This Job Aid provides “How To” instructions on how to:
- Create a Contractor Learning Account
- How to Login to the Contractor Learning Academy once you have an account
- How to Reactivate your account

Most browsers are compatible with Contractor Learning e.g., Chrome, Safari, Edge etc. We do not recommend using Internet Explorer, Microsoft is making the browser obsolete in 2021.

Be sure to set up your Password Recovery questions and answers before you log out!

Create your Contractor Learning Account

1. Go to www.syncrude.ca
   Hover your mouse over Our Company
   Select Contractor Learning

   If you have not done so already take a moment to view the Quick Tour Video before creating your account

2. Click on the Red Login button
Create Contractor Learning Account & Login

3. Enter your **First Name**
   Enter your **Last Name**
   Enter your **Email Address**
   Enter a **Password**

- Your password is a unique password for accessing your Contractor Learning Account
- Passwords must be 8 characters long and include at least 1 Upper and 1 Lower case character

4. Select **Canada** from the **Select your Country** drop down
   Click the **I’m not a Robot** checkbox

- When you check “I’m not a Robot” you may be prompted for additional information including
  - Being presented with text you must copy and paste
  - Or, asked to select squares that have a specific image. See example.
5. Click on **Sign Up Now**

Login to your Contractor Learning Account

1. Click on **External Members**

2. Enter your **Email Address**
   Enter your **Contractor Learning Password**
   Click **Login**
3 Read the Terms & Conditions
   Click Accept when ready to continue

4 You have successfully created your account and logged into the home page of Contractor Learning

DO NOT LOG OUT
until you have completed the steps on the next page to setup your Password Recovery Security Questions & Answers
Create your Password Recovery Questions and Answers

- Password Recovery security questions and answers are the only way to recover your password
- If you encounter technical issues please contact contractorlearning@Syncrude.com for assistance

1. Hover over Me
   Click My Settings

2. Click on My Account
   Click on Password Recovery Questions
Enter your Contractor Learning **Password**

Click the drop down and select a **question**

Enter your **answer**

*All three questions and answers are required*

Click **Save**

**NEARLY THERE**

Contractor Learning will send you email notifications and reminders for class events etc.

Confirm your email address so that Contractor Learning email notifications are sent to you

See the instructions on the next page
1. Click on **Send Confirmation**
   
   Click **OK**

2. Go to your email account
   
   e.g., Gmail, Shaw, Hotmail...
   
   Open the email and click **Confirm Now**

3. Click **Here**
   
   You will be returned to your Contractor Learning Home Page

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**CONGRATULATIONS**

You have successfully created your Contractor Learning Account