

Contractor Portal



Quick Reference Guide for Contractors

The WesCEF Contractor Portal provides contractors with access to complete required WesCEF Induction learning programs.

Providing Contractors with online access enables us to track our safety compliance and creates a consistent and seamless learning experience across all WesCEF sites.

Process Overview

As a **Supplier Admin** I will create a profile with contractor details through the WesCEF Contractor Induction Portal (WCIP)

As part of the **Learning Services Team** I will verify documents and approve initial requests received in the WCIP

As a **WesCEF contractor and/or driver** I will log into the Portal and complete all allocated inductions prior to attending site.



Contractor Information

[Accessing WesCEF Contractor Portal](#) to gain access to the WesCEF Contractor Portal

[My Inductions](#) where are they? I can't find them

[Videos aren't Playing](#) how can I fix it?

Accessing WesCEF Contractor Portal

Step 1

You will have received a registration notification from Learning noreply@learningsystem.info with a link to our WesCEF Contractor Portal along with your username and password. If it is not sitting within your 'Inbox', please check junk/ spam mail.

This link is also available on our [WesCEF website](#).

- Enter your username and password
- Click LOGIN
- If this is your first time accessing your system you may be prompted to update your password
- Read the user agreement and click ACCEPT

If you haven't received your registration notification please follow the below steps:

- Check your Spam or Junk folder. The email is sent from Learning noreply@learningsystem.info
- Check with your company administrator to ensure your email address in the portal is correct

Where are my Inductions?

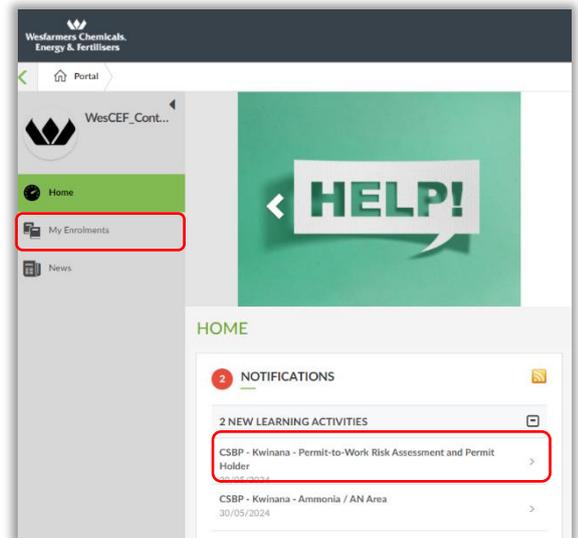
Step 1

From your HOME screen you will see a NOTIFICATIONS panel which lists the inductions you have been enrolled into.

- Click on one of the inductions to complete

If you can't see the inductions in the NOTIFICATIONS panel;

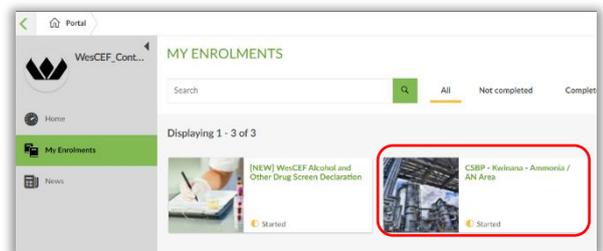
- Go to My Enrolments on the left hand side menu
- Click on the required induction



Step 2

If you can't see the inductions in the NOTIFICATIONS panel;

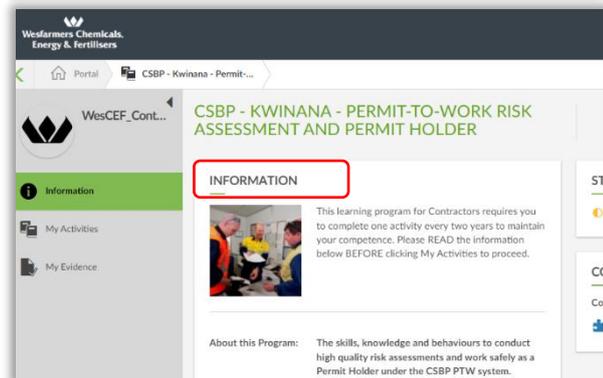
- Click on My Enrolments on the left hand side menu



Step 3

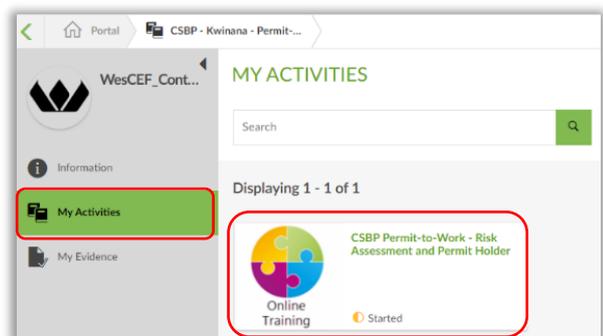
You will see on this page all the inductions you have been enrolled into.

- Click the induction you need to complete
- The information page will give you details about the activities you need to complete as well as what the program covers.

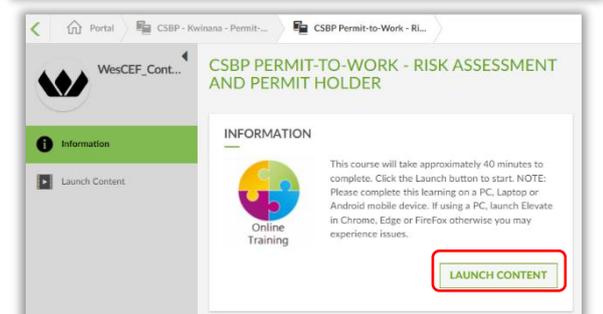
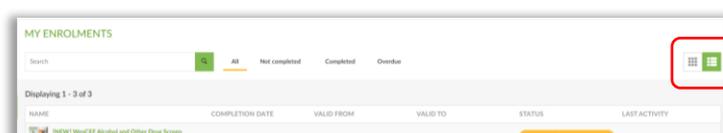


Step 4

- On the left hand side menu click **My Activities**
- Click the activity you need to complete
- You will see another **Information** page that gives you further details about the course
- Click **LAUNCH CONTENT** to start the course
- Once you have completed the activity you will see a green tick and Finished status with a completion date. Follow the same process if you have more than one activity.



Hot tip – you can change how you view your inductions by clicking the toggle button in the right hand corner



My videos aren't Playing

If you can access the Contractor Portal and Launch the courses; you're almost there....unless your video won't play!

There are many factors that can cause glitching or freezing, these include;

- Internet speed
- Wi-Fi connection
- System performance
- Computer/device performance
- Network connection and many more.

By following the tips below you may reduce the likelihood of experiencing technical issues.

Tips to avoid potential issues

- Ensure a strong internet / Wi-Fi connection
- Give yourself plenty of time to complete the course, don't leave it until the night before
- Avoid uploading or downloading large files or programs while completing online training
- Close all other apps or programs on your computer (e.g. Outlook, Word, etc.)
- Keep the portal open when completing your online course otherwise the system may not track your progress

Experiencing technical issues?

- Exit the course and go back in (the Portal should bookmark and return you to the same spot within the course)
- If your default internet browser fails, try another one a. Options include; FireFox, Chrome, Microsoft Edge, Safari etc.
- Restart the computer and log back into the Portal, ensure no other apps/programs are running
- Try another time, day and/or device (desktop PC, laptop, smartphone, tablet)
- If you experience a frozen video, check to see if the blue progress bar is still moving, if so either click refresh (to the right of the progress bar) or wait 10-20 seconds for the video/computer/browser to attempt to fix itself
- Clear your cache, cookies and browser History (for Chrome, Microsoft Edge)
- We recommend 2-3 attempts at troubleshooting before contacting for assistance

If you are still experiencing issues, please contact the team via email inductions@wescef.com.au