

How to Create a New User

*This process can be completed **by the New Starter OR by an Admin User** (on behalf of the new starter). This process is only for current or future Metro South Health employees, not other Health Departments, contractors, students or volunteers unless special instruction is given by the LMS Administrator. All others should contact **LEAPOnline@health.qld.gov.au***

Step 1: Open your browser. Go to the LEAP login page <https://leaponline.learnflex.com.au/>.

Step 2: Click on the link “Click here if you are a new starter at MSH”.



User Name:

Password:

[Email me my password](#)

[Login Assistance Video](#)

[Assistance Document](#)

[Click here if you are a New Starter at MSH or working on an MSH site.](#)

Step 3: A new tab will open. Click on ‘New Employees to Metro South Health’ and Click Here to create your LEAPOnline account.



Welcome to LEAPOnline for Metro South Health

Before you get started please tell me a little about who you are?

Existing Metro South Health Employees

New Employees to Metro South Health

☒ Are you a New Starter?

☒ Are you a Metro South Employee?

[Click Here to create your LEAPOnline account](#)

[Click Here to view new Starters Process](#)

Metro South Health Guests

Step 4: Begin entering the required data fields as below.

- **Payroll ID** – Enter if known. If not, leave blank.
- **Username** – Use payroll ID if known. If not, use a combination of surname and first name (i.e. Novell ID such as BloggsJo).
- **First Name** – Use correct spelling of first name, not nickname or any other name.
- **Surname** – Ensure correct spelling of surname.
- **Password** – Set a six character password. If you are an Admin user creating an account for someone else a suggested password is **Metro123**.
- **Verify Password** – Repeat as above
- **Challenge Phrase** – A simple personalised question. If you are an admin user creating an account for someone else a suggested question is 'Which facility do you work at?' OR enter a full stop '.'.
- **Challenge Phrase Answer** – The answer to the question above, or enter a full stop '.'.
- **Email** – Use the @health.qld.gov.au if known, otherwise use an ACTIVE personal email address. **This is one of the most important steps in the process as users rely on the email to receive updates to username, password, registration and activation notifications.**
- **Email (personal)** – Use a secondary, personal email address if known.
- **Job Position** – Select the professional stream you (the employee) work in.

Account Information

- Catalogue
- 1 Account Creation**
- 2 Additional Information
- 3 Confirmation

Basic Information

Community Name: MSH

Payroll ID:

* User Name:

* First Name:

* Last Name:

* Password:

* Verify Password:

Challenge Phrase:

Challenge Phrase Answer:

* Email (@health.qld.gov.au if known):

Email (Alternate / Personal):

Allow Promotional Email: ☒

Work Information:

Job Position:

* Required fields

Next

Once you have entered all of the details, click 'Next'.

Step 5: Select your facility from the drop-down menu. Choose '**Other**' if it is not on the list. Enter your Line Manager's name if known, otherwise, leave blank. Click next to continue.

The screenshot shows the 'Additional Information' step of the LEAPOnline registration process. On the left, a sidebar lists the steps: Catalogue, Account Creation, Additional Information (highlighted), and Confirmation. The main area is titled 'Additional Information' and contains a form with two fields: 'Facility' (a dropdown menu with 'Please Select' as the current value) and 'Line Manager' (a text input field). Below the form, there is a red asterisk and the text '* Required fields'. At the bottom right, there is a red circle around a 'Next' button. Above the button, the text 'Click NEXT to continue.' is displayed.

Step 6: All of the details you have entered are confirmed. Click '**Process Request**' to continue.

The screenshot shows the 'Confirmation' step of the LEAPOnline registration process. On the left, a sidebar lists the steps: Account Creation, Additional Information, and Confirmation (highlighted). The main area is titled 'Confirmation' and displays a list of registration details. At the bottom right, there is a red circle around a 'Process Request' button. Below the button, the text 'Please verify your account information is correct. Click Process Request to continue.' is displayed.

Registration

Account Information

Community Name: MSH
User Name: BloggsJo
Name: Joe Bloggs
Password: *****
Challenge Phrase: Which hospital do you work at?
Challenge Phrase Answer: QEII
Language: English
Email (@health.qld.gov.au if known): Joe.Bloggs@health.qld.gov.au
Email (Alternate / Personal): JoeyBloggs@gmail.com
Job Position: Nursing and Midwifery
Time Zone: Brisbane
Address 1: .
City: .
Post Code: .
Other: Queensland
Country: Australia
Telephone Number: 0000000000

Step 7: The account has now been created, but **IT IS NOT YET ACTIVE**. A confirmation email will be sent to the address supplied confirming the account creation. The LEAP System Administrator will activate it when either one of the two things happen:

1. The employee's details are visible in the HR system. (This will not occur until after the employee commences employment with MSH).
2. The line manager or Admin contacts LEAP (leaponline@health.qld.gov.au) providing further details and requesting for the account to be activated.

Completed

Thank you

Thank you for registering for LEAPOnline. Your account will be activated once your payroll ID is visible in the HR system or by request to leaponline@health.qld.gov.au from your line manager. Once activated you will receive an email with your login details.

External Contractors - you can now login to your account with the username and password you have created.