SuccessFactors Learning (SFL)
Quick Start Guide for BC Hydro Contractors

You must have an active profile in SAP to access SuccessFactors Learning.
Contact your **BC Hydro Contractor Representative or Delegate** if you have any questions.

Existing BC Hydro Contractors

OPTION A:

If you **have** a current LAN ID: (example, you have an email with @bchydro.com,
@powerex.com, or @powertechlabs.com)

1. Login to the BC Hydro network. If using Citrix, please follow instructions in Citrix Login to access Citrix.
2. Follow instructions in SuccessFactors Access Guide with LAN ID to access SuccessFactors Learning
3. Sign In with your: @bchydro.com, @powertechlabs.com, or @powerex.com email address when prompted.
4. If you are issued a LAN ID, you must always use this email address to access SuccessFactors (not your personal/company email).

OPTION B:

If you **do not have** a LAN ID:

1. Click on this SuccessFactors Learning link.
2. Sign In with your personal or company email that's linked to your contractor profile.
3. If you forgot your password, select "forgot" password and follow the instructions on screen to reset your password.
4. See: Access guide – without LAN ID

New Contractors

IMPORTANT:
You will need to provide a **unique company or personal email** that is for your use only. This will help ensure that your profile is unique, and any training history or certifications are linked to you.

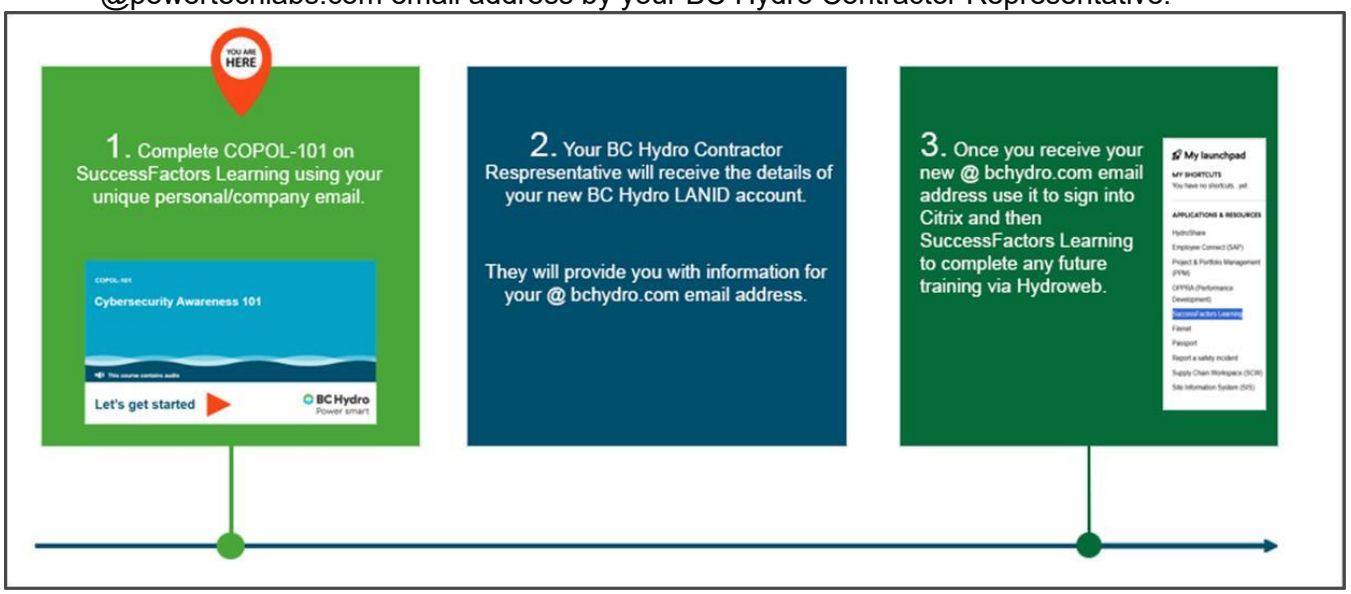
1. After your profile is created, you will receive an email from: **ias@notifications.sap.com** to activate your account. *(TIP: check Junk Email folder)*
    a. Follow the link in the email to set up your account.

2. In SAP Identity Authentication Service (IAS)
    a. Create your password.
    b. Enter the One Time Passcode (OTP) – (a passcode number is sent to your mailbox).
    c. On the "Account Successfully Activated" screen – click the "Continue" button to go to SuccessFactors Learning.

3. In SuccessFactors Learning:
    a. Accept the Data Privacy Consent Statement (for first time access).
    b. The SuccessFactors Learning home page is displayed.

Re-entry to SFL
1. Click on the SuccessFactors Learning link (save it to your Favorites).
2. Enter your email, password, and the new OTP that's sent to your email.
3. The SuccessFactors Learning home page is displayed.

For contractors requiring **network access**, once you complete COPOL-101 you will be provided with your account details and a @bchydro.com, @powerex.com, or @powertechlabs.com email address by your BC Hydro Contractor Representative.

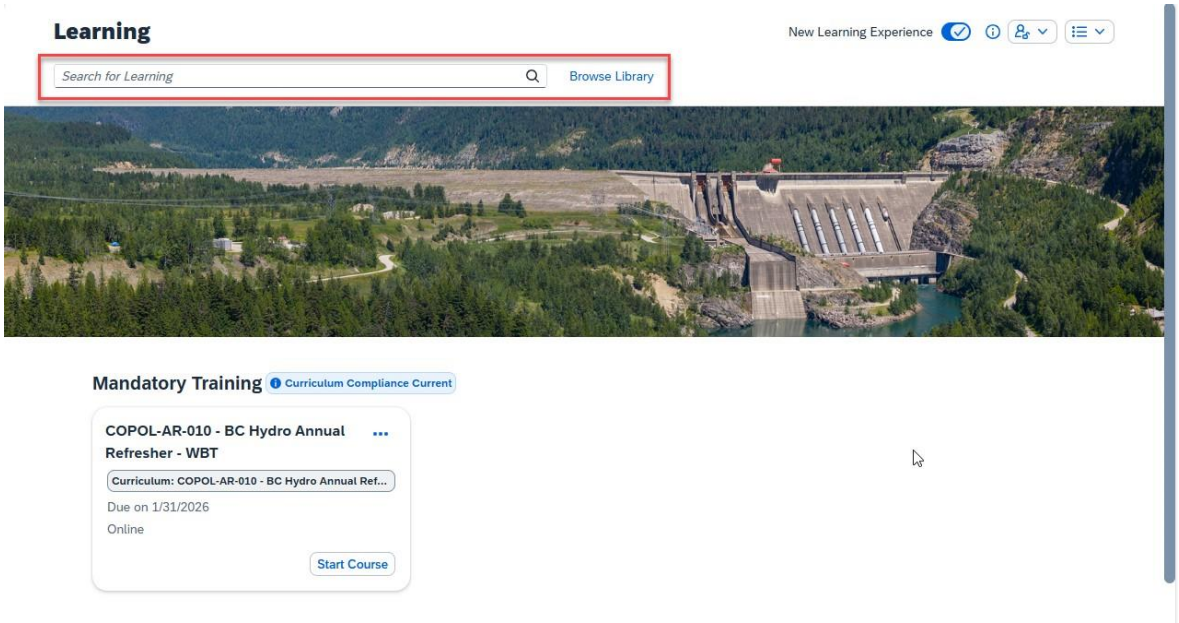


Issued: November 2025

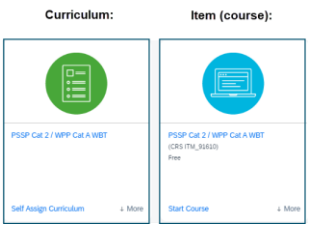
SFL Course Enrollment Process

1. On the SFL home page, select **“View My Learning”.**

2. On the **Learning** page, search for your course in the "*Search for Learning*" search bar, or select **"Browse Library".**



3. Once you’ve found your course, self-assign the **Curriculum** (green circle). In the Curriculum details, the related **course item(s)** (blue circle) will be listed under “Assignments”. Press “Start Course” for a Web-Based Training (WBT) course or register for an upcoming Virtual Training/Instructor Led Training (VT/ILT) course.



Job Aid:

How to find and self-assign learning

Updated: August 2026

Resources & Support

For a current copy of this guide go to: https://www.bchydro.com/work-with-us/suppliers/doing-business-with-bchydro/contractor-training-resources.html
Document name: SuccessFactors Learning - Quick Start Guide for Contractors

Web Sites

BCHydro.com (Internet): BCHydro.com > Training information for contractors
Hydroweb (Intranet): Hydroweb > SuccessFactors Learning
Hydroweb (Intranet): Hydroweb > Contractor Resource Profile Management

Job Aid:

How to find and self-assign learning

IT Help Desk

Telephone: 604-528-1444 (71444)
Toll Free: 1-800-668-3351

Menu options:

- SuccessFactors Learning: Menu #2, Option #5
- ServiceNow form (contractor profile): Menu #2, Option #3

Emails

Support	Email
SuccessFactors Learning (IT support)	sapsuccessfactorssupport@bchydro.com
Contractor Resource Profile Management	CRPM.Project@bchydro.com
BC Hydro training information	training@bchydro.com
PSSP/ WPP Contractors	PSSPContractors@bchydro.com