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

2. Click on the Red Login button

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

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 Contractor Learning Account & Login

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
3. 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**

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**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
Confirm your email address to receive notifications

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

CONGRATULATIONS
You have successfully created your Contractor Learning Account
If you do not log in for 90 days, you will need to reactivate your account.

You must email contractorlearning@syncrude.com and request that your account be reactivated. Once you receive email confirmation of reactivation back from contractorlearning@Syncrude.com you will again be able to log into the Contractor Academy.