

## Purpose

Use this Quick Reference Guide to understand how to access web-based training on Suncor's Learning Management System (LMS) and obtain assistance.

## Procedure

### TO ACCESS CONTRACTOR WEB-BASED TRAINING

1. Go to the [Suncor.com](http://Suncor.com) -> Select *Contractors* from top menu bar -> Select *Contractor Orientation* -> Click on Login icon
2. Enter your last name / Suncor badge number (ID) / email address -> Click *Submit*
3. Enter your Suncor badge number (user ID) and this temporary password: **Safety\*LMS17**
4. You will then be prompted to reset your password
5. Locate and complete the courses that you were advised to take

## Assistance

### IF YOU REQUIRE HELP WITH LOGGING INTO LMS

All users should refer to the QRG for Accessing the Suncor LMS (link below) for more detailed instructions:

<http://www.suncor.com/~media/Files/PDF/Contractors/Existing%20Contractors/Contractor%20Orientation%20and%20Online%20Awareness%20Training/QRG-accessing-the%20contractor%20portal.ashx?la=en-CA>

If you have technical issues accessing the system (error messages or are unable to advance), please contact the Suncor Client Support Centre (24/7 support hours):

**Phone:** 1-866-276-7800 (Within North America) OR 1-403-272-7800 (Outside North America)

- Select language option, then select option 1 for Client Support Centre

**Email:** [ClientSupportCentre@Suncor.com](mailto:ClientSupportCentre@Suncor.com)

The Client Support Centre will also be able to help reset your password if you forget

If you do not have a Suncor badge (ID) number, please contact your supervisor or company onboarding contact.

## Additional Information

You will be provided a list of required courses. If you have any questions regarding required courses, contact your supervisor