SuccessFactors Learning - Access Guide for Contractors without LAN ID

Purpose:

- This user guide will provide instructions for BC Hydro contractors, who do not have a LAN ID, on how to access BC Hydro's Learning Management System (LMS), SuccessFactors Learning. (Note: Individuals have a LAN ID if they have been provided with a @bchydro.com, @powertech.com or @powerex.com email.)
  - Part A: Initial Activation of your SuccessFactors Learning Account
  - Part B: Logging into SuccessFactors Learning After You've Activated Your Account (Re-entry)

Tips

- Use this process guide as a contractor to access SuccessFactors Learning via a browser. Suggested browser for desktop is Microsoft Edge. If you are using your mobile to access SuccessFactors Learning, we recommend using Safari browser instead of the SuccessFactors Mobile Application to access all the functionalities.
- Access SuccessFactors Learning through this link: https://hcm17.sapsf.com/login?company=bchydro. You can save this link to your favourites in the browser for ease of access.
- You must use the **unique email address associated with your profile** (i.e. the one used in this email) to log into SuccessFactors every time.
- Should you need to **change this email address,** contact your Contract Representative and they can amend this using the ServiceNow Contractor Resource Information – Update Form. This procedure will link your new email with your unique profile and training history.
- Contractors who use their personal or company email accounts and have **not logged into SuccessFactors for 6 months** will be prompted to reset their password.

Part A - Initial Activation of your SuccessFactors Learning Account

1. **Activation email:** Notification to activate IAS account to enable SuccessFactors Learning access.

Note: This email is triggered when a contractor profile is activated in SAP and then updated in SuccessFactors Learning.

The BC Hydro Rep or their Delegate are the typical approvers of the contractor profile activation/ creation in SAP.

From: ias@notifications.sap.com
Sent: Thursday, March 6, 2025 8:56 PM
To: contractoremail@yahoo.com
Subject: Action required: Activate Your Account to access BC Hydro Training

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Dear Contractor Name,

Your profile has been created in BC Hydro's SuccessFactors Learning as a contractor resource.

To gain access to BC Hydro's SuccessFactors, please follow the steps below to activate your account and enable two-factor authentication. The two-factor authentication process requires entering both your password and an authentication security code each time you access BC Hydro's SuccessFactors.

For convenient access to SuccessFactors Learning in the future, bookmark the SuccessFactors-bchydro link in your web browser.

Instructions

1. Click the Activate button below.
2. Check your email account for an email from DONOTREPLYSuccessFactors@bchydro.com that includes a **security code**. This is a One Time Passcode, and a new code will be sent when you next log in.
3. Enter the **security code** on the SAP Two-Factor Authentication screen.
4. On the next screen where your name and email have been auto populated, create your **password** to access SuccessFactors. Remember your password and email for re-entry and do not share your password with others.
5. An Account Successfully Activated screen will appear, click **Continue**.
6. Read the Data Privacy Consent Statement. Click **Accept**.
7. A SuccessFactors homepage will appear, click **"View My Learning"** to access training.

To activate your account , click the link below. You will be taken to a page where you will also set a password for your account.

Click here to activate your account

If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser.

https://aotlknhhd.accounts.ondemand.com/ids/activation?token=I241414141444D394463314E75444E7669582532424C53626D76326A7135576273524974555648432532 46

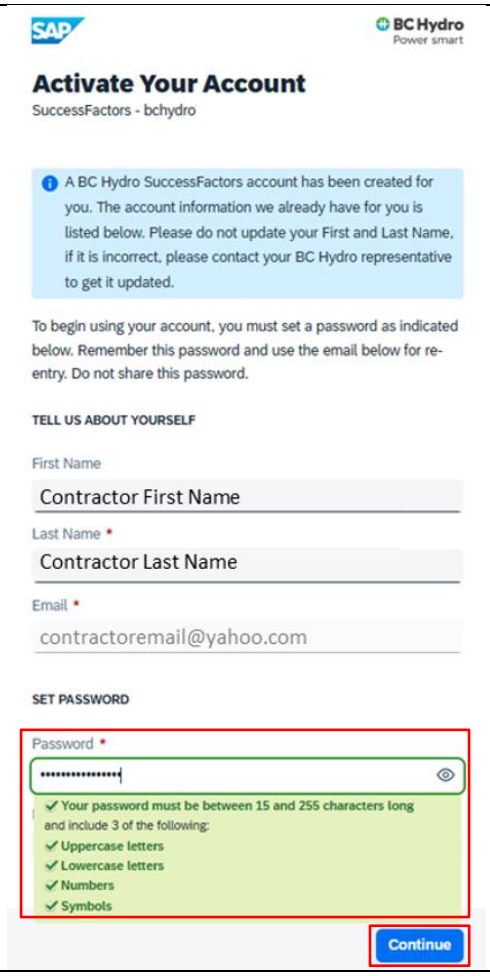
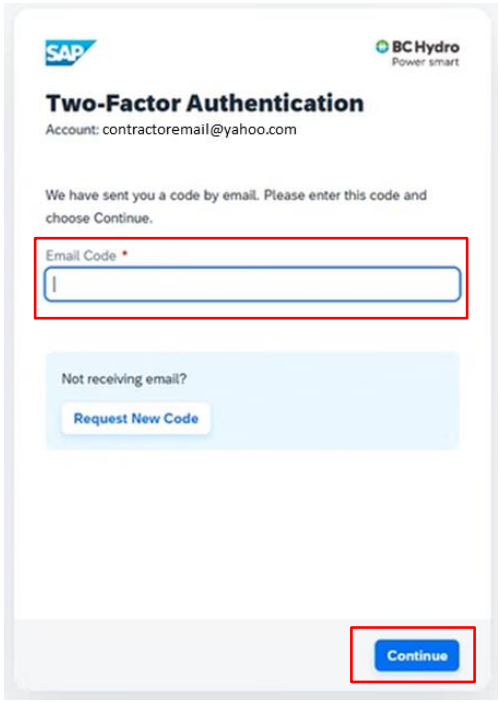
Important Notes & Tips

- You must use the **unique email address associated with your profile** (i.e. the one used in this email) to log into SuccessFactors every time.
- Should you need to **change this email address**, contact your Contract Representative and they can amend this using the ServiceNow Contractor Resource Information – Update Form. This procedure will link your new email with your unique profile and training history.
- Contractors who use their personal or company email accounts and have **not logged into SuccessFactors for 6 months** will be prompted to reset their password.
- For easy future access to SuccessFactors Learning, **add the SuccessFactors link** above as a favourite to your web browser.
- If you **forget your password**, click the "forgot password?" link on the Activate page and follow the prompts.
- To identify your **mandatory training requirements**, please ask your BC Hydro Manager or Contractor Representative.
- For **IT help and support**, please contact SAPSuccessFactorsSupport@bchydro.com. To speak with an agent call: 604-528-1444 (then press 2, then press 5).

Attention: *If you are a contractor who will be issued a @bchydro.com, @powertech.com or @powerex.com email, please access SuccessFactors within the BC Hydro network after your account and has been created. Once your LAN ID has been created, your external access to SuccessFactors Learning using two-factor authentication will no longer apply. Further information will be provided when you receive notification of your account details.*

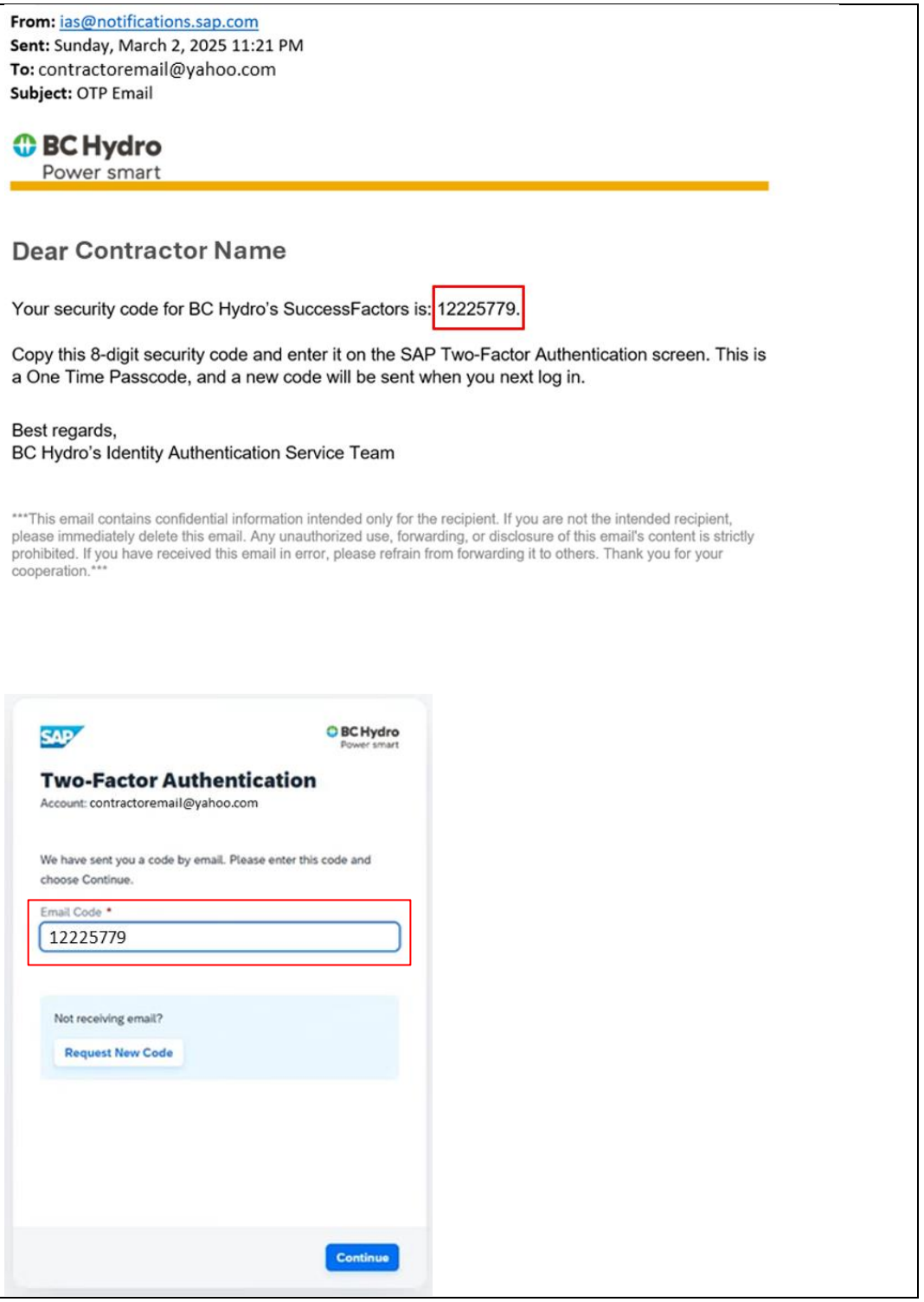
Best regards,
BC Hydro's Identity Authentication Service Team

This email contains confidential information intended only for the recipient. If you are not the intended recipient, please immediately delete this email. Any unauthorized use, forwarding, or disclosure of this email's content is strictly prohibited. If you have received this email in error, please refrain from forwarding it to others. Thank you for your cooperation.

2. Activation screen: User to set their password and click **Continue**. **Note:** Password criteria will appear when user starts to type in their password.	
3. One Time Passcode (OTP) Screen: User to enter the security code sent via email.	

4. **One Time Passcode (OTP) email:** Users will receive an email with a security code to enter in the IAS screen as part of two-factor authentication.

Note: This security code is used once. Users will receive another code when they next log in.



From: ias@notifications.sap.com
Sent: Sunday, March 2, 2025 11:21 PM
To: contractoremail@yahoo.com
Subject: OTP Email

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Dear Contractor Name

Your security code for BC Hydro's SuccessFactors is: 12225779.

Copy this 8-digit security code and enter it on the SAP Two-Factor Authentication screen. This is a One Time Passcode, and a new code will be sent when you next log in.

Best regards,
BC Hydro's Identity Authentication Service Team

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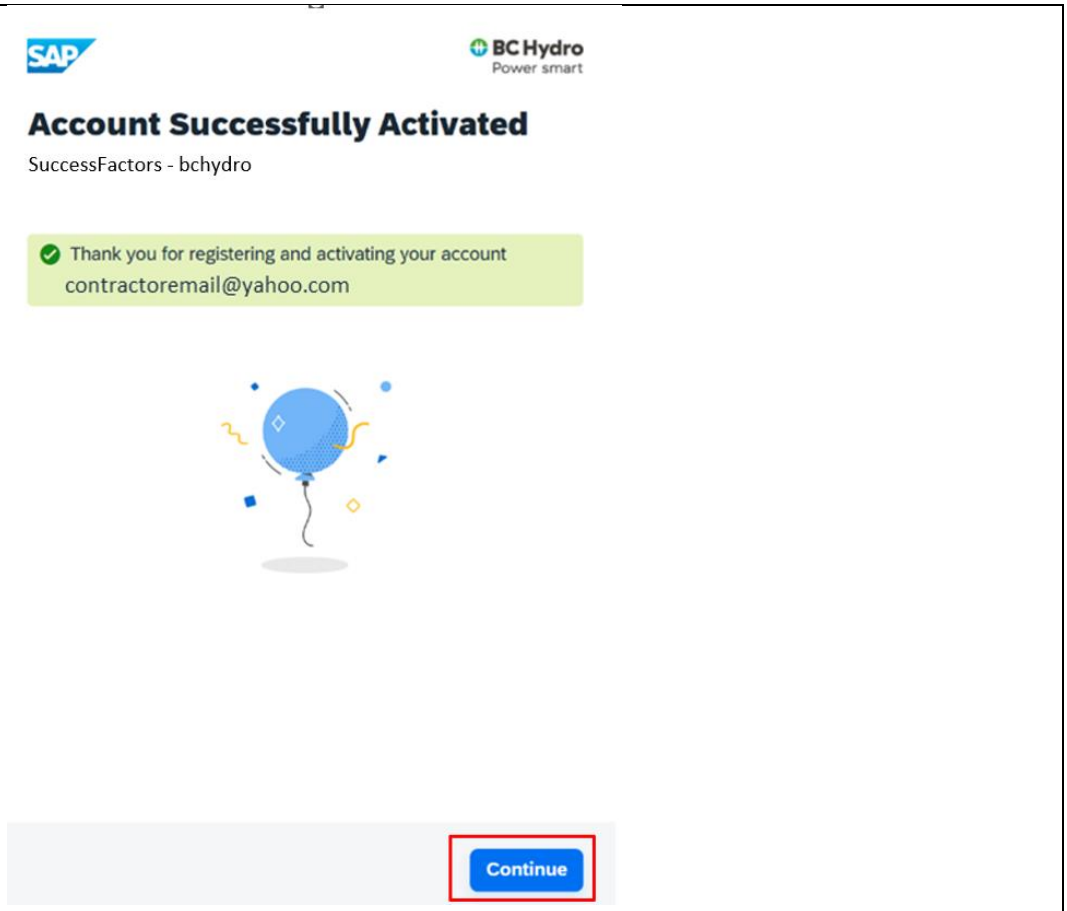
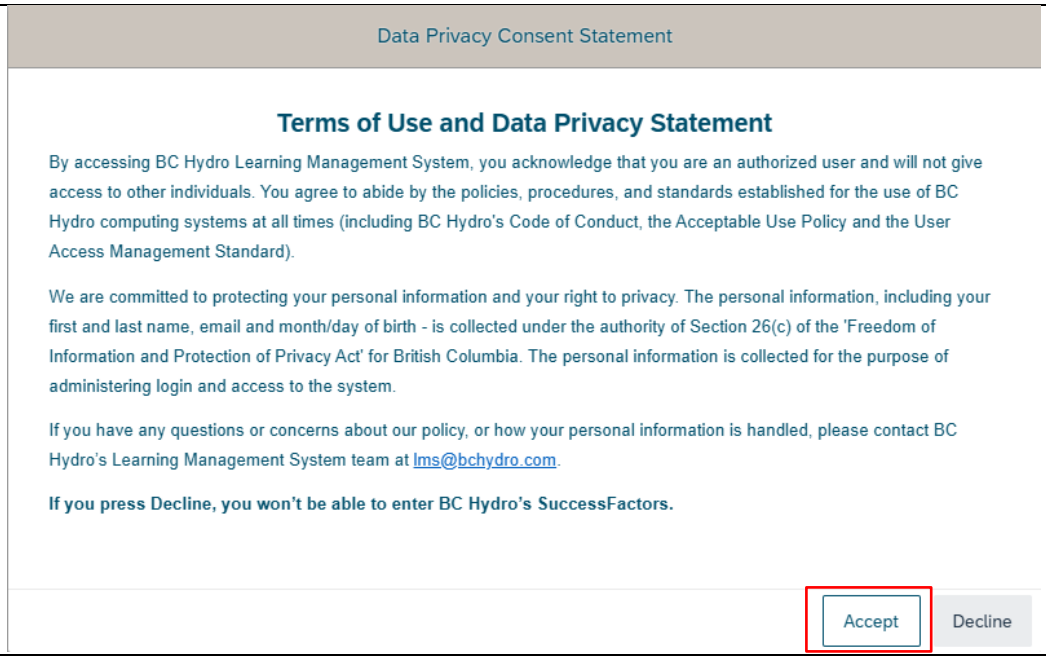
5. Activation Confirmation Screen: User will see this screen when they have successfully activated their account.

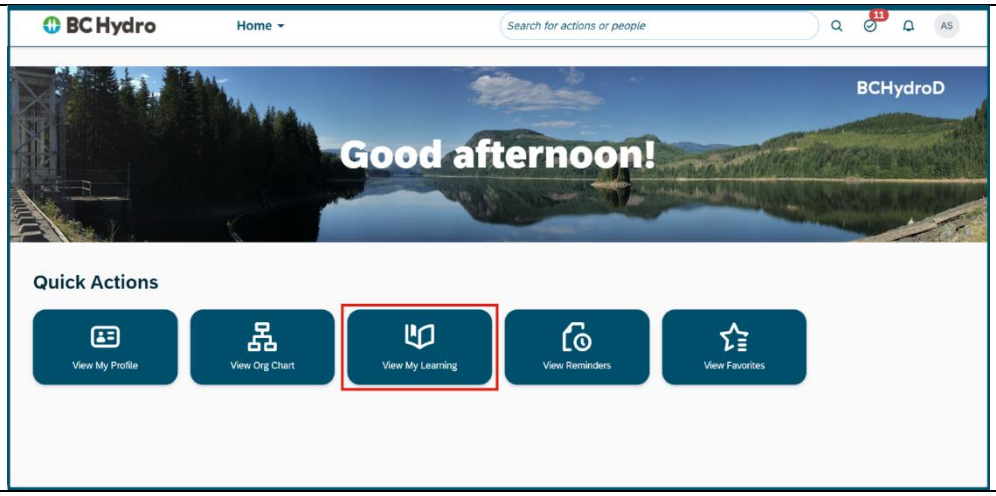
Click **Continue** button to access SuccessFactors Learning.



6. SuccessFactors Learning Data Privacy Consent Statement: At LMS Phase 2 go-live, all users (Employees, Subsidiaries, & Contractors) will need to read and accept the Data Privacy Statement when they login to SuccessFactors Learning.

Note: This is a one-time event but may need to be repeated for users who require a reset of their account or other technical interventions.



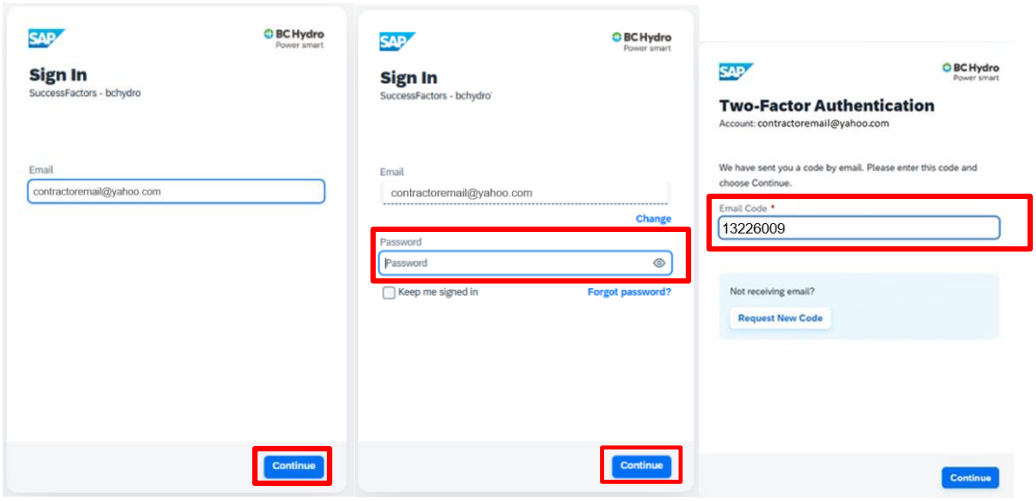
7. Select the **View My Learning tile** from the SuccessFactors Homepage to access the learning activities.	

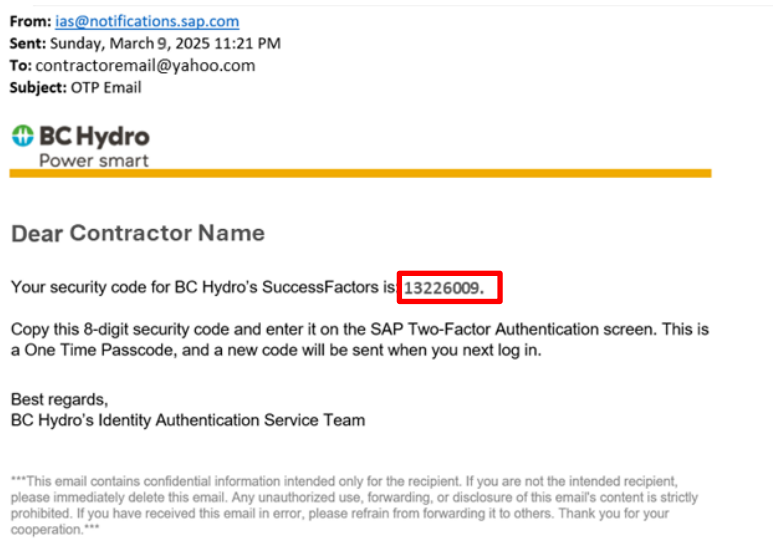
Part B - Logging into SuccessFactors Learning After You've Activated Your Account (Re-entry)

1. SuccessFactors Learning login screen: Once the account activation steps have been completed, Users will see this login screen with their email address when they sign into SuccessFactors.

When Users select **Continue**, the next screen prompts them for a **password**.

In the final screen, Users will enter a new **One Time Passcode** which they will receive via email.





From: ias@notifications.sap.com
Sent: Sunday, March 9, 2025 11:21 PM
To: contractoremail@yahoo.com
Subject: OTP Email

BC Hydro
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Dear Contractor Name

Your security code for BC Hydro's SuccessFactors is 13226009.

Copy this 8-digit security code and enter it on the SAP Two-Factor Authentication screen. This is a One Time Passcode, and a new code will be sent when you next log in.

Best regards,
BC Hydro's Identity Authentication Service Team

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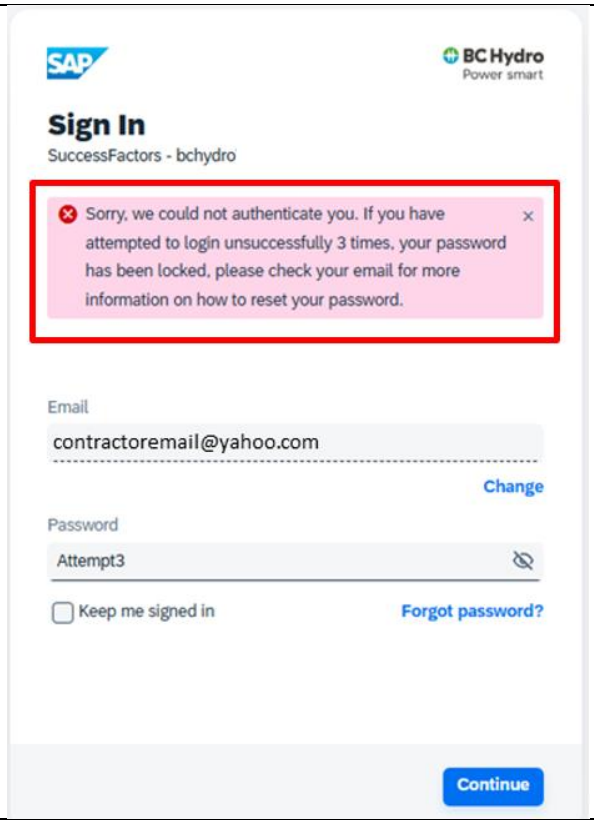
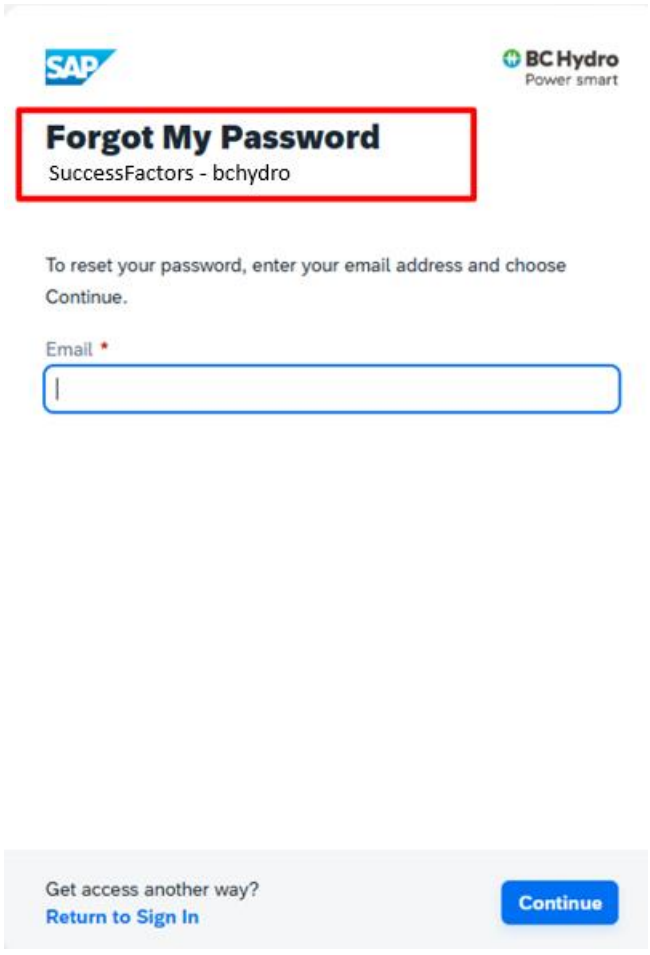
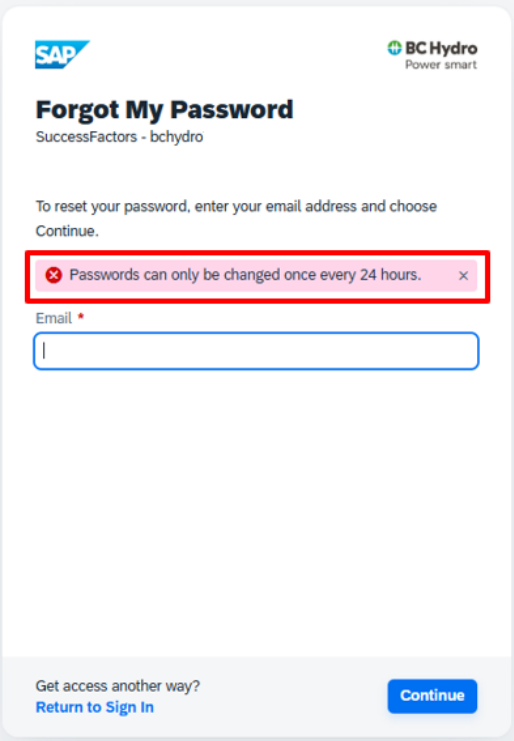
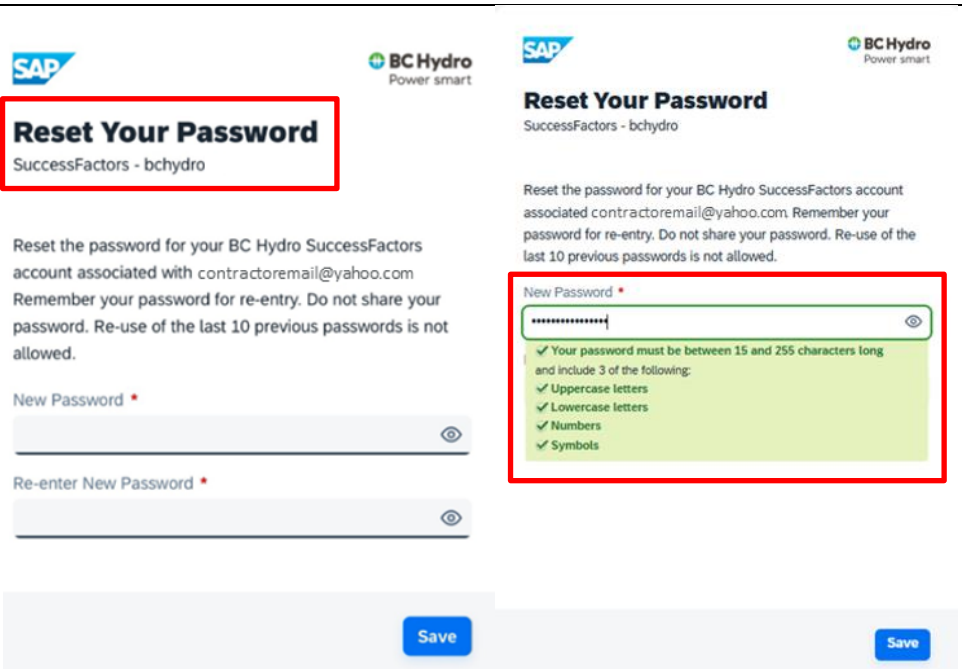
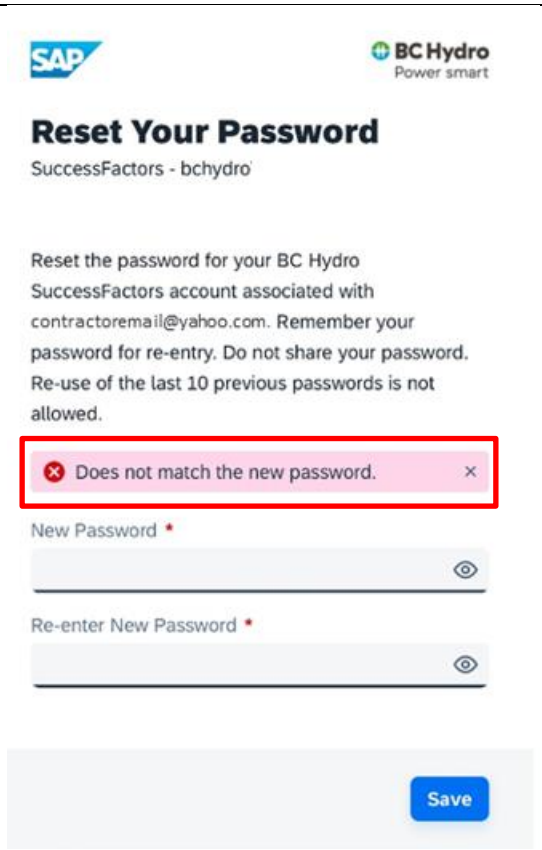
2. Login Error screen: Users will see this screen after the first failed login attempt. **Note:** If users make 3 failed attempts to login, they will need to check their email for further instructions.	
3. Forgot Password screen: User will see this screen when they select the "**Forgot password**" link on the Login / Sign-In page.	

A message will be displayed when user tries to change their password more than once within a 24-hour period.	
4. Reset Password screen: This screen is used to set a new password. **Note:** Users will see this screen when they attempt to log in after 6 months of inactivity in SuccessFactors Learning. **Note:** Password criteria will appear when user starts to type in their password.	

Note: Error message appears if the password entered does not match.	

Questions?

- If you have questions about training topics, email training@bchydro.com
- If you have technical issues with SuccessFactors Learning, please contact **SuccessFactors Learning Help Desk**: SAPSuccessFactorsSupport@bchydro.com or 604-528-1444 (71444), then press 2, then press 5 to speak with an agent.