

Registration for and Completing the APS Contractor Safety Orientation Course

The APS Contractor Safety Orientation course is now available online. All contractors who are assigned to work at an APS site (Generation, T&D, Corporate Resources or Solar) or for APS, must complete the course before starting their work or project(s) at any facility.

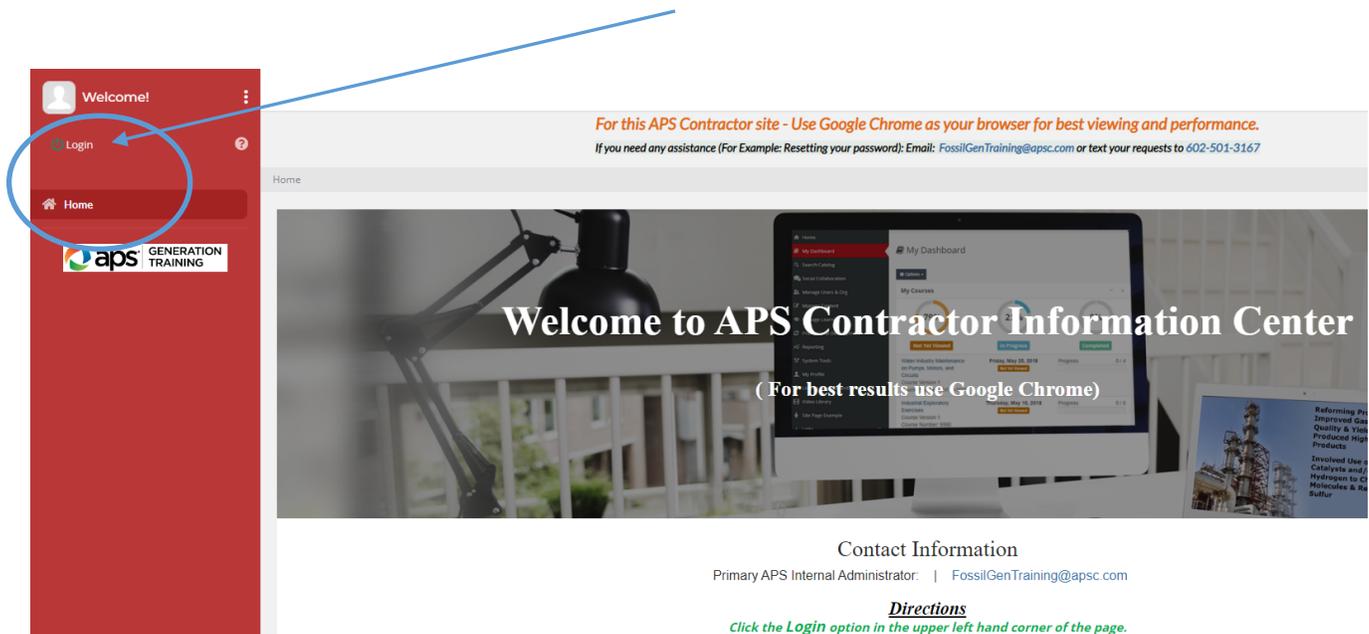
The orientation is available through an online learning platform called APS Contractor Information Center. The learning portal is best accessed through a Google Chrome, Microsoft Edge, or Firefox browser.

- ✓ To ensure the best experience be sure to clear your browsing data before starting the course. Refer to the last two pages (**Clearing Browser Data** section) of this Job Aid.

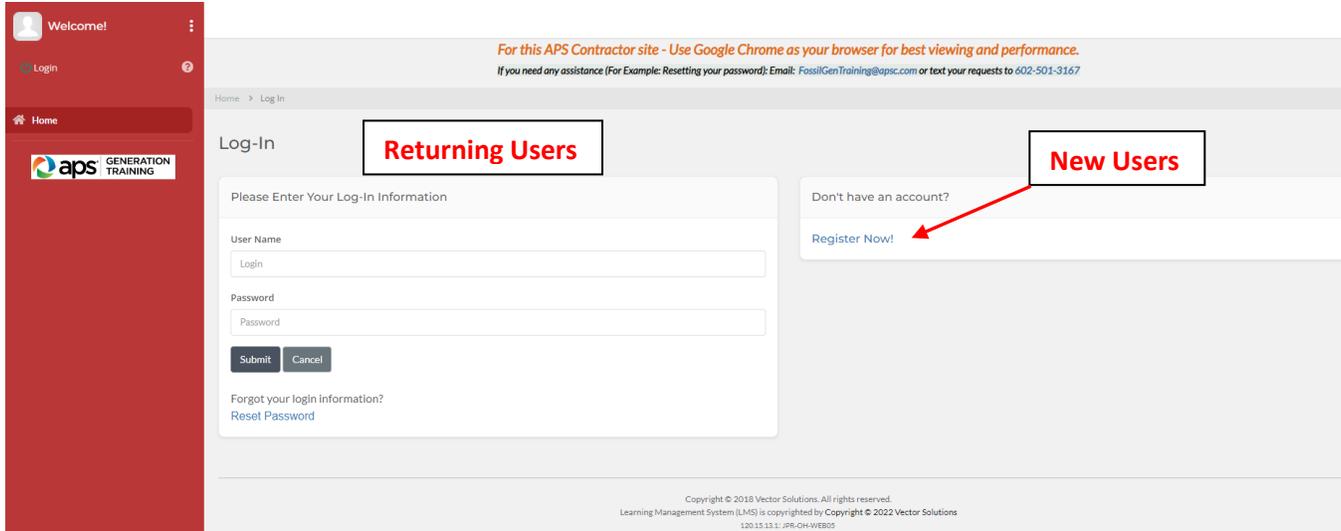
The course will take most users about two hours to complete, including the integrated knowledge checks for each of the five sections.

Q1. How do I access the APS Contractor portal and the Orientation course?

A1. Using a new Chrome, Edge or Firefox browser window, go to the APS Contractor Information Center at <http://apscontractor.redvector.com>. Click the **Login** option in the upper left-hand corner of the page.



The system will prompt you to either log in (as a Returning user) or register (as a new user).

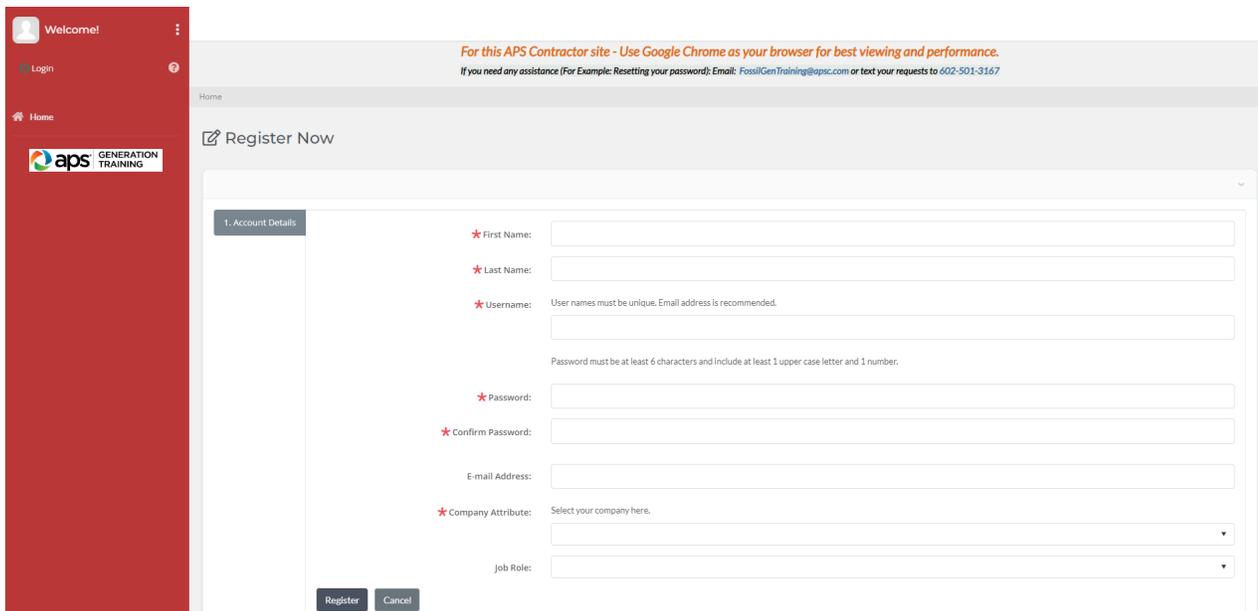


Q2. How do I register on the APS Contractor Portal?

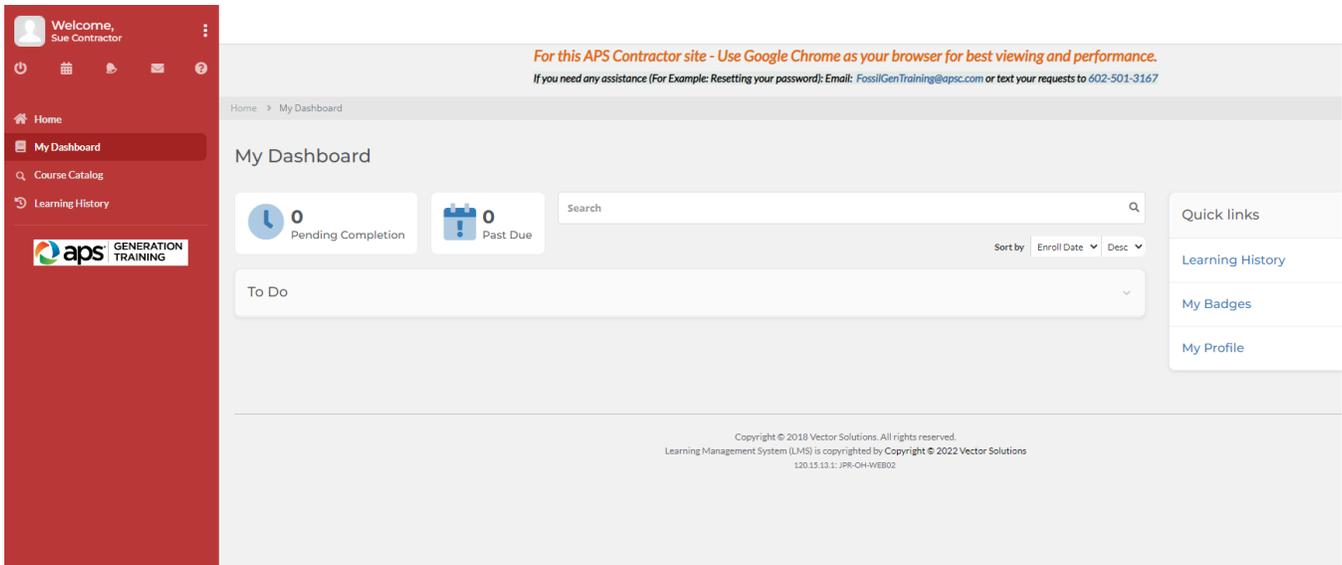
A2. From the login screen, click the [Register Now!](#) Button. Then complete the Register Now screen with the requested information and click the **Register** button to submit your information.

Note that usernames must be unique, and therefore it is recommended that you use an email address as the username. All fields marked with a red asterisk (*) are required.

* Company Attribute – If your Company is not listed in the pull-down menu, please choose “A Not Listed Company” and then **text** your Company name to 602-501-3167.

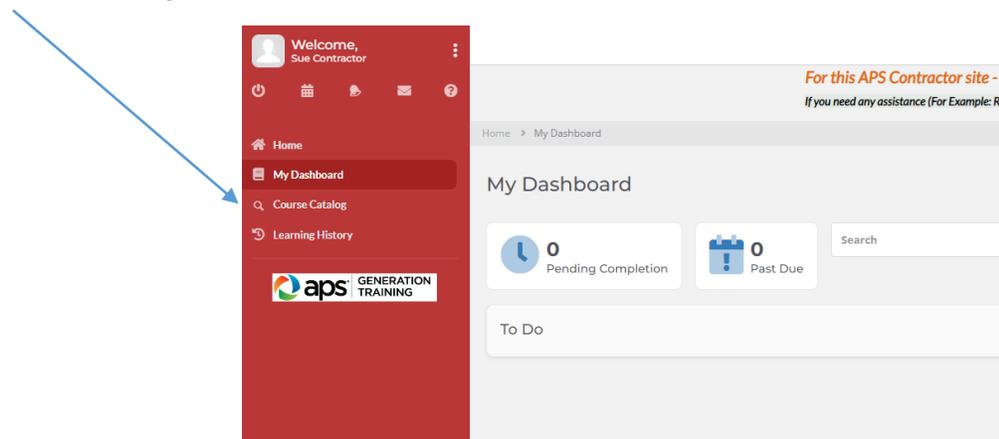


Once you have registered, you are then taken to the APS Contractor Information Center - [My Dashboard](#).

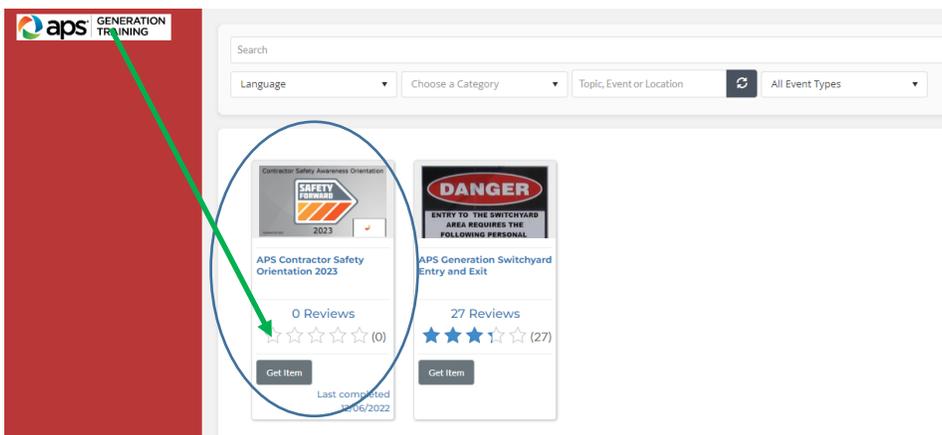


To get the Contractor Safety Orientation course on your dashboard if not already there:

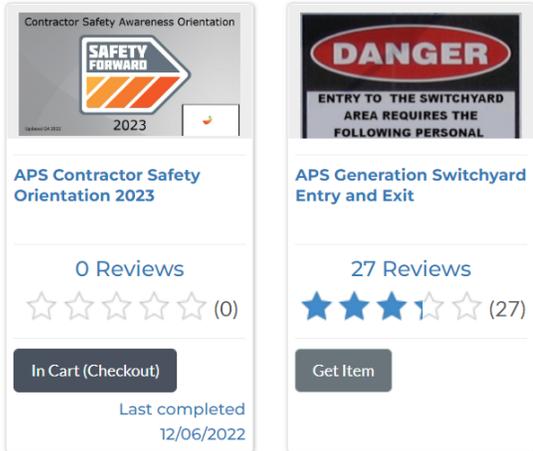
- Click on  Course Catalog on the Left-hand menu of the Dashboard



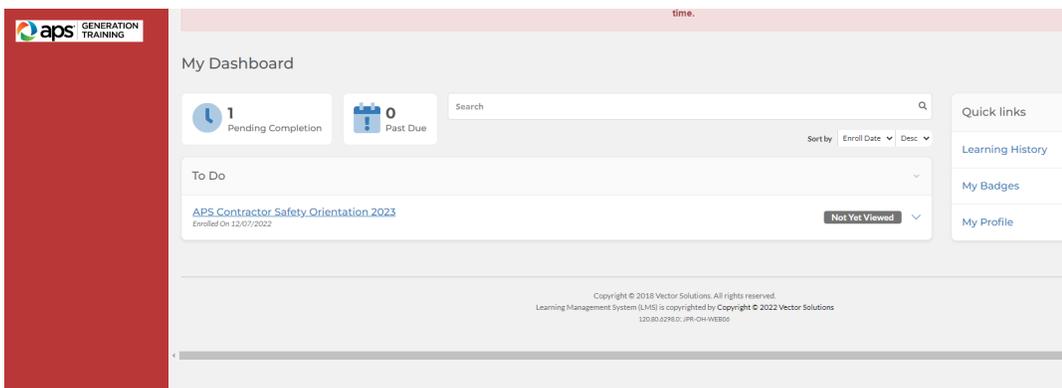
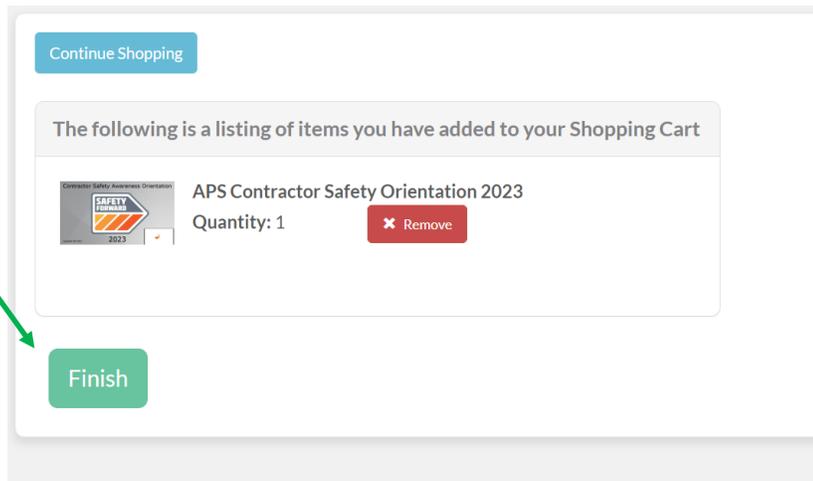
This action takes you to the Catalog. **Choose the current year's Orientation, by clicking on **Get item** button.**



- ✓ The Orientation Course will be added to your Shopping Cart.
- ✓ You will then click on the **View Cart** button:

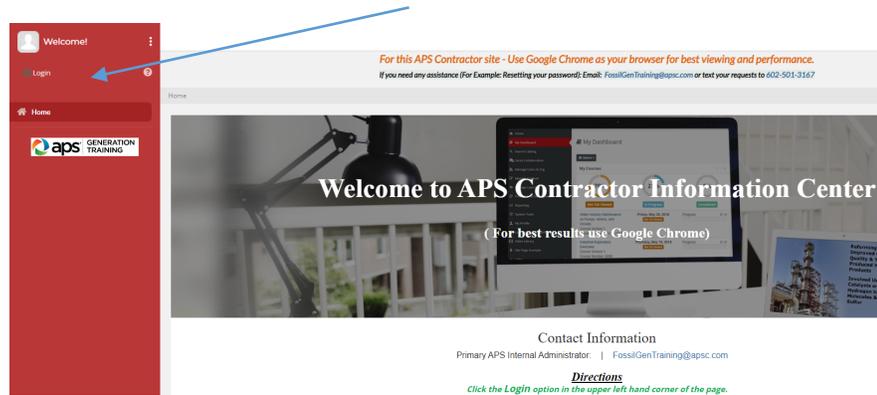


Click on **Finish** to add it to your My Dashboard.



Q3. How do I access the Contractor Orientation course as a Returning User?

A3. In a browser window, go to the APS Contractor Information Center at <http://apscontractor.redvector.com>. Click the **Login** option in the upper left-hand corner of the page.



Enter your credentials (Username and Password) to complete the log in process.

- If you do not remember your Password and/or Username please use the links below the Submit button to request that information. You will need the email address associated with your account.
 - If that doesn't work **text** your request with your name to: 602-501-3167

Log-In

Please Enter Your Log-In Information

User Name

Password

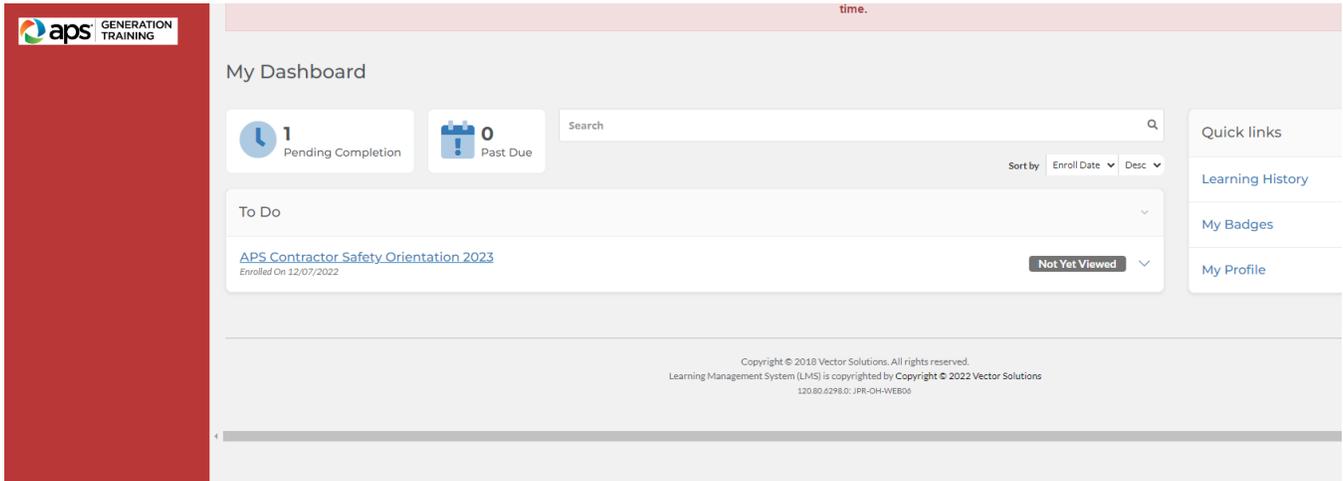
Submit **Cancel**

Forgot your login information?

[Reset Password](#)

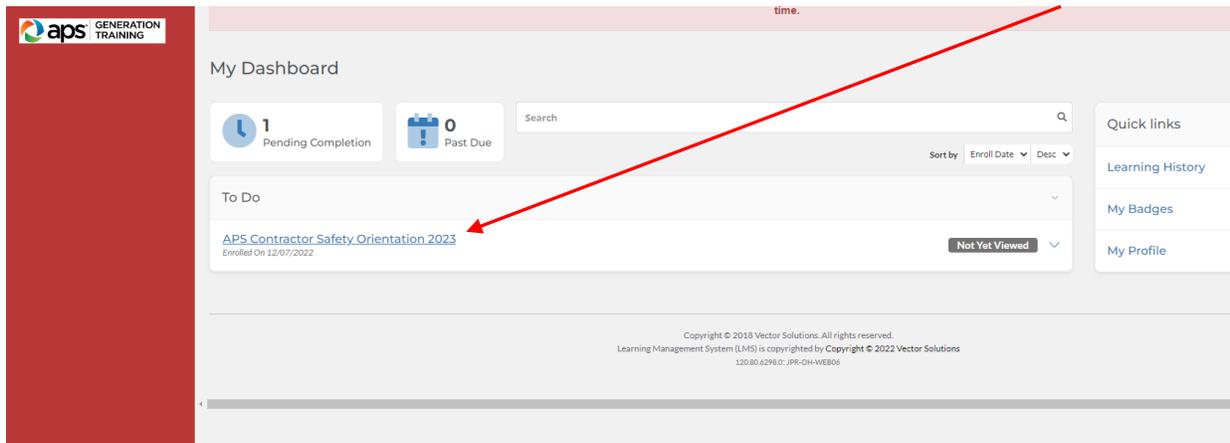
[Send My Username](#)

The current Contractor Orientation course should already be on your My dashboard and will remain there until course completion.

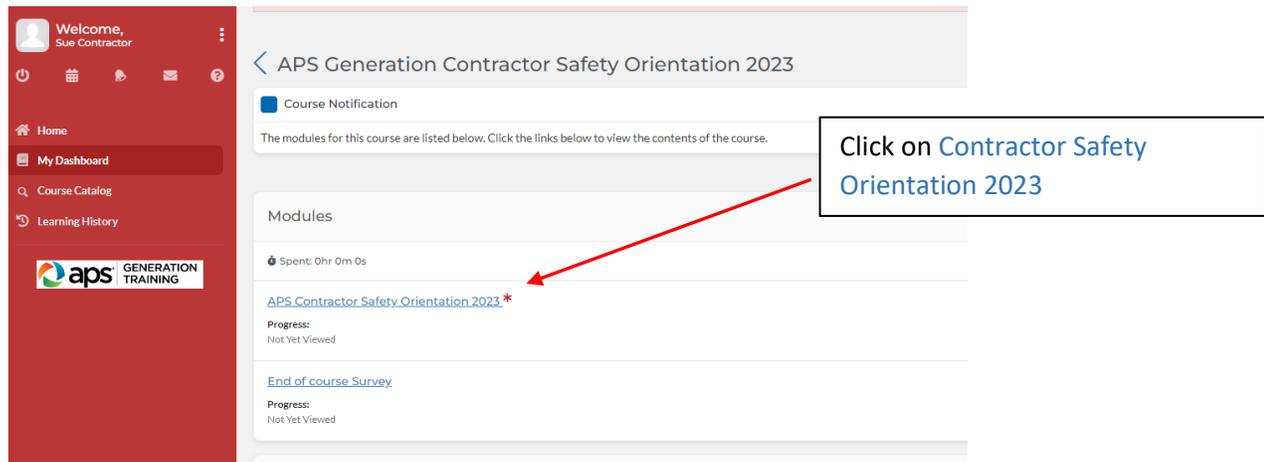


Q4. How do I start the Orientation course?

A4. Once you see the Orientation course on your dashboard, click this year's course name (in blue).



This action opens the course details. On the course details page, click on the course name once again.



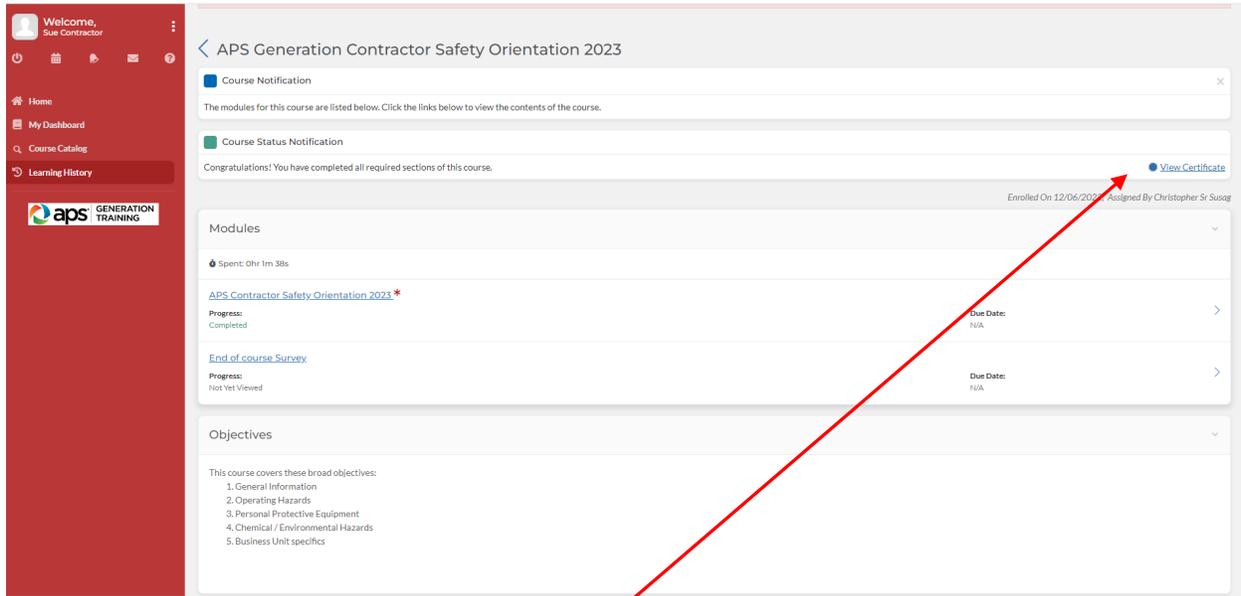
The course should now launch in the Contractor platform.



Q5. How do I view my results and print a Certificate of Completion?

A5. Once you have completed the Safety Orientation you will see the following screen.

It is highly recommended that you print your certificate or screen shot it to bring to the plant security as proof of completion of this orientation.



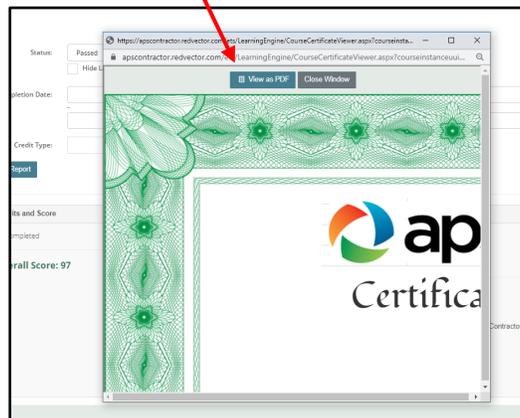
Click on: [To get your certificate click this View Certificate link](#)

Or

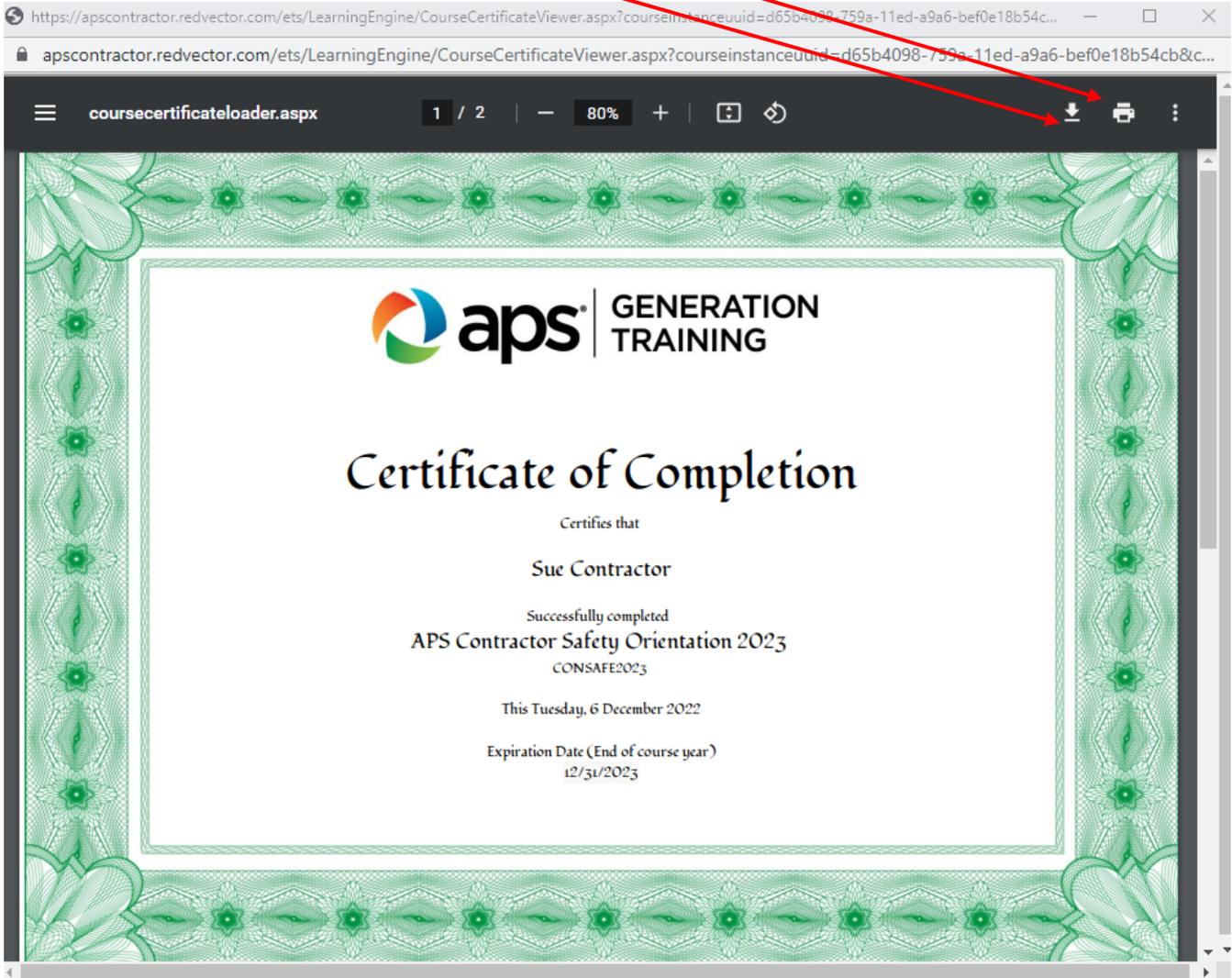
Click on **Learning History** on the left of the screen

✓ Then click on **View Certificate** on the right of the course to view and print a certificate of your course completion for your APS Rep and Plant Security

A pop-up window will appear. Choose **View as PDF**; a separate (Adobe Acrobat) window appears. From the Adobe window, you can download and save the certificate file, or print the certificate if you have a printer connected to the device.

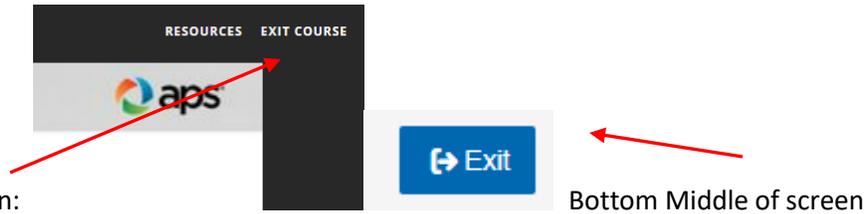


Download or print the file by hovering over and clicking the appropriate icon.



Q6. What happens if I get system errors or program errors and I cannot continue with the Orientation course?

A6. It is possible that you will experience a system or program error while completing the Orientation course. If the course stalls or freezes, and you are unable to advance to the next screen (or return to the previous screen), or if you have other problems viewing the course (such as screen not viewing correctly), please use the **Exit** button at the bottom of the window to stop the course or EXIT COURSE at the top of window.



Top Right of screen:

Bottom Middle of screen

It is also recommended to clear your Internet browser data cache and history. This action will often allow you to continue with the course. See the last two pages of this document for information on how to clear your browser history.

You can relaunch the course from your dashboard. When you relaunch the course, you can pick up where you left off.

If you are still having issues, please refer to Q9 below.

Q7. In past years, I have received a sticker for my hardhat that shows I have completed the orientation. How will I get a sticker after I finish the online Orientation course?

A7. Contact your APS Representative. He or she will coordinate with you to ensure that you receive the sticker.

Q8. Can I complete the course on my cellphone or mobile device?

A8. Yes, you can complete the course on a mobile device, tablet, laptop, or desktop computer. It is **not recommended** to use a cellphone, because the information on some screens will be quite small. However, if you want to use a cellphone, you may do so.

Q9. Who do I contact if I have problems?

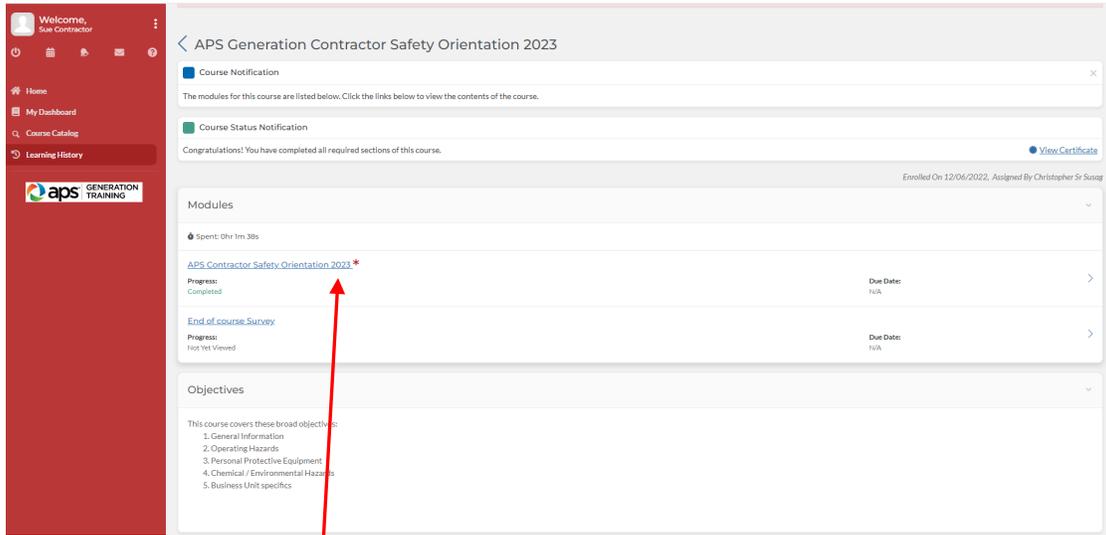
A9. Contact FossilGenTraining@apsc.com or send a text for Generation: 602-501-3167; T&D email: Sabrina.Mauch@aps.com with your name and request. One of our system administrators will be in touch with you within two business days. Also, contact your APS Representative, to inform them that you are having issues with the online course.

Q10. Can I take this Orientation course on a weekend or at night?

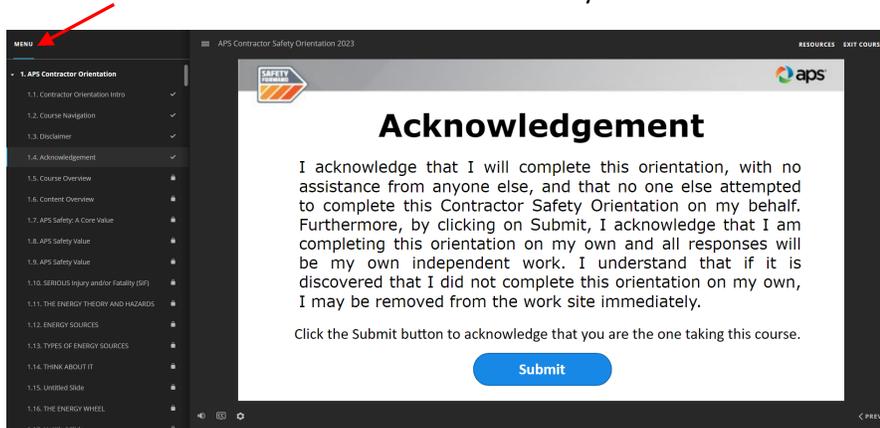
A10. Yes, you can take the Orientation course at a time that is convenient for you. The course will take 2+ hours to complete, and you may stop the course at any time and continue later. However, you should not expect to show up for work at an APS facility before you complete the course. Some APS facilities do not have reliable Wi-Fi or cell service, so you may not be able to complete the course and the exam in time for starting your work.

Q11. Can I take this Orientation a second (or third) time after I pass it once?

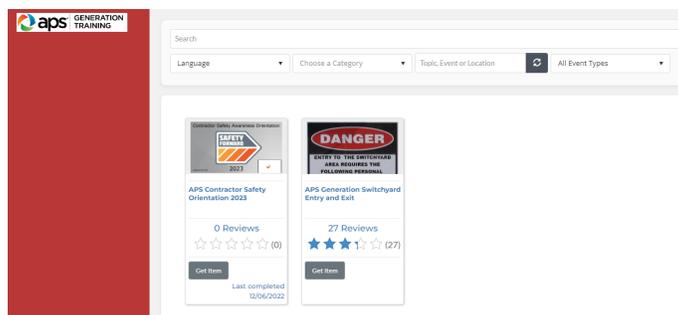
A11. Yes, you can take the course as many times as you want. Once you have finished the course and the final exam, the course does not appear on your My Dashboard. It does not reassign to you automatically. You may retake the course or view course completions by selecting it under **Learning History** section on the left of the My Dashboard page or under Quick links on the Right of the My Dashboard.



✓ Then click on the Course name and you can start the course again. It will be the completed course so you can use the menu on the Left to review the sections you wish.



✓ Or you can choose the course from the **Course Catalog** to get a new updated Certificate.

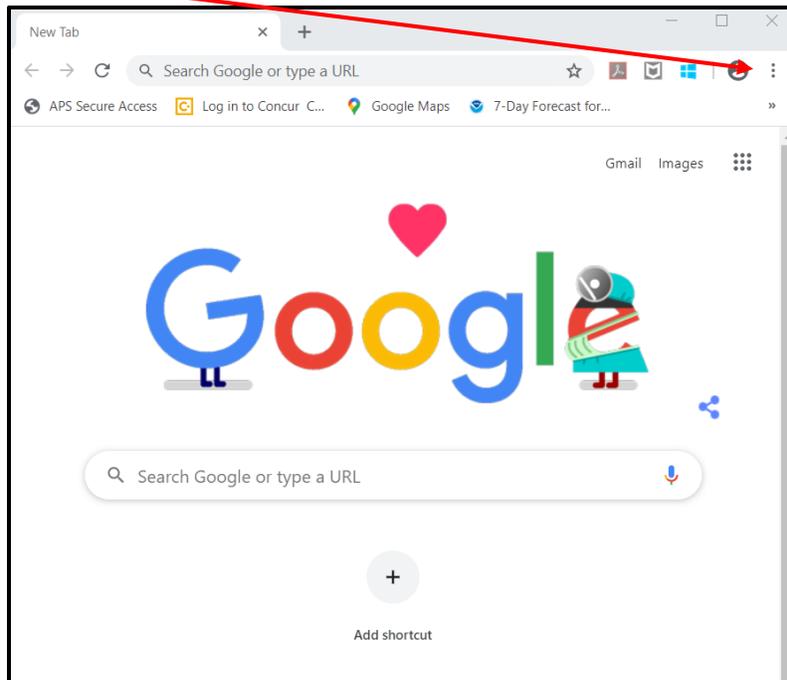


Clearing Browser Data

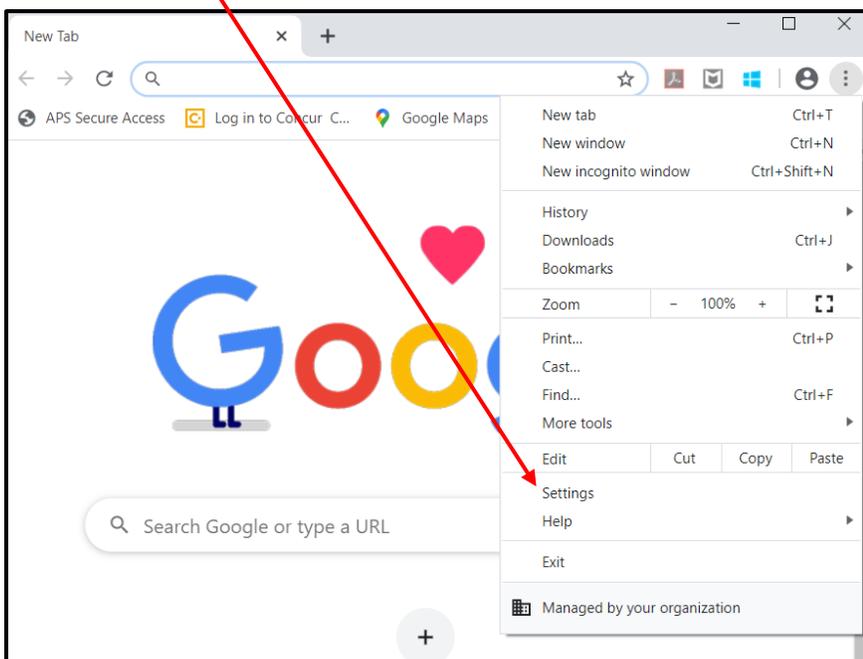
Clearing browser data from Google Chrome

Open a new Google Chrome session.

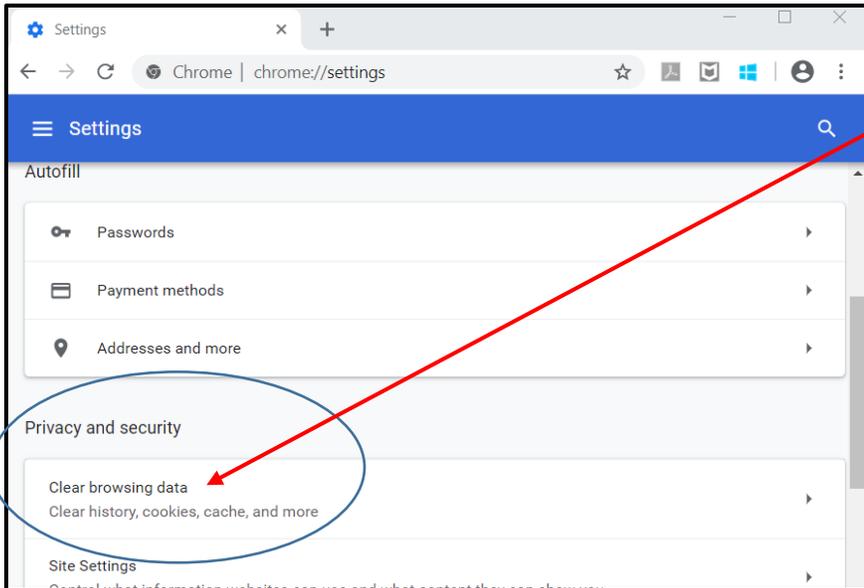
1. Click on the three vertical dots in the upper right corner of the browser screen.



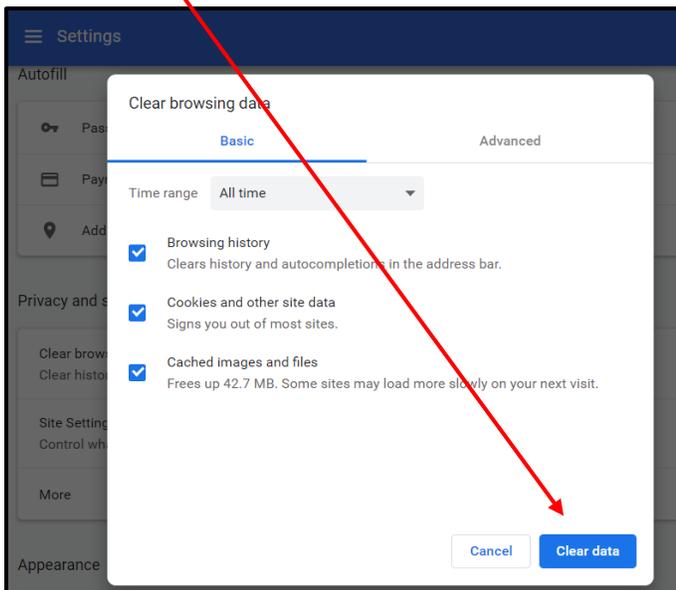
Next, click on **Settings** from the pop-up menu.



Scroll down to the **Privacy and security** section of the Settings screen, then click on **Clear browsing data**.



Click on **Clear data**



Go back to the Contractor Information Site to launch your course: <http://apscontractor.redvector.com>.