

How to access your SunCares account: Employees and retirees

There are different ways you can access your SunCares account: as an employee – both on or off the Suncor network – and as a retiree.

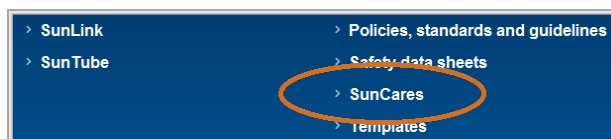
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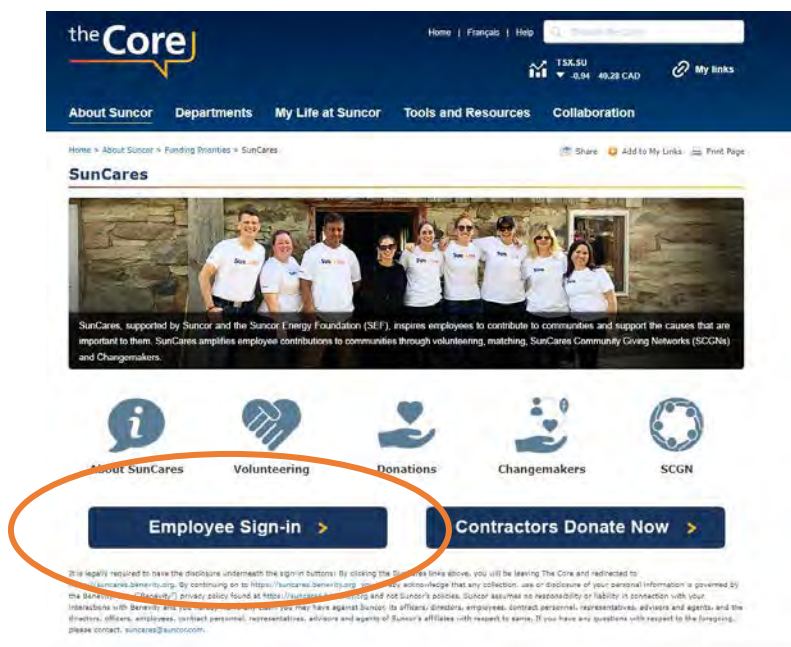
Suncor employees using a Suncor device and/or within the Suncor network

Follow these steps to access your SunCares account on a Suncor device or within the Suncor network:

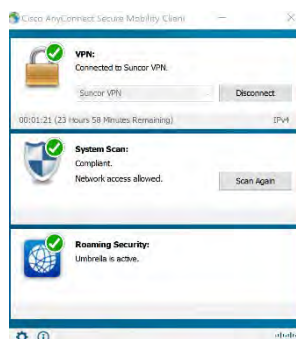
1. Open your web browser and navigate to the following link:
<https://suncares.benevity.org/>

You can also navigate by going through the Core:





2. If you're not working at a Suncor location or not connected to the Suncor network, you will need to ensure your VPN is turned on. Navigate to the Cisco AnyConnect App on your Suncor device and ensure you see the following screen:



3. Once your VPN is connected, or if you are working at a Suncor location, click the Single Sign On (SSO) button to proceed to the SunCares platform. Through SSO, you will automatically be signed in to your SunCares account.



Welcome to SunCares

Logging in from inside the Suncor network? Select the "Sign in with Single Sign On" button below.

Internal Network

Sign in with Single Sign On

Outside of Network

Sign in with a login and password

Suncor network account or password issues? [Click Here](#)

Suncor employees without a Suncor-issued device and/or outside the Suncor network, and retirees

Follow these steps to access your SunCares account if you aren't using a Suncor-issued device, you're not connected to the network, or you're a retiree:

1. Open your web browser and navigate to the following link:
<https://suncares.benevity.org>
2. Click the "Sign in with a login and password" button.

The screenshot shows a login interface titled "Outside of Network". At the top, there is a link "Hide login form". Below this are two input fields: "Username" and "Password". To the right of the "Password" field is a link "Forgot Password?". At the bottom of the form is a blue "Sign in" button.

3. Enter your **Username** (employee ID) and **Password**, and click **Sign In**.

Note: If this is your first time logging into SunCares, you'll have to create a password. Click **Forgot Password?** to receive a link to your Suncor email to set a new password.

If you are an employee and do not have access to your Suncor account, please visit the [Account and Password Management page on suncor.com](#) to learn how you can reset or change your password yourself through Microsoft Multi-factor Authentication (MFA).

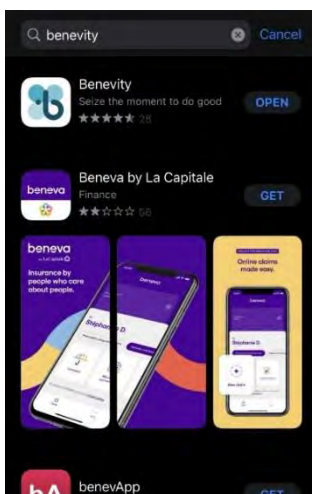
If you are a retiree, once your account is re-activated by contacting suncares@suncor.com, you will receive a temporary password you can then change once you have logged in.

Note: If your **Employee ID** is only six digits, add two zeros in front of your number. For example, 123456 becomes 00123456.

Accessing the SunCares mobile app

1. Suncor-issued devices should have the SunCares mobile automatically installed.

If you need to download the app to your personal device, on the App or Google Play store, search and download the 'Benevity' app.



2. Once you open the app, enter the URL "suncares.benevity.org".



3. If you have your VPN turned on for your phone and you're connected to the Suncor network, you should be able to sign on using Single Sign On (SSO).



Single Sign On is enabled

You can use the same credentials that you use at work.

Sign in with SSO

Don't usually use Single Sign On? That's okay.
[Use Personal Sign In](#)

4. If using an iPhone, you can also choose to enable Face ID to sign in. This setting will remain on the next time you choose to sign into the app.



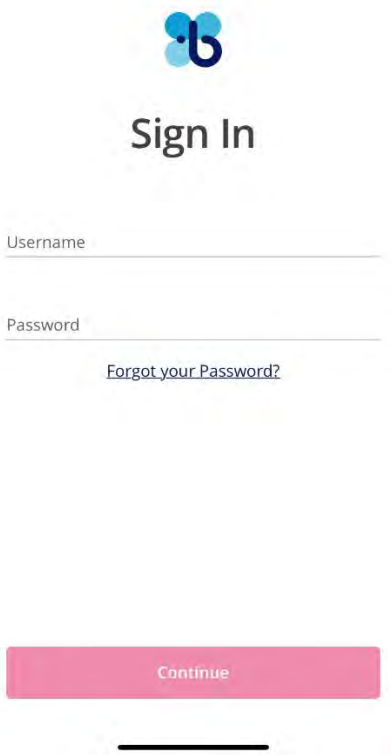
Next time, sign in with Face ID.



Enable Face ID

[Not Now](#)

4. If you are an employee not connected to the Suncor network or you're a retiree, login with your SunCares username (employee ID) and password.



The image shows a mobile app sign-in screen. At the top center is the SunCares logo, a stylized blue and orange 'b'. Below the logo is the text 'Sign In'. There are two input fields: 'Username' and 'Password'. Below the password field is a link that says 'Forgot your Password?'. At the bottom of the form is a pink button labeled 'Continue'. Below the button is a horizontal line, likely representing a home indicator bar on an iPhone.

5. If using an iPhone, you may also choose to enable Face ID to sign in. This setting will remain on the next time you choose to sign into the app.