



# PeopleHub Help Guide

GrainCorp Onboarding and Online Learning

13 August 2025

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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.

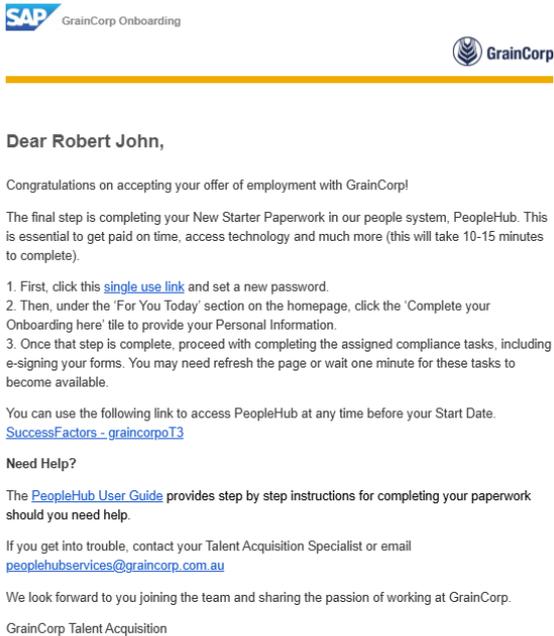
### Onboarding Overview



## Create your password and log in

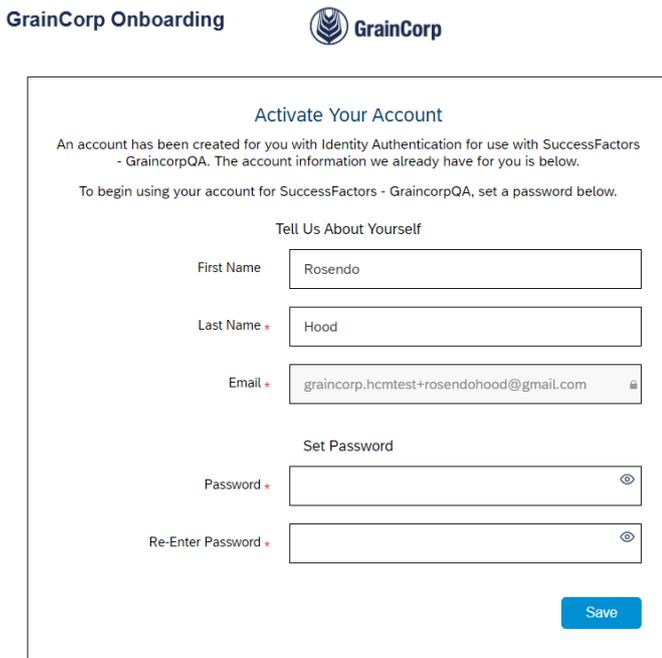
If your application is successful, we'll send you an email with your login details for **PeopleHub**. This is where you'll complete your new starter paperwork and online training.

**Tip:** Check your junk or spam folder if you don't see the email.



## Set up your password

- Your **username is your email address**
- Click on the **“Single use link”** in the email to get started
- A new browser window will open where you can **create your password**
- Type in your new password, then type it again to confirm
- Click **Submit** to finish



## Log in to PeopleHub

- Click **‘Back to Log in’**.
- For the best experience, use **Google Chrome** as your browser.
- Enter your **email** and your **new password**, then click **‘Log in’**.

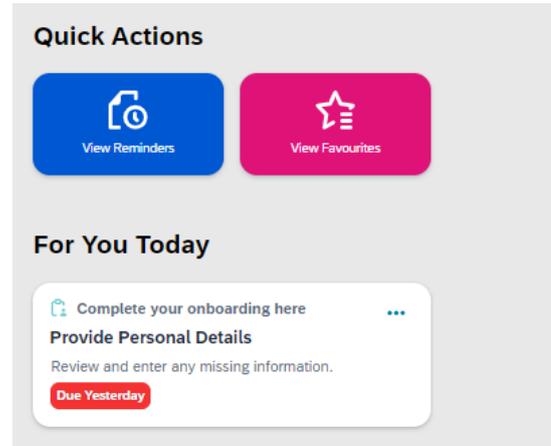
## Navigating the HomePage

### For You Today

This section shows any tasks you need to do right away — like:

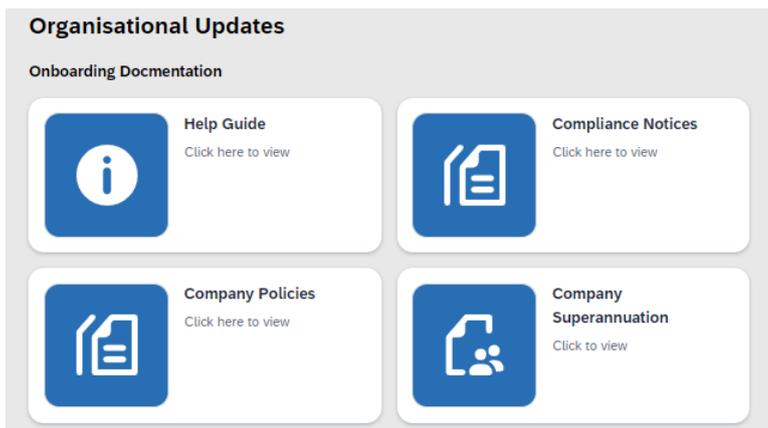
- Providing your personal details
- Completing compliance forms
- E-signing documents
- Finishing learning assignments

**Tip:** Check this section regularly to stay on track.



### Organisational Updates

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



### Complete Your Personal Details & Paperwork

From the homepage, got to the **top right corner** of your screen and click the **Tick Icon** with the **Red Notification**. Then select **Complete Paperwork**.

Here you can:

- Fill in your onboarding paperwork
- Review/complete personal information and forms
- Acknowledge and e-sign paperwork.

**The 'Complete Paperwork' action is only available for 30 days.** To make sure you get paid on time, please finish all paperwork within 30 days of your hire date.



### Onboarding Process

You'll be guided through the onboarding steps to make sure we have everything we need before your start date.

- It takes around **20 minutes** to complete
- Your progress is saved as you go, so you can stop anytime and continue later.

Click **'Next'** to get started.

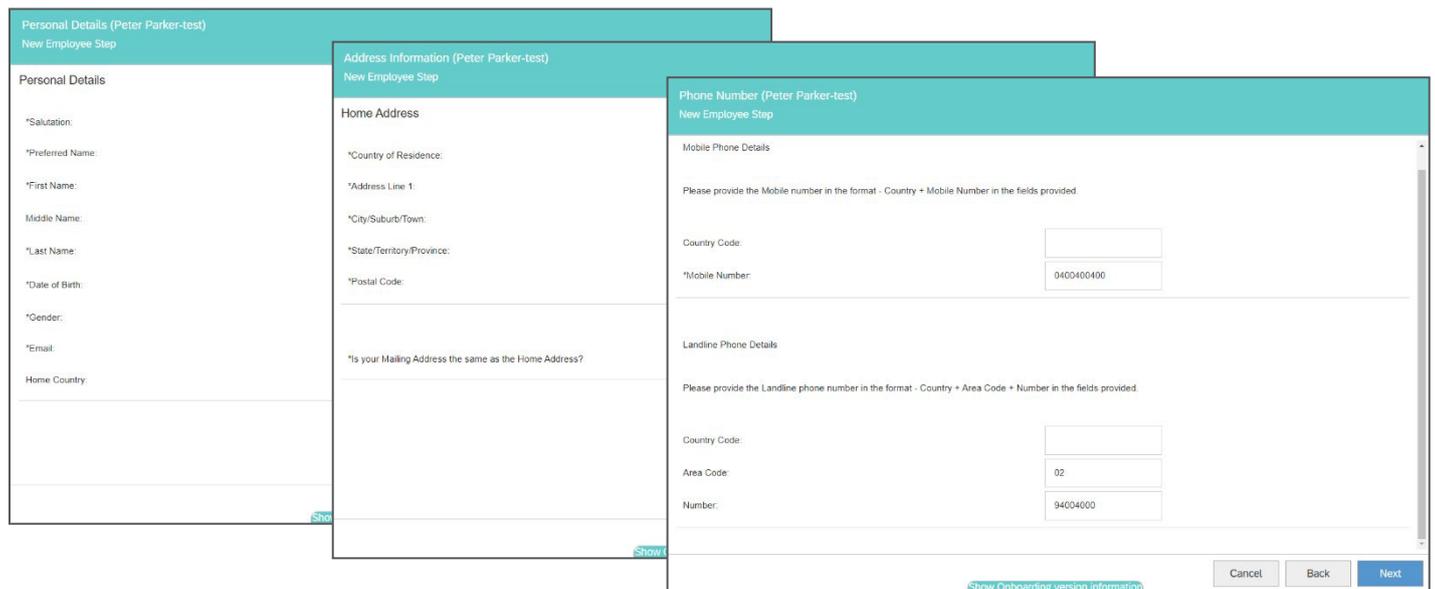
### Personal Details

Review and update your personal information.

To prove your identity, you can provide:

- **Australian citizens:** A birth certificate and photo ID (like an Australian passport or driver's licence)
- **Non-citizens:** An international passport

You must provide **at least one emergency contact**.



### Compliance Forms

Complete your country specific compliance forms and hit "Submit" to finish.

### 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.

^ - x

**Section A: Your details**

**Personal Details**

First name	Middle name
<input type="text" value="Luffy"/>	<input type="text"/>
Last name	Employee Number (if known)
<input type="text" value="Van"/>	<input type="text"/>

## E-Signature

QA
Onboarding ▾
1 LV

### 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

**Information** 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.

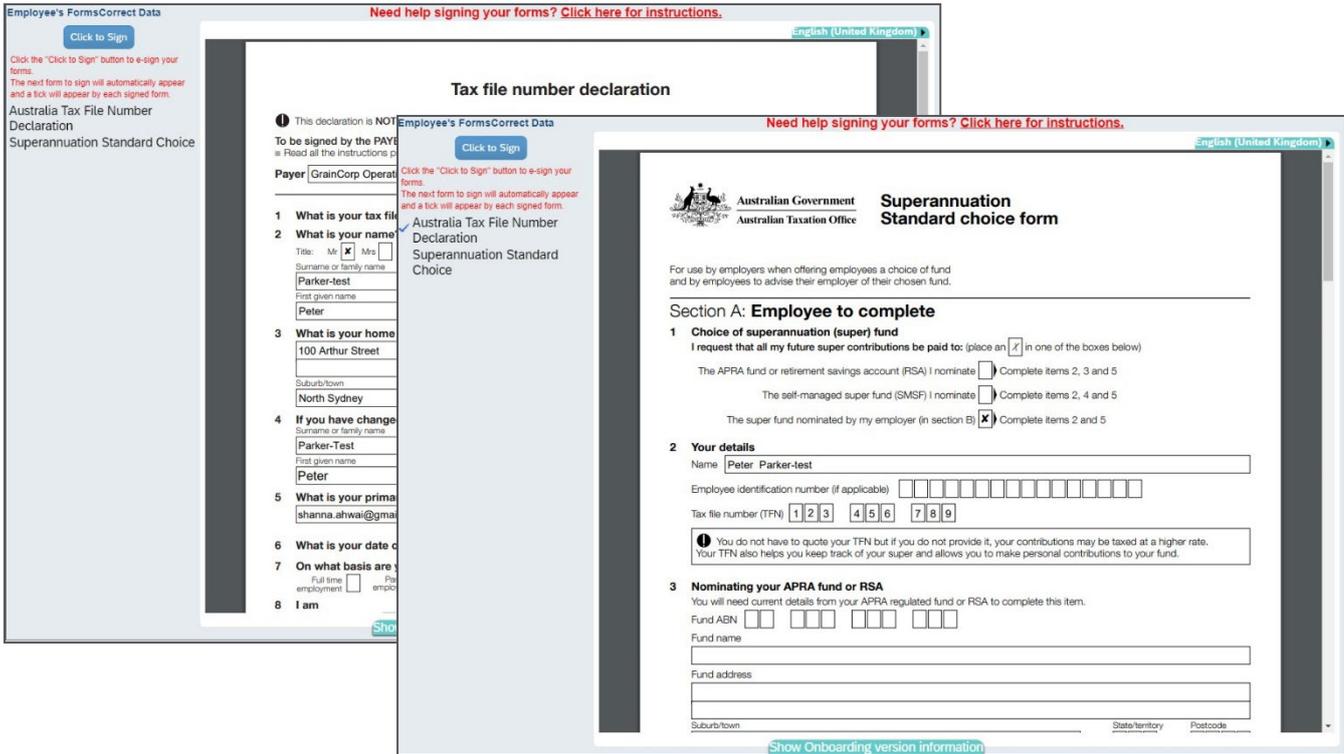
Accept the terms and conditions, then click "Submit". A list of documents that you need to sign is displayed. On reviewing each form, choose the "Click to Sign" button to place your electronic signature on the document. A check mark then appears, confirming that the form is signed.

I accept the Terms and Conditions

The documents you need to sign will appear automatically. These include:

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

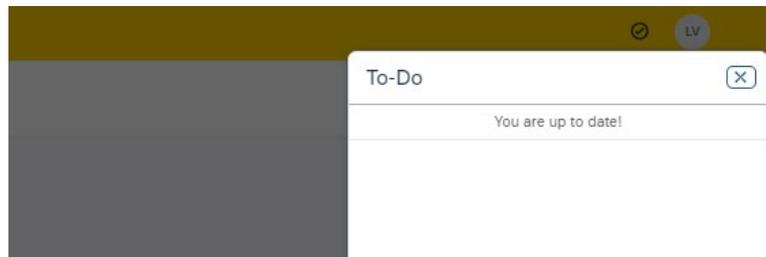
Click the **'Click to Sign'** button to complete the signatures.



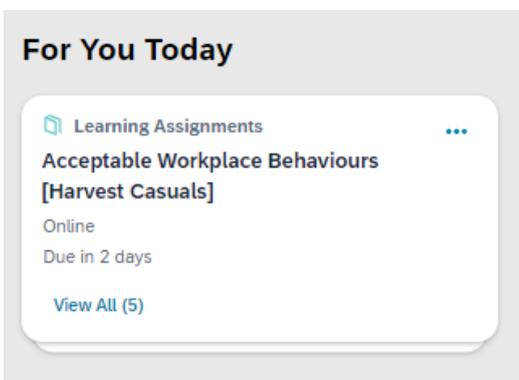
You can click **'Print'** to print your documents or **'Download All'** to save them.

To check your progress, go to the Homepage and select the **To-Do** icon.

**If you identify any error** – Email [peoplehubservices@graincorp.com.au](mailto:peoplehubservices@graincorp.com.au) or your Talent Acquisition Specialist.



### Harvest Casual Worker Online Learning



#### How to complete your learning modules:

- On the homepage, find the **'For You Today'** section.
- Look for the **'Learning Assignments'** card and click **"View All"** to see all courses due in the next 30 days.
- You must complete all courses before your start date. If not completed, you won't be able to start work.

**If you don't see the 'Learning Assignments' card right away:**

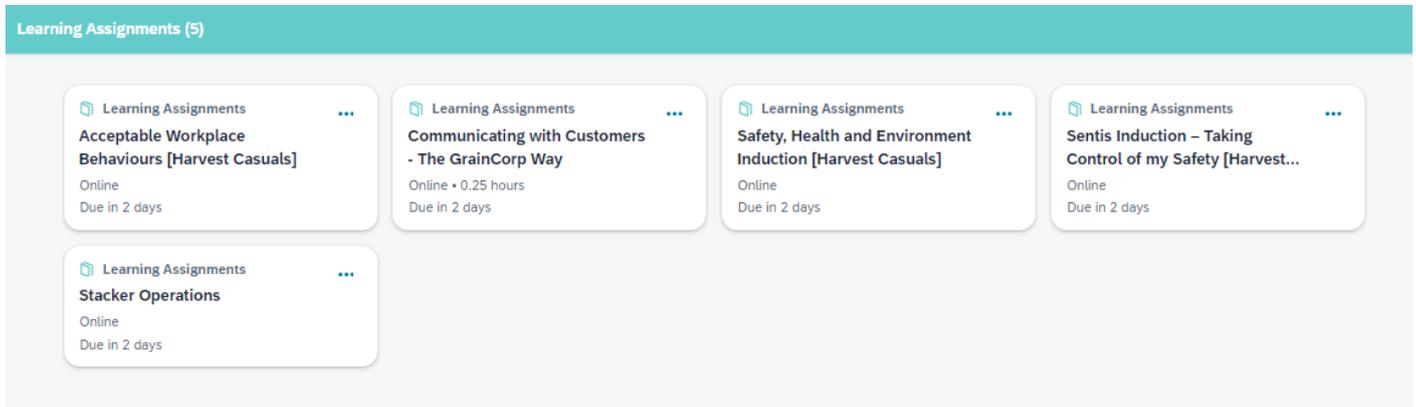
- Learning modules are automatically added and updated throughout the day at 8:00 am, 11:00 am, 2:00 pm, 5:00 pm, and 8:00 pm.
- Please check back later.

**To start a course:**

- Click on a course card to open it.
- For the best experience, use Google Chrome.
- Clear your browser's cookies and cache before starting. [Click here for instructions on how to clear cache and cookies.]

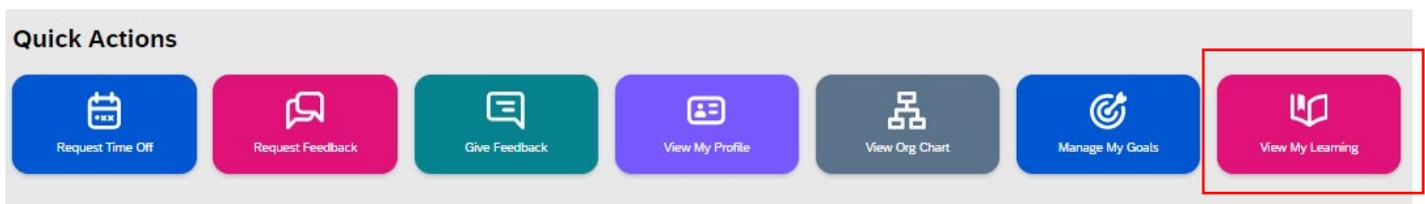
**Important:**

After finishing a module, click **'Return to Content Structure'** so the system records your completion.

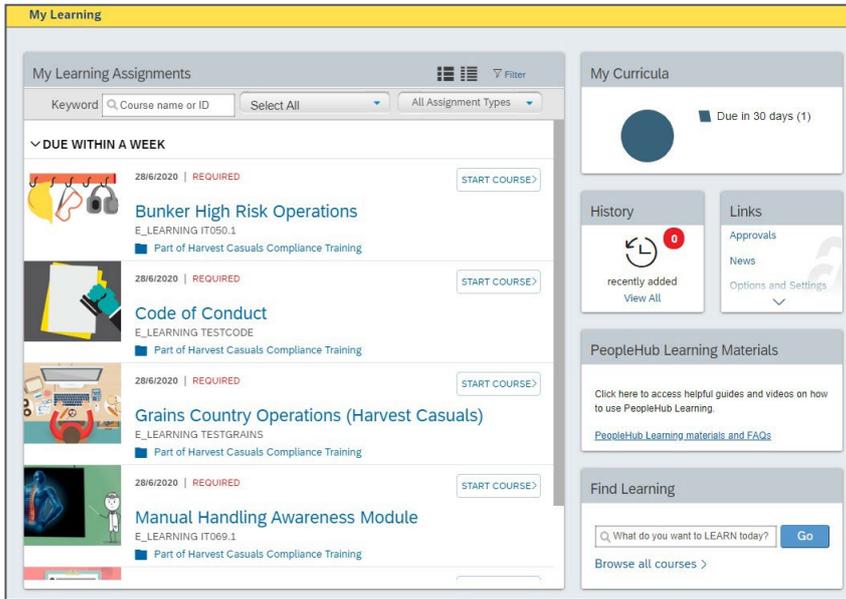


You can track your learning progress anytime through your Learning dashboard.

- From the PeopleHub homepage, go to the **'Quick Actions'** section and select the **'My Learning'** card.



- The **'My Learning Assignments'** dashboard shows all your assigned courses.
- Here you can start new courses, see courses you're currently working on, and view your completed courses history.



### Mobile Device - Successfactors Application

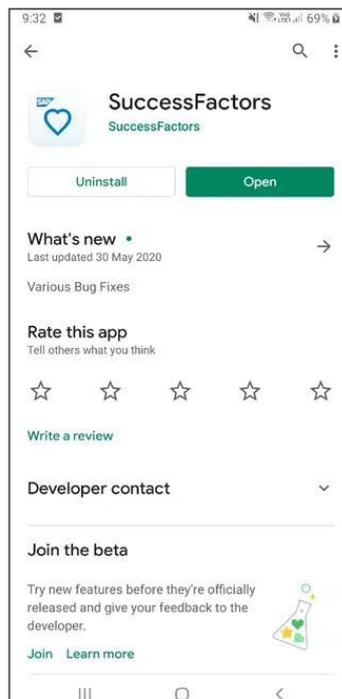
You can also complete your learning on a mobile device using the **SAP SuccessFactors** app. However, you'll need a computer once to set it up using a QR code.

Issue	Comment/Recommended Change
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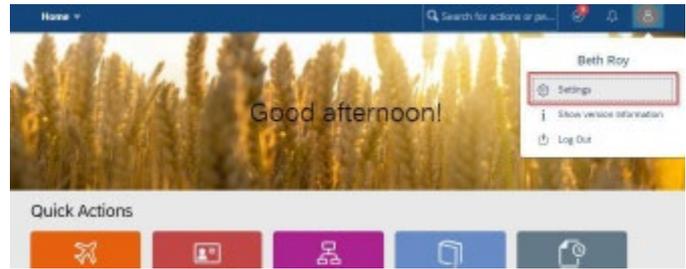
Open Google Play or the App Store and search "SuccessFactors".

Download the **SuccessFactors** app (not *Learning by SuccessFactors*).

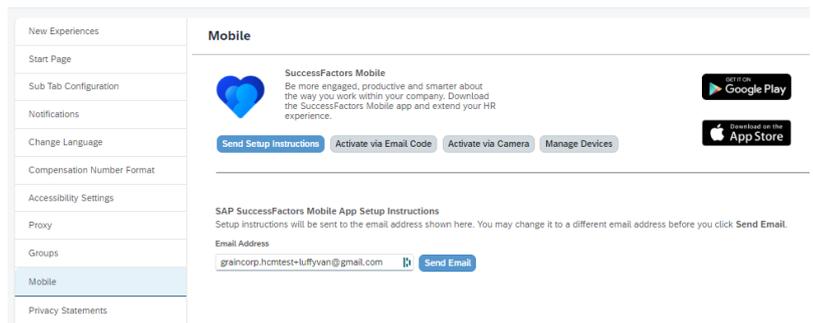
Tap **Open**, then **Log in with QR Code**. Allow camera access.



On your computer, log in to **PeopleHub**. Click your profile photo > **Settings** > **Mobile** > **Activate via Camera**.



**Settings**



**Scan QR Code**

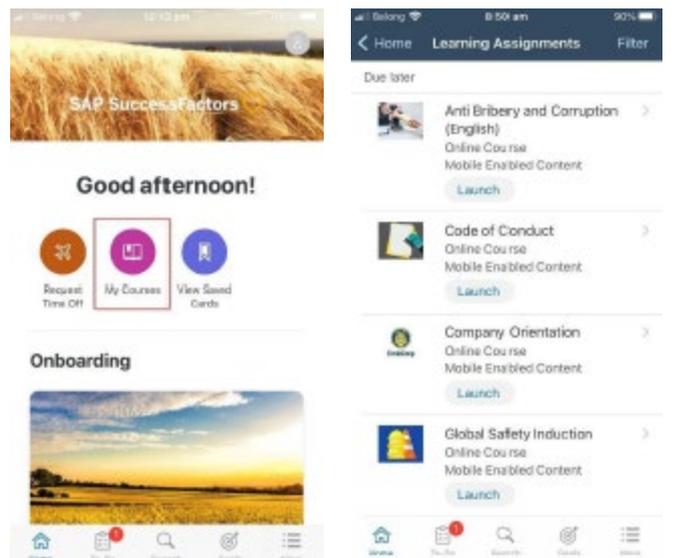
Using the camera on your mobile device, scan the QR code below. The code will expire in 30 seconds.

Scan the QR code using your phone.

00:29  
Seconds Remaining



In the app, go to **My Courses**. Tap **Launch** to begin.



### Access Learning via Mobile Browser (iOS)

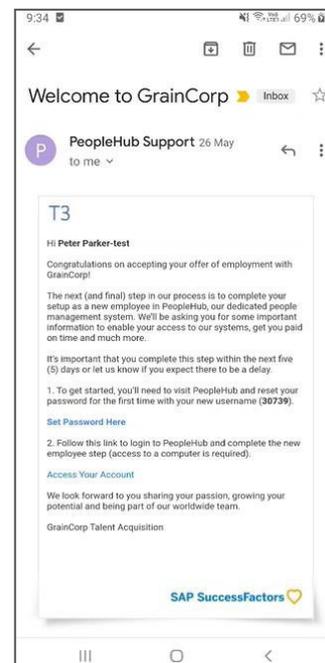
You can also complete your online learning through your mobile browser. If you're using an **iPhone or iPad**, follow these steps to get started:

Issue	Comment/Recommended Change
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**Update Safari settings:** On your device, go to **Settings > Safari**. Turn off: – *Prevent Cross-Site Tracking* – *Block All Cookies*



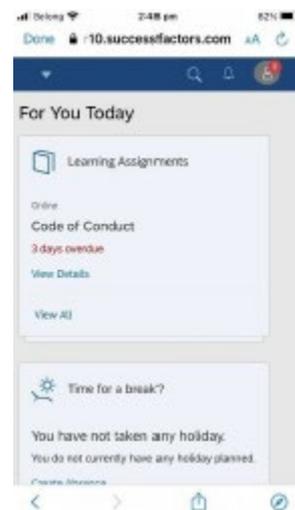
Open your **email app**. Find the **PeopleHub Welcome** email and tap **Access Your Account**.



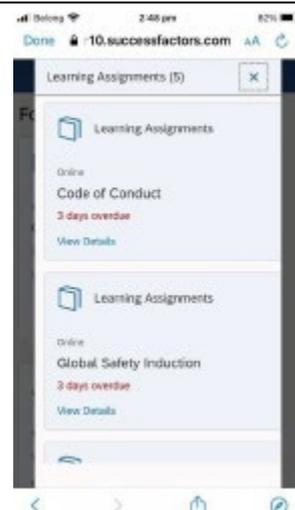
Log in to PeopleHub using your **email** and **password**.



On the homepage, scroll to the **'For You Today'** section. Tap the **Learning Assignments** card, then select **View All**.



Tap on the **course card** to start your learning module.



## 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 <b>after</b> 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 <b>Logging into PeopleHub remotely after your Hire Date.</b></p>
<b>How do I reset my password?</b>	<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 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=NJdQbfthniaFJpNgsMpVOnu27NI%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](mailto: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.

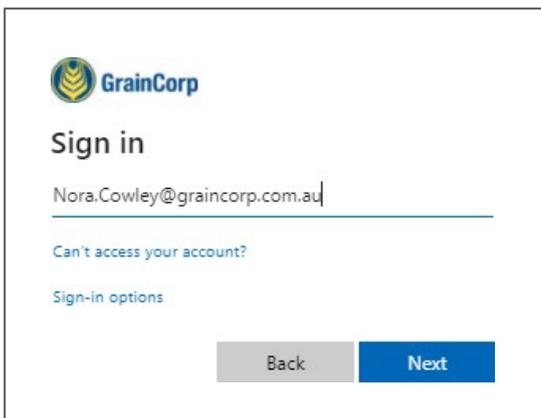
**Logging into PeopleHub remotely after your Hire Date**

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>

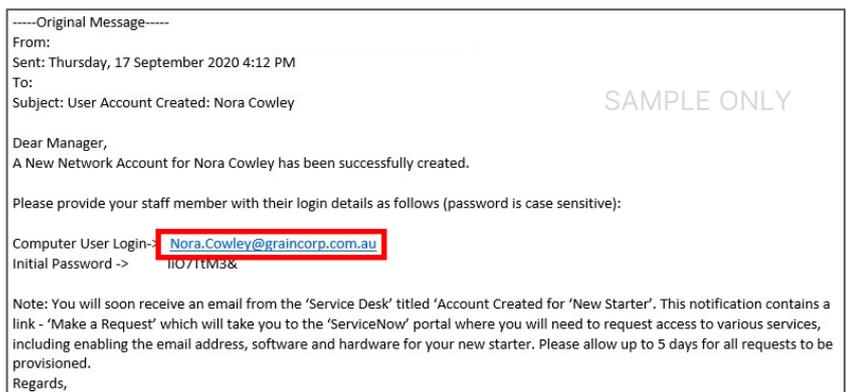
Important: For a better user experience and to ensure that learning modules you complete are captured in the system, it is recommended to use the Google Chrome browser.



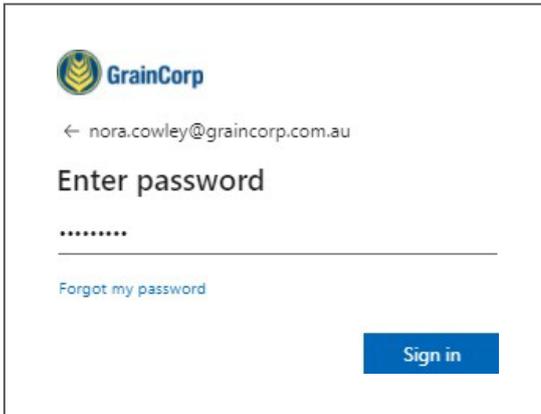
You will be directed to the GrainCorp sign in page to allow you to log into the GrainCorp network.

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'.



-----Original Message-----  
 From:  
 Sent: Thursday, 17 September 2020 4:12 PM  
 To: SAMPLE ONLY  
 Subject: User Account Created: Nora Cowley

Dear Manager,  
 A New Network Account for Nora Cowley has been successfully created.

Please provide your staff member with their login details as follows (password is case sensitive):

Computer User Login-> [Nora.Cowley@graincorp.com.au](mailto:Nora.Cowley@graincorp.com.au)  
 Initial Password -> jIO7tM3&

Note: You will soon receive an email from the 'Service Desk' titled 'Account Created for 'New Starter'. This notification contains a link - 'Make a Request' which will take you to the 'ServiceNow' portal where you will need to request access to various services, including enabling the email address, software and hardware for your new starter. Please allow up to 5 days for all requests to be provisioned.

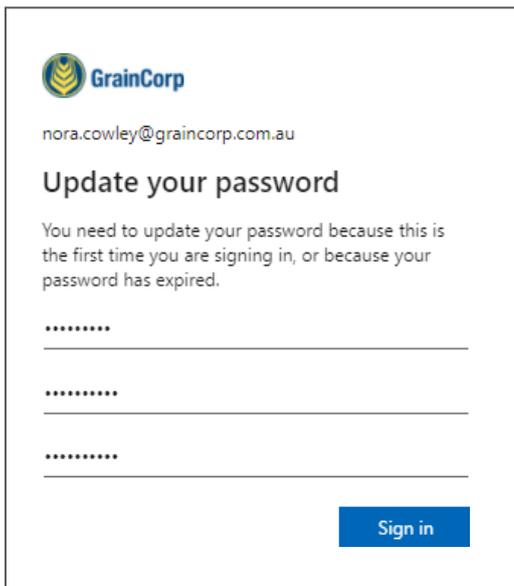
Regards,

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'.

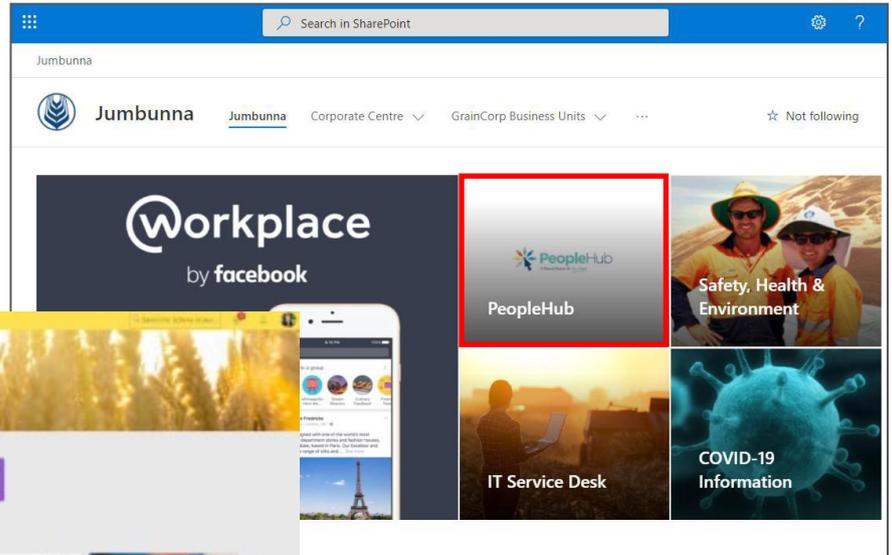


Select 'Yes' to stay signed in.



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.

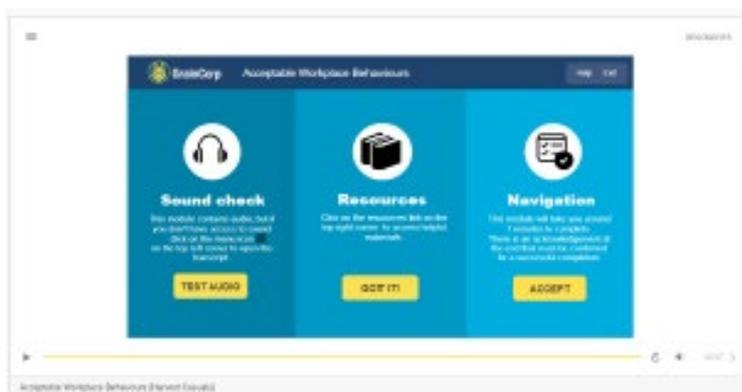
Logging in via SuccessFactors mobile app: Select 'My Courses' on the homepage. The screen will show any outstanding courses. If you are up to date, the screen will show you are up to date.

**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?**

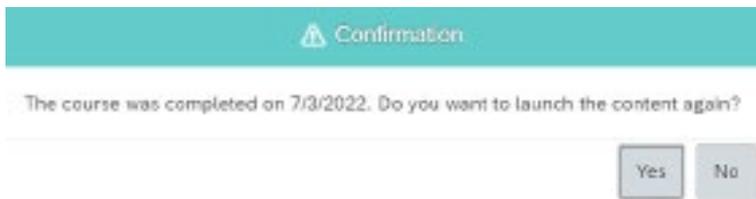


It is important to use Google Chrome when completing modules, as other browsers are not consistent with capturing completion results in the system.

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?



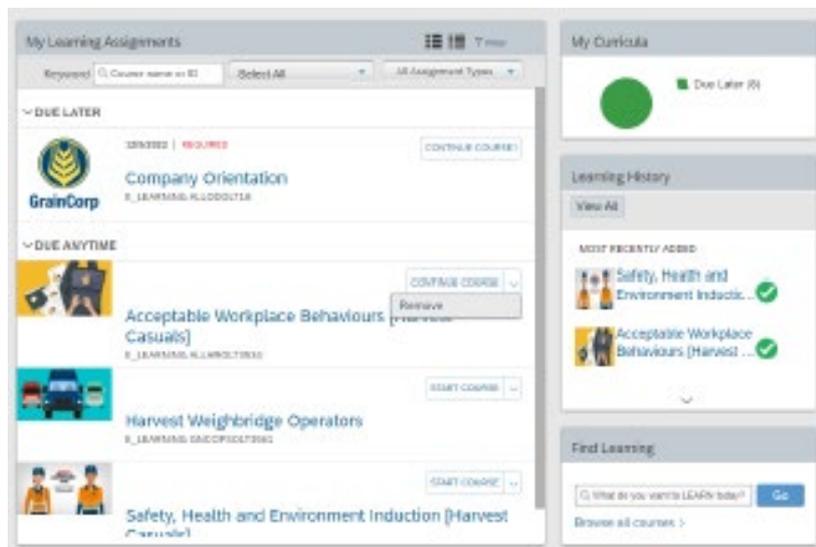
The system will automatically allocate your required learning modules. If you are accessing a module that you have already completed a warning prompt will appear. Select 'No' to avoid reassigning the module to your learning plan.

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](mailto: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](mailto:harvestrecruitment@graincorp.com.au)

Telephone: 1800GrainCorp | International: +61 1800 472 462 (Select Option 2)

Email: [peoplehubservices@graincorp.com.au](mailto:peoplehubservices@graincorp.com.au)