



PeopleHub Help Guide

GrainCorp Onboarding and Online Learning

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GrainCorp

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PeopleHub Introduction

Our shared passion for people includes a great support system. SAP SuccessFactors is our People Management system which we at GrainCorp like to call “PeopleHub”. PeopleHub provides you with a smooth digital onboarding experience and is a quick, easy, all-in-one system for you to manage your personal information, learning and onboarding tasks before you start with us.

Getting Started

- ☐ You can use Desktop or Mobile. For a better user experience, we recommend using **Google Chrome** as your browser.
- ☐ **Clear browser** cookies and cache (click [here](#) learn how).
- ☐ Have any **GrainCorp email instructions** handy.
- ☐ Have your **personal details** ready, including:
 - Tax File / Inland Revenue / Social Security / National Insurance Number;
 - Superannuation / Kiwi Save / Pension;
 - Australian employees: Letter of compliance for your nominated superannuation fund to attach;
 - United Kingdom employees: P45 form from your previous employer to attach.

Onboarding Overview



Create a New Password and Log in

Once you receive confirmation that your application has been successful, you will receive an email containing access details to the PeopleHub portal to allow you to complete your new starter paperwork and learning assignments.

Please also check your junk/spam folders.



Dear Bank,

Congratulations on accepting your offer of employment with GrainCorp!

The final step is completing your New Starter Paperwork in our people system, [SuccessFactors - graincorp013](#). This is essential to get paid on time, access technology and much more (this will take 10-15 minutes to complete).

1. Click the link [here](#)
2. Create a new password.
3. Under the 'For You Today' section on the homepage, click the 'Complete your Onboarding here' tile to provide your Personal Information.
4. Once that step is complete, proceed with completing the assigned compliance tasks, including e-signing your forms. You may need refresh the page or wait 1 minute for these tasks to become available.

You can use the following link to access PeopleHub at any time before your Start Date. [SuccessFactors - graincorp013](#)

Need Help?

The [PeopleHub User Guide](#) provides step by step instructions for completing your paperwork should you need help.

If you get into trouble, contact your Talent Acquisition Specialist or email peoplehubservices@graincorp.com.au

We look forward to you joining the team and sharing the passion of working at GrainCorp.

GrainCorp Talent Acquisition

GrainCorp Onboarding



Use your email as your username to set up your password.

Click on the '**Click the link here**' to get started.

This will direct you to a new browser screen to allow you to reset your password. Type in your new password and reconfirm.

Click '**Submit**'.

Activate Your Account

An account has been created for you with Identity Authentication for use with SuccessFactors - GraincorpQA. The account information we already have for you is below.

To begin using your account for SuccessFactors - GraincorpQA, set a password below.

Tell Us About Yourself

First Name

Rosendo

Last Name *

Hood

Email *

graincorp.hcmtest+rosendohood@gmail.com

Set Password

Password *

Re-Enter Password *

Save

Select '**Back to Log in**'

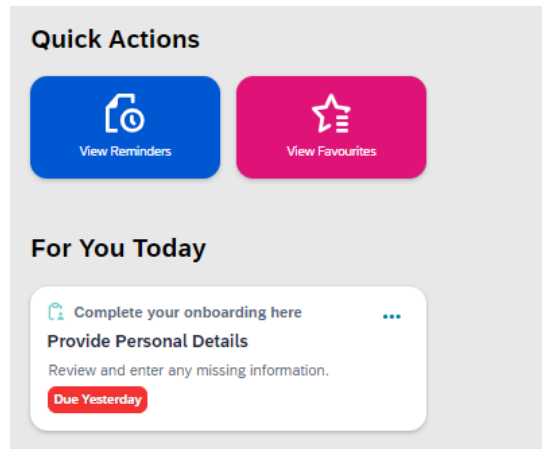
For a better user experience, it is recommended to log into PeopleHub using the Google Chrome browser.

Enter your **email** and your new password, then select '**Log in**'.

Navigating the HomePage

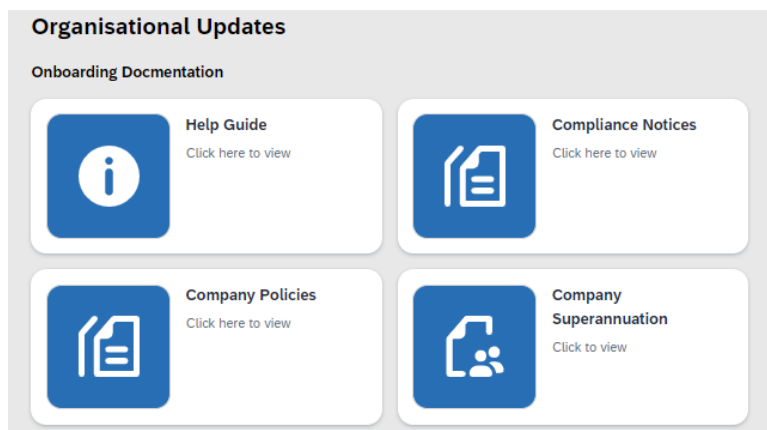
For You Today

This section will contain onboarding tasks that require your immediate attention e.g. Provide Personal Details, Complete Compliance Forms, **Complete E-Signing**, Learning assignments due.



Organisational Updates

This section contains cards that link to other PeopleHub actions and GrainCorp resources.

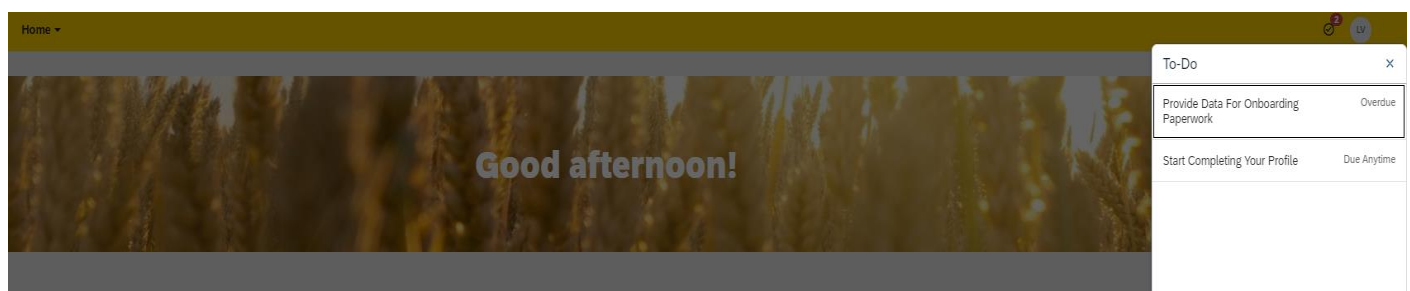


Complete Personal Details & Paperwork

From the homepage, navigate to the top right of the screen to select the **Tick Icon** with the **Red Notification** and select **Complete Paperwork**. This will allow you to:

- Complete onboarding paperwork
- Review/complete personal information and forms
- Acknowledge and e-sign paperwork.

The 'Complete Paperwork' action is only available for 30 days. So that we can pay you on time, ensure you complete all your paperwork within 30 days of your hire date.



You'll walk through the onboarding process to ensure we capture all the information required before your start date.

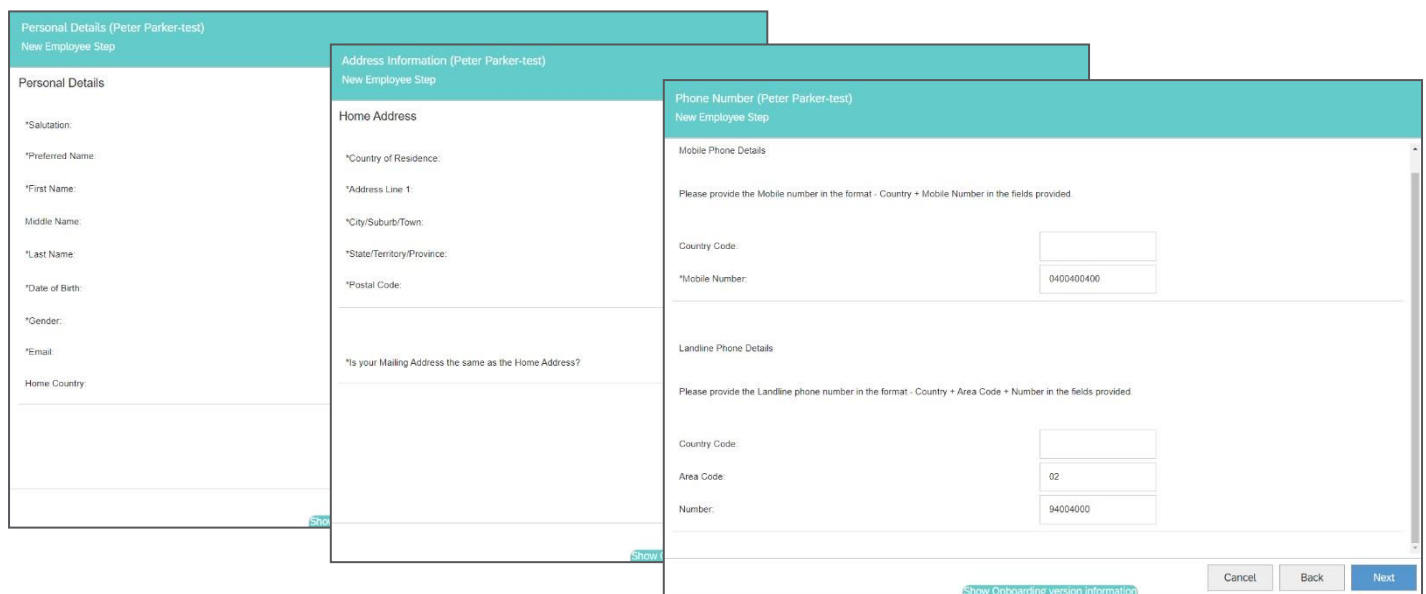
This will take approximately 20 minutes and the system will save your progress through-out, so you can stop and leave at any point and pick up where you left off.

Select 'Next' to continue.

Personal Details

Review and update your personal details. Australian nationals can provide, Birth Certificate and a Photo ID (Australian Passport/Drivers License). Foreign Nationals can provide International Passport.

You **must** provide at **least one (1) emergency contact**.



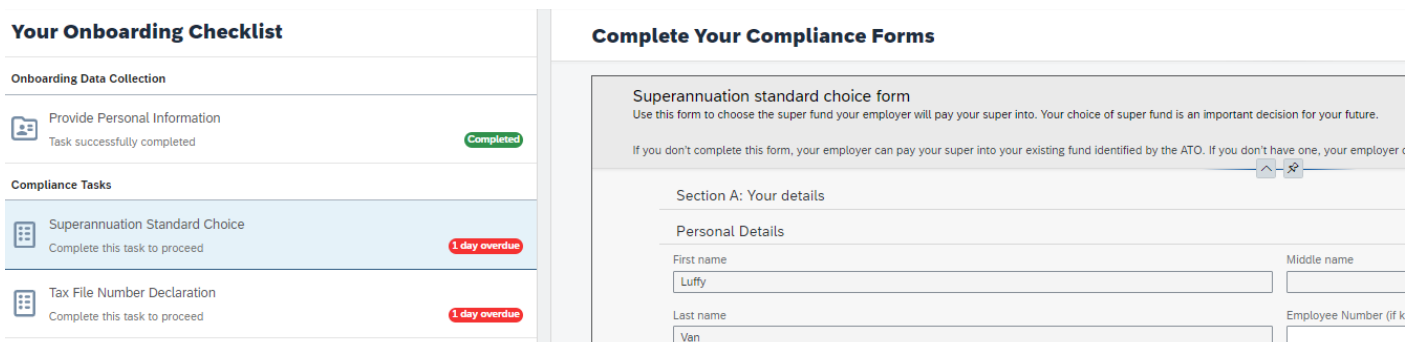
The screenshot displays three overlapping form panels for a new employee step:

- Personal Details (Peter Parker-test):** Fields include *Salutation, *Preferred Name, *First Name, Middle Name, *Last Name, *Date of Birth, *Gender, *Email, and Home Country.
- Address Information (Peter Parker-test):** Fields include *Country of Residence, *Address Line 1, *City/Suburb/Town, *State/Territory/Province, *Postal Code, and a checkbox for *Is your Mailing Address the same as the Home Address?
- Phone Number (Peter Parker-test):** Fields include Mobile Phone Details (Country Code, *Mobile Number), Landline Phone Details (Country Code, Area Code, Number), and a 'Show Onboarding version information' link.

Navigation buttons at the bottom right include Cancel, Back, and Next.

Compliance Forms

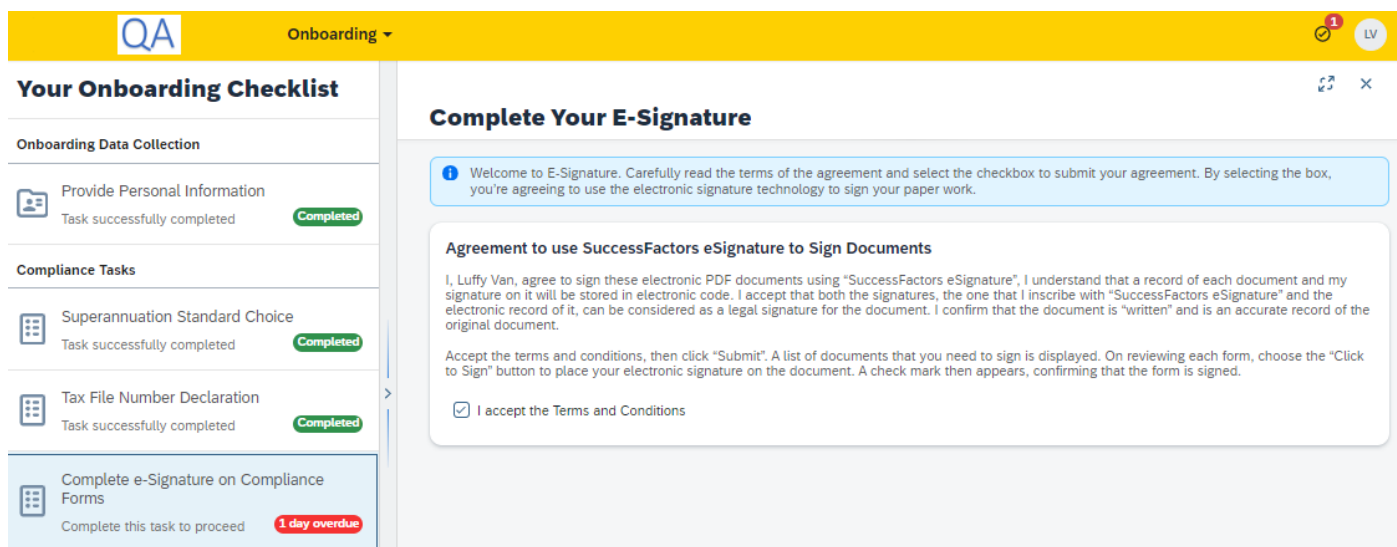
Complete your country specific compliance forms and hit "Submit"



The screenshot displays two sections of the onboarding process:

- Your Onboarding Checklist:**
 - Onboarding Data Collection:** Provide Personal Information (Task successfully completed, **Completed**).
 - Compliance Tasks:**
 - Superannuation Standard Choice (Complete this task to proceed, **1 day overdue**).
 - Tax File Number Declaration (Complete this task to proceed, **1 day overdue**).
- Complete Your Compliance Forms:**
 - Superannuation standard choice form:** Use this form to choose the super fund your employer will pay your super into. Your choice of super fund is an important decision for your future. If you don't complete this form, your employer can pay your super into your existing fund identified by the ATO. If you don't have one, your employer can help you choose one.
 - Section A: Your details:**
 - Personal Details:**
 - First name: Luffy
 - Middle name:
 - Last name: Van
 - Employee Number (if known):

E-Signature



Your Onboarding Checklist

Onboarding Data Collection

Provide Personal Information
Task successfully completed **Completed**

Compliance Tasks

Superannuation Standard Choice
Task successfully completed **Completed**

Tax File Number Declaration
Task successfully completed **Completed**

Complete e-Signature on Compliance Forms
Complete this task to proceed **1 day overdue**

Complete Your E-Signature

Welcome to E-Signature. Carefully read the terms of the agreement and select the checkbox to submit your agreement. By selecting the box, you're agreeing to use the electronic signature technology to sign your paper work.

Agreement to use SuccessFactors eSignature to Sign Documents

I, Luffy Van, agree to sign these electronic PDF documents using "SuccessFactors eSignature", I understand that a record of each document and my signature on it will be stored in electronic code. I accept that both the signatures, the one that I inscribe with "SuccessFactors eSignature" and the electronic record of it, can be considered as a legal signature for the document. I confirm that the document is "written" and is an accurate record of the original document.

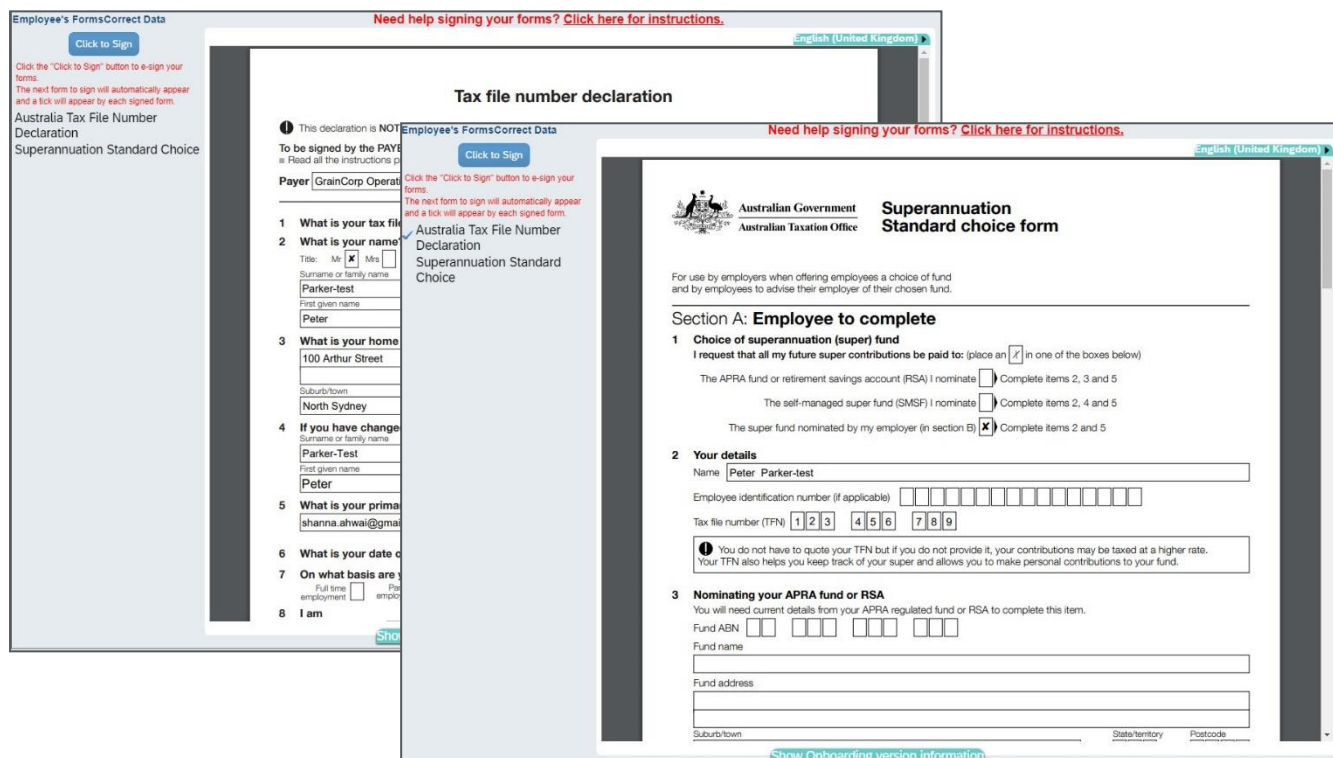
Accept the terms and conditions, then click "Submit". A list of documents that you need to sign is displayed. On reviewing each form, choose the "Click to Sign" button to place your electronic signature on the document. A check mark then appears, confirming that the form is signed.

☒ I accept the Terms and Conditions

The list of documents to sign will automatically appear. These are:

- Australia Tax File Number Declaration form (Australian Employees) and
- Superannuation Standard Choice form (Australian Employees)
- Tax Code Declaration (New Zealand employees)
- Federal and provincial tax declarations (Canada)
- Starter Checklist (United Kingdom employees)

Select the 'Click to Sign' button to sign the forms.



Employee's FormsCorrect Data

Need help signing your forms? [Click here for instructions.](#)

[Click to Sign](#)

To be signed by the PAYER
Read all the instructions before signing.

Payer: GrainCorp Oper

1 What is your tax file number

2 What is your name

Title: Mr ☒ Mrs ☐

Surname or family name: Parker-test

First given name: Peter

3 What is your home

100 Arthur Street

Suburb/town: North Sydney

4 If you have change

Surname or family name: Parker-Test

First given name: Peter

5 What is your primary email address

shanna.ahwai@gmail.com

6 What is your date of birth

7 On what basis are you employed

Full time ☐ Part time ☐ Other ☐

8 I am

Peter Parker-test

[Show Onboarding version information](#)

Tax file number declaration

This declaration is NOT to be signed by the PAYER. Read all the instructions before signing.

[Click to Sign](#)

Click the "Click to Sign" button to e-sign your forms. The next form to sign will automatically appear and a tick will appear by each signed form.

Australia Tax File Number Declaration
Superannuation Standard Choice

Australian Government
Australian Taxation Office

Superannuation Standard choice form

For use by employers when offering employees a choice of fund and by employees to advise their employer of their chosen fund.

Section A: Employee to complete

1 Choice of superannuation (super) fund

I request that all my future super contributions be paid to: (place an ☒ in one of the boxes below)

The APRA fund or retirement savings account (RSA) I nominate ☐ Complete items 2, 3 and 5

The self-managed super fund (SMSF) I nominate ☐ Complete items 2, 4 and 5

The super fund nominated by my employer (in section B) ☒ Complete items 2 and 5

2 Your details

Name: Peter Parker-test

Employee identification number (if applicable):

Tax file number (TFN): 1 2 3 4 5 6 7 8 9

3 Nominating your APRA fund or RSA

You will need current details from your APRA regulated fund or RSA to complete this item.

Fund ABN:

Fund name:

Fund address:

Suburb/town:

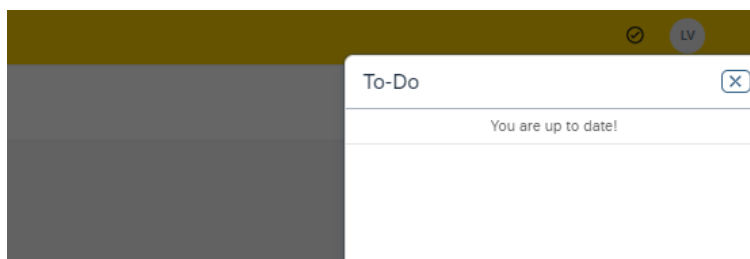
State/Territory:

Postcode:

You can select 'Print' to print your documents and clicking on 'Download All'.

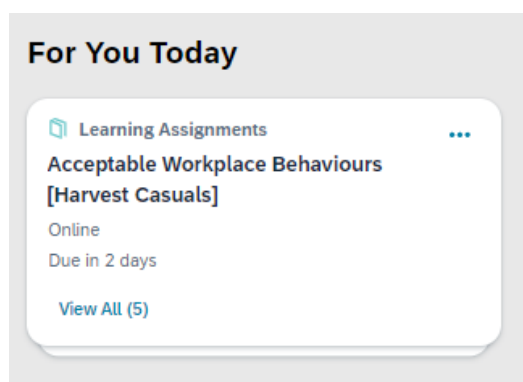
Navigate to the Homepage, select the To-Do icon to see that you are up to date.

If you identify any error – Email peoplehubservices@graincorp.com.au or your Talent Acquisition Specialist.



Harvest Casual Worker Online Learning

Complete Learning Modules



On the homepage, navigate to the 'For You Today' section and there will be a 'Learning Assignments' card. On the card, click "View All" to view all learning that is due within the next 30 days.

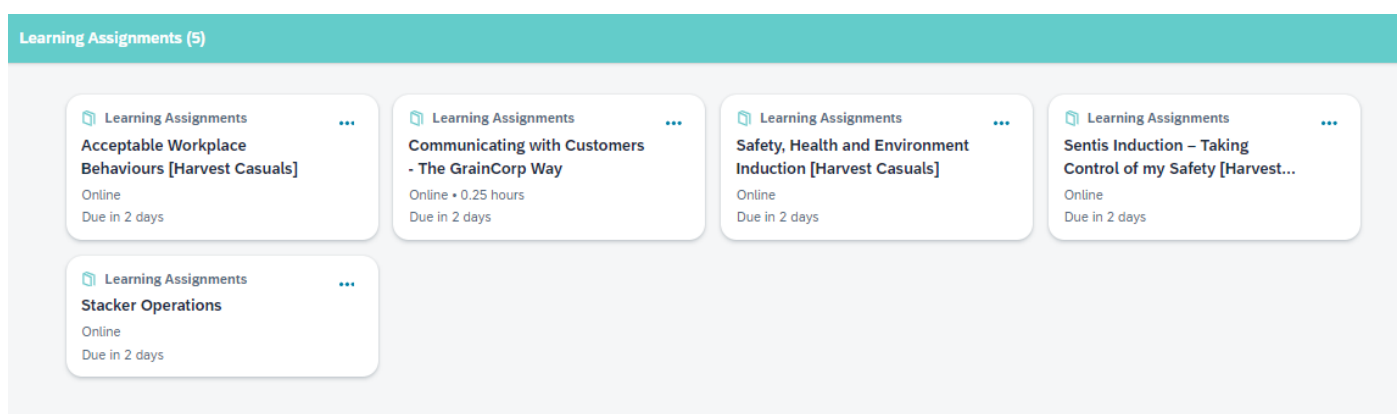
All courses are required to be completed prior to your start date. If you don't complete your learning before your start date, you won't be able to commence work.

If you don't see your 'Learning Assignments' card when you first log in, please note that learning modules are automatically allocated and refreshed through-out the day (8.00am, 11:00am, 2pm, 5pm and 8pm), so please check in again later.

Click on a course card to launch the online module. To ensure a smooth learning experience, we recommend you:

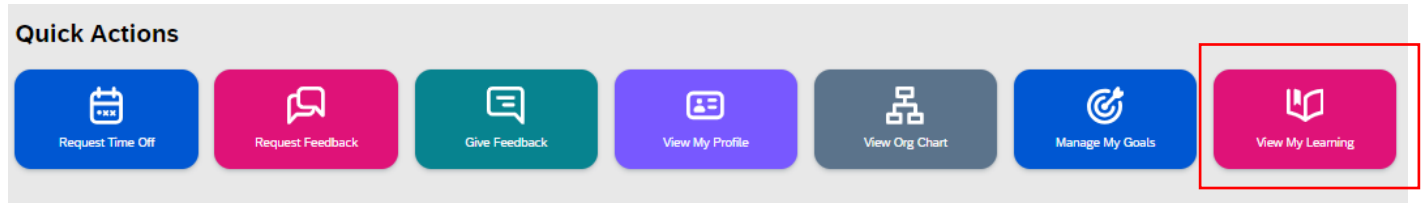
- Launch the course in Google Chrome
- Clear browser cookies and cache. Click [here](#) for instructions on clearing cache and cookies.

Once you have completed the module, it is important to select 'Return to Content Structure' to ensure your Learning module is recognised as being completed.

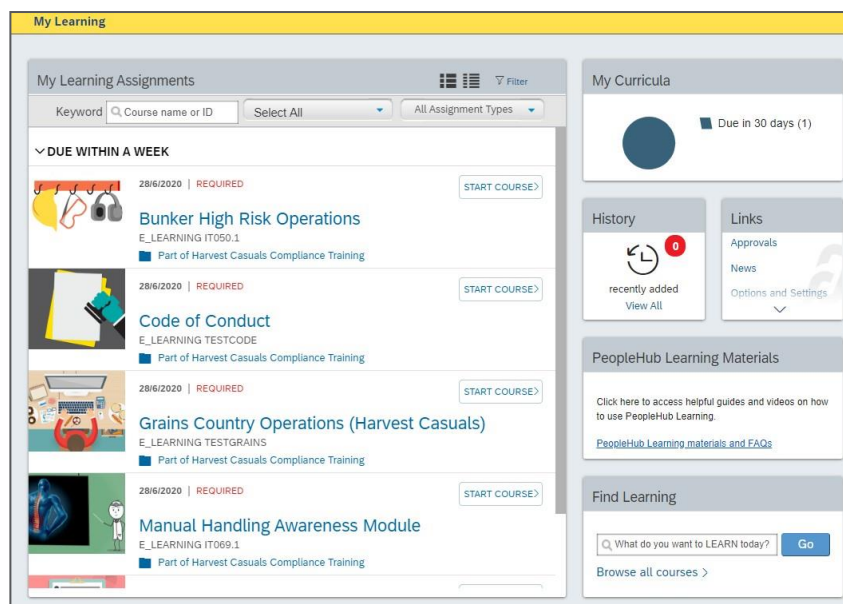


You can also track the progress of your learning by accessing your Learning dashboard.

From your PeopleHub homepage, select the **'My Learning'** card under the **'Quick Actions'** section.

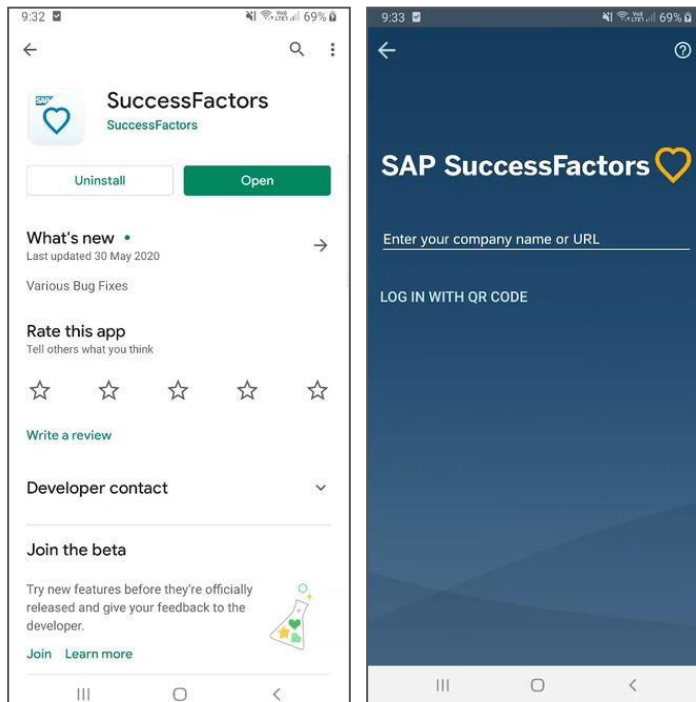


The **'My Learning Assignments'** dashboard displays all your assigned learning activities and allows you to start courses, track courses that are in progress and view a history of your completed learning.



Mobile Device - Successfactors Application

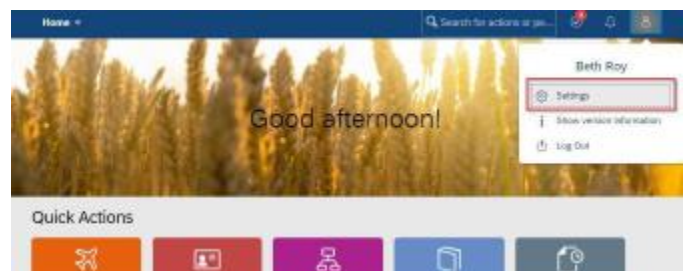
You can also access your learning via other devices if that's better for you. Learning can also be accessed by using the SAP SuccessFactors mobile app. However, you'll also need access to a computer to register your device using a QR Code.



Open Google Play (Android device) or the App Store (iOS device). Search for '**SuccessFactors**'.

Select SuccessFactors (Do not use Learning By SuccessFactors). Select '**Install**' and then click open.

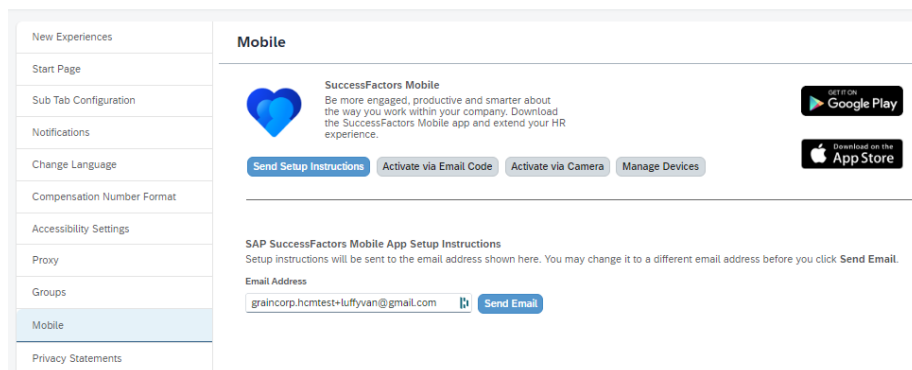
Click '**Log in with QR code**'. Allow SuccessFactors to access your camera.



Go to your computer and login to PeopleHub.

From the PeopleHub homepage, at the top right screen, click on profile photo and then select 'Settings' from the dropdown.

Settings



From the '**Settings**' screen, select '**Mobile**' from the menu panel on the left.

Click on '**Activate via Camera**'.

A QR code will appear on your computer screen. Use the camera on your mobile device to scan the displayed QR code on the desktop.

Mobile device, scan the QR code below. The code will expire in 30 seconds.



From the SuccessFactors app, click **'My Courses'** to access your online learning.

Click on **'Launch'** to start the online course.

Mobile Device – Browser

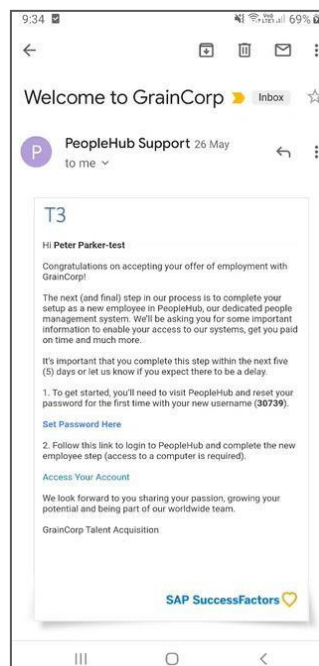
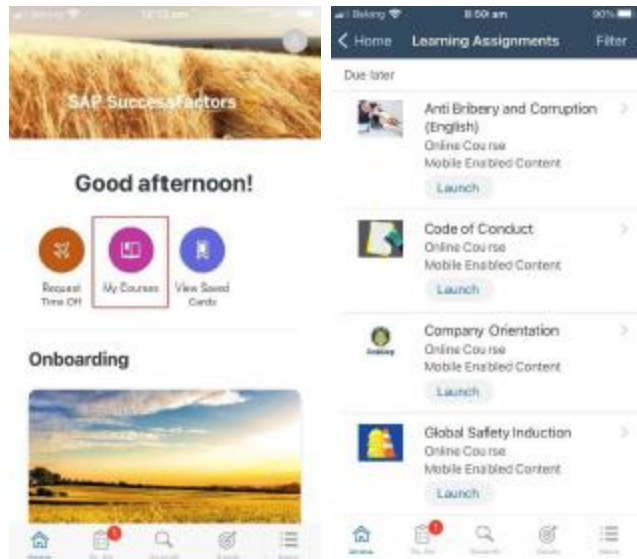
Online modules can also be accessed using your mobile browser. If you are using an iOS device, ensure the following settings are applied to your device and Safari.

From your device, go to **'Settings'** and locate the Safari app.

Turn off **'Prevent Cross-Site Tracking'** and **'Block All Cookies'** settings.

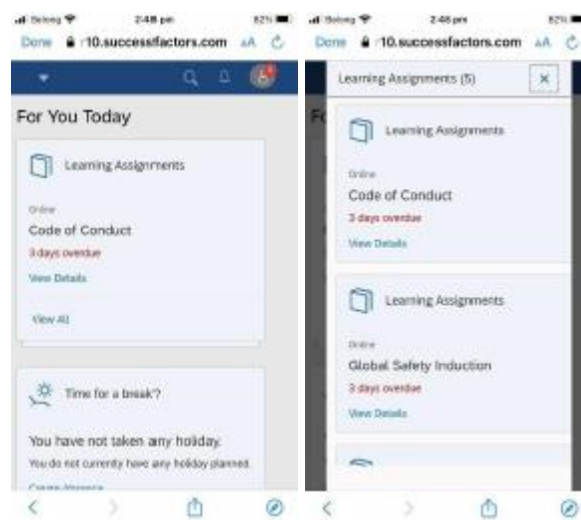
Go to your mobile phone and from your email app, locate the PeopleHub Welcome email and select **'Access your Account'**.

Log in using your email and password.



Locate the **'Learning Assignments'** card in the For You Today section and click **'View All'** to view assigned learning modules.

Click on the course card to start the course.



Frequently Asked Questions – Onboarding

I can't login to PeopleHub

The resolution depends on where you are in our onboarding process:

Issue	Comment/Recommended Change
I am logging in after my Hire Date	<p>On your Hire Date, your employee PeopleHub profile becomes active.</p> <p>A new username and password have been generated and is with your manager to provide on your first day / shift.</p> <p>You won't be able to access PeopleHub, please contact your manager for your new username and password.</p> <p>Once you have received these credentials, see Logging into PeopleHub remotely after your Hire Date.</p>
How do I reset my password?	<p>Use your email as user name and select the reset password option to change your password. You will receive an email to initiate the password reset before being redirected to the PeopleHub homepage.</p>

I am physical at a GrainCorp location and cannot login to PeopleHub using a GrainCorp computer

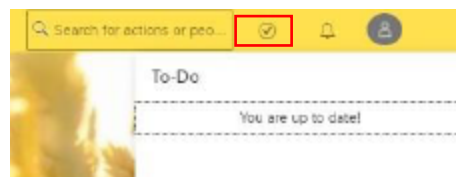
Prior to your Hire Date, you will not be able to access the GrainCorp network or computers. If you are required to use a GrainCorp computer to complete your online paperwork or Online Learning before your Hire Date, please follow the steps below.

1. From the Google Chrome browser, open a "New Incognito Window".
2. Copy and paste this link into the URL search bar
<https://performancemanager10.successfactors.com/sf/start?s.crb=NJdQbftthniaFJpNgsMpVOnu27NI%253d#/login>
3. For **CompanyID** field enter **GraincorpProd** (case sensitive).
4. Login with your personal email and password (check your emails).

How do I know if all my new starter paperwork is completed?

Once you have signed and submitted your documents, you will receive an email notification stating that you have completed.

Navigate to the Homepage, select the To-Do icon to see that you are up to date.



I made a mistake on my personal details or compliance form

Email Peoplehub Services (peoplehubservices@graincorp.com.au) or your Talent Acquisition Specialist and we will restart your onboarding.

I have completed my onboarding however my personal details have changed

You will need to update any personal details yourself in PeopleHub on or after your Hire Date.

On your Hire Date, new GrainCorp network account credentials are generated and will be with your manager. Please ask for these credentials on your first day to login to PeopleHub and make the changes.

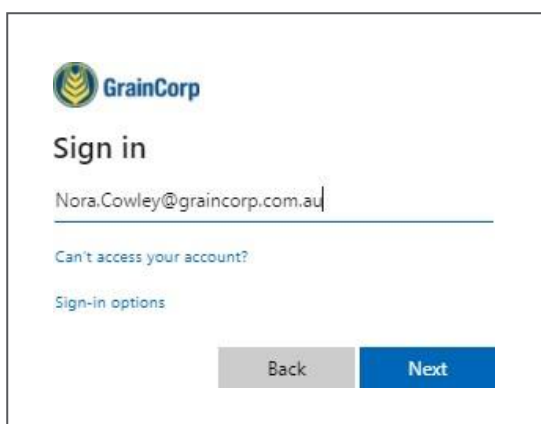
Logging into PeopleHub remotely after your Hire Date

To get started, you will need access to your GrainCorp network account credentials. This can be done:

- Offsite - Your manager may send your computer user login credentials to you by email.
- On a GrainCorp site – Visiting a GrainCorp site where your manager will provide you with your computer user login credentials.

Once you receive your GrainCorp computer user login credentials to access the GrainCorp network from your supervisor, using your own computer or device, go to <https://graincorp.sharepoint.com/sites/jumbunna>

Important: For a better user experience and to ensure that learning modules you complete are captured in the system, it is recommended to use the Google Chrome browser.

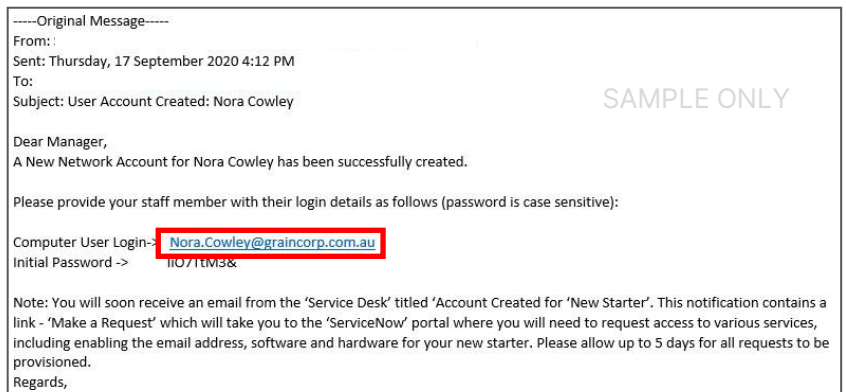


The image shows a screenshot of the GrainCorp sign-in page. At the top left is the GrainCorp logo. Below it, the text 'Sign in' is displayed. A text input field contains the email address 'Nora.Cowley@graincorp.com.au'. Below the input field are two links: 'Can't access your account?' and 'Sign-in options'. At the bottom of the form are two buttons: 'Back' and 'Next'.

You will be directed to the GrainCorp sign in page to allow you to log into the GrainCorp network.

Enter your username (GrainCorp Network Username) provided in the email received from your Manager.

Once your username has been entered, select 'Next'.



Enter the 'Initial Password' provided in the email received from your GrainCorp supervisor. Once the initial password has been entered, select 'Sign in'.

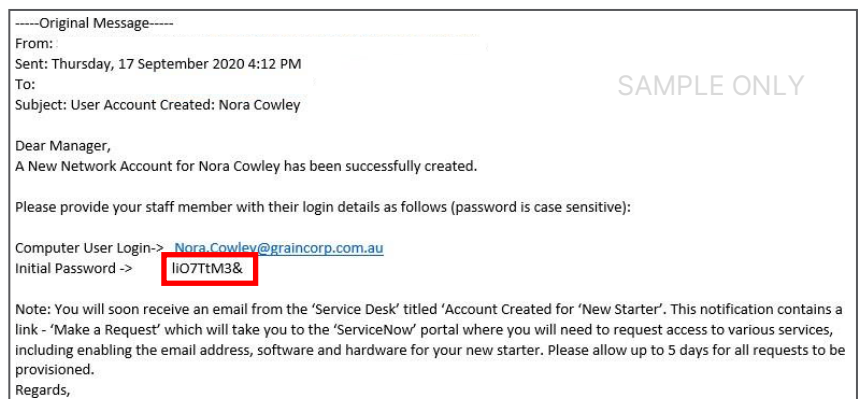


← nora.cowley@graincorp.com.au

Enter password

[Forgot my password](#)

[Sign in](#)




You will be prompted to change your password to a new password.

Ensure that your new password meets the following minimum requirements:

- Should not contain the user's account name or parts of the user's full name
- Be at least eight characters in length
- Contain characters from three of the following four categories:
 1. English uppercase characters (A through Z)
 2. English lowercase characters (a through z)
 3. A digit (0 through 9)
 4. Non-alphabetic characters (~!@#%&^*_*-+=`\'()\{\}[]:;'"<>.,/?/)

Once you have changed your password, select 'Sign in'.



nora.cowley@graincorp.com.au

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

[Sign in](#)



nora.cowley@graincorp.com.au

Stay signed in?

Do this to reduce the number of times you are asked to sign in.

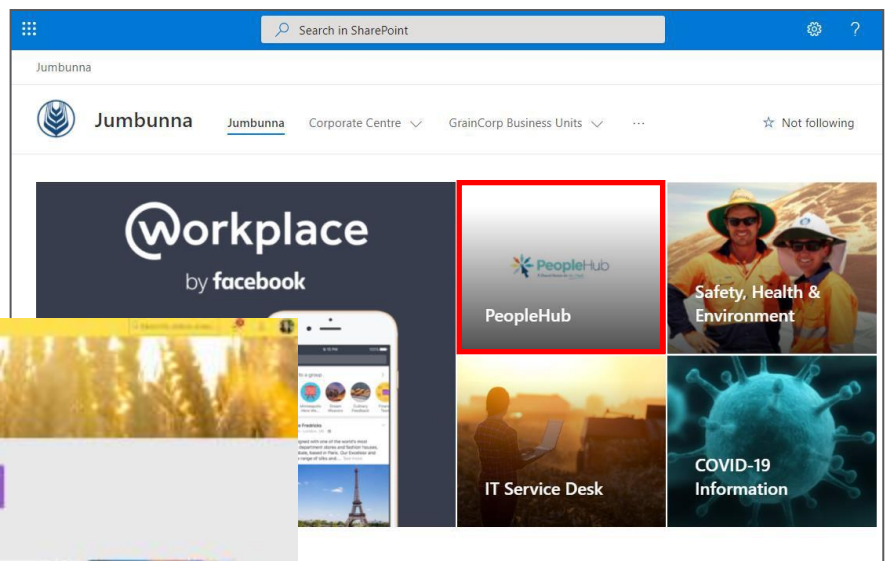
☐ Don't show this again

No Yes

Select 'Yes' to stay signed in.

You will be directed to the GrainCorp Intranet page (Jumbunna).

Select the 'PeopleHub' tile.



Frequently Asked Questions – Online Learning

I have accessed PeopleHub but there are no learning modules to complete?

Learning modules are only available for Harvest Workers to complete prior to their Hire date. For all other employees, learning modules will be available on Day 1 of employment.

Harvest learning allocation kicks off every odd hour now - so 5am, 7am, 9am, 11am, 3pm, 5pm and 7pm, so please check in again later.

I have not completed all learning modules and I have past my nominated Hire Date

A new username has been generated and is with your manager. You won't be able to access PeopleHub, please contact your manager for the new username and password.

How do I know if I have completed all necessary learning?

Logging in via Desktop: From the PeopleHub main menu, select Learning to view the 'My Learning Assignments' dashboard. If you are all up to date, there will not be any courses listed.

Logging in via SuccessFactors mobile app: Select 'My Courses' on the homepage. The screen will show any outstanding courses. If you are up to date, the screen will show you are up to date.

Learning modules will not load or keeps freezing when I try to complete them?

You can also access your learning via mobile devices and tablets using the SuccessFactors app. If you are using a desktop, ensure you are using Google Chrome and follow these tips to set yourself up for a smooth learning experience:

- Restart your device
- From your Google Chrome browser, clear cache and cookies
 1. On your computer, open Chrome.
 2. At the top right, click More (symbol is 3 vertical dots)
 3. Click More tools and then Clear browsing data.
 4. At the top, choose a time range. To delete everything, select All time.
 5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
 6. Click Clear data.
- Launch modules in Google Chrome.

The system has not captured that I completed my learning modules?

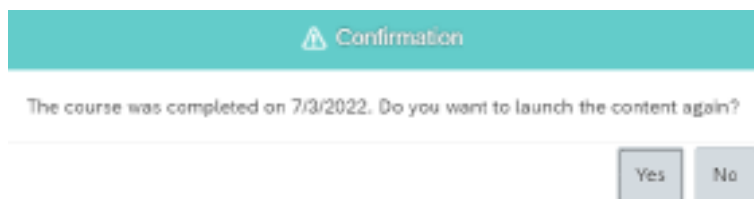


It is important to use Google Chrome when completing modules, as other browsers are not consistent with capturing completion results in the system.

When you launch a module, this will open within the system.

If the system browser tab is closed, refreshed, or navigated away from before you complete the course, this will not save your progress or results.

I have completed my modules multiple times and the system shows that I must do them again?



The system will automatically allocate your required learning modules. If you are accessing a module that you have already completed a warning prompt will appear. Select 'No' to avoid reassigning the module to your learning plan.

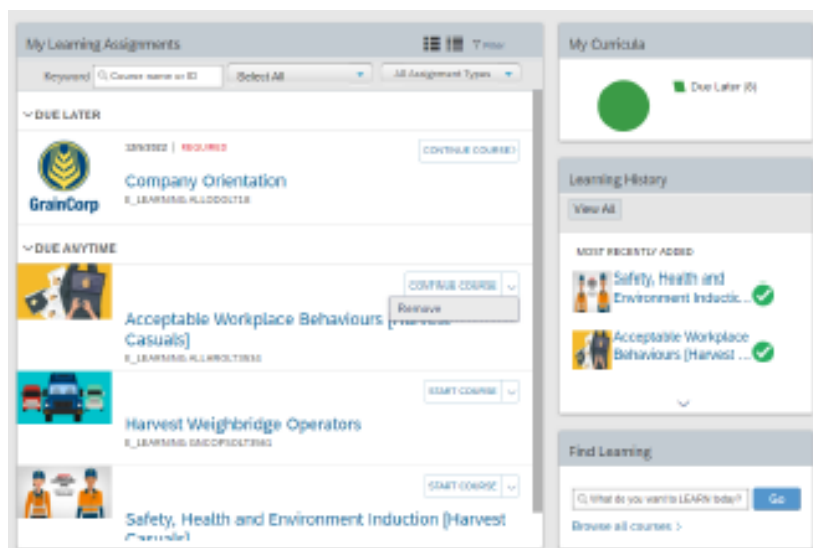
When you complete an online module, it will take

you to a window advising that the content has ended.

We encourage you to select the 'My Learning' link or home button found in the top left-hand of your screen, to go back and view any remaining allocated learning.

If you have self-assigned a module that you have already completed, go to your home page, and select 'My Learning'. This will take you to your 'My Learning Assignments' dashboard.

Find the module in your allocated learning. Select the down arrow in the '**Start or Continue Course**' button, then click '**Remove**'.



Contact Us

If you have any questions or need assistance, you can contact GrainCorp Human Resources via peoplehubservices@graincorp.com.au or your Talent Acquisition Specialist.

Harvest Workers

Your GrainCorp Site Manager will be in touch with you directly regarding your start date. Human Resources are unable to confirm your start date or related details.

I'm a Harvest Worker and have decided not to work for GrainCorp this harvest

If you're having second thoughts, please contact harvestrecruitment@graincorp.com.au

Telephone: 1800GrainCorp | International: +61 1800 472 462 (Select Option 2)
Email: peoplehubservices@graincorp.com.au