



Suncor's Charter Travel Portal - Update Contact Information

Quick reference guide for updating your contact information in Suncor's charter travel portal and enabling WestJet notifications

Travelers must ensure that their contact information, including email address and phone number, are accurate in the travel portal. This information is required to:

- Enable 24-hour advanced check in notifications from WestJet
 - Reservations made within 36 hours of travel, may not be eligible for online or mobile check-in.
- Receive confirmation emails for lodge and flight reservations from iLogistics
- Reach passengers in the case of an emergency

If you did not receive a reservation code from WestJet you must proceed to the airport and use a kiosk or agent to check-in and receive a boarding pass.

Update Contact Information

[Log into the Travel Portal](https://suncor.ibsilogistics.com/ilogisticsPassengerPortal/index.jsp) : <https://suncor.ibsilogistics.com/ilogisticsPassengerPortal/index.jsp>

In the top right corner, select Welcome to open your user details and click on Edit.

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Update your Email ID

- **WestJet notifications will only be sent to this email address**
- Use only one email address as adding multiple emails will prevent communications
- Do not use a comma or semicolon

Update your Cell Phone Number

- Required in case of an emergency or to contact the traveler regarding lost baggage

Update an Alternate Email ID (optional)

- A secondary email address may be added to this field

Save your information.

Personal Information

Name
Traveler's name

E-Mail Id*
Personal.email.address@gmail.com Only one email address - do not use a , or ;

Gender
Male

Cell Phone*
Required in case of an emergency

Alternate E-Mail Id

Save Cancel

Enabling WestJet Notifications

- In order for WestJet to send your 24-hour advanced check in notification, you must consent to receive electronic communications.
 - If you do not have WestJet Rewards and the WestJet app, we recommend setting these up. [Click here to sign up for a WestJet ID.](#)
 - Ensure that the email address used within the travel portal matches the one used on your WestJet Rewards account.
 - Make sure you have enabled email notifications with WestJet. [Click here to manage your communication preferences associated with your WestJet ID.](#)
 - Suncor recommends using a personal email address for WestJet communications so that you can access your check in notification when off shift.
- If you did not receive a check-in email from WestJet, check your junk mail; ensure you have enabled email notifications with WestJet.
- Charter flights will not automatically link to your WestJet Rewards account; however, you may use the WestJet app and the WestJet reservation code to check in via the app.
- **How to check in on your phone:** Download the WestJet app on your phone and sign-in with your WestJet ID to check-in to your flight (once in the app, click "more > check-in" then enter the reservation code that was emailed to you).
- Save your boarding pass to your phone or print (at time of check-in). If none of these are done, must obtain a boarding pass before proceeding to through security (WS airports) or to the gate (YFI).
- Reminder, Suncor charter flights are not eligible for WestJet Rewards.

Still not receiving your WestJet check in notification? Contact the Suncor Client Support Centre (CSC) at 1-866-276-7800 (inside North America) or 1-403-272-7800 (outside of North America), (after choosing a language), select 1 for Client Support.

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Log in instructions for first time users:

[Click here to go to the travel portal: https://suncor.ibsilogistics.com/ilogisticsPassengerPortal/](https://suncor.ibsilogistics.com/ilogisticsPassengerPortal/)

Use Chrome as your internet browser for the best user experience.

Get started in just a few simple steps:

- Enter your username.
 - Your username is your Suncor employee/badge number with eight digits. Add zeros if your employee number/badge number is less than eight digits. For example: 00123456.
- Enter your initial password.
- Your password is: Su + your Suncor employee/badge number with eight digits + !

For example: **Su00123456!**

Do not forget:

- Upper case "S"
 - Lower case "u"
 - Exclamation point at the end
 - Do not attempt to log-in more than five times or you will be locked out.
- You will be prompted to change your password upon logging in.
 - Ensure your contact information is accurate in your profile (top right corner) and update if needed.