

# How to Access the Contractor Portal

## Overview

This quick reference guide (QRG) describes how to navigate to and access the Contractor Portal on Suncor.com, for new or returning contractor users to complete required learning in Suncor's Learning Management System (LMS).

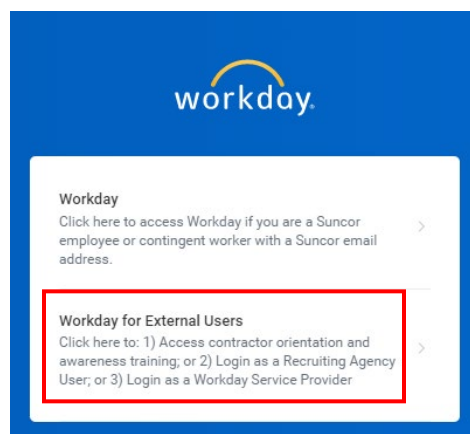
## Logging in to the LMS:

Follow these steps to log into the LMS:

1. Navigate to the '[contractor orientation and awareness training](#)' page on Suncor.com (Suncor.com> Contractors, suppliers, and carriers > Existing contractors, suppliers and carriers, orientation and travel > Contractor orientation)
2. Scroll down to find the 'login now' button and select it to open the LMS login page.

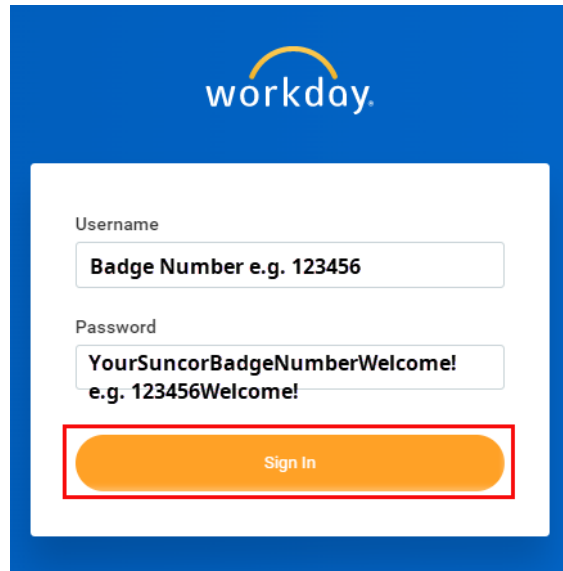


3. Select 'Workday for external users' to navigate to the login screen.



4. Sign in with your Suncor badge ID number (located below the date of issue on the badge, or as issued to you by email) in the username field and your password in the password field. Click 'sign in.'

Note: After April 5, 2022, all returning contractors will need to log into the LMS with Suncor Badge ID numbers as the username. The default password for first time login is YourSuncorBadgeNumberWelcome! (For example, 123456Welcome!).



5. Upon your first login after April 5, 2022, you will be prompted to change your password.
  - enter the default password (YourSuncorBadgeNumberWelcome! as the 'old password').
  - create a new password and verify your new password by entering it again to confirm.
  - select 'submit.'

Note: Your new password must not be the same as your current password or username. A minimum of 8 characters is required and your password must include a lowercase letter, an uppercase letter, a number and a special character (!"#\$\$%&'()\*+,-./:;=>?@[\\]^\_`{|}~). The password must not have been used within the last four passwords.

Please change your password

### Change Password

Old Password  
**YourSuncorBadgeNumberWelcome!**  
e.g. 123456Welcome!

New Password  
**A password that meets the requirements**

Verify New Password  
**Enter your new password again**

**Submit**

[Back to Sign In](#)

6. Set three personal security questions. You can answer these questions if you forget your password to set your three security questions, select a question from the dropdown and enter your answers. Click 'submit'.

### Select Security Questions

In what city were you born?

Answer  
Enter your answer

What is your mother's maiden name?

Answer  
Enter your answer

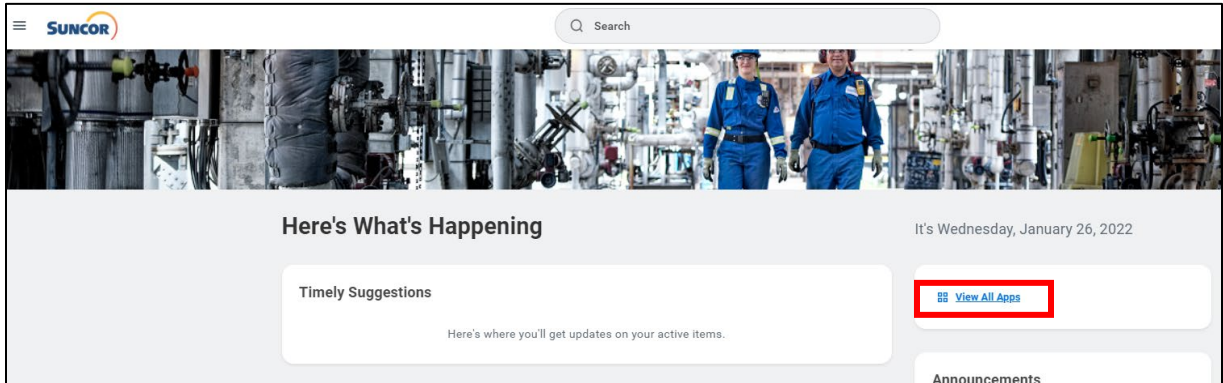
What is the name of your first school?

Answer  
Enter your answer

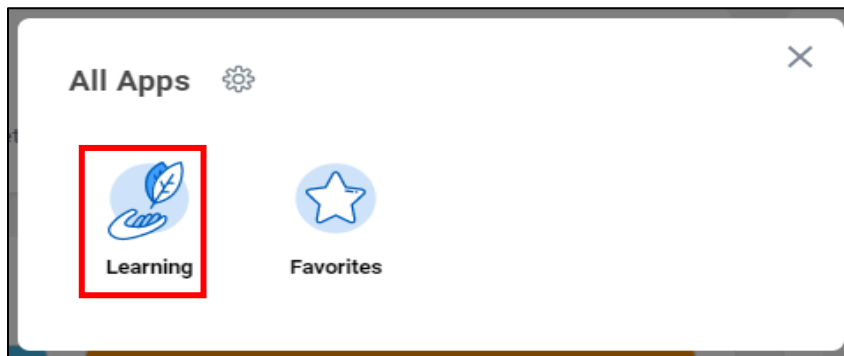
**Submit**

### Find and complete your course:

1. Congratulations! You have now gained access to the Contractor Portal. Once you are on the home page, select 'view all apps' in the centre of your screen.

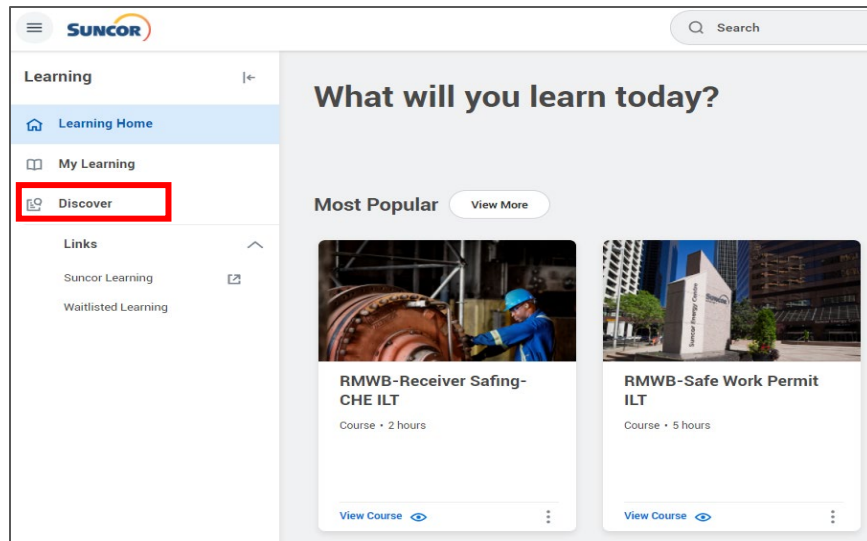


2. Select the 'learning' app.

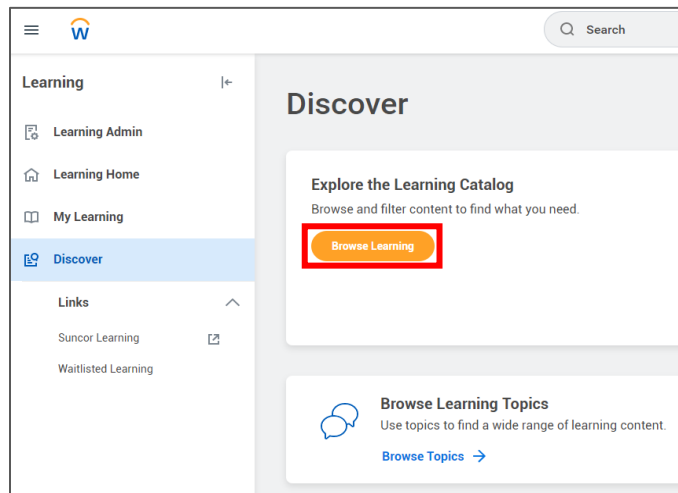


3. On the learning home page, select 'discover' from the menu on the left.

Note: While there is a search bar at the top of the page, it is best to search for a course on the discover page.

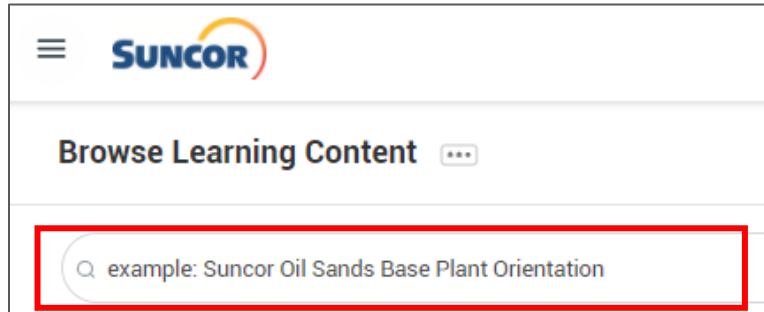


4. On the discover page, select 'browse learning' to find a course; your required orientation courses will be communicated to you by your company administrator. There will not be any courses assigned to you.

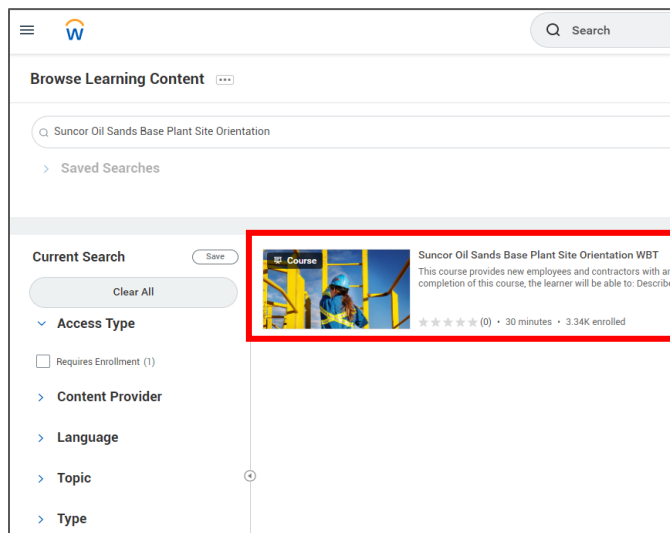


5. Enter the name of the course you have been instructed to take in the search bar:

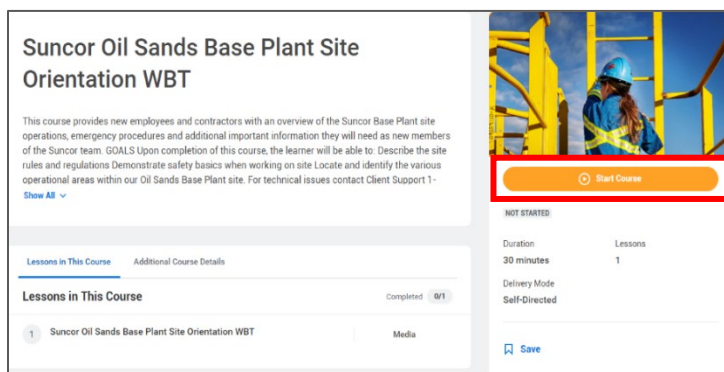
Note: There are no course numbers in the new LMS. Be sure to select the course name that your company administrator has instructed you to take.



6. Click anywhere on the course to select it.

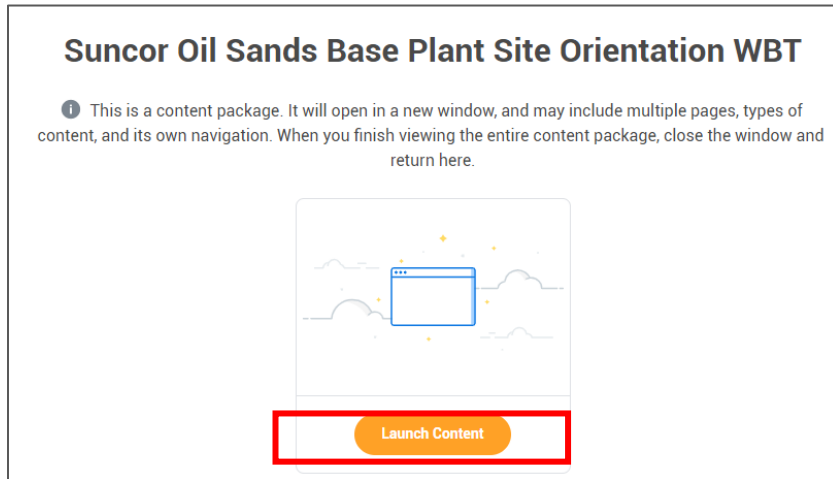


7. Select 'start course.'



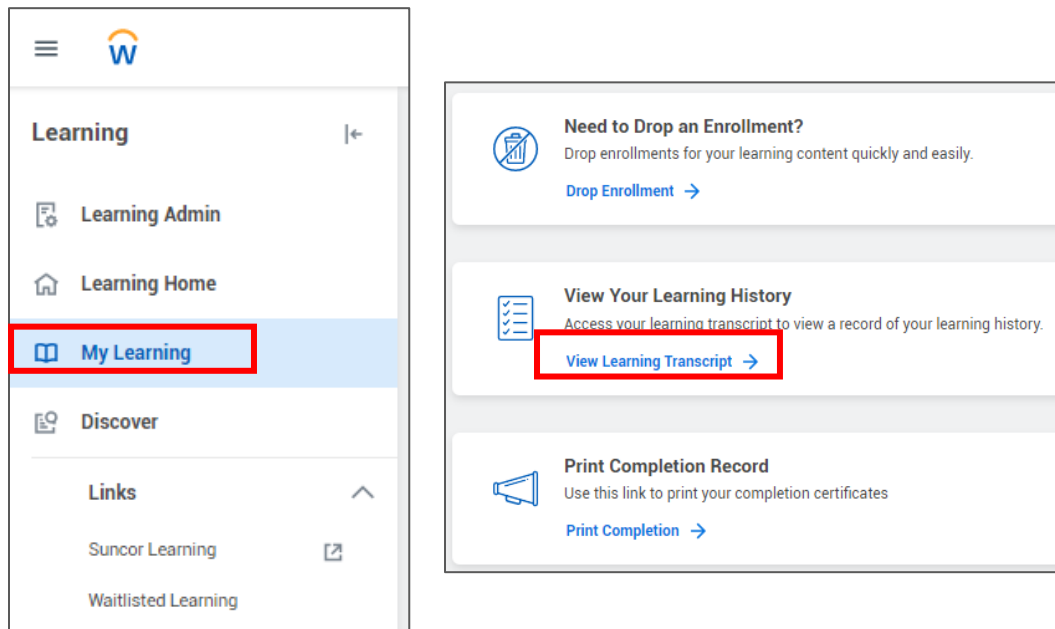
8. Select 'launch content.'

Note: Enable pop-ups on your browser. Instructions on how to enable pop ups are available on the Contractor Portal help site.



### View your learning history:

1. From the home page, select 'my learning,' scroll down to 'view your learning history' and select 'view learning transcript.'



2. On your transcript, you can view courses that you haven't started, courses in progress, and completed courses in your learning history. You can select a course not yet started to begin it or select a course in progress to resume.

| My Transcript                   |  |
|---------------------------------|--|
| <b>Not Started</b> 1 item       |  |
| Name                            |  |
| Q                               | Suncor Oil Sands Base Plant Site Orientation WBT |
| <b>In Progress</b> 1 item       |  |
| Name                            |  |
| Q                               | High Voltage Sub Safety Orientation WBT          |
| <b>Learning History</b> 6 items |  |
| Name                            |  |
| Q                               | Fort Hills Site Orientation WBT                  |

### Print your completion record:

1. From the home screen, select 'my learning,' scroll down to 'print completion record' and select 'print completion.'

The image shows two parts of the Contractor Portal interface. On the left is a vertical navigation menu with the following items: Learning (with a back arrow), Learning Admin, Learning Home, My Learning (highlighted with a red box), Discover, and Links (with an up arrow). Under Links, there are 'Suncor Learning' and 'Waitlisted Learning'. On the right is a main content area with three sections: 'Need to Drop an Enrollment?' with a 'Drop Enrollment' link; 'View Your Learning History' with a 'View Learning Transcript' link; and 'Print Completion Record' with a 'Print Completion' link (highlighted with a red box).



2. Enter the course title of the completion you wish to print in the 'record learning content' field, enter your name in the 'learning participant' field, and select 'OK.'

LRN - Completion Record Card

Record Learning Content \*

Learning Participant \*

Filter Name

Manage Filters

0 Saved Filters

3. On the LRN-completion record card page, select 'print.'

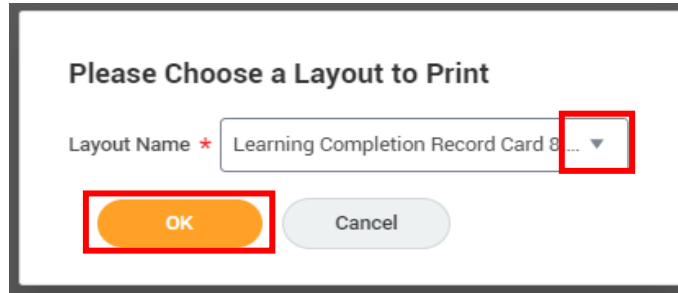
LRN - Completion Record Card

Record Learning Content Fort Hills Site Orientation WBT Learning Participant REX GEORGE [E]

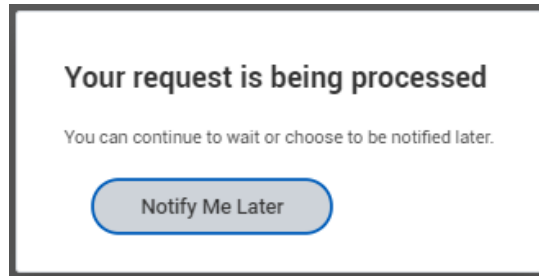
1 Item

| Participant | Completion Date and Time | Expiration Date | Record Learning Content         |
|-------------|--------------------------|-----------------|---------------------------------|
| REX GEORGE  | 05/19/2021 01:00:00 AM   |                 | Fort Hills Site Orientation WBT |

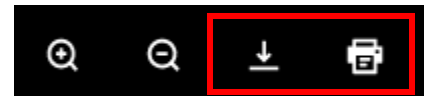
4. Chose your preferred print layout from the drop down and select 'OK.'



5. A pop-up will appear to inform you that your request is being processed. The best practice is to wait until the certificate opens instead of opting to 'notify me later.'

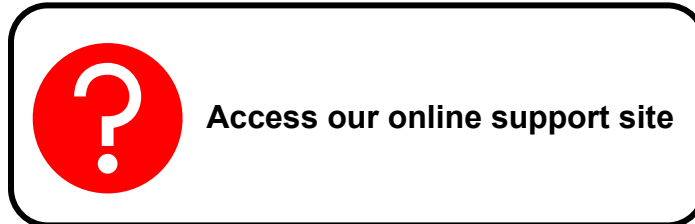


6. Once the certificate opens, you can choose to download or print it.



### Need more help?

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



#### Important Note:

If you are having difficulty logging into the Learning Management System (LMS) or if you are having other technical issues, you can contact Suncor's Client Support Centre for help. Telephone support is available 7 days a week, 24 hours a 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 administrator or your Suncor contact.