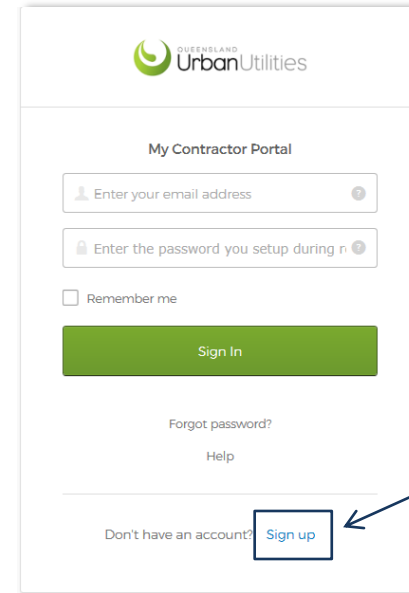


## REGISTERING FOR ULEARN

You can log into the Contractor Portal via the QUU Website. You will do this the same way as you do now by selecting “Information for Suppliers”.



You will then see the below screen.

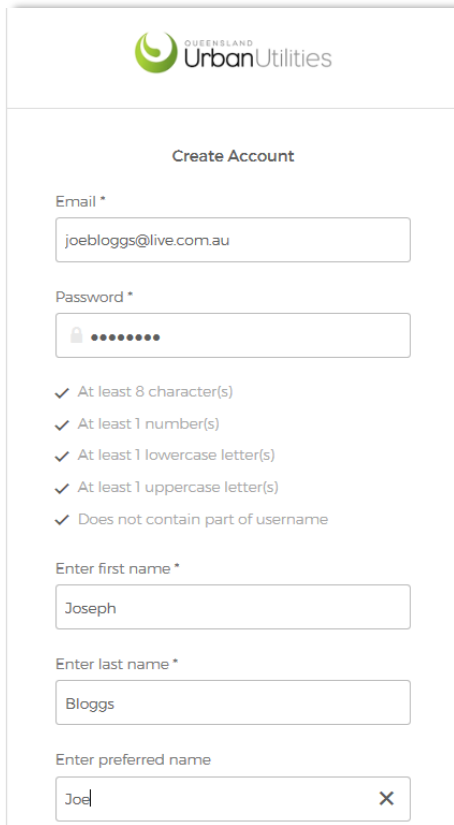


As you have not yet registered in the new ULearn Platform please select the Sign Up option

We are currently making updates to the “Information for Suppliers” section on the QUU Website and we will communicate these when they become available.

### COMPLETING THE REGISTRATION FORM

It is important to complete this form accurately with your personal information. If you already have an account in our current learning management system this will enable us to transfer your learning information over to your new profile.



**QUEENSLAND UrbanUtilities**

**Create Account**

Email \*  
joebloggs@live.com.au

Password \*  
••••••••

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username

Enter first name \*  
Joseph

Enter last name \*  
Bloggs

Enter preferred name  
Joe

We also require the contact name of a person at your company in addition to the contact at QUU.

We can supply these if you are unsure.

Enter mobile phone  
0414789654

Enter company name \*  
Dormway

Enter company contact person \*  
Tony Clements

Enter role type \*  
Worker

Requested system access  
Learning Management..

Enter QUU contact person  
Jo Robertson

\* indicates required field

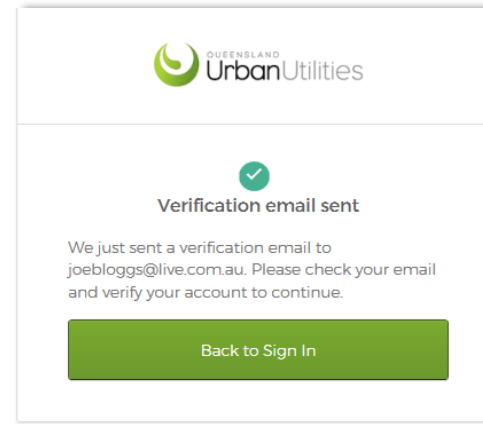
**Register**

[Back to Sign In](#)

Once you have completed your form please select "Register". You will now be prompted to check your email for verification and activation.

### VERIFICATION AND ACTIVATION OF ACCOUNT

Once you've completed your registration you will receive the below prompt to check your email in order to complete the process.



**QUEENSLAND UrbanUtilities**

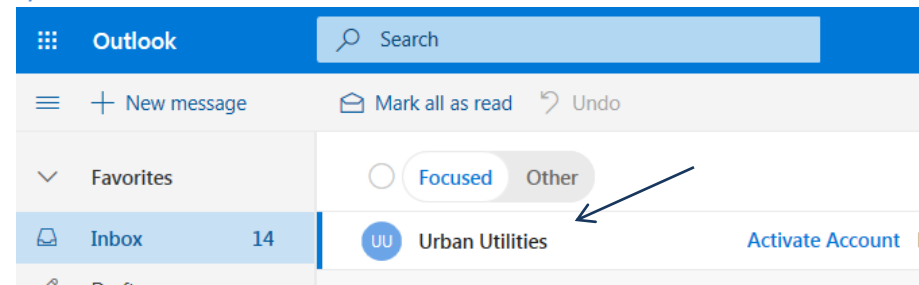
✓  
**Verification email sent**

We just sent a verification email to joebloggs@live.com.au. Please check your email and verify your account to continue.

**Back to Sign In**

You will now need to check your registered email account in order to complete the process.

The below screen shot is an example of what you may see depending on who your email account is with.



**Outlook** Search

+ New message Mark all as read Undo

Favorites


Inbox 14

UU **Urban Utilities** [Activate Account](#)

Please ensure you activate your account within 7 days to avoid the link expiring. If the link expires you will need to contact the Help Desk on 07 3856 7111.

## Dormway Quick Reference Guide

### Activate Account

 Urban Utilities <no-reply@mail.mycontractor.urbanutilities.com.au>  
Thu 7/02/2019 10:51 AM  
You



Hi Joe

Welcome to Queensland Urban Utilities (MyContractor)!

To verify your email address and activate your account, please click the following link:

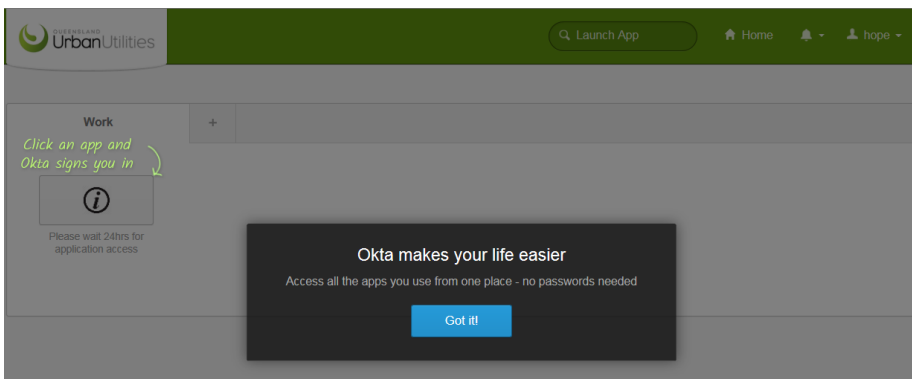


This is an automatically generated message. Replies are not monitored or answered.

Select Activate Account

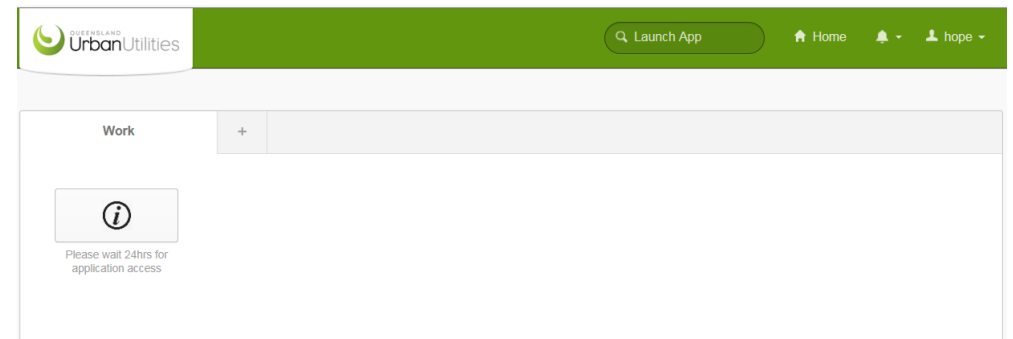
## SO WHAT HAPPENS NEXT

Once you have activated your account you will see the below screen shots.



The below screen is what you can expect to see once you have completed the process.

It will take approximately 24hrs after your initial registration process for your access to the application to be completed

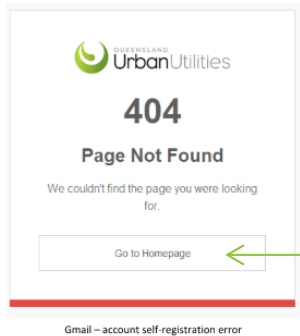


Once your account has been created, any training history will be transferred from My Learning Space into ULearn within 7 days.

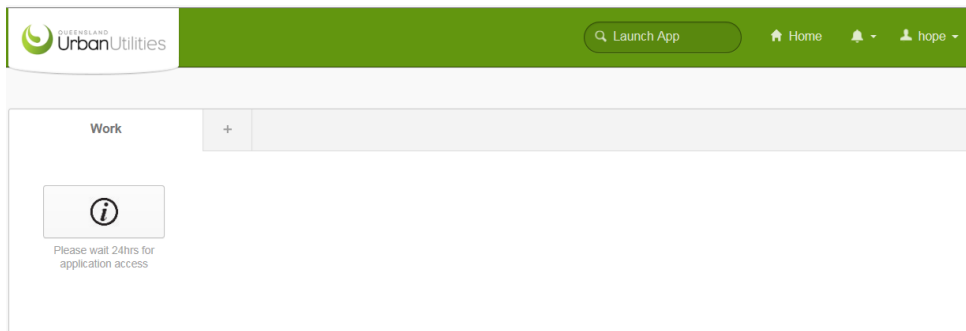
### KNOWN EMAIL ERROR

#### Gmail

There is a known error relating to Gmail email accounts. If you receive the below error please click **“Go to Homepage”**.



You will then be directed back to the **Contractor Portal Homepage** as seen below



### SUPPORT

#### Technical Support

If you are experiencing technical issues, such as trouble logging in or system errors, please contact the QUU Helpdesk.

**Phone:** 07 3856 7111

#### System or Process Support

If you require assistance completing a request in ULearn please contact the Learning and Development Team.

**Phone:** 07 3856 7900

**Email:** [Quu-hr.services@urbanutilities.com.au](mailto:Quu-hr.services@urbanutilities.com.au)