

Learning@Agilent

Login Help Guide v2.0

Channel Partner Users

Introduction

Purpose:

The purpose of this user guide is to assist Channel Partner users of Learning@Agilent platform with login steps for an enhanced authentication mechanism.

Audience:

The document is intended for use by NEW and Existing Channel Partner users of learning application.

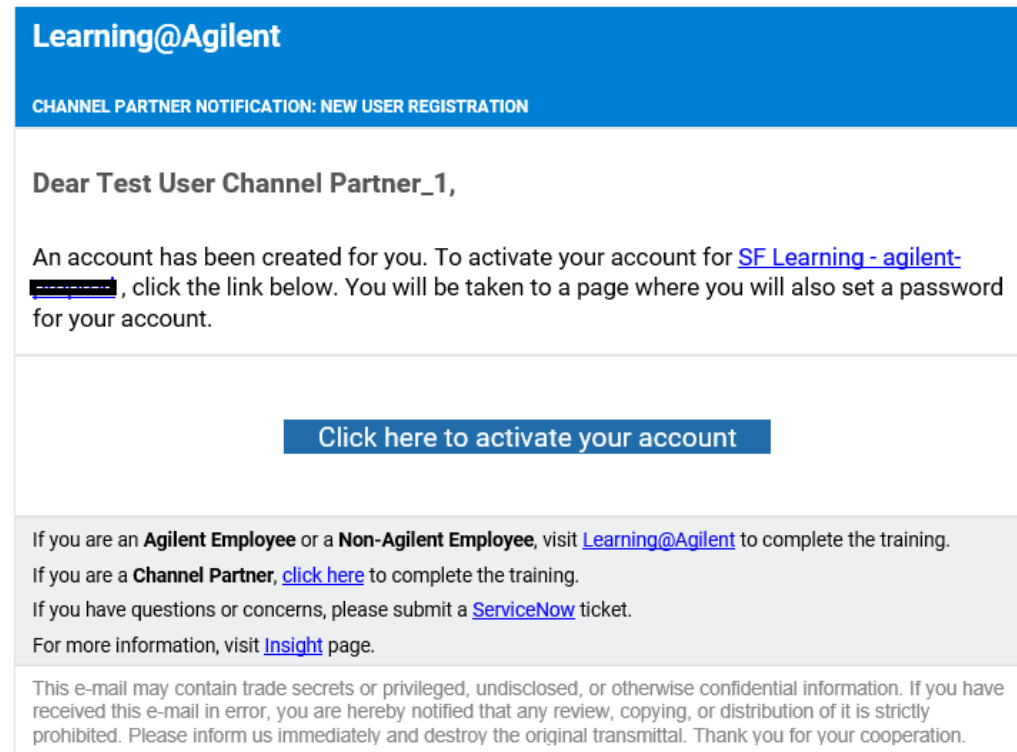
- User [login URL](#) for learning platform.
- Login using your email address OR User ID.
- Introduction of Two-Factor authentication.
- Ability to change/reset password yourself.
- Implementation of enterprise password policy.

Note: If your existing password does not comply, then you would be prompted to set new password.

Activation of Learning@Agilent account

Applicable for New Users who are setup in the system for the first time.

- Upon receiving a CP user setup request from Agilent Channel Partner manager, Learning team will setup the user account.
- The user shall receive similar email from admin.learning@mail.agilent.com email account, then press, click here to activate your account.

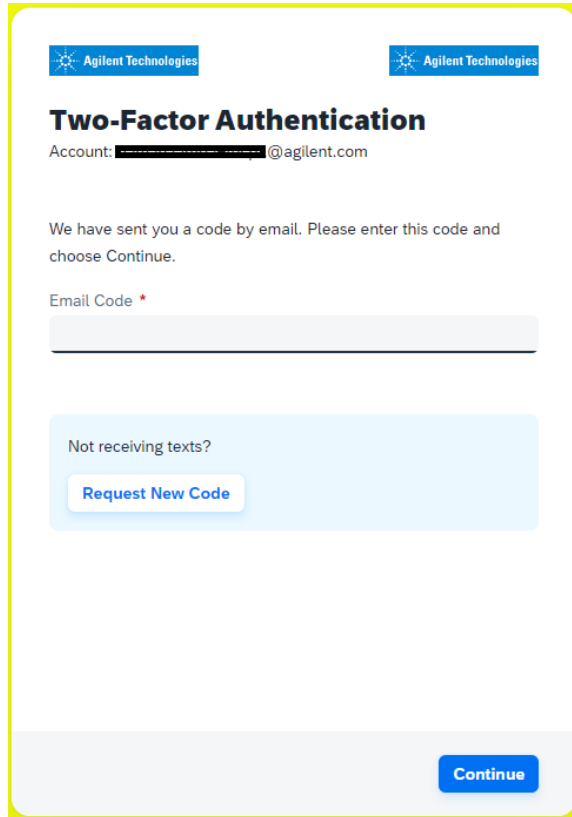


NOTE: It is recommended that the email address is added to Safe Sender list, else emails may route to JUNK folder.

Steps to activate user account in IAS platform

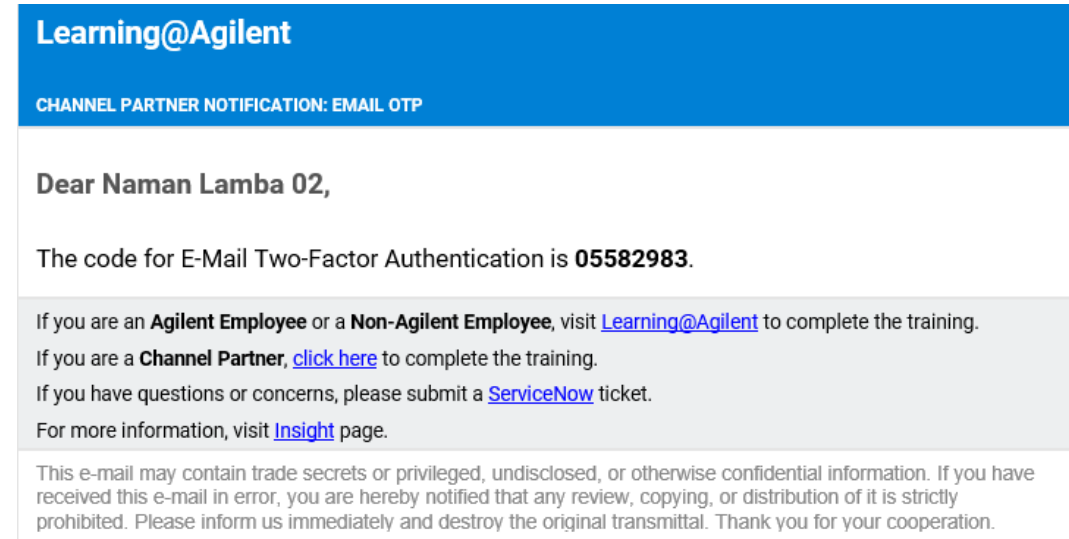
1. The link "[Click here to activate your account](#)" will open Two-Factor authentication IAS page.
2. The authentication code received in email must be entered in "[Email Code](#)" text box to Continue.

1



The screenshot shows the 'Two-Factor Authentication' page. At the top, there are two 'Agilent Technologies' logos. The main heading is 'Two-Factor Authentication'. Below it, the account email is partially redacted as 'Account: [redacted]@agilent.com'. A message states: 'We have sent you a code by email. Please enter this code and choose Continue.' There is a text input field labeled 'Email Code *'. Below the input field is a light blue box with the text 'Not receiving texts?' and a button labeled 'Request New Code'. At the bottom right, there is a blue 'Continue' button.

2



The screenshot shows an email notification from 'Learning@Agilent'. The header is 'Learning@Agilent' in white text on a blue background. Below the header, it says 'CHANNEL PARTNER NOTIFICATION: EMAIL OTP'. The main body of the email starts with 'Dear Naman Lamba 02,' followed by 'The code for E-Mail Two-Factor Authentication is **05582983**.' Below this, there are three lines of text: 'If you are an **Agilent Employee** or a **Non-Agilent Employee**, visit [Learning@Agilent](#) to complete the training.', 'If you are a **Channel Partner**, [click here](#) to complete the training.', and 'If you have questions or concerns, please submit a [ServiceNow](#) ticket.' The final line of the main body is 'For more information, visit [Insight](#) page.' At the bottom, there is a disclaimer: 'This e-mail may contain trade secrets or privileged, undisclosed, or otherwise confidential information. If you have received this e-mail in error, you are hereby notified that any review, copying, or distribution of it is strictly prohibited. Please inform us immediately and destroy the original transmittal. Thank you for your cooperation.'

Steps to activate user account in IAS platform... continued

3. On submitting correct authentication code, next screen will let you set your NEW password.
4. If NEW password matches the Enterprise Password policy, then your account will be activated for use.

3

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Activate Your Account

SF Learning - agilent-preprod

i An account has been created for you with Identity Authentication for use with SF Learning - agilent-preprod. The account information we already have for you is below.

To begin using your account for SF Learning - agilent-preprod, set a password below.

TELL US ABOUT YOURSELF

First Name
Test User

Last Name *
Channel Partner_1

Email *
[REDACTED]

SET PASSWORD

Password *
[REDACTED]

Your password must be between 8 and 255 characters long and include 3 of the following:

- Uppercase letters
- Lowercase letters
- Numbers
- Symbols

Continue

4

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Account Successfully Activated

SF Learning - agilent-preprod

✓ Thank you for registering and activating your account
[REDACTED]@agilent.com

Continue

My Learning landing page appears

Successful completion of previously mentioned steps will log you in to the Learning@Agilent platform.

The screenshot displays the 'My Learning' landing page. At the top left is the Agilent Technologies logo and a 'Home' button. The top right shows the user 'Test User Channel Partner_1' with a 'Sign Out' link. The main content area is divided into several sections:

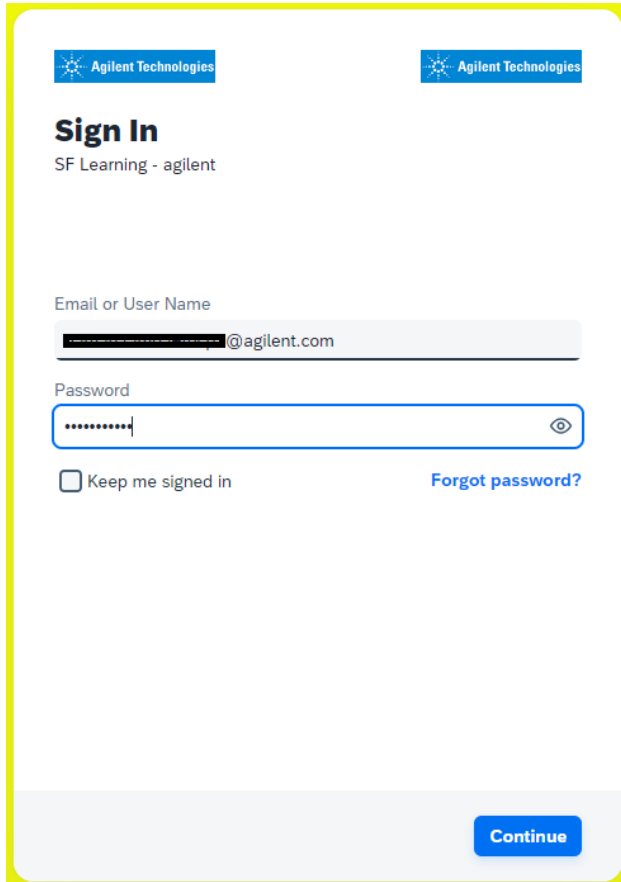
- My Learning Assignments:** A large panel on the left with a search bar for 'Course name or ID', a 'Select All' button, and a dropdown for 'All Assignment Types'. It contains the message 'You don't have any assignments.'
- Find Learning:** A search box with the placeholder 'What do you want to LEARN today?' and a 'Go' button, with a link to 'Browse all courses >'. Below it is a 'My Curricula' section with a green checkmark icon and the text 'You currently have no required curricula.' with a link to 'Go to Curriculum Status'.
- Self Assigned:** A section at the bottom with a stack of books icon and the text 'Stay Ahead by learning at your own pace.'
- Featured:** A section with a star icon and a '0' badge.
- History:** A section with a circular arrow icon and a '0' badge, with the text 'recently added' and a 'View All' link.
- Links:** A vertical list of links on the right side: 'Add to Learning His...', 'Agilent.com', 'Check System', 'My Orders', 'Options and Settings', and 'Reports'.

Signing into Learning@Agilent platform

Applicable for existing users and recently activated user account(s).

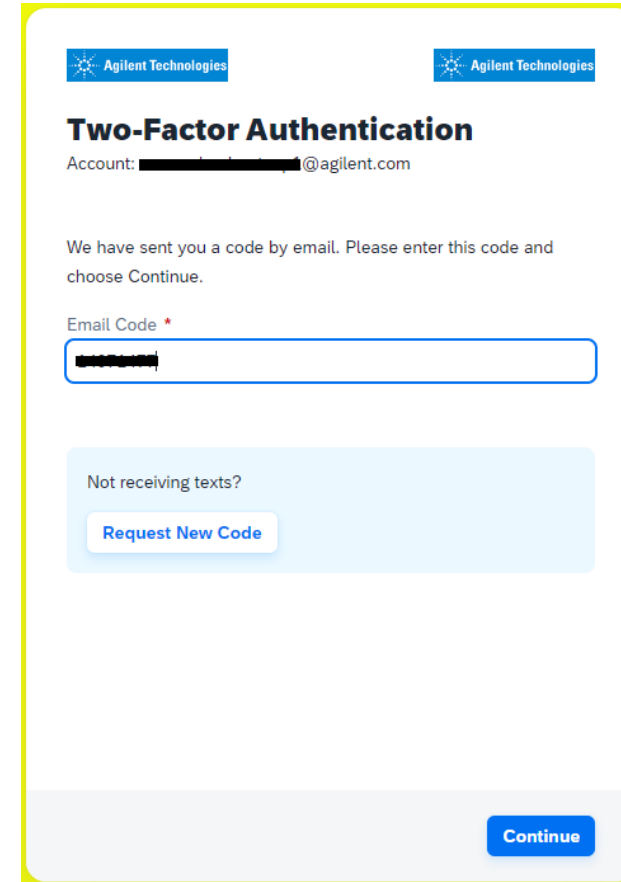
1. Input your email address, already set password and click continue.
2. If provided details are valid, next screen will load Two-Factor authentication screen to input the code.

1



The screenshot shows the 'Sign In' screen for the Agilent Learning platform. At the top, there are two 'Agilent Technologies' logos. Below them, the title 'Sign In' is displayed, followed by the text 'SF Learning - agilent'. The main form contains two input fields: 'Email or User Name' with a pre-filled email address ending in '@agilent.com', and 'Password' with masked characters. Below the password field, there is a checkbox for 'Keep me signed in' and a link for 'Forgot password?'. A blue 'Continue' button is located at the bottom right of the screen.

2



The screenshot shows the 'Two-Factor Authentication' screen. At the top, there are two 'Agilent Technologies' logos. Below them, the title 'Two-Factor Authentication' is displayed, followed by the text 'Account: [redacted]@agilent.com'. The main text reads: 'We have sent you a code by email. Please enter this code and choose Continue.' Below this, there is an 'Email Code' input field with a red asterisk and a pre-filled code. A light blue box contains the text 'Not receiving texts?' and a 'Request New Code' button. A blue 'Continue' button is located at the bottom right of the screen.

My Learning landing page appears

Successful completion of previously mentioned steps will log you in to the Learning@Agilent platform.

The screenshot displays the 'My Learning' landing page. At the top left is the Agilent Technologies logo and a 'Home' button. The top right shows the user 'Test User Channel Partner_1' with a 'Sign Out' link. The main content area is divided into several sections:

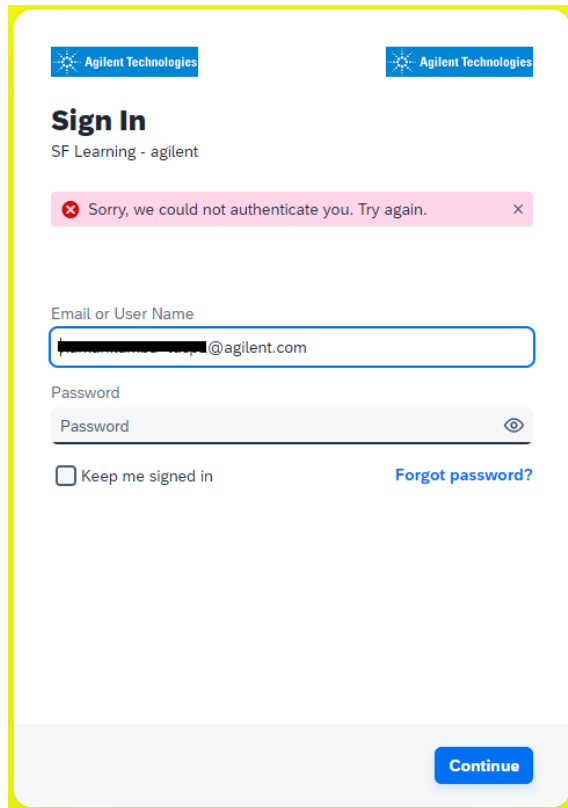
- My Learning Assignments:** A large panel on the left with a search bar for 'Course name or ID', a 'Select All' button, and a dropdown for 'All Assignment Types'. It contains the message: 'You don't have any assignments.'
- Find Learning:** A search box with the placeholder 'What do you want to LEARN today?' and a 'Go' button. Below it is a link to 'Browse all courses >'. There is also a 'Featured' section with a star icon and a '0' badge.
- My Curricula:** A section with a green checkmark icon and the text: 'You currently have no required curricula. Go to Curriculum Status'.
- History:** A section with a circular arrow icon and a '0' badge, with the text: 'recently added View All'.
- Links:** A vertical list of links on the right side: 'Add to Learning His...', 'Agilent.com', 'Check System', 'My Orders', 'Options and Settings', and 'Reports'.
- Self Assigned:** A section at the bottom with a stack of books icon and the text: 'Stay Ahead by learning at your own pace.'

Steps to reset/change your password

Resetting your Learning account password is now possible with IAS platform.

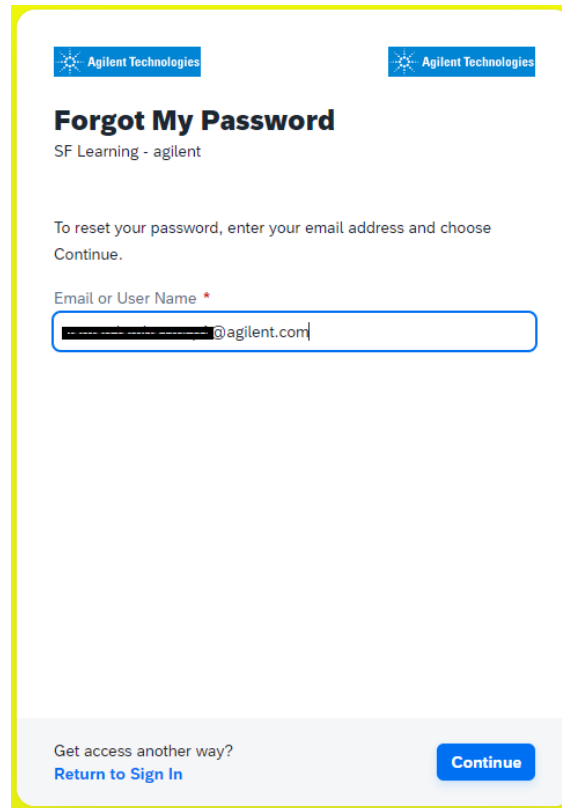
1. Unsuccessful login will return an error message, please click “Forgot password” to proceed.
2. On Forgot My Password screen, input your email address and click Continue.
3. If your account exists, then an email with link to reset password is received.

1



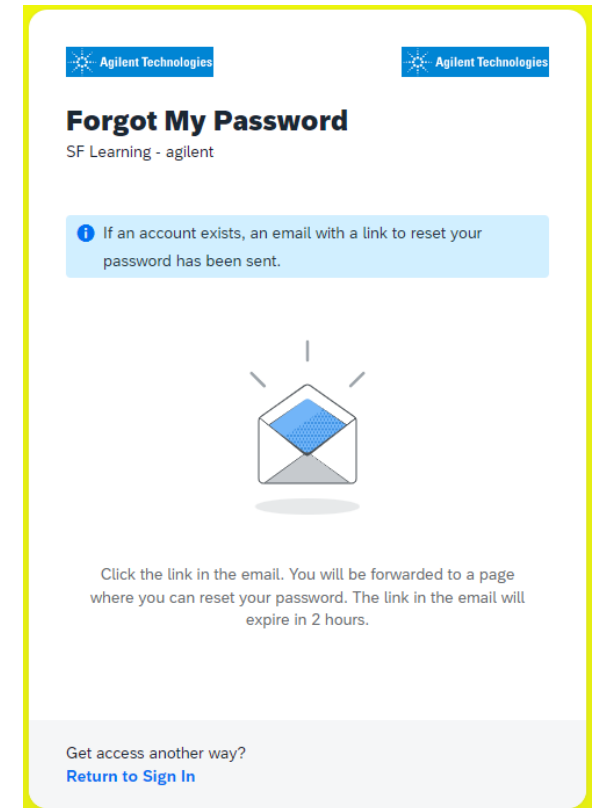
The screenshot shows the 'Sign In' page for Agilent Technologies. At the top, there are two 'Agilent Technologies' logos. Below the title, it says 'SF Learning - agilent'. A pink error message box reads: 'Sorry, we could not authenticate you. Try again.' Below this, there are input fields for 'Email or User Name' (containing a redacted email address) and 'Password'. There is a 'Keep me signed in' checkbox and a 'Forgot password?' link. A blue 'Continue' button is at the bottom right.

2



The screenshot shows the 'Forgot My Password' page for Agilent Technologies. At the top, there are two 'Agilent Technologies' logos. Below the title, it says 'SF Learning - agilent'. The text reads: 'To reset your password, enter your email address and choose Continue.' Below this, there is an input field for 'Email or User Name' (containing a redacted email address). A blue 'Continue' button is at the bottom right. At the very bottom, there is a link 'Return to Sign In'.

3



The screenshot shows the 'Forgot My Password' page for Agilent Technologies. At the top, there are two 'Agilent Technologies' logos. Below the title, it says 'SF Learning - agilent'. A blue information box reads: 'If an account exists, an email with a link to reset your password has been sent.' Below this is an icon of an open envelope. The text reads: 'Click the link in the email. You will be forwarded to a page where you can reset your password. The link in the email will expire in 2 hours.' A blue 'Continue' button is at the bottom right. At the very bottom, there is a link 'Return to Sign In'.

Steps to reset/change your password... continued

4. Two-Factor authentication code will be received in email to submit and proceed.
5. On submission of correct OTP, you will be prompted to create a New Password for your account.

4

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Two-Factor Authentication

Account: [redacted]@agilent.com

We have sent you a code by email. Please enter this code and choose Continue.

Email Code *

Not receiving texts?

Request New Code

Continue

5

Agilent Technologies Agilent Technologies

Reset Your Password

SF Learning - agilent

Reset the password for your account [redacted]@agilent.com:

New Password *

Re-enter New Password *

Save

Password Security

Everything you need to know:

1. Password can only be changed/reset once in 24 hours.
2. Please ensure that your password must be 8 or more characters long and have:
 - a) Uppercase
 - b) Lowercase
 - c) Numbers
 - d) Symbols
3. Last 5 used passwords cannot be reused.
4. The account will be locked for 1 hour post 5 failed attempts.
5. Your password will be valid for 180 days. Then you'll need to create a new password.

Steps to verify history records for a training that requires eSignature

1. Upon completion of course content, please click on "E-Signature" tab on the left navigation to input the Username (Employee ID) and the PIN/eSignature.

My Learning / TP0002 General Bottling of Reagent... / Online Content

TP0002 General Bottling of Reagents 40.00

IT9449

Content Hide E-Signature

TP0002 General Bottling of Reagents 40.00

E-Signature Required

TP0002 General Bottling of Reagents 40.00
IT9449

Revision:
Version 40.00, 8/11/2025

Completed:
9/10/2025 04:09 AM America/New York

Username
(Employee ID): *

PIN: *

E-Signature Meaning: *

Record Created by User

Comments:

Submit Cancel

Steps to verify history records for a training that requires eSignature

2. The history records can also be verified later by going to “My Learning Assignments” page and clicking on the message stating “you have unverified history records”.

The screenshot displays the Agilent Technologies Learning Portal Home page. The URL in the browser is <https://agilent-preprod.plateau.com/learning/user/personal/landOnPortalHome.do>. The page features a navigation bar with the Agilent Technologies logo and a 'Home' button. The main content area is divided into several sections:

- My Learning Assignments:** This section is highlighted with a green box. It contains a search bar with fields for 'Keyword', 'Course name or ID', and 'Object All'. Below the search bar, a red warning message states: "You have unverified history records." Underneath, there are two course cards:
 - DUE LATER:** A card for "TP0002 General Bottling of Reagents 40.00" with a due date of 10/10/2025, priority 1, and a required status. It includes a "CONTINUE COURSE" button.
 - DUE ANYTIME:** A card for "Advanced Excel - India" with a due date of 1/1/2016 and a self-assigned status. It includes a "REGISTER NOW" button.
- My Curricula:** A section with a green checkmark indicating that the user currently has no required curricula, with a "Go to Curriculum Status" link.
- History:** A section with a circular arrow icon and a "0" badge, labeled "Recently Added" and "View All".
- Links:** A section with three links: "01 Reset PINeSign", "04 Learning Dashb...", and "05 Contact Us".
- Find Learning:** A section with a search bar containing the text "What do you want to LEARN today?" and a "Go" button, with a "Browse all courses" link below.
- Featured:** A section with a star icon and a "0" badge.

Steps to verify history records for a training that requires eSignature

3. Clicking on the verified history records page will show the list of courses that require a PIN to capture completion of the training(s). Please select the checkbox in Actions column and then click on Verify button.

https://agilent-preprod.plateau.com/learning/user/learning/RetrieveUnverifiedEvents.do

Technologies Home

Back

Verify History Records [Help](#)

Verify History Records -- E-Signature
TP0002 General Bottling of Reagents 40 00
Self-Paced Online IT9449
Revision: 40 00 - 8/11/2025 12:30 AM America/New York
Completed: 9/10/2025 04:09 AM America/New York Self-Paced Online is Completed (E-Sig)

E-Signature

* = Required Fields

* Username (Employee ID)

* PIN

Meaning Code: CREATE-USER
Description: Record Created by User
Comments

Submit

Steps to verify history records for a training that requires eSignature

4. *Input your Employee ID as captured from My Profile section along with SuccessFactors PIN and click "Submit" to obtain training completion.*

The screenshot displays a web interface for verifying history records. The URL at the top is <https://agilent-preprod.plateau.com/learning/user/learning/RetrieveUnverifiedEvents.do>. The page title is "Verify History Records" and it includes a "Home" button and a "Back" link. The main content area shows the following details:

- Verify History Records -- E-Signature**
- TP0002 General Bottling of Reagents 40 00
- Self-Paced Online IT9449
- Revision: 40 00 - 8/11/2025 12:30 AM America/New York
- Completed: 8/11/2025 04:00 AM America/New York Self-Paced Online IT9449 (E-Sign)

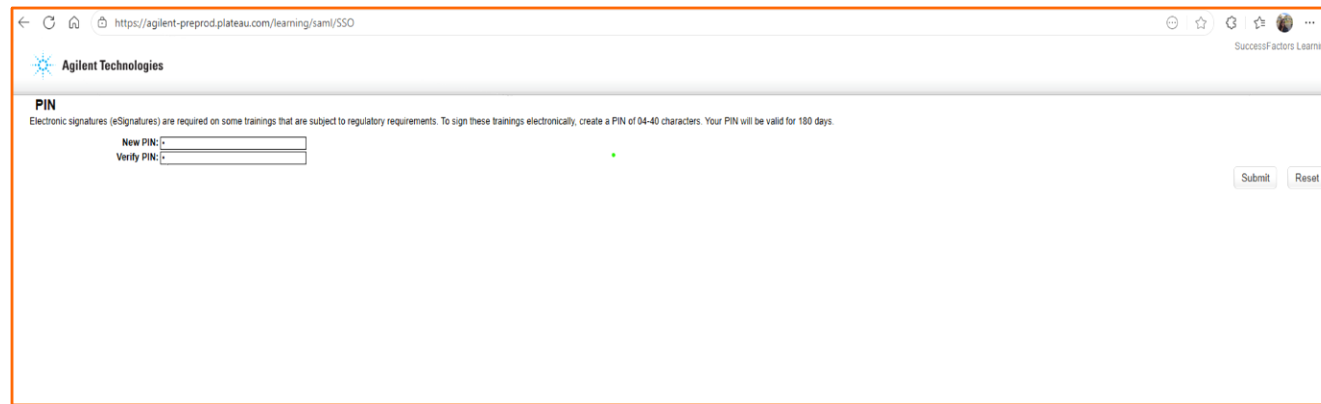
The "E-Signature" section is highlighted with a green border and contains the following fields:

- * Required Fields**
- * Username (Employee ID)**: Input field with a masked value (*****).
- * PIN**: Input field.
- Meaning Code**: CREATE-USER
- Description**: Record Created by User
- Comments**: Text area for user input.
- Submit**: Button to complete the verification process.

Steps to perform PIN/eSignature reset

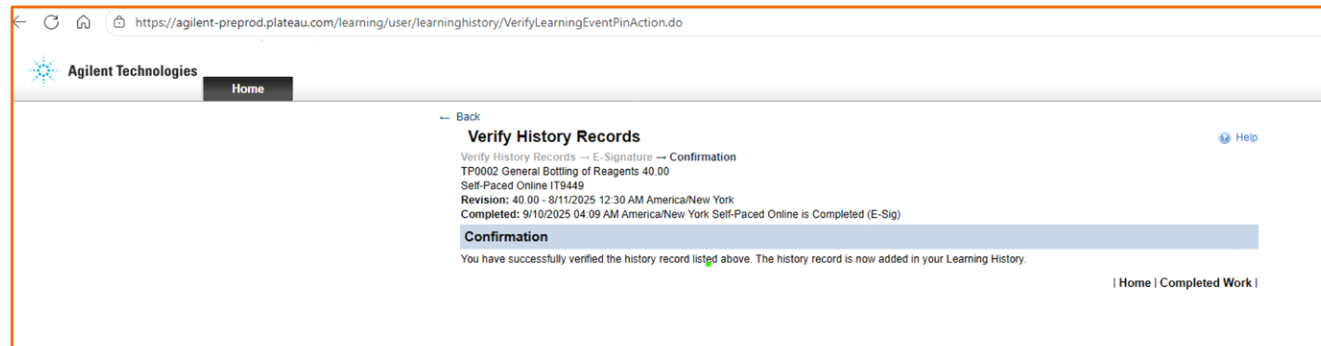
1. Send an email to admin.learning+cpsupport@agilent.com to reset PIN.
2. Learning Team will verify the training and reset the password and confirm back on email.
3. When the PIN reset confirmation is received. Please Sign-in to learning The page would prompt you to submit a New PIN (We advise selecting a PIN with a length of 4 to 40 characters (alphanumeric) which, when reset, expires after 180 days).
4. Clicking on the verified history records page will show the list of courses that require a PIN to capture completion of the training(s). Please select the checkbox in Actions column and then click on Verify button

1



The screenshot shows a web browser window with the URL <https://agilent-preprod.plateau.com/learning/saml/SSO>. The page header includes the Agilent Technologies logo and 'SuccessFactors Learning'. The main content area is titled 'PIN' and contains the following text: 'Electronic signatures (eSignatures) are required on some trainings that are subject to regulatory requirements. To sign these trainings electronically, create a PIN of 04-40 characters. Your PIN will be valid for 180 days.' Below this text are two input fields: 'New PIN:' and 'Verify PIN:'. To the right of these fields are 'Submit' and 'Reset' buttons.

2



The screenshot shows a web browser window with the URL <https://agilent-preprod.plateau.com/learning/user/learninghistory/VerifyLearningEventPinAction.do>. The page header includes the Agilent Technologies logo and a 'Home' button. The main content area is titled 'Verify History Records' and contains the following text: 'Verify History Records → E-Signature → Confirmation', 'TP0002 General Bottling of Reagents 40 00', 'Self-Paced Online ITS449', 'Revision: 40.00 - 8/11/2025 12:30 AM America/New York', and 'Completed: 9/10/2025 04:09 AM America/New York Self-Paced Online is Completed (E-Sig)'. Below this text is a 'Confirmation' section with a blue bar and the text: 'You have successfully verified the history record listed above. The history record is now added in your Learning History.' At the bottom right, there is a 'Home | Completed Work |' link.

Need help?

Choose one of the following support options:

* **Option 1 (Preferred method):** Contact the Learning Management Support Team Directly.

Please send an email to admin.learning+cpsupport@agilent.com with the following details:

- A clear and concise description of the issue.
- A screenshot (if available).

This will automatically generate a support ticket. A team member will respond with an update or clarifications.

Please allow up to **24 working hours** for a response before following up.

* **Option 2:** Reach out to your Agilent manager.

If you're unable to contact the support team directly, your Agilent manager can log a ticket on your behalf.

Please provide your manager with:

- A detailed explanation of the issue.
- A screenshot (if available).
- The email address of the impacted user.

The following instructions are for **Agilent Managers / Employees** only:

- Please refer to the "Support Request" section to contact LMS team. [Click here to read more.](#)