Leave Entitlement Review - How to Navigate the Secure Employee Portal

June 2024

Contents

Navigating this document

Registering on the Secure Employee Portal

01 | Registering on the Secure Employee Portal (for former employees and current employees with a non-Iluka email address)

1   GO TO THE PORTAL

Go to: www.iluka.deloitte.com.au

Then click on the **Register** tab on the top right corner of the homepage

| Home | Collection Notice | Troubleshooting | FAQs | Login | Register |

2   ENTER YOUR DETAILS

Enter your first name, last name, country and mobile number.

For current employees

Enter the email address you received the invitation email from (either an Iluka or personal email address).

For former employees:

Enter your personal email address.

Note: If you no longer have access to this email account, can't recall the email address that would have received the invitation, or didn't receive an invitation via email, please proceed to use a different email address that you have access to.

Iluka Registration

* Indicates required

First name

Last name

* Email

* Country
Australia

Mobile phone
+61

☐ By continuing, you agree that you have read and agree to your personal information being collected in accordance with the terms of our Collection Notice.

Submit

3   AGREE TO THE COLLECTION NOTICE

Before you complete the registration form, you need to check the box to confirm that you agree to the terms of our Collection Notice and Privacy Statement.

To read the Collection Notice & Privacy Statement, click on the words **Collection Notice** here:

Once you check the box to confirm you agree, click on **Submit**.

You will see this notification, then receive an email asking you to activate your account. Please proceed to the next page for details on how to activate and verify your account.

Iluka Registration

* Indicates required

First name

Last name

* Email

* Country
Australia

Mobile phone
+61

☐ By continuing, you agree that you have read and agree to your personal information being collected in accordance with the terms of our Collection Notice
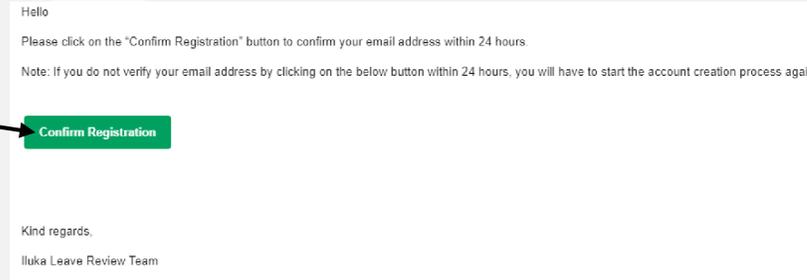
Submit

Please check your registered email to set up your password.

01 | Registering on the Secure Employee Portal (for former employees and current employees with a non-Iluka email address)

4 VERIFY YOUR EMAIL ADDRESS AND SET UP YOUR PASSWORD

A. In the email you receive, click on the **Confirm Registration** button.

Hello

Please click on the "Confirm Registration" button to confirm your email address within 24 hours.

Note: If you do not verify your email address by clicking on the below button within 24 hours, you will have to start the account creation process again.

[Confirm Registration]

Kind regards,

Iluka Leave Review Team

B. Once you confirm your email address, you will receive a second email asking you to create a password.
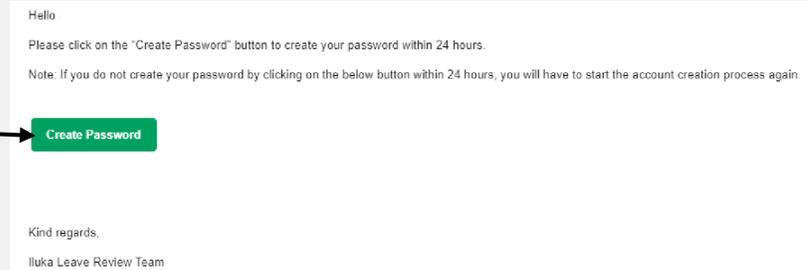
C. Click the **Create Password** button in the email.

D. Follow the requirements for setting a strong password below for maximum security.

Hello

Please click on the "Create Password" button to create your password within 24 hours.

Note: If you do not create your password by clicking on the below button within 24 hours, you will have to start the account creation process again.

[Create Password]

Kind regards,

Iluka Leave Review Team

1 Identify 2 Verify 3 Reset

Reset Password

Account is not locked

New password *

⊗ Minimum 8 characters   Strength
⊗ Maximum 100 characters
⊗ At least 1 lowercase letter(s)
⊗ At least 1 uppercase letter(s)
⊗ At least 1 digit(s)
⊗ At least 1 special character(s)
We'll also check these requirements once you submit
No repetitions more than 3 character(s)
No sequence more than 3 character(s)
No user data like first name, last name, username, and company name

Retype password *

☐ Show passwords

[Reset Password]

⊗ Minimum 8 characters

⊗ Maximum 100 characters

⊗ At least 1 lowercase letter(s)

⊗ At least 1 uppercase letter(s)

⊗ At least 1 digit(s)

⊗ At least 1 special character(s)

5 LOG IN TO YOUR ACCOUNT

After you set your password, you will be taken to the *Login* page on the Portal. Enter your email and password and click **LOG IN**.

Email

Password

☐ Remember me

Forgot Password ?

[LOG IN]

For your security, the Portal will then ask you to select a **multi-factor authentication (MFA)** or second method to check your identity (either SMS, email or authenticator app).

Please proceed to the next page for details on setting up your MFA method.

Note: *If you have forgotten your password at any point, please click on the 'Forgot Password?' link. You will receive an email to your registered email address with a link to create a new password.*

01 | Registering on the Secure Employee Portal (for former employees and current employees with a non-Iluka email address)

6   **SETTING UP YOUR MULTI-FACTOR AUTHENTICATION (MFA)**
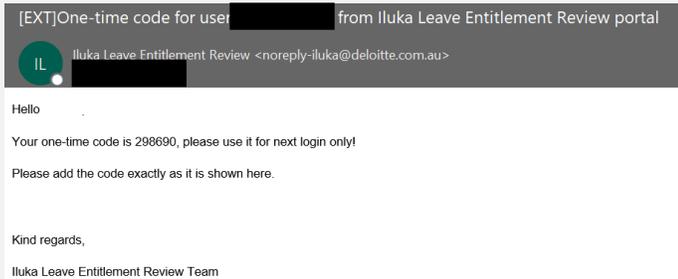
What is it?

Multi-factor authentication (MFA) protects your vulnerable information and account against unauthorised access. It requires two or more proofs of identity to grant you access to the Secure Employee Portal.

MFA Options

To access the Secure Employee Portal, you'll need to pick one of three MFA options:

1. Get a verification code sent to your email address
2. Get a verification code from your authenticator app
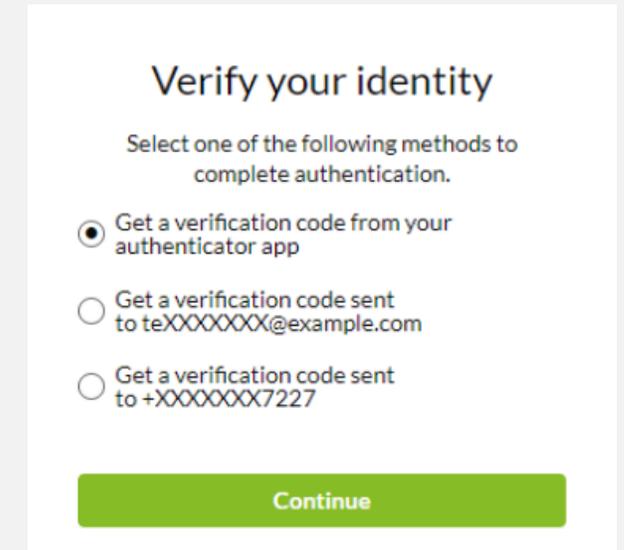3. Get a verification code sent to your mobile number (only available for Australian mobile numbers at this time).

OPTION 1: EMAIL AUTHENTICATION

[EXT]One-time code for user   from Iluka Leave Entitlement Review portal

IL Iluka Leave Entitlement Review <noreply-iluka@deloitte.com.au>

Hello .

Your one-time code is 298690, please use it for next login only!

Please add the code exactly as it is shown here.

Kind regards,

Iluka Leave Entitlement Review Team

OPTION 2: AUTHENTICATOR APP

Choose a Multi-Factor Authentication (MFA) Option

Option 2 - Authenticator App

Download an authenticator app that supports Time Based One-Time Password (TOTP) on your mobile device.

Open the app and scan the QR code below

Enter the code generated by the app

OPTION 3: SMS

Verify your identity

Select one of the following methods to complete authentication.

- ● Get a verification code from your authenticator app
- ○ Get a verification code sent to teXXXXXXX@example.com
- ○ Get a verification code sent to +XXXXXXX7227

Continue

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01 | Accessing the Secure Employee Portal for current employees with an Iluka email addresses (when possible, access from an Iluka work location)

1 | **GO TO THE PORTAL**

Go to: Uluka and access the quick link. If you access from an Iluka location, no log is required.

2 | **ACCESS FROM PERSONAL DEVICE OR FROM HOME**

1. Go to www.iluka.deloitte.com.au.

2. Select "LOGIN VIA SSO"

3. Enter your Iluka email address.

4. Enter your Iluka account password.

You will be automatically directed to the Secure Employee Portal home page.

Current Employees (with an Iluka email address)

LOGIN VIA SSO
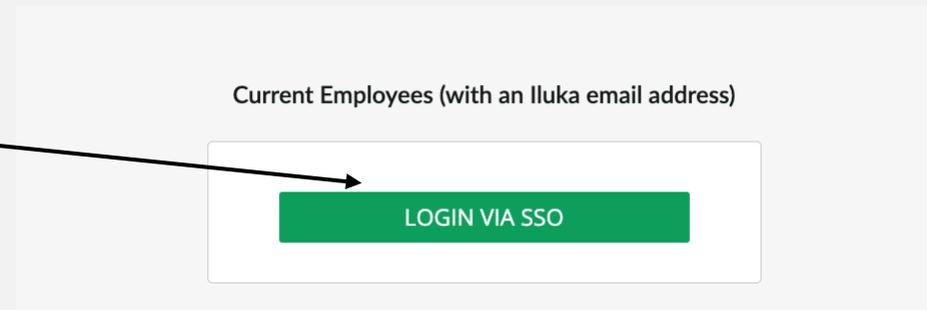
Understanding the 'Your Assessment' section

02 | About the 'Your Assessment' section

My Case

To view the status of your case, you will need to click on the 'View My Case Details' button below.

If you have any questions about the leave entitlement review, navigating the portal or completing the required information, please refer to the information in the 'Resources' section of this site or contact the dedicated support team by clicking the 'Message' button when you review your case details.

Should the information on this portal not address your query, you can contact our support team on 1800 959 414 from Monday to Friday between 8:00am until 6:00pm (Australian Western Standard Time).

Once registered and logged in, click on the "My Case" tab and then *View My Case Details* button. ───────────▶ **View My Case Details**

This will take you to the *Your Assessment* section, where you will see your details, including your Employee Number, Name, Employment Status and your Impact status.

From this section, click on the *Your Assessment* tab at the top of the screen. You can then click on the PDF document shown to access your outcome statement. ───────────▶ Your Assessment   Messages   Attachments
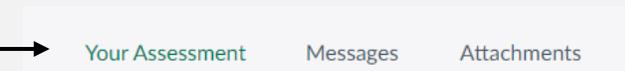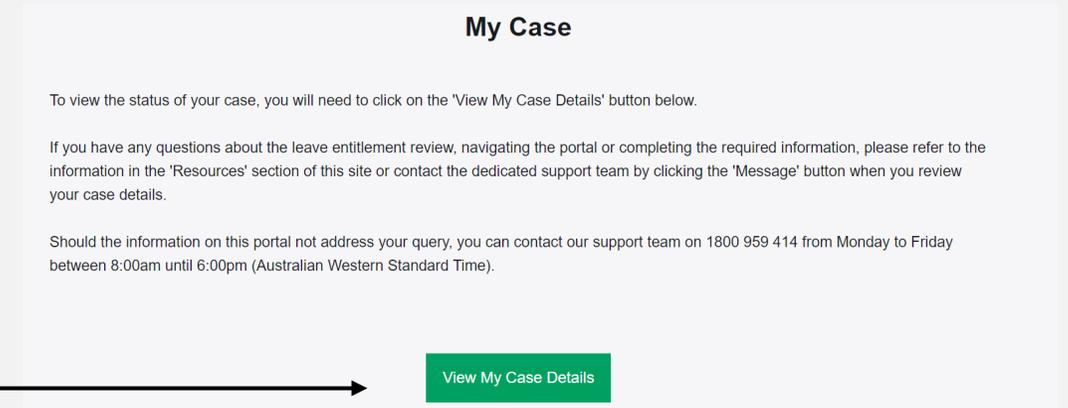
02 | About the 'Your Assessment' section

The tables in the Your Assessment section shows the information we currently hold about you. They also show whether you are impacted, any action that is required of you and your estimated remediation date.

1

If you are a current employee and have accessed the portal from Iluka or an email invitation link

If you are a current employee and you are impacted, the *Your Assessment* table will state that you are impacted and your Outcome Statement will be available in the *Your Statements* tab.

2

If you are a former employee or current employee who has logged in or registered using an email address that did not receive the Portal invitation email: (such as your non-Iluka email address)

For current employees

The *Your Assessment* table will not be pre-filled. In order for us to determine your eligibility, please proceed to the *My Form* tab and complete the required sections and submit your form. We will then review your details and link your case. If insufficient or incomplete details are provided, we will get in touch with you.

You will receive an email notification once we have linked your case.

For former employees

The *Your Assessment* table will be pre-filled.

However, to validate your identity please proceed to the *My Form* tab, complete the required sections and submit the form. We will then review your details and link your case.

You will receive an email notification once we have linked your case.
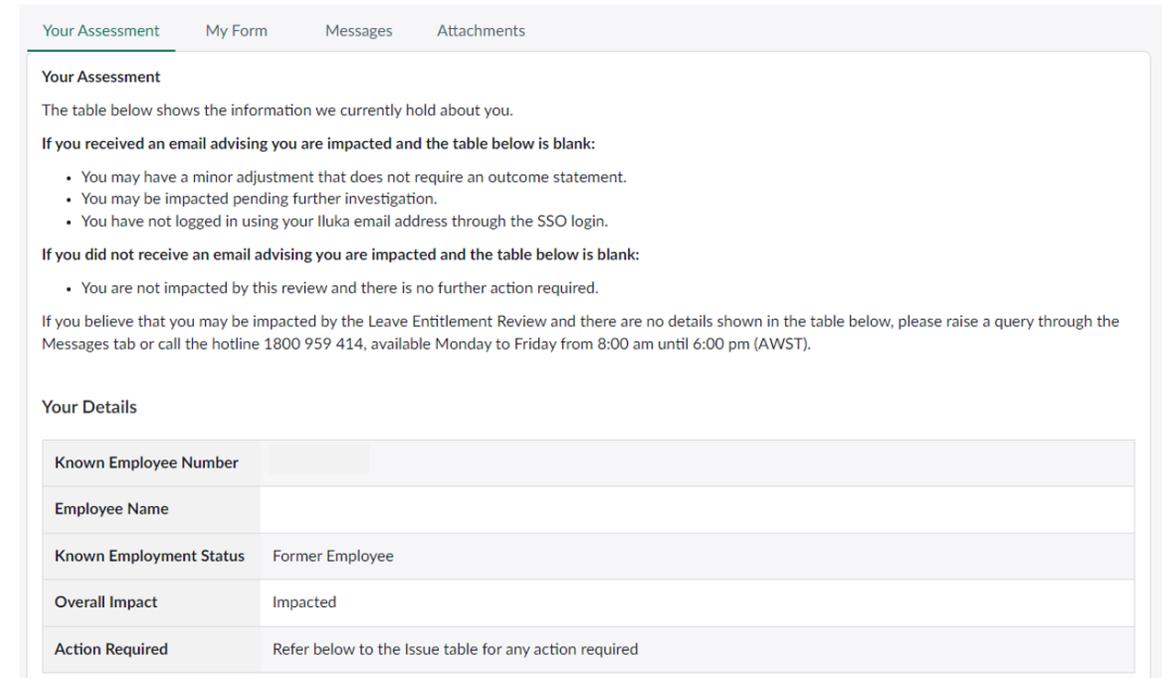
| Your Assessment | My Form | Messages | Attachments |

Your Assessment

The table below shows the information we currently hold about you.

If you received an email advising you are impacted and the table below is blank:

- You may have a minor adjustment that does not require an outcome statement.
- You may be impacted pending further investigation.
- You have not logged in using your Iluka email address through the SSO login.

If you did not receive an email advising you are impacted and the table below is blank:

- You are not impacted by this review and there is no further action required.

If you believe that you may be impacted by the Leave Entitlement Review and there are no details shown in the table below, please raise a query through the Messages tab or call the hotline 1800 959 414, available Monday to Friday from 8:00 am until 6:00 pm (AWST).

Your Details

Known Employee Number	
Employee Name	
Known Employment Status	Former Employee
Overall Impact	Impacted
Action Required	Refer below to the Issue table for any action required

Completing the 'Your Details' section

03 | Completing the Your Details section for current employees with a non-Iluka email address

If you are a current employee and accessed the Portal via SSO, then *Your Form* tab will not be available as you are **not required** to complete any sections of the form.

If you have registered using a non-Iluka email address, we will require some additional information to verify your identity and to assess your eligibility for leave balance adjustment and/or back payment.

1. Complete all fields relating to the *Your Details section* in the *My Form* tab.

2. If required, you can save this form at any time and return at a later stage to complete your details and submit the form. Just click the '**Save**' button below to save your details before exiting.

3. Once you have provided all the required information, you must select the check box option: '*I declare that the information I have provided in this form is true and correct*'
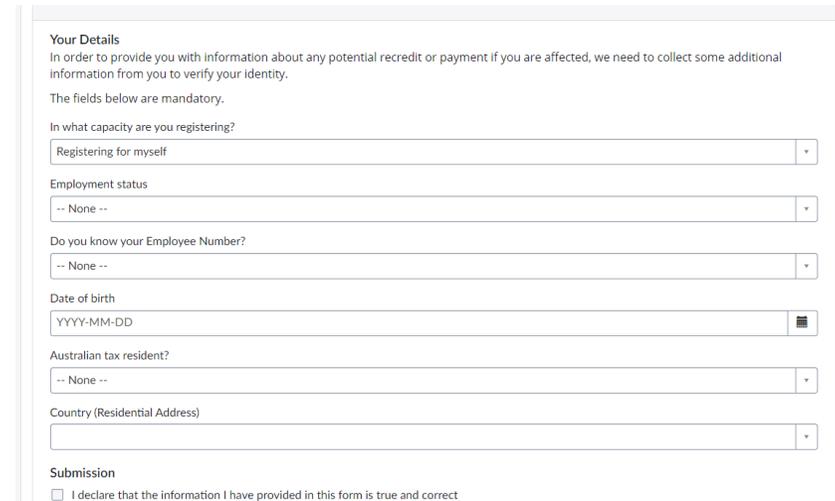
As a final step to ensure your case has been submitted successfully, please click the '**Submit**' button located on the bottom right corner of the page.

What will happen next?

If you are a current employee and you are impacted, we will begin the process of reviewing your details and linking you to your case. Once we have linked your case , you will receive an email notification.

Your outcome statement will then be made available under the *Your Statements* tab in the Portal and the *Your Assessment* tab will be refreshed with your details.

Please allow up to 5 business days after the submission of your form for *Your Assessment* section to be updated and your outcome statement to be made available.

Your Details
In order to provide you with information about any potential recredit or payment if you are affected, we need to collect some additional information from you to verify your identity.
The fields below are mandatory.

In what capacity are you registering?
| Registering for myself ▾ |

Employment status
| -- None -- ▾ |

Do you know your Employee Number?
| -- None -- ▾ |

Date of birth
| YYYY-MM-DD 📅 |

Australian tax resident?
| -- None -- ▾ |

Country (Residential Address)
| ▾ |

Submission
☐ I declare that the information I have provided in this form is true and correct

03 | Completing the Your Details section for former employees

If you are a former employee and accessed the Portal via an email link, access and complete the *Your Form* tab to verify your identity and to assess your eligibility for payment as follows:

1. Complete all fields relating to the *Your Details section* in the *My Form* tab.

2. If required, you can save this form at any time and return at a later stage to complete your details and submit the form. Just click the '**Save**' button below to save your details before exiting.

3. Please complete your GreenID identification check. Navigate to [Verify your identity (gbgid.me)](gbgid.me) and follow the onscreen prompts. This will include capturing an image of you holding your government issued photo ID. For further guidance on how to complete your check, please refer to the "How to complete the GreenID check" guide in the Resources tab of the Secure Employee Portal.

4. Once you have provided all the required information, you must select the check box option: '*I declare that the information I have provided in this form is true and correct*'

As a final step to ensure your case has been submitted successfully, please click the '**Submit**' button located on the bottom right corner of the page.

What will happen next?

If you are a former employee and you are impacted, we will begin the process of reviewing your details and matching you to your case. Once we have linked you to a case, you will receive an email notification.

If all the relevant details have been provided and the process has been completed correctly, Your outcome statement will then be made available under the Your Statements tab in the Portal and the Your Assessment tab will be refreshed with your details.

Please allow up to 5 business days after the submission of your form for Your Assessment section to be updated and your outcome statement to be made available.

Your Details

In order to provide you with information about any potential recredit or payment if you are affected, we need to collect some additional information from you to verify your identity.

The fields below are mandatory.

In what capacity are you registering?
Registering for myself ▾

Employment status
-- None -- ▾

Do you know your Employee Number?
-- None -- ▾

Date of birth
YYYY-MM-DD 🗓

Australian tax resident?
-- None -- ▾

Country (Residential Address)
▾

Submission
☐ I declare that the information I have provided in this form is true and correct

General Troubleshooting

04 | General troubleshooting tips

When you access the Portal, make sure you:

- Are navigating to the correct site
- Use a desktop or tablet device where possible
- Are not using a saved link (e.g., from your favourites list)
- Have cleared your browsing history, cookies and cache
- Use 'in private' browsing.

If you are still experiencing difficulties, please contact the dedicated review support team using the message function, available at the top right of the Portal, once you have logged in.

You can also call the phoneline on 1800 959 414 on Monday to Friday, 8:00am to 6:00pm (AWST).

I am a current Iluka employee, how do I log in?

If you are a current Iluka employeego to Uluka quick link to access the portal. Log in is not required if you access whilst on an Iluka site.

I am a former Iluka employee, how do I log in?

To log in to the Portal, select the Log in button on the top right of the landing page. If this is your first time to the site and you have not set up an account, click on the Register button instead. Complete Iluka registration form and use your personal email address

How do I register or log in?

Registration is only required if you use your personal email address or if you are accessing from a non-Iluka location.

To log into the site, select the 'Login' button on the top right of the page. If this is your first time to the site and you have not set up an account, click on the 'Register' button instead.

Are you using a compatible web browser?

The Portal is best viewed through a web browser on a desktop, laptop or tablet device, using Google Chrome or Microsoft Edge. Internet Explorer is not a supported browser.

Are you using a saved link?

Saving the site URL may interfere with the secure log in process. Follow this link: http://www.iluka.deloitte.com.au or manually type the address in the browser URL bar to access the site.

Have you cleared your browsing history, cookies and cache?

If you are still experiencing issues when using a compatible browser, clearing your cache, including browsing history and cookies, may resolve your access issues. You can clear these by navigating to internet options > browsing history (or equivalent) in your browser. Alternatively, using your browser in 'in private' or 'incognito' mode may resolve the issue.

What to do if you did not receive your OTP?

Your One Time Password (OTP) is a six-digit number sent to either the email address, or authenticator application you have provided to set up an account. It may take up to 5 minutes to be sent to you.

Email: Please also check your 'junk email' folder. if more than 10 minutes have passed and your OTP has not been sent to your email account (and is not in your junk folder), navigate back to the original Register screen and enter your email address again to generate a new OTP

What to do if your OTP is not working?

Your OTP should be entered on screen in the field that appears after you register your email address or authenticator application and consent to the personal information collection notice, or after you log in (if you have already registered). If you get an 'Invalid OTP' error message, you may have made an error entering the code, or you are using an OTP that has expired. If you are still getting the error message after retyping the code again, navigate back to the original register screen and enter your email address again or mobile number again to generate a new OTP. For the authenticator application you may need to re-register.

You have 10 minutes to enter your OTP, after which time it will expire, and you will need to request a new one. Any active OTPs at the time of a new OTP request will automatically expire when the new OTP is generated.

How can I reset my password?

If you have previously successfully registered your email account but have since forgotten your password (or receive an error message that your password is invalid), you can reset your password by clicking on the Forgot Password link.

Enter your username (this is the email address you used for your registration) and click on send verification code to your registered email. This will generate a verification code that is sent to your email address. Enter the verification code in the relevant field on the Portal and follow the on-screen instructions to reset your password. Once you have updated your password you can then proceed to log in to the Portal.

04 | General troubleshooting tips

When you log into the Portal, make sure you:

- Are navigating to the correct site
- Use a desktop or tablet device where possible
- Are not using a saved link (e.g., from your favourites list)
- Have cleared your browsing history, cookies and cache
- Use 'in private' browsing.

If you are still experiencing difficulties, please contact the dedicated review support team using the message function, available at the top right of the Portal, once you have logged in.

You can also call the phoneline on 1800 959 414 on Monday to Friday, 8:00am to 6:00pm (AWST).

Did your session time out/expire?

If you're not active on the Portal after 30 minutes, your session will time out and you'll need to log in again

Changing your email address

If you want to change the email account that you use to log in, after signing into the Portal, click on your name at the top right of the screen. Click on Profile, and a Manage Your Account screen will open. Select change my email, type in your new email address and then click save. To verify the change, a verification email will be sent to your updated email address. Click on the verify new email link. Once you have verified the updated email, you will be able to access the portal using your new email address.

Changing your mobile number

If you want to change the mobile number, after signing into the Portal, click on your name at the top right of the screen. Click on Profile, and a Manage Your Account screen will open. Select change my mobile, type in your new mobile number and then click save.

What is Multi Factor Authentication?

For your security, the Secure Employee Portal requires Multi-Factor Authentication (MFA). When setting up your account or logging in, you will be prompted to choose either email or the Microsoft Authenticator app as your preferred MFA option. Most users find MFA through email the easiest option to set up.

More details about the email authentication method

Once you have confirmed you want to use the email authentication method, each time you are required to log in (including in the account set up process),

A One Time Password is generated and sent to the email address you have registered with. The OTP is a six (6) digit number and will be different each time you log in.

More details about the SMS Authenticator method

Once you have confirmed you want to use the SMS authentication method,

each time you are required to log in (including in the account set up process), a One Time Password is generated and sent to the mobile phone number you have registered with.

The OTP is a six (6) digit number and will be different each time you log in.

More details about the Microsoft Authenticator method

To use this method, you need to download the Microsoft Authenticator app (if you don't already have it) and pair it with your Secure Employee Portal account by using the QR code (or the on-screen code on the set-up page).

When prompted to enter a One Time Password on the Portal, you will need to open the app and enter the six-digit (6) number on screen. You need to do this quickly as the app resets the One Time Password every 30 seconds.

If you already have the app set up for other sites or accounts, make sure you select the correct account in the app when identifying the relevant One Time Password to enter.

Do I need to enter an OTP every time I log in?

Yes, for your security, whenever you try to log in to the Portal, you will need to enter a new six (6) digit OTP, which will be generated and sent to your email account if you are using the email authentication method, or via the app if using the Microsoft Authenticator method.

Who can I contact if I have further questions?

If you are still experiencing difficulties, please contact our dedicated support team using the Messages function, via the Messages tab available at the top right of the Portal, once you have logged in.

If you can't use the Messages function, you can speak with one of our support team by calling 1800 959 414 from Monday to Friday between 8:00am until 6:00pm (Australian Western Standard Time).

If you wish to contact Iluka about your personal information, exercise your rights, or to make a request or complaint, please visit via the Employee Portal. You also have the right to lodge a complaint with the relevant data protection authority.