

# PALMLearn login factsheet

1 December 2025

PALMLearn is a learning site dedicated to supporting PALM scheme employers, their staff, host employers and other stakeholders to meet their obligations under the [PALM scheme Approved Employer Deed of Agreement](#) and the [PALM scheme Approved Employer Guidelines](#).

## Login information

1. You will need to login each time you access PALMLearn. Logging in includes a two-factor authentication process.
2. The first time you login (or when updates occur) you will need to read and agree to the terms and conditions of use.

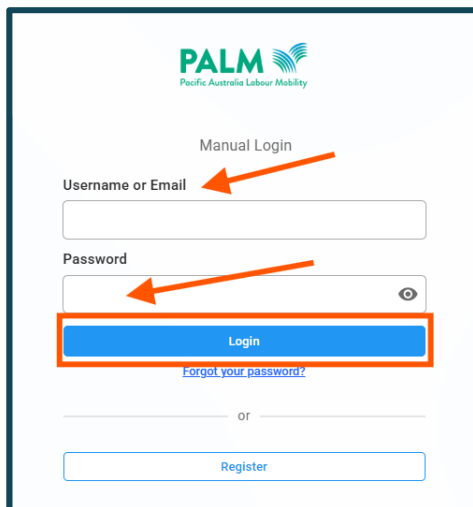
In this factsheet you will find information on:

- [How to login](#)
- [Logging in for the first time](#)
- [Resetting your password](#).

## How to login

### 1 Initiate login

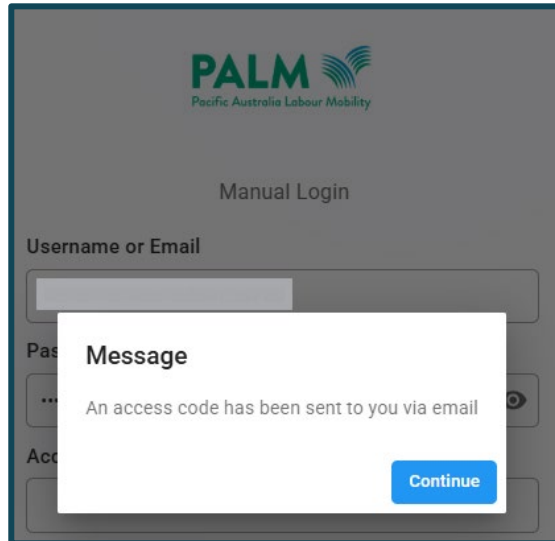
1. Go to the website [www.palmlearn.gov.au](http://www.palmlearn.gov.au)
2. Enter the email address you used to register
3. Enter your password - if you don't remember your password, you can reset your password.
4. Select/click on the 'Login' button



The screenshot shows the PALM Login page. At the top is the PALM logo. Below it is the text 'Manual Login'. There are two input fields: 'Username or Email' and 'Password'. An orange arrow points to the 'Username or Email' field, and another orange arrow points to the 'Password' field. Below the 'Password' field is a blue 'Login' button, which is highlighted with an orange border. Below the 'Login' button is a link that says 'Forgot your password?'. At the bottom, there is a line with 'or' in the middle, and a 'Register' button below that.

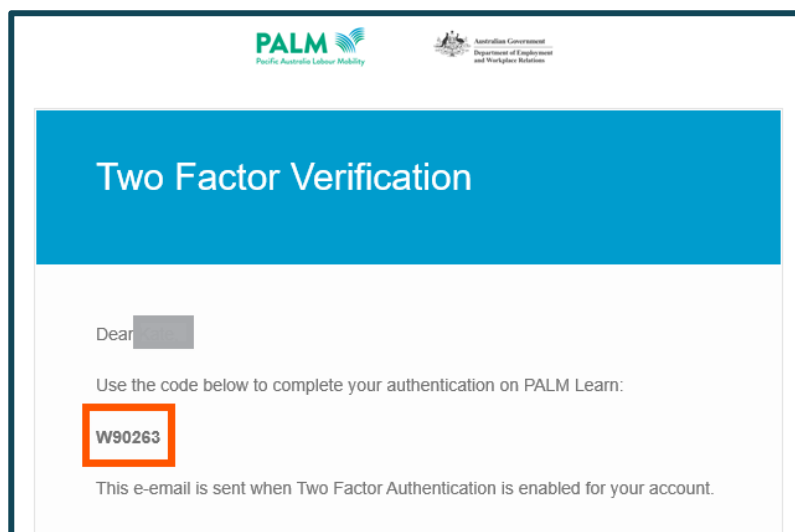
## 2 Two-factor authentication

After entering your user details and selecting 'login', you will receive a message telling you an access code has been sent to your email account. Select 'continue'.



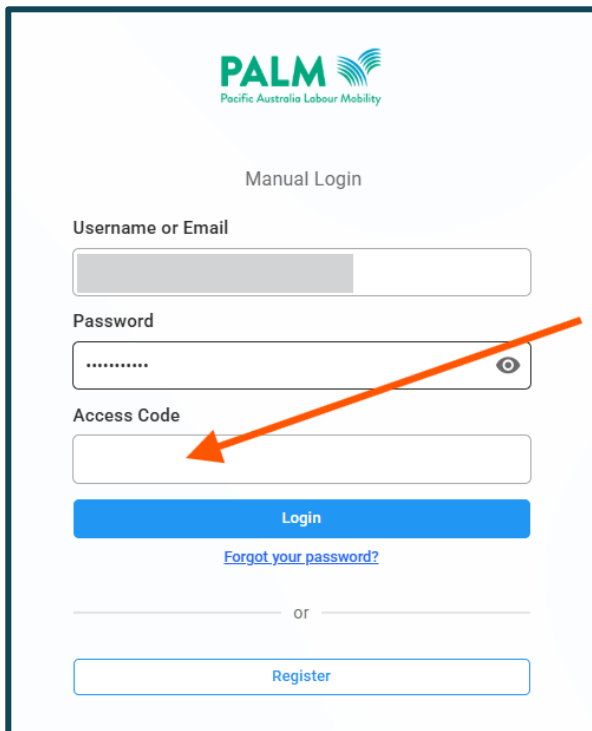
## 3 Access your two-factor authentication code

1. Access your email account. You will have received an email from Acorn PLMS [no-reply@palmlearn.gov.au](mailto:no-reply@palmlearn.gov.au)
2. Copy the code in the email - this will be a unique code each time you login.



## 4 Verify your two-factor authentication code

1. Return to the login screen.
2. Enter the access code from the two-factor authentication email.
3. Select 'login'.



The image shows the 'Manual Login' form on the PALM website. It includes fields for 'Username or Email', 'Password', and 'Access Code'. An orange arrow points to the 'Access Code' field. Below the fields are 'Login' and 'Forgot your password?' links, and a 'Register' button at the bottom.

If this is the first time that you log in, see [First Time Login](#) for an additional step.

## 5 Logged in

You have now logged in and can access the resources.



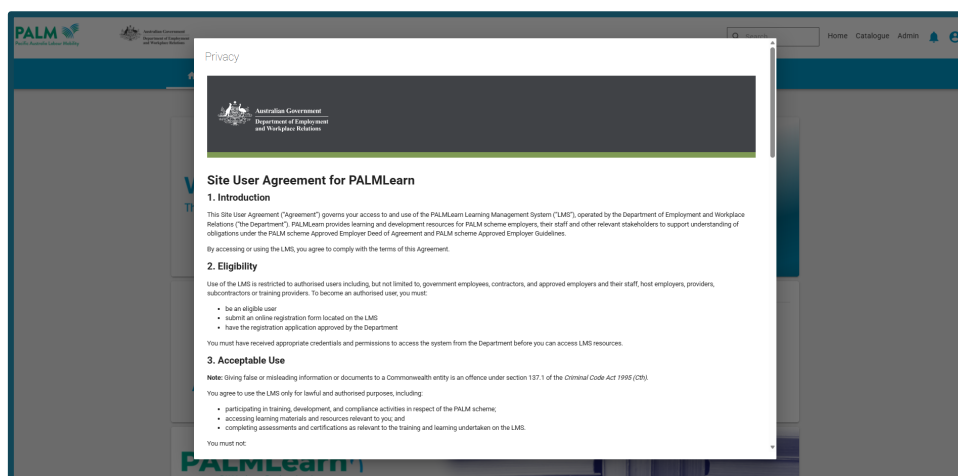
## First time login

The first time you login (and then if updates have occurred) you will have a pop-up appear. In the pop-up you will be asked to read the:

- Site User Agreement
- Privacy Notice
- Privacy Consent.

If you agree to the terms and conditions, mark the checkbox at the end of the pop-up window.

You will then be able to access the content in PALMLearn.



## Reset your password

You can reset your password at any time.

### 1 Initiate password reset

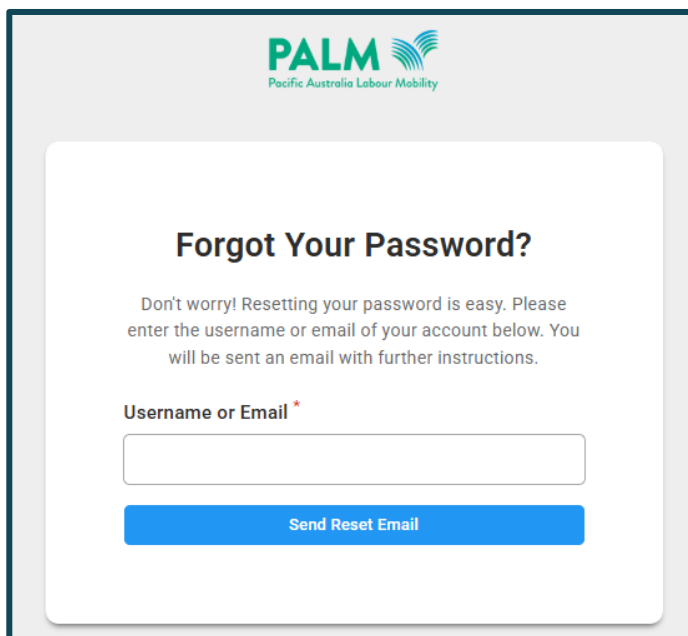
If you have forgotten your password, you can use the password reset function.

1. On the login screen ([www.palmlearn.gov.au](http://www.palmlearn.gov.au)), select 'Forgot your password'



## 2 Enter email address

You will then need to enter your email address in the password reset screen. A link will be sent to your nominated email account for you to reset your password.



## 3 Reset password

Go to your email account and follow the instructions to change your password.

## Support

If you need support during the login process you can contact:

- Phone the PALM scheme support service: **1800 51 51 31**
- Email the PALM scheme support service: [palm@dewr.gov.au](mailto:palm@dewr.gov.au)
- Email the PALMLearn administrator: [palmlearn@dewr.gov.au](mailto:palmlearn@dewr.gov.au)