



CREATED & REVIEWED BY THE CMDS TEAM

# Skills Passport User Guide

<https://www.skillspassport.com/start>



# Logging-In For a New User

Go to <https://www.skillspassport.com/start>

1. Locate the company you are working for and click “Start”.
2. Click “**New Users**”.
3. In the ‘**Company**’ drop down, begin typing your company name in the Keyword search bar and select from the available options.
  - a. If you do not see your company name, click the keyboard to the right of the drop down to type it in.
4. Enter your **email address**.
5. **Confirm** your email address.
6. Enter your **first name**.
7. Enter your **last name**.
8. Choose a **password** (minimum of 12 characters long).
9. **Confirm** your password.
10. Click “**Continue**”.



You are now registered for Skills Passport, please **remember your email and password**. You will need this information to login in the future.

11. Follow the steps listed under [\*\*Uploading Safety Certificates\*\*](#) to upload your safety certificates to your account.
12. Locate the orientation(s) you are required to complete in the tab “**Facility Orientations**”, “**Driver Orientations**”, or “**Turnaround and Project Orientations**”.
13. To begin the orientation, click “**Start**”.
  - a. You must watch the **whole** video and/or read the full content.
  - b. Click “**Next**” (you must click “Next” to access the quiz).
  - c. **Complete and pass** the quiz.
14. Complete any other Orientation(s) you have been asked to complete.
  - a. If you are unsure as to which orientations are required, please **consult your Company Site Contact**.
15. To access orientations for other companies, click “**Other Companies**” and then choose from the available organizations.

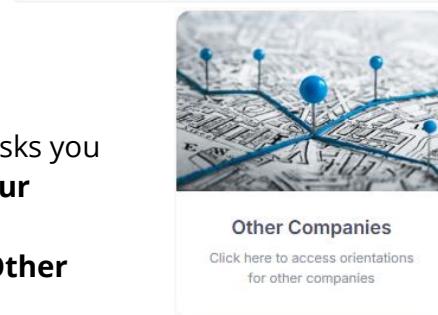
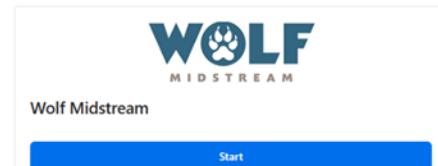


16. Once you have completed your required orientations and passed the quizzes, click “**My Certificates**” on your home page.
17. Click the “**Download**” button to get a copy of your certificate.
18. Sign out by clicking **your name** (top right corner) and click “**Sign Out**”.

## For a Returning User

Go to <https://www.skillspassport.com/start>

1. Locate the company you are working for and click “**Start**”.
2. Enter your **email address** and **password**.
3. Click “**Login with Email**”.
4. Locate the orientation(s) you are required to complete in the tab “**Facility Orientations**”, “**Driver Orientations**”, or “**Turnaround and Project Orientations**”.
5. To begin the orientation, click “**Start**”
  - a. You must watch the **whole** video and/or read the full content.
  - b. Click “**Next**” (you must click “Next” to access the quiz).
  - c. **Complete and pass** the quiz.
6. Complete any outstanding orientations/tasks.
  - a. If you are unsure as to which orientations/tasks you are required to complete, please **consult your Company Site Contact**.
7. To access orientations for other companies, click “**Other Companies**” and then choose from the available organizations.
8. To view your completed orientation, click “**My Certificates**”.
  - a. Once you have completed an orientation, you can access the certificate and restart the orientation using the navigation menu to the left of the orientation.
  - b. You must click “**Restart**” to re-complete an orientation once it expires, resetting the expiry date for another year.



Course Outline

### General Orientation

- [Overview](#)
- [Achievements](#)
- [Restart](#)

**Module**

- [Video](#)
- [Quiz](#)

## General Orientation

### Achievements

Achievement	Granted	Expiry	Status
General Orientation Orientation	Jan 3, 2025	Valid	<a href="#">Download</a>

If you have forgotten your password, please click "**Reset my password**". This will send an email to the email account used when you registered for Skills Passport with a link to reset your password.

# Uploading Safety Certificates

### Uploading a Safety Certificate

- Go to "**My Certificates**"
- Click "**Add New Certificate**" on the left side of the screen
- Use the '**Achievement**' dropdown to select the achievement you are declaring
  - Select the achievement title that best matches your Safety Certificate
- Enter the '**Issued**' date
  - Click the calendar icon and choose the date your Safety Certificate was granted
- Enter the number of months it is '**Valid for**'
  - 12 months for a year
  - 24 months for 2 years
  - 36 months for 3 years



Portal > My Certificates

### My Achievements

[Results 42](#) [Criteria](#) [+ Add New Certificate](#)

Issued	Aug 20, 2025	* Required
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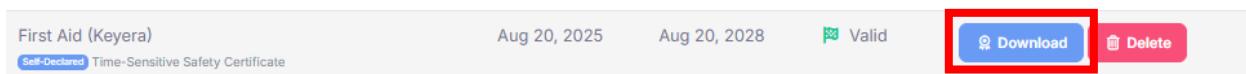
- Click the **magnifying glass** to select a file to attach
  - This will be your valid Safety Certificate. Do **NOT** upload temporary certificates – wait until you receive the official one.
  - Acceptable file types: JPG, PDF, PNG
- Click “**Next**”
- Review the information you entered is correct
- Click “**Save**”

Step 1 of 2

Achievement	* Required
TSSC: First Aid (Keyera)	<input type="button" value="▼"/>
Issued	* Required
Aug 20, 2025	<input type="button" value="calendar icon"/>
Valid for (months)	* Required
36	
Select a file to attach	*.jpg, *.pdf, or *.png
Example PDF.pdf	<input type="button" value="Search icon"/>
100%	
<input type="button" value="Next ➔"/>	

## Downloading a Self-Declared Ticket

- Go to “**My Certificates**”
- Scroll to find your self-declared Safety Certificate
- Under the ‘**Attachment**’ column click “**Download**”



## Replacing an Existing Ticket

- Go to “**My Certificates**”
- Scroll to find your self-declared Safety Certificate
- Click “**Delete**”



- Check the box(es) to confirm the item(s) you are deleting
  - “Yes, I want to delete the attachment for my achievement”: This removes the attachment only, all other information (Issued Date, Expiry Date) remains the same.
  - “Yes, I want to delete my achievement”: This removes both the attachment and the details you uploaded to the achievement.
- Click “**Delete**” again
- Refer to [Uploading a Safety Certificate](#) and follow the steps to replace your certificate

## Important Information

- Safety Certificate(s) must be valid and legible
  - Look to the Example Ticket for an example
  - Do not upload temporary Safety Certificates – wait to upload until you get the official one
- One attachment upload per achievement
- You are responsible for ensuring your tickets are up-to-date and valid

# For a Skills Passport Administrator

Login to CMDS and access “**Skills Passport**” from your home page.

- If you are not a CMDS user, please contact CMDS Administration ([admin\\_cmds@keyera.com](mailto:admin_cmds@keyera.com)) to consult and receive administrator access to Skills Passport.

## Orientations

- Complete the required orientations by clicking “**Start**”.
- Read the contained content or watch the video.
- Click “**Next**”.
- **Complete** the corresponding quiz.

## Certificates

- Click “**My Certificates**” to view **your** completed orientations.
- For a copy of your Certificate, click the “**Download**” button, your browser will download the certificate as a PNG.

## Directory

- Visible by both Skills Passport administrators and users.
- Lists Company Site Contacts along with their contact information.

## All User Certificates (*Visible to Skills Passport administrators only*)

- Shows Skills Passport users and their quiz scores.
- Use the “**Criteria**” tab to locate the information/user you need.
- Click “**Search**”
- Expand “**Downloads**” to export your search results as a CSV file or Excel sheet.
- To manually expire an orientation, click the **circular arrow** to the right.

## Users (*Visible to Skills Passport administrators only*)

- Lists current Skills Passport users as well as the last date they signed into Skills Passport.
- To send a password reset to a user, *FIRST* confirm the user's email is entered correctly. Next, click the **circular arrow** to the right of their name.
- To send a user a welcome email, click the **paper airplane** to the right of their name.
- To impersonate a user, click on the **spy icon**. This will allow you to see the user's home page through their eyes. Please use this tool to help troubleshoot and support users. When you are impersonating a user, you will see their name in the top right and your name next to it.
  - To stop impersonating a user, click on **your name**.

When a CMDS user completes an orientation in Skills Passport, a record of that orientation will be reflected in the user's CMDS "**Education & Training**".

## Troubleshooting

The following steps are for troubleshooting the most common Skills Passport user issues:

### ISSUE #1: A NON-KEYERA USER CANNOT LOG IN

- Check to see if the user has registered for Skills Passport.
- Click on "**Users**".
- In the "**Search**" tab, type the name of the user you are looking for.
  - If you can't find them using their name, try using their email.
  - If the user is not in Skills Passport, help them register using the steps above.
- Once you locate the user, verify their email is entered correctly.
- Send them a password reset by clicking the **circular arrow**.



### ISSUE #2: A KEYERA USER CANNOT LOG IN

- Have the user login to CMDS.
- From their home page, have them click on "**Skills Passport**" under 'Shortcuts'.
- If the user doesn't see "Skills Passport" under 'Shortcuts', contact CMDS Administration ([admin\\_cmds@keyera.com](mailto:admin_cmds@keyera.com)).



Skills Passport

### ISSUE #3: USER CANNOT ACCESS THE ORIENTATION QUIZ

- **First Check:**
  - Has the user watched the orientation video/read the content?
  - Has the user pressed the "**Next**" button after watching the video/reading the content?
- If the user has watched the video/read the content AND clicked "**Next**", they should be able to access the quiz.

- If the answer to both questions is 'Yes' and they still can't access the quiz, contact CMDS Administration ([admin\\_cmds@keyera.com](mailto:admin_cmds@keyera.com)).

#### ISSUE #4: USER DID NOT PRINT THEIR CERTIFICATE

- Ask the user to login to Skills Passport and click "**My Certificates**". The user will see their completed orientations and self-declared Safety Certificates and can print their certificate(s) by clicking the "**Download**" button to the right.
- OR as the administrator, go to "**All User Certificates**", type in the user's first or last name in the 'Criteria' tab. You will see if the user has successfully completed any orientations or uploaded any Safety Certificates.
- OR as the administrator, go to "**Users**", search for the user using the 'Search' tab, click the **impersonate icon**. You will be viewing the user's home page and can click on "**My Certificates**" to access certificates for their completed achievements. To stop impersonating the user, click on your name in the top right.



**All User Certificates**

Search for orientation certificates granted to your users



**Users**

Search for employees and contractors

#### ISSUE #5: USER CANNOT ACCESS THE COMPANY THEY NEED FOR ORIENTATIONS

- Ask the user to log out and choose the correct company they need prior to signing in. Ensure the user is using Microsoft Edge, Firefox, or Google Chrome as their browser to login.
- OR have the user click "**Other Companies**" to easily get to the correct company.



**Other Companies**

Click here to access orientations for other companies