



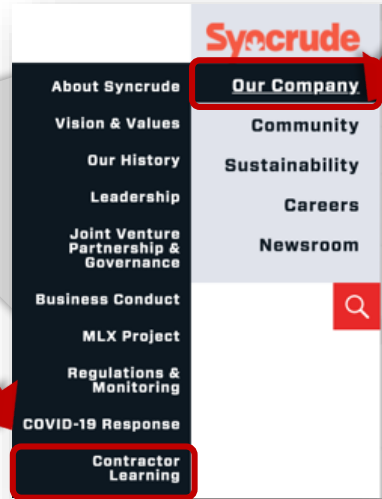
- This Job Aid provides “How To” instructions on how to
  - Reset your password if you have forgotten it
- Note if you did not set up your 3 x password recovery questions and answers when you created your Contractor Learning Account, please contact at [contractorlearning@syncrude.com](mailto:contractorlearning@syncrude.com)

1

Go to [www.syncrude.ca](http://www.syncrude.ca)

Hover your mouse over **Our Company**

Select **Contractor Learning**



2

Click on the Red **Login** button



Home - Our Company - Contractor Learning

## CONTRACTOR LEARNING

Syncrude has created a new online learning platform for contractors. This Contractor Learning Academy is used to register for classroom or virtual classes and to complete any self-study training requirements as part of contract work on Syncrude sites.

The Learning Academy contains training specific to working on Syncrude site to ensure that contractors and Syncrude employees all work safely together.

Contractor companies are responsible to ensure their workers arrive at site with all other safety and training qualifications that are not site-specific.

To access the Contractor Learning Academy, contractors will need to create an account with an email and password. It can be accessed from a computer or mobile device i.e., iPhone or Android phone.

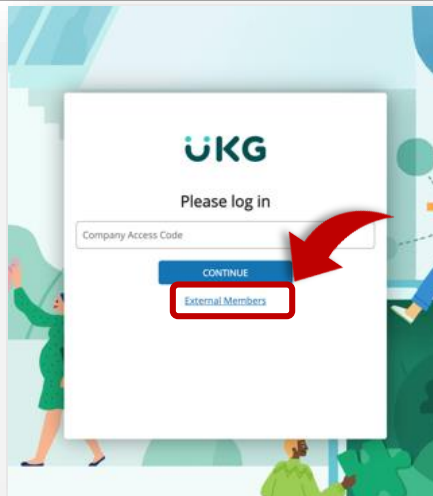
### RESOURCES FOR THE CONTRACTOR LEARNING EXTERNAL ACADEMY

- First Time Registering for Contractor Learning
- How to Download the Contractor Learning Mobile App
- How to Register for a Course
- How to Complete a Self-study Course
- Introduction to the Contractor Learning Academy
- Frequently Asked Questions

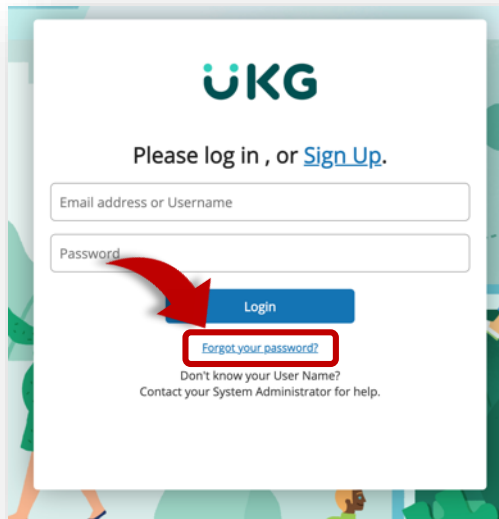
**LOGIN**



3 Click on **External Members**



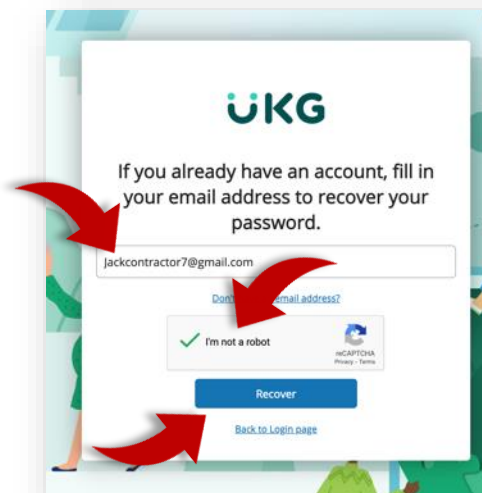
4 Click on **Forgot your password?**



5 Enter your **email address**

Click on **I'm not a robot**

Click on **Recover**





**6** Enter the **answers** to your 3 x Security Questions

Click on **Recover**

**7** Enter a **new password**

**Retype your new password**

Click on **Change**

**8** You are now logged into your Home Page

