

## How to Access the Suncor Contractor Portal

<b>Purpose</b>	This Reference Guide describes navigating to and accessing the Suncor Contractor Portal for new or returning contractor users
<b>Intended user</b>	The intended users of this QRG are Contractors who require Suncor Contractor Portal access to complete required learning in the Suncor Contractor Learning Management System (LMS)

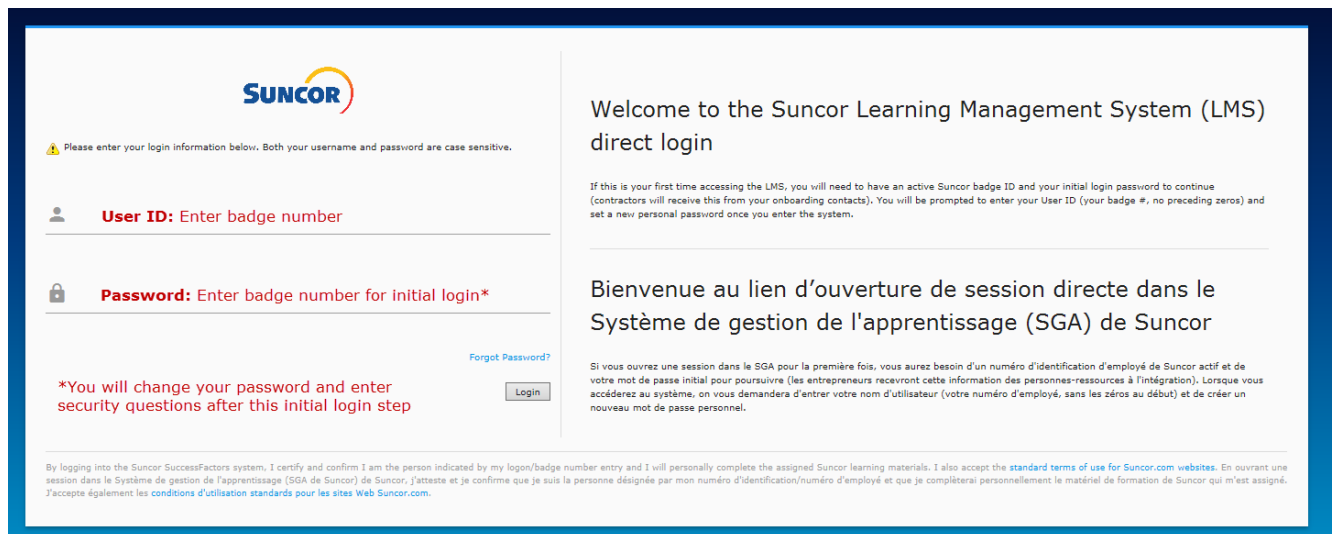
### Steps to log in

1. Navigate to the Learning Management System (LMS) landing page by [clicking this link](#)



Please use Internet Explorer or Google Chrome on a laptop or desktop computer. Web-based learning requires Adobe Flash Player and will not display correctly on mobile devices (tablets or phones)

2. Log in to the LMS by entering your Suncor Badge ID number (located below the date of issue, or as issued to you by email) in the user name field, and your password in the field below.



All returning contractors will be required to log in with Suncor Badge ID number as **both** User Name and Password when you enter the system after November 28th, 2018.

You will be required to create three security questions and set a new password. After that, you can reset your password any time by clicking *Forgot Password* on the login page

3. Upon first log in after November 28, 2018 you will be required to set three personal security questions. If you forget your password, you will need to answer at least one security question in order to set a new password

To set your three security questions, follow the onscreen instructions and click the *Select a question* dropdown. You will choose any question from the list provided and then type any response into the text box on the right, similar to screen pictured below. Click *Save* when you have completed your questions and responses.

### Select Your Security Questions


Select the security questions that you will use to reset your password. Select questions that you can easily answer correctly. Enter your answer in the blank text box next to the question.


What was the name of the city your mother was born in? ▾	Cold Lake
What was the destination of your first airplane trip? ▾	Mexico
What was the make and model of your first car? ▾	Ford F150


[Save](#)


### Reset forgotten password

1. If you forget your password, you can reset it any time by clicking *Forgot Password?* on the LMS log in page:



 Please enter your login information below. Both your username and password are case sensitive.

  
\_\_\_\_\_

  
\_\_\_\_\_

[Forgot Password?](#)

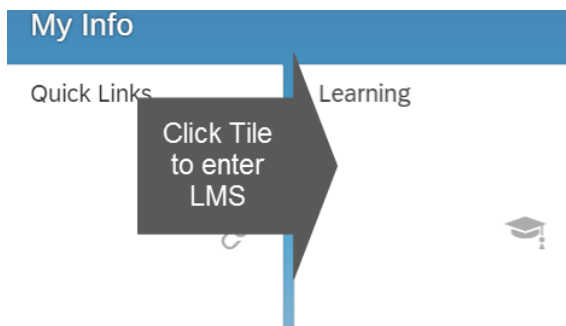
[Login](#)

2. In the Username field, enter your Suncor Badge ID and click *Next*
3. Answer the security questions (you are allowed three attempts to answer your question correctly) and click *Submit*
4. Follow the onscreen instructions and set a new password. Enter the password again in the field below to confirm, then click *Submit*
5. When you have successfully chosen a new password, you will be given an onscreen prompt to navigate back to the LMS login page. If you are not taken directly to the LMS login page at this point, please [click this link](#)

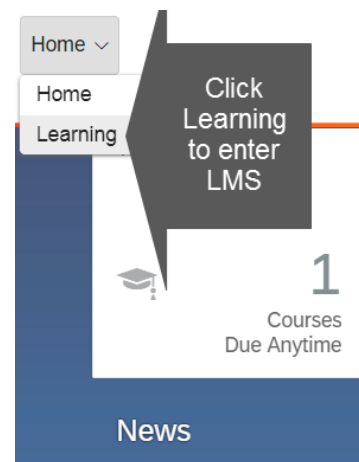


### Find Your Learning Page

Congratulations! You've now gained access to the Contractor Portal. Your final step is to navigate to your Learning page by clicking the *Learning* tile, or else click the *Home* dropdown in the top left corner of the screen, and then click *Learning*:

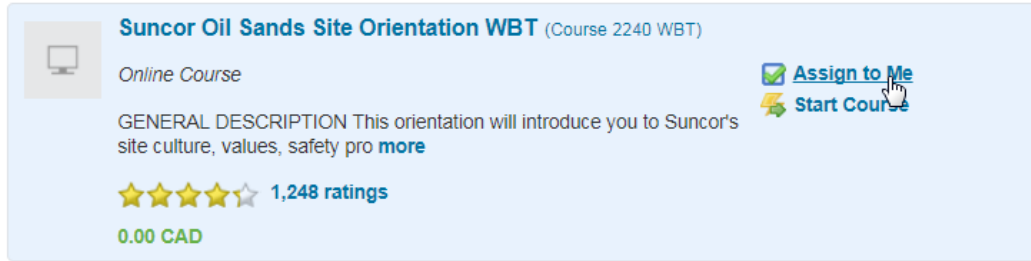


OR →



## Complete Your Required Learning

1. Your required orientation courses will be communicated to you by your contractor administrator.
2. When you enter the system, you can use the “Find Learning” option (What do want to LEARN today?) to locate the necessary course(s) by name.
3. For each course you are required to complete, hover your mouse on the course box and select either “Assign to Me” or “Start Course”. Either option will make the course show up in the “My Learning Assignments” section of your home screen.



**Suncor Oil Sands Site Orientation WBT** (Course 2240 WBT)

Online Course

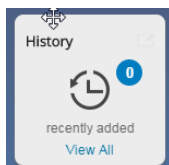
GENERAL DESCRIPTION This orientation will introduce you to Suncor's site culture, values, safety pro [more](#)

★★★★☆ 1,248 ratings

0.00 CAD

[Assign to Me](#)

[Start Course](#)



**For your learning history, see the “History” tile on your LMS home screen.** You can use the print certificate option to print a Suncor proof of course completion if needed. You can also use the “Reports” option under the Links tile of your learning home page to generate a Learning History report in PDF format.

## Frequently Asked Questions (FAQs)

### What do I do if a course I am taking does not play normally?

Most issues with a course playing normally are caused by pop-up blocker settings. Refer to Attachment 1 for guidance on how to configure your web browser to allow temporary pop-up windows. If a course stops playing mid-way through, exit the course to save your progress and then re-enter to resume where you left off.

### What can I do if I have completed a course, but it doesn't record the completion in my history?

There are occasions when a course does not communicate a completion properly back to the main server. If this happens, take a screen shot of the final completion screen and log a ticket with the Suncor Client Support Centre via email to [clientsupport@suncor.com](mailto:clientsupport@suncor.com)

### Who should I contact if I'm not sure what courses I should be taking in the LMS?

For all questions around your required orientation courses, you should contact your company's internal administrator, or your designated Suncor contact if needed. The courses you are required to take will vary depending on your role, the location of your work, and your prior learning history.

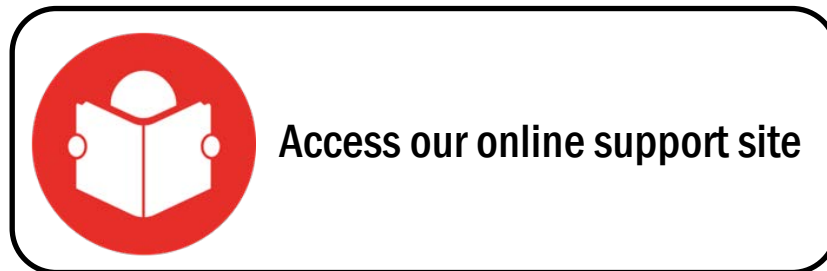
**Note: Web based orientation courses require Adobe Flash Player and will not display correctly on mobile devices. Pop-up blockers must be turned off or temporarily disabled. Please see Attachment 1 for additional guidance.**

### Browser Compatibility

SuccessFactors LMS is compatible with most up-to-date internet browsers. However, Suncor's course content is optimized for Internet Explorer 11, and you may encounter issues using other internet browsers. Some web-based course content contains Adobe Flash elements and will not play on a mobile device.

### Need more help?

Click on the icon below to access our online support site.



#### Important Note:

If you have difficulty logging in to the Suncor Contractor Learning Management System (LMS), or you're having other technical issues, you can contact Suncor's Client Support Centre for help. Telephone support is available 7 days/week, 24hrs/day:

1 866 276 7800 (Within North America) | 1 403 272 7800 (Outside North America)

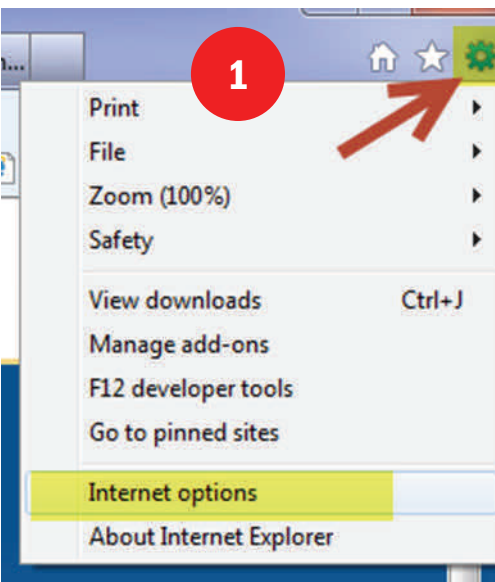
If you need guidance on what courses to take, or have any other questions about the scope of your work with Suncor, please contact your company's administrator or your Suncor contact.

## Why do I need to do this?

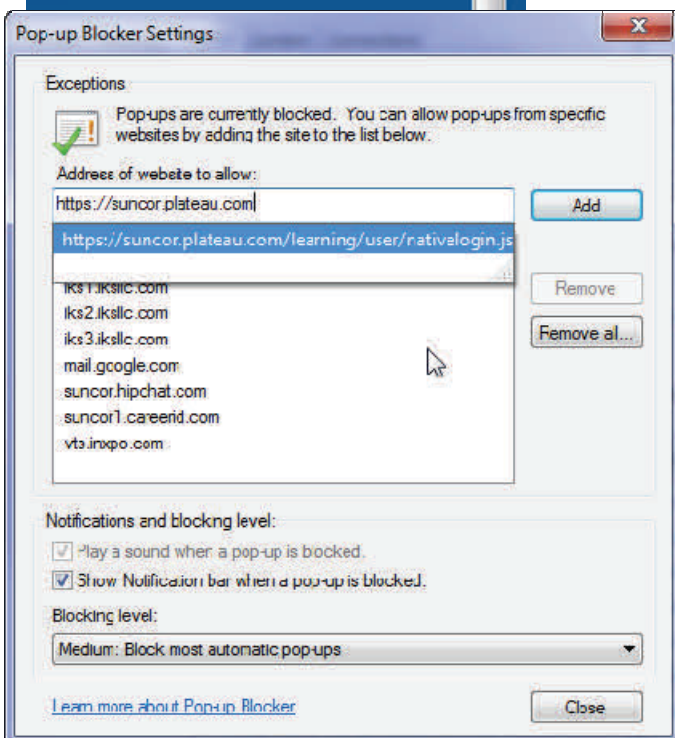
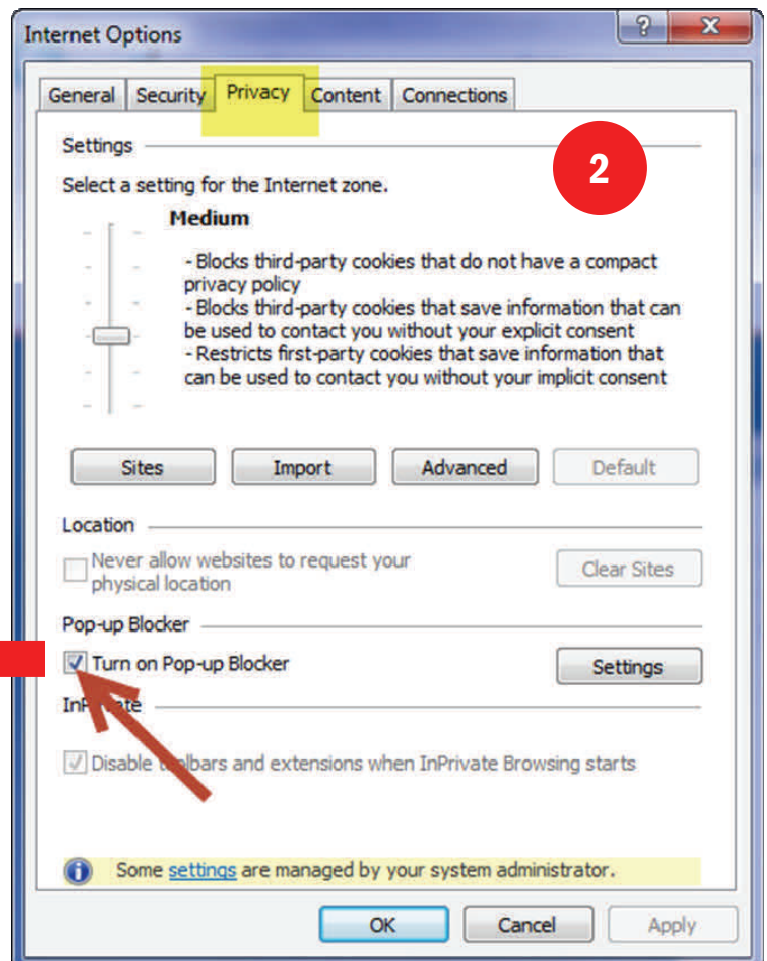
Most web browsers have a default option to restrict or block unwanted pop-up windows. For the Suncor LMS, the main course content opens in a second window that some computers will interpret as a pop-up, and you may need to allow temporary pop-up access to play the course correctly.

The following reference guide outlines how to enable access to pop-ups in Internet Explorer, Firefox, and Google Chrome. For other browsers, please consult your software's help guide for similar instructions.

## Internet Explorer (version 9 and above)

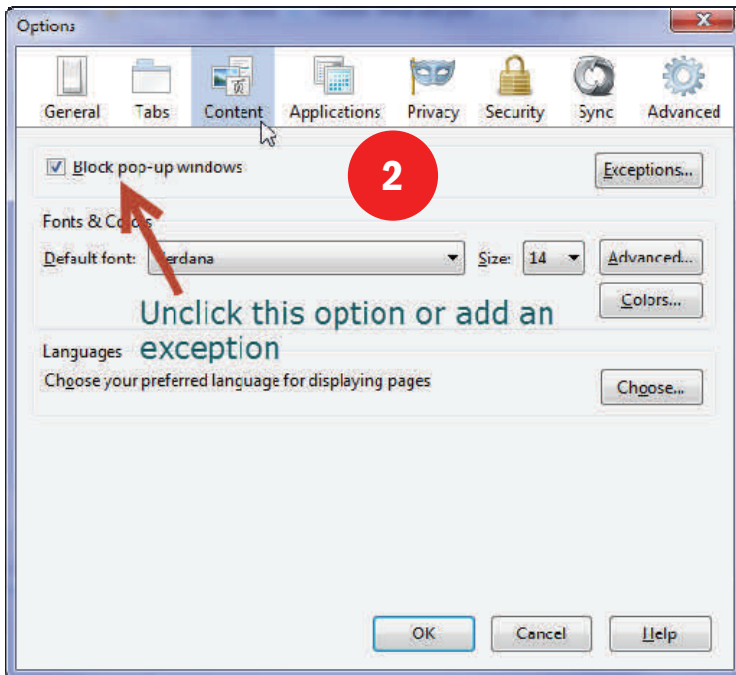
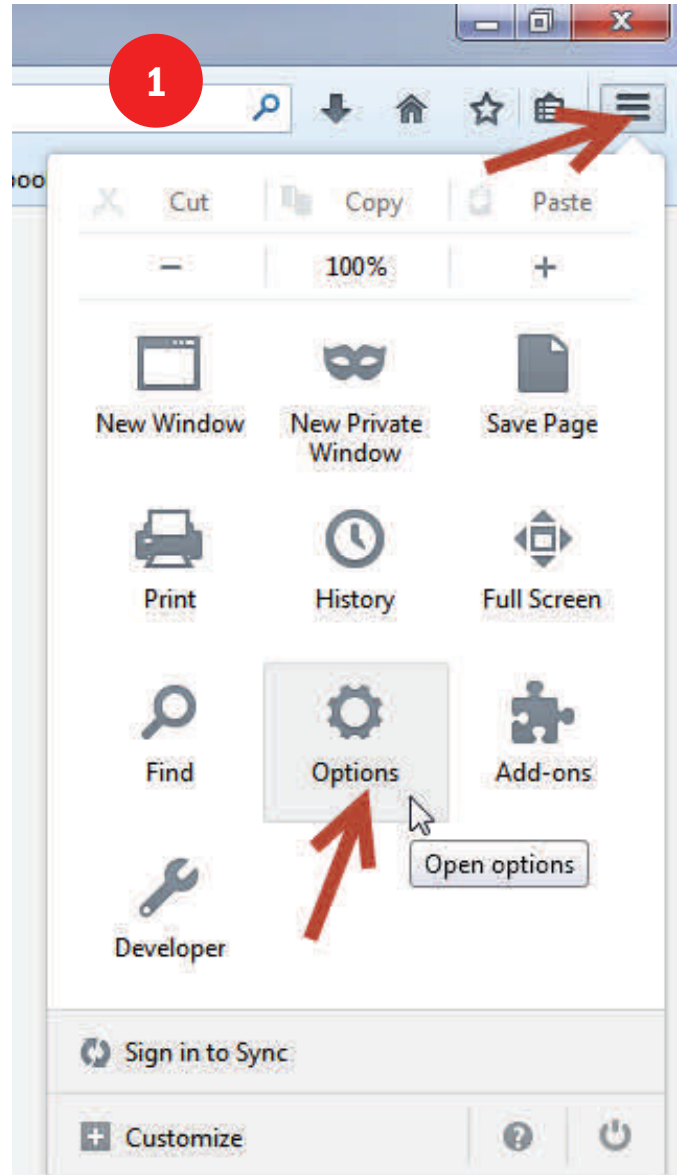


1. Click on the settings gear icon in the top right corner, then select "Internet Options".
2. From the "Privacy" tab, look for the option to turn off the pop-up blocker. You can safely disable pop-ups for this session only (re-enable it when done), or go to "Settings" to add an exception.



## Mozilla Firefox

1. Click on the menu icon in the top right corner, then select "Options".
2. Select the "Content" tab, then look for the option to turn off the pop-up blocker. You can safely disable pop-ups for this session only (re-enable it when done),
3. To add an exception, click on the "Exceptions" button, add the general system link and click "Allow"



The domain exception to add is:

<https://suncor.plateau.com>

This will allow any content under this domain to display.

