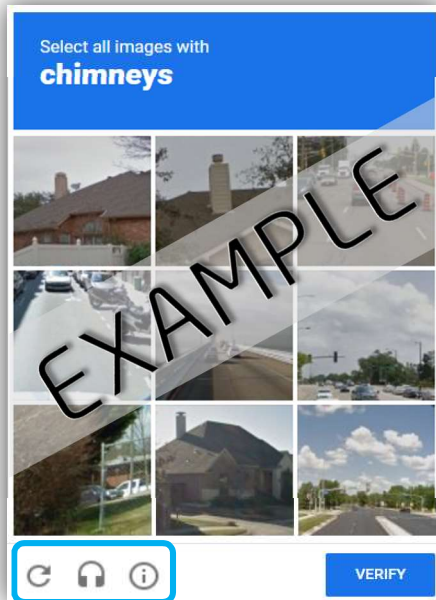
10. Read through the password criteria

11. Create a New password and re-type this password in the Confirm password field

Already a user? [Login here](#)
Return to browsing? [Click here](#)

I'm not a robot 
reCAPTCHA
Privacy · Terms

12. Click on the reCAPTCHA I'm not a robot checkbox



13. Follow the instructions and select the appropriate images

If you are having trouble with the initially generated image, you can:

- i. Get a new challenge
- ii. Get an audio challenge
- iii. Help

14. Click **Submit** to submit your form for approval



15. You will be taken to a confirmation page



When your account has been approved, you will receive a confirmation email to your nominated email address you entered in **Step 1**

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Log on to The Platform



The screenshot shows the Metro Platform login interface. At the top is the Metro logo. Below it, the text reads "Welcome to The Platform" and "Metro's Learning Management System | Please Sign-in". A "Login" section contains two input fields: "Username:" and "Password:". To the right of the password field is a "LOGIN" button with a blue circular icon. Below the login fields are links for "Forgot Username or Password?" and "Need help?". At the bottom, there are email addresses for Metro Employees (ThePlatform@metrotrains.com.au) and External Customers (metroacademy@metrotrains.com.au).

1. Log in to The Platform:

- **Username** is your email address
- **Password** is the password created in the self-registration process

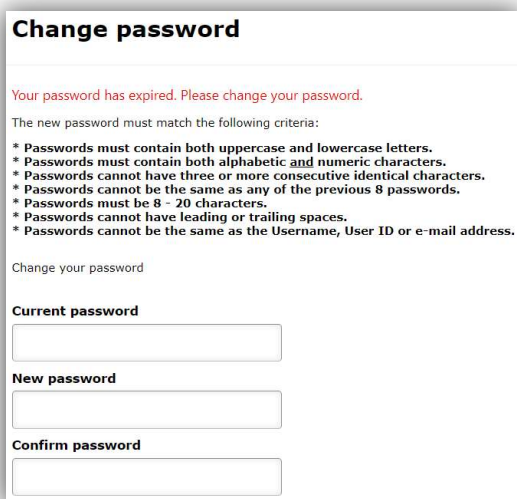
LINK: [The Platform](#)



The screenshot shows the "Reset Password" page. It lists several password criteria: must contain both uppercase and lowercase letters; must contain both alphabetic and numeric characters; cannot have three or more consecutive identical characters; cannot be the same as any of the previous 8 passwords; must be 8 - 20 characters; cannot have leading or trailing spaces; and cannot be the same as the Username, User ID or e-mail address. Below the criteria are two input fields: "New password" and "Confirm password". At the bottom are "Cancel" and "Submit" buttons.

2. If you have forgotten your password, click on the **Forgot Username or Password** link located under the Username / Password fields

A link will be sent to your email address with a link to reset and will take you to the **Reset Password** screen



The screenshot shows the "Change password" page. It starts with a message: "Your password has expired. Please change your password." Below this, it states "The new password must match the following criteria:" and lists the same password criteria as the Reset Password page. Underneath, it says "Change your password" and provides three input fields: "Current password", "New password", and "Confirm password".

If your password has expired, you will be asked to change your password, using your current password

Click **Save**

Note: Read the password criteria prior to choosing a new password

External User Guide

Search for a Training Course



1. Navigate to the **Search** bar on the top right hand corner of the homepage



2. Type the course name into the **Search** bar.

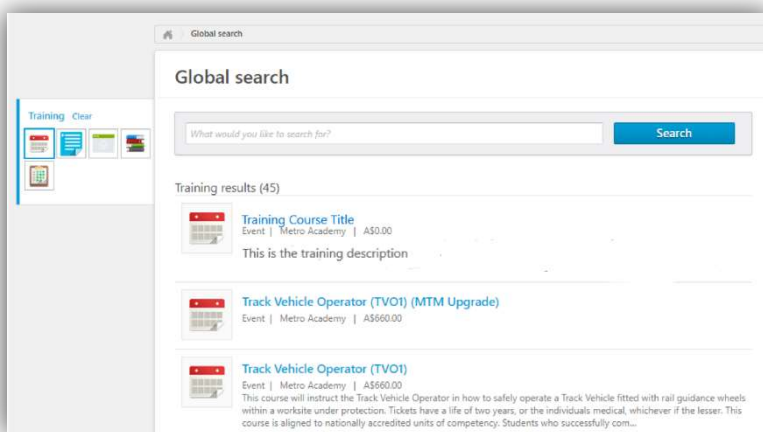
The results will be shown below

Once you locate the correct course, click on the **Course Title**

Note: Alternatively, you can search via **Global Search**



1. Click on the **Magnifying Glass** in the search bar on the top right hand corner of the homepage



2. The search results will show you what courses are offered to you.

You are able to use the search bar to narrow down your search

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Checking Training Course Prerequisite

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.

EVENT
Train Track Safety Awareness
Last updated 12/04/2022 Duration 8 hours

DESCRIPTION
This course is the initial introduction to enable people to safely work in the Metro Train Melbourne V/Line Metropolitan Rail Network. This course provides the participant the knowledge and skills required to enter the rail corridor. It includes being responsible safety instructions to:
• access the danger zone
• access the rail corridor
• report emergency in an emergency.

PREREQUISITES
Participants MUST bring with them any of the following approved photo ID, on the day of training:
• Australian or International Passport
• Driver's License
• Driver's License Permit
• Boat Operators License
• Victorian Proam License
• License to Perform High Risk Work
• Consumer Affairs Victoria Proof of ID card
• Other Australian Government issued ID card
• State, Territory or Federal Government Issued ID
• Passport ID card or Territory Education Photo ID card

METRO ACADEMY PREREQUISITES
Participant MUST be 18+ years of age
Participant MUST comply with Local COVID Safe Plans
Participant MUST comply with the Directions

METRO ACADEMY PREREQUISITE VERIFICATION
Approved photo ID MUST be sighted on day of attendance.
Metro Academy will verify that the participant does not hold TLIF0020 Safely access the rail corridor* against Rail Industry Worker (RIW) database.
To prevent delay, participant's 'The Platform' profile MUST contain current email address, contact number, RIW number and date of birth.
Verifications to be completed within two (2) business days**
* (Units of competency considered equivalent on www.training.gov.au are also accepted)
** Participant is unable to commence training until verifications have been completed by Metro Academy

1. Check the course Title is the course you need to book for

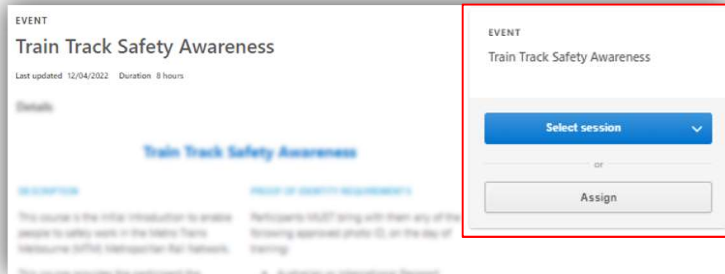
2. Read the Course Details of the course

Prerequisites can be found in the course details

- Metro Academy Prerequisites
- Metro Academy Prerequisite Verification

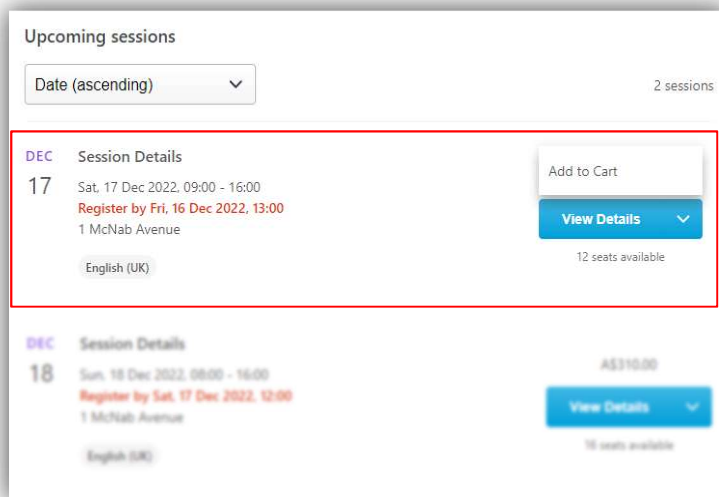
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Book and Pay for Training



1. Click on the **Select Session** button

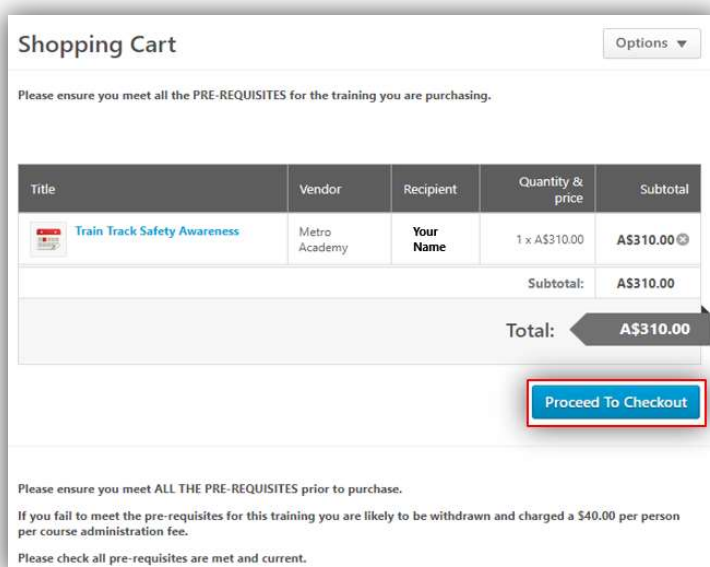
This will take you to the **Upcoming sessions** section



2. Locate the session you would like to attend and click on the arrow next to **View Details**

3. Click on **Add to Cart**

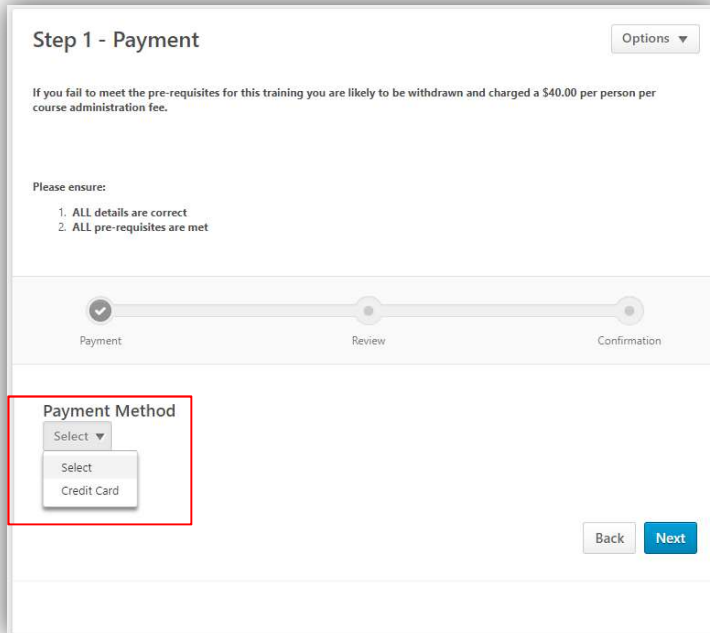
Note: Below the **View Details** button is the number of seats still available in the session



4. Review your shopping cart

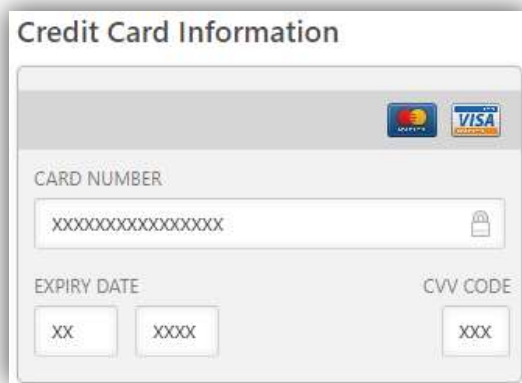
5. Click **Proceed to Checkout**

Note: Please ensure you meet all the **PRE-REQUISITES** for the training you are about to purchase



6. Navigate to the **Payment Method** and select **Credit Card**

7. Click **Next**

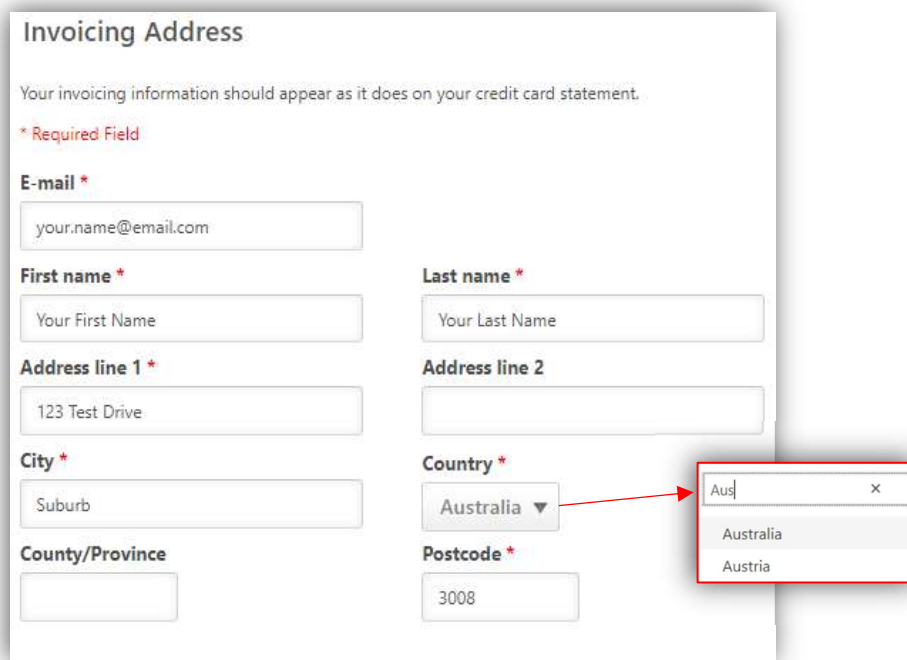


8. Enter your Credit Card details:

- 16 Digit **Visa** or **MasterCard** number
- Expiry Date
- 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.

Note: Please fill in all the required fields. Required fields have an asterisks (*) next to them. If these are not filled in, the form will error out and you will not be able to move forward



Invoicing Address

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

* Required Field

E-mail *
your.name@email.com

First name *
Your First Name

Last name *
Your Last Name

Address line 1 *
123 Test Drive

Address line 2

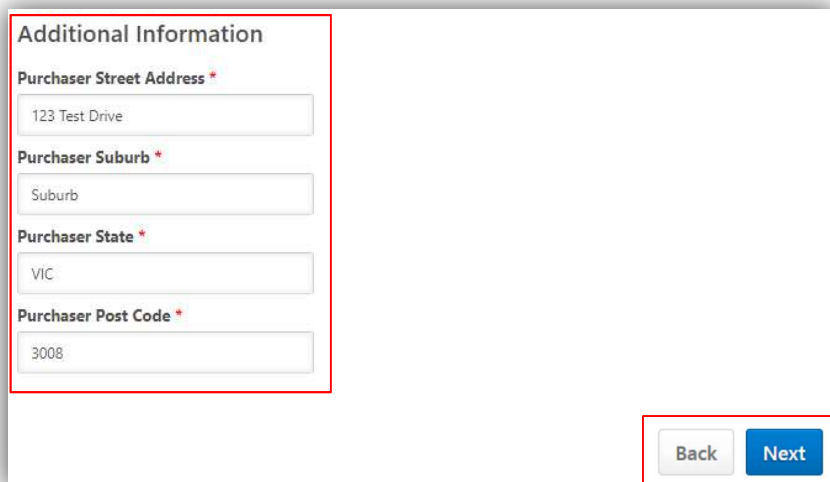
City *
Suburb

Country *
Australia

County/Province

Postcode *
3008

9. Enter your contact details
 - **E-mail address**
 - Please ensure this field is correct as your invoice will be emailed to this email address
 - **First Name**
 - **Last Name**
 - **Address**
 - **City / Suburb**
 - **Country**
 - Click on the dropdown and use textbox to search for your country, then click on the name of the country to select
 - **Post Code**



Additional Information

Purchaser Street Address *
123 Test Drive

Purchaser Suburb *
Suburb

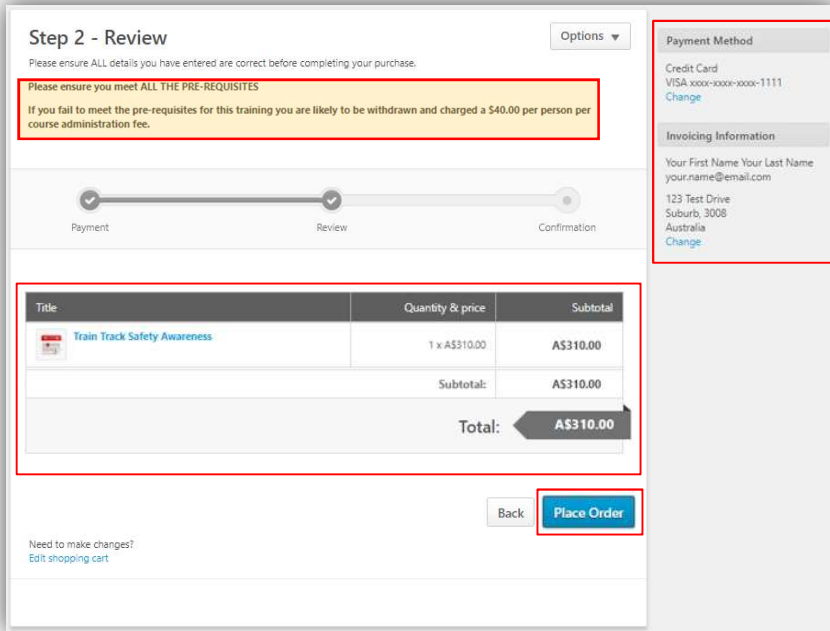
Purchaser State *
VIC

Purchaser Post Code *
3008

Back **Next**

10. Under **Additional Information**, re-enter your address details as per above

11. Click **Next** to proceed to the **Review Order** page



12. Review your order and ensure your details and the course you're booking is correct and you have met all the prerequisites.

Note:

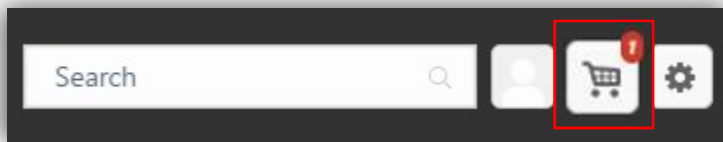
If you need to change details on the Review page, you can click on the blue *Change* links under:

- Payment Method
- Invoicing Information

13. Click Place Order

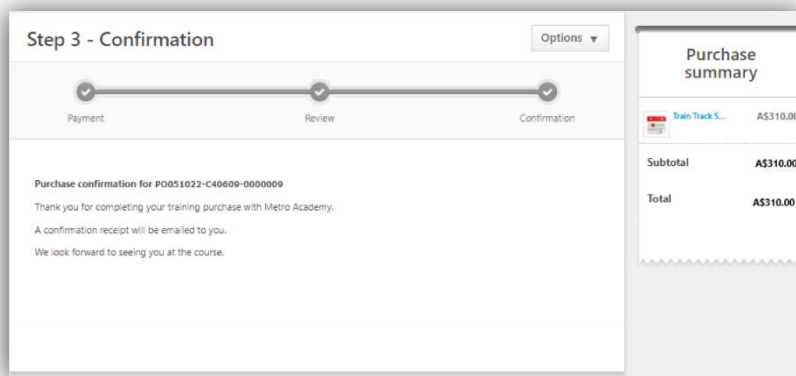
Note: If you ever leave your cart for any reason, you will be able to continue shopping via the shopping cart picture located on the top right hand side of your homepage.

This cart icon will only appear if you have not finalised an order



14. Confirmation of purchase will be displayed if your purchase is successful

A Purchase Summary will be located on the right hand side of your screen



THE PLATFORM eCOMMERCE FUNCTIONALITY



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

Title: Train Track Safety Awareness
Date/s: 17/12/2022 - 17/12/2022
Time: 09:00 - 16:00
Venue: 1 Example Street, Example East, 3000

Parking
Free onsite parking available.

Special Needs
Participants with special needs must notify Metro Academy at least five (5) days prior to the day of training.

Arrival Times
Please ensure you arrive at least 15 minutes prior to the training start time. This will ensure you have ample time to sign in and complete any enrolment paperwork.

Training Details

Confirmation Email with training details

TAX INVOICE
ABN 43 136 429 948



Your Name: _____

Invoice Number: XXXXXXXXXXXX
Invoice Date: 10/05/2022 15:08:29

Item	Vendor	Quantity	Unit Price	Unit	Subtotal
Train Track Safety Awareness	Metro Academy 1	1	A\$310.00	A\$310.00	
					Subtotal: A\$310.00
					Total: A\$310.00

(GST - Sales Tax)

METRO TRANS
MELBOURNE
PO BOX 12084 A BECKETT
STREET
Melbourne Vic Australia 3001

Telephone +61 3 9618 3701
www.metrotrains.com.au

Confirmation of purchase email (tax invoice)

15. You will receive 2 emails
- A confirmation email with your training details
 - A confirmation of purchase (tax invoice) email