https://www.myorientations.com/

My Orientations User Guide

KEYERA

Contents

New Users

Creating An Account

1. Navigate to https://www.myorientations.com/start/.
2. Locate the company for which you are working and click **"Start."**

3. Click **"New Users."**

4. Fill out the information fields required to **Create An Account**:
   a. Company
      i. Select the dropdown menu and type your company's name in the **"Keyword"** search box.
      ii. If your company is listed: select your company from the list.
      iii. If your company is not listed: select **"Cancel,"** press the keyboard icon to enter your company manually, and type your Company's name in the box.
   b. Email
   c. Confirm Email
   d. First Name
   e. Last Name
   f. Password
      » *Note: Your password must be 12+ characters long.*
   g. Confirm Password
5. Press **"Continue."**
6. You are now registered for My Orientations. Please **remember your email and password** as you will need this information to login in the future.

Completing Your Orientations

1. Locate the orientation(s) you are required to complete.
   » *Note: If you are unsure, please ask your site contact.*
2. Select the orientation and press **"Start"** to begin.

3. Complete the orientation lesson.
   a. If the lesson page contains a **"Launch"** button, press it and review the full course contents before returning to the launch page.
   b. If there is no **"Launch"** button, review the full embedded course contents on the lesson page.
4. Press **"Done"** and/or **"Next"** to proceed to the quiz.
5. Complete and pass the quiz.
   > » *Note: You will not receive your orientation certificate until you complete both the lesson and pass the quiz.*
6. Repeat the process above for any additional orientation(s) you are required to complete.

Accessing Your Certificates
1. Return to the home page by selecting **"Portal"** in the top toolbar.
2. Select **"My Certificates"** to access your certificate(s).
3. Press the download icon ( ) to download a PDF copy of your certificate.

Logging Out
1. Hover over your name in the top toolbar.
2. Press **"Sign Out"** to log out.

Returning Users

Logging In

1. Navigate to https://www.myorientations.com/start/.
2. Locate the company for which you are working and click **"Start."**

3. Enter your **email address** and **password**.
4. Click **"Login with Email."**

Completing Your Orientations

1. Locate the orientation(s) you are required to complete.
   > » *Note: If you are unsure, please ask your site contact.*
2. Select the orientation and press **"Start"** to begin.
3. Complete the orientation lesson.
   a. If the lesson page contains a **"Launch"** button, press it and review the full course contents before returning to the launch page.
   b. If there is no **"Launch"** button, review the full embedded course contents on the lesson page.
4. Press **"Done"** and/or **"Next"** to proceed to the quiz.
5. Complete and pass the quiz.
   > » *Note: You will not receive your orientation certificate until you complete both the lesson and pass the quiz.*
6. Repeat the process above for any additional orientation(s) you are required to complete.

Renewing Your Orientations

1. Locate the orientation(s) you are required to renew.
   > » *Note: If you are unsure, please ask your site contact.*
2. Select the orientation.
3. Press the **"Restart"** button (↻ Restart) on the left-hand Course Outline menu.

4. Select **"OK"** to restart the orientation.
5. Complete the orientation Lesson and Quiz.
6. Repeat the process above for any additional orientation(s) you are required to renew.

Accessing Your Certificates

1. Return to the home page by selecting **"Portal"** in the top toolbar.
2. Select **"My Certificates"** to access your certificate(s).
3. Press the download icon ( ) to download a PDF copy of your certificate.

Completing Another Company's Orientations

1. Return to the home page by selecting **"Portal"** in the top toolbar.
2. Select **"Other Companies"** to access the list of other companies.
3. Select the appropriate company from the list.
4. Follow the **"Completing Your Orientations"** steps above for any required orientation(s).

Logging Out

1. Hover over your name in the top toolbar.
2. Press **"Sign Out"** to log out.

Resetting Your Password

1. Navigate to https://www.myorientations.com/start/.
2. Select **"Forgot your password?"**
3. Type the email you registered under.
4. Press **"Continue"** to send your email a password reset link.

My Orientations Administrators

» *Note: Please contact* *Admin_CMDS@keyera.com* *for administrative access.*

Directory

- Visible by both regular users and administrators.
- Lists company site contact information.

All User Certificates

- Visible to administrators only.
- Shows My Orientations users and their quiz scores.
- Use the **"Criteria"** tab to locate the information you need and press **"Search."**
- Use the **"Downloads"** tab to export your search results as a CSV file or Excel spreadsheet.
- Use the **"Results"** tab to see the filtered list of users, achievements (orientations and TSSCs), status, and expiry dates.

DOWNLOADING A USER'S CERTIFICATE

1. Press the download icon ( ).

MANUALLY EXPIRING AN ACHIEVEMENT

1. Press the clock icon ( ).
2. Click **"OK"** to confirm.

Users

- Visible to administrators only.
- Lists current My Orientations users, their session count, and the last date they signed into the portal.

RESETTING A USER'S PASSWORD

1. Confirm the user's email is <u>entered correctly</u>**.**
2. Click the circle arrow icon ( ) under actions.
3. Click **"OK"** to confirm.

SENDING A WELCOME EMAIL

1. Click the paper airplane icon ( ) under actions.
2. Click **"OK"** to confirm.

IMPERSONATING A USER

1. Click the detective icon ( ) under actions.
2. Check the top toolbar to confirm impersonation.
   > *» Note: You should see the user's name in the top-right corner with your own name to the left of it in yellow font.*
3. Troubleshoot and/or support the user by viewing the portal from their perspective.
4. To stop impersonating, click **your name** on the top toolbar.

Troubleshooting Common User Issues

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

1. Check to see if the user has registered for My Orientations.
2. Click on **"Users."**
3. Select the **"Search"** tab.
4. Type the **name** of the user you are looking for.
5. If you can't find them using their name, try using their **email**.
6. If the user is not in My Orientations, help them register using the steps above.
7. Once you locate the user or finish registering them, reset their password using the steps above.

ISSUE #2: A CMDS USER CANNOT LOG IN

1. Have the user log in to CMDS.
2. From their homepage, have them click the button.
3. If the user does not see the button, contact Admin_CMDS@keyera.com.

ISSUE #3: A USER CANNOT ACCESS THEIR ORIENTATION QUIZ

1. Confirm that:

- The user has completed the orientation lesson by watching the full video, reading the full embedded contents, or launching and completing the external contents.
- The user has pressed **"Next"** at the bottom of the lesson page.
2. If they still cannot access the quiz, contact Admin_CMDS@keyera.com.

ISSUE #4: A USER DID NOT PRINT THEIR CERTIFICATE

- Ask the user to login to My Orientations 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"** tab. You will see if the user has successfully completed any orientations.
- *OR* as the administrator, go to **"Users,"** search for the user using the **"Search"** tab, and 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 orientations. To stop impersonating the user, click on your name in the top right.

ISSUE #5: A 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 they are using Microsoft Edge, Firefox, or Google Chrome as their browser.
- *OR* have the user click **"Other Companies"** to easily get to the correct company.