General SunCares Frequently Asked Questions

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1. Where do I access my SunCares account?

For employees: You can access SunCares on the Core from the quick links at the bottom of the page, on suncor.com: Community Investment > Employee giving or through the Benevity app that is connected to your SunCares account. See this reference guide for steps on how to access your SunCares account.

For retirees: If you have not received email correspondence from Suncor providing you with SunCares instructions, please email suncares@suncor.com to receive your access information. If you have received your login information, you can access SunCares on suncor.com Community Investment > Employee giving or through the Benevity app that's connected to your SunCares account. See this reference guide for steps on how to access your SunCares account.

For contractors: To engage in eligible opportunities through SunCares, you can access the SunCares Community Impact Portal on suncor.com, [Community Investment > Employee giving](#) or on [the Core](#) from the quick links at the bottom of the page.

2. My SunCares user ID is not working

To access SunCares, employees will need their employee ID/badge number to use as their "User ID". All Suncor employee IDs/badge numbers are 8 digits, however if your employee ID/badge number is not 8 digits, you will need to enter the corresponding amounts of zeros in front of your employee ID/badge number to make it 8 digits. Example: Employee ID number 1384 would become 00001384.

3. My SunCares user ID and password are not working

If you are accessing SunCares on the Suncor network through Single Sign On and you get an error message, please contact [Suncor Client Support](#).

If you are accessing SunCares outside of the Suncor network and your User ID or password are not working, please ensure your User ID is 8-digits and/or click on "Forgot Password" to reset your password. Follow the steps outlined in the email sent from SunCares to your work email.

For access information please see the SunCares access reference guide on the Core and Suncor.com

4. Am I eligible for the SunCares programs?

Full-time and part-time employees, students and retirees have SunCares accounts and are eligible for all SunCares programs as soon as they start working with Suncor.

Temporary employees can access the SunCares volunteer program and make personal donations in SunCares. They can also participate in companywide employee initiatives when available.

Contractors can access eligible SunCares programs through the SunCares Community Impact Portal. This includes SunCares Community Giving Network activities and the Humanitarian Grant when activated.

5. When will my SunCares account be created?

Your SunCares account will be created 1-2 weeks from when you first start working at Suncor.

6. What is the Community Impact Portal?

The SunCares Community Impact Portal is a public site for Suncor contractors and friends and family to access fundraising opportunities. This includes participating in SunCares Community Giving Network activities and the Humanitarian Grant, when activated. Contractors can also make personal donations through the SunCares Community Impact Portal at any time during the year.

7. Why do I receive a "Page Not Displayed" error message when trying to access SunCares?

If you get a "Page Not Displayed" error message when trying to access SunCares on the Suncor network, try changing your internet browser from Internet Explorer to Google Chrome. All employees should have Chrome as an option on their Suncor computer. If you continue to get a "Page Not Displayed" error message, please contact Suncor Client Support.

If you get a "Page Not Displayed" error message when trying to access SunCares external to the Suncor network, please try changing your internet browser to Google Chrome. You can download Google Chrome for free. If you continue to experience the "Page Not Displayed" error message please contact Benevity directly at support@benevity.com.

8. When does SunCares close?

SunCares never closes! You can make personal contributions, create volunteer opportunities and track your volunteer time year-round.

However, you are eligible to receive volunteer rewards and matching every year. Volunteer rewards expiry one year from when they are received in your SunCares account.

9. Will I be able to access SunCares after I retire?

Yes.

Retirees can participate in SunCares, please email suncares@suncor.com to have an account created. If you are currently participating in SunCares as an employee, your account will not continue when you become a retiree and you need to emaiil SunCares to have a new account created.

10. How will my privacy be protected

Suncor has provided Benevity with only essential information to set up your SunCares account including your employee ID/ badge number, your name and your Suncor email. Suncor will not provide Benevity with any personal information. All information that you provide in your SunCares profile is at your discretion and choice, and subject to Benevity terms of use policies. You can customize your privacy settings in your profile and choose what personal information to share with organizations.

11. Why am I getting company emails sent to my personal email?

You will receive emails to the account saved in your SunCares profile. If you changed the email in your SunCares profile to your personal email, you will receive SunCares communications to that account. If you leave the email in your SunCares profile as your Suncor email address, all SunCares communications will be sent to your Suncor email.

12. What is an eligible community organization?

This is an organization that is registered in the Benevity Causes Portal.

13. What is the Benevity Causes Portal?

The Benevity Causes Portal is a database of community organizations that have registered with our service provider, Benevity. Generally, eligible organizations are community organizations that are:

- Registered charities
- Non-profit organizations

14. How do I know if my organization is in the Benevity Causes Portal?

If your organization is in the Benevity Causes Portal, it will populate when you search for it in SunCares.

If you cannot find an organization in SunCares, please nominate your organization or initiative by selecting "Nominate a Cause" (found under Quick Links). Benevity will then follow up with the Suncor Energy Foundation to ensure the organization fulfills eligibility requirements and will include the organization in the cause portal or will work with the organization to set up a cause profile. Once your organization/ initiative is added to the portal, you will be notified and able to select this organization for tracking volunteer time or making a donation.

15. How do I apply for a bereavement grant on behalf of an employee?

The Bereavement Grant is for a Suncor employee or retiree wanting to make a gift in memory of someone from the Suncor family who has passed away. Gifts are made to eligible community organizations. See the [Bereavement Grant guidance and process](#) to make a bereavement grant on behalf of an employee.