

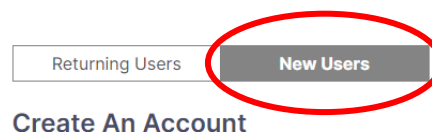
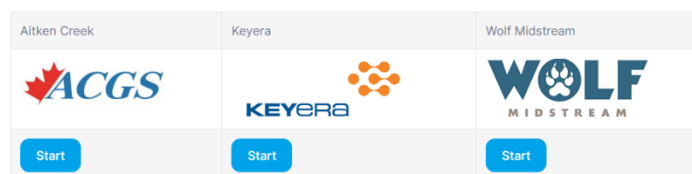


# Skills Passport User Guide

## For a New User

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

1. Locate the company for which you are working for and click **"Start"**.
2. Click **"New Users"**.
3. In the **'Company'** drop down, begin typing your company name and select from available options. If you do not see your company name, click the keyboard to the right of the drop down.
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 6 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. Locate the orientation(s) you are required to complete in the tab **"Facility Orientations"** or **"Driver Orientations"**.
12. To begin the orientation, click **"Start"**.
  - You must watch the **whole** video and/or read the full content.
  - Click **"Next"** (you must click "Next" to access the quiz).
  - Complete and pass the **Quiz**.
13. Complete any other Orientations you have been asked to complete. If you are unsure as to what orientations are required, please **consult your Company Site Contact**.
14. To access orientations for other companies, click **"Other Companies"** and then choose from the available organizations.
15. Once you have completed your required orientations and passed the quizzes, click **"My Certificates"** on your home page.
16. Click on the **"Download"** button to get a copy of your certificate.
17. Sign out by clicking **your name** (top right corner) and click **"Sign Out"**.



## For a Returning User

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

1. Locate the company for which 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"** or **"Driver Orientations"**.
5. To begin the orientation, click **"Start"**.
  - You must watch the **whole** video and/or read the full content.
  - Click **"Next"** (you must click "Next" to access the quiz).
  - Complete and pass the **Quiz**.
6. Complete any outstanding orientations/tasks. If you are unsure as to what orientations 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 orientations, click **"My Certificates"**.
  - 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. **"Restart"** allows you to redo the orientation, resetting it for another year.

KEYERA

Support

### General Orientation

#### Achievements

Achievement	Granted	Expiry	Status
General Orientation Orientation	Jul 28, 2023		Valid

Download

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



## 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 Jenny Bohn ([Jennifer.Bohn@keyera.com](mailto:Jennifer.Bohn@keyera.com)) to get admin access to Skills Passport.

### Orientations

- Complete the required tasks 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

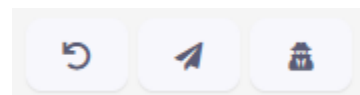
- Visible by both Skills Passport administrators and users.
- Lists Company Site Contacts along with their contact information.

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

- Shows Skills Passport users and their quiz scores.
- Use the **“Criteria”** to locate the information/user you need.
- Click **“Filter”**.
- Expand ‘Downloads’ to export your search results.
- To manually expire an orientation, click the arrow circle to the right.

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

- List 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 arrow circle 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 users home page, you will see what the user sees. 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 of your screen and your name to the left. To stop impersonating, click on your name.





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

### Troubleshooting

Here are instructions 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 'Criteria' box, search for their last name. If nothing comes back, try their first name. If nothing comes back, try their email.
- If the user is not in Skills Passport, help them register using the steps above.
- If you locate the user, verify their email is entered correctly.
- Send them a password reset.



#### *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 [Jennifer.Bohn@keyera.com](mailto:Jennifer.Bohn@keyera.com)

#### *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 AND pressed **"Next"**, they should be able to access the quiz.

#### *Issue #4: User did not print their certificate*

- Ask user to login to Skills Passport and click **"My Certificates"**. The user will see their completed orientations 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' box. You will see if the user has successfully completed any orientations.
- OR as the administrator, go to **"Users"**, search for the user, click the **impersonate icon**. You will be viewing the users home page and can click on **"My Certificates"** to access certificates for their completed orientations. To stop impersonating, click on your name, top right.



*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. Also have them login with Microsoft Edge, Firefox, or Google Chrome as their browser.
- OR have the user click **“Other Companies”** to easily get to the correct company.