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# APAC Learning Online (ALO) User Guide for **External Contractors**

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### **Audience**

This guide is for APAC Learning Online (ALO) users who are External Contractors and not employed by APAC.

### Before you begin

Link to Access ALO: https://alo.litmos.com.au

#### **System requirements**

The table below shows the minimum system requirements for using ALO:

Device	System requirements
Desktop/Laptop	<ul> <li>an internet connection</li> <li>any one of the following web browsers:         <ul> <li>Internet Explorer 8+</li> <li>✓ Firefox 2+</li> <li>✓ Google Chrome</li> <li>✓ Safari on Mac 1.2+</li> </ul> </li> <li>JavaScript and cookies enabled</li> <li>minimum screen resolution 1024x768 (not a mandatory requirement)</li> </ul>
Mobile device	<ul> <li>an internet connection</li> <li>web browser:         <ul> <li>✓ Safari browser on Apple device</li> <li>✓ Google Chrome browser on Android device</li> </ul> </li> </ul>

# **Create an ALO Account**

The contractors who are not employed by APAC and do not have a MelAir/LST account, will need a system username and password to log into ALO. Follow the steps below to create an account in ALO.

**HINT**: If you already have an ALO account but forgot your password, refer to <u>Reset your</u> <u>Password</u>.

**HINT**: If you already have ALO account and can login, continue to <u>ASIC Induction</u> or <u>Contractor Safety Induction Program</u>

Steps to create ALO account

1. Go to ALO account creation page: https://alo.litmos.com.au/self-signup/

#### 2. Create an Account page displays.

Create an Account	
Welcome to the Australia Pacific Airport Corporations learning hub. commence work on our sites you are required to register an accoun with the code MELAIR to complete any compulsory training.	To 1t
If you have an existing account please login here .	
First Name:	
Last Name:	
Email:	
We will send account login information to this address	
Confirm Email:	
- 1.	
Code:	
Register	

3. On the Create an Account page, enter the required information:



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Create an Account	
Welcome to the Australia Pacific Airport Corporations learning hub. To commence work on our sites you are required to register an account with the code <b>MELAIR</b> to complete any compulsory training.	
If you have an existing account please login here .	
First Name:	
←	Type your First Name
Last Name:	
<b>&lt;</b>	Type your Last Name
Email:	Type your Email Id
We will send account login information to this address	
Confirm Email:	Type your Email Id again
Code	
MELAIR	Type MELAIR in Code
Register	

#### 4. Click **Register** button.

5. The system will prompt successful registration.



You will receive an email with Login Details.

6. Open your email account and follow the Login Link provided in the email to setup password and complete account registration.

### **ASIC Induction**

Use the steps below to complete online ASIC induction in APAC Learning Online (ALO).

**HINT**: If you do not have an existing ALO account, create an ALO account before you login. Refer - <u>Create an ALO account.</u>

**HINT**: If you already have an ALO account but forgot your password, refer to <u>Reset your</u> <u>Password</u>.

**Steps to complete ASIC Induction** 

- 1. Go to ALO login page: <u>https://alo.litmos.com.au</u>
- 2. On the login page, enter the following information:
  - Username
  - Password

APAC LEARNING ONLINE	Username Password
External Contractor Login	Show Password
Please enter your ALO username and password you have received.	
If you <b>do not</b> have a username and password, please <u>Click Here</u> to create one.	Login
If you have forgotten your login credentials please click the link 'I've forgotten my username / password' and follow the prompts. If your issue is not resolved please refer to the <b>User Guide</b> .	I've forgotten my username/password
APAC Team Members Click Here	
Please login with your MelAir/LST network credentials.	

- 3. Click Login button. Learner's dashboard page displays.
- 4. On the Learner dashboard, click on **Course Library** from the left navigation panel.

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6	Home	Welcome,								
<b>63</b>	Course Library	$\bigcirc$								
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5. On the Course Library page, a list of topics displayed on the left navigation panel, click on **ASIC**.

urse Library		<b>Q</b> Search for a course or learning path	= =
Filters View All Courses	Training Course 1	> + - + - + - + + +	
<ul> <li>Learning Paths</li> <li>Recently Viewed</li> <li>Favorites</li> </ul>	Training Course 2	⊘ <	
Topics ASIC Empowering Your Career Leading Teams & Yourself	Training Course 3	⊘ <	
Local Permits <ul> <li>Policy &amp; Compliance</li> <li>Working at APAC</li> </ul>	Training Course 4	⊘ <	

6. When you click ASIC, Security, Safety and Service Induction module displays on the right panel. Click on Security Safety and Service Induction module.

Filters		Security, Safety and Service Induction	♡ <
Courses			
Learning Paths		<b>~ + + + + ~ + ~ + </b> + +	トモトナモ
Recently Viewed			
♥ Favorites			
Topics ASIC			
<ul> <li>Empowering Your Car</li> </ul>	eer		
Local Permits			
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7. Click on **Start this Course** to launch Security, Safety and Service Induction.

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0	FAQ Page	*+>_++

8. Complete all the sections of the course and **Exit** the course.

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INTRODUCTION	DEPARTE	D
SECURITY AWARENESS	DEPARTE	0
AVIATION SECURITY IDENTIFICATION CARDS	DEPARTE	D
SECURITY ACCESS	DEPARTE	0
FRONT OF HOUSE SECURITY	DEPARTE	0
AIRPORT SAFETY	DEPARTE	D
AIRSIDE SAFETY	DEPARTE	ó 🔁
CUSTOMER SERVICE AT MELBOURNE AIRPORT	DEPARTE	D
CONCLUSION / THIN A CONCLUSION	DEPARTE	0
ASSESSMENT	DEPARTE	D
Kome Security, safety and service induction	Course Cor	mplete 🗸

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The status of your course completion will be saved in ALO and can be viewed anytime in **Completed Learning**. You will also receive an email suggesting that you have completed the Module: Security, Safety and Service Induction on APAC Learning Online.

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	Course Library	Achievements
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# **Permits Contractor Safety Induction program**

You must complete Permits Contractor Safety Induction program in APAC Learning Online (ALO) if you need access to any of the following restricted areas:

- Roof
- Ceiling space
- Service tunnels and plant room
- Terminal Services Building (TSB)

Use the steps below to complete online Permit Contractor Safety Induction Program. It consists of three modules:

- Module A: Roof/Ceiling
- Module B: Tunnel/TSB
- Module C: Plant Room

**HINT**: If you do not have an existing ALO account, create an ALO account before you login. Refer - <u>Create an ALO account.</u>

**HINT**: If you already have an ALO account but forgot your password, refer to <u>Reset your</u> <u>Password</u>.

#### **Steps to complete Permits Contractor Safety Induction module**

- 1. Go to ALO Login page: <u>https://alo.litmos.com.au</u>
- 2. On the login page, enter the following information:
  - Username
  - Password



- 3. Click Login button. Learner's dashboard page displays.
- 4. On the Learner dashboard, click on **Course Library** from the left navigation panel.

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5. From the list of topics displayed, click on **Local Permits**.

Course Library		<b>Q</b> Search for a course or learning path
	チャッチャーチャート	
Filters	Training Course 1	
Claring Paths C	Training Course 2	▽<
Topics ASIC • Empowering Your Career • Leading Teams & Yourself	Training Course 3	▽ < + +
Local Permits <ul> <li>Policy &amp; Compliance</li> <li>Working at APAC</li> </ul>	Training Course 4	▽ < ← +

- 6. When you click **Local Permits**, following modules display on the right panel:
  - Module A: Roof/Ceiling
  - Module B: Tunnel/TSB
  - Module C: Plant Room

Click on the required module.

Fitters  I View All  Courses		Module A: Roof/Ceiling	A < A < A < A < A < A < A < A < A < A <
Learning Paths			
<ul> <li>Recently viewed</li> <li>Favorites</li> </ul>		Modute B: Tunnel/TSB	
Topics ASIC Empowering Your Career Local Permits		Module C: Plant Room	♡ <
<ul> <li>Working at APAC</li> </ul>	$\rightarrow$ $\rightarrow$ $\rightarrow$	-++	+

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7. Click on Start this Course to launch the selected module.



8. Upon completion of all the sections of the course, Exit the course.

The status of your course completion will be saved in ALO and can be viewed in Completed Learning as Achievements.

Note: Repeat steps 5 - 8 to complete other required modules of the Permits Contractor Safety Induction Program.

### **Reset your Password**

If you have already have an ALO account and forgotten your password, follow the steps below to reset your password.

HINT: If you do not have an existing ALO account, Create an ALO account.

Steps to reset your password

1. Go to ALO Login Page - https://alo.litmos.com.au



- 2. Click I've forgotten my username/password.
- 3. Enter your **Username**.

Please enter your username and we will send a password r contact your administrator. If you don't have an email addre password reset.	sset link to your email. If you can't remember what your username is please so registered with us you will need to contact your administrator to get your	•	Type your Username
	Continue		
	or Back to login		

- 4. Click Continue. You will receive an email containing password reset link.
- 5. Click on the link to set new password and login to the system.

# **Support**

For further information or assistance with the ASIC application, please contact your APAC hiring manager or refer to the ASIC website.

For further information or assistance with the Restricted Area Permit Application, please refer to the Restricted Area Access Permit website.

If you experience any technical issues:

- regarding your ASIC only, send an email to Access@melair.com.au •
- regarding APAC Learning Online (ALO) system, contact 1300 133 151 (option 2) or • send an email to <a href="mailto:support@litmos.com.au">support@litmos.com.au</a>