

PASSWORD SELF SERVICE



CHANGE YOUR PASSWORD

STEP 1

Go to canadapost.ca and click **Forgot your password?** on **Intrapost**.

The screenshot shows the 'intrapost / intraposte' login page. It includes a header with the company name, a user ID field, a password field, and a 'Login / Connexion' button. There are also links for 'Forgot your password?' and 'Mot de passe oublié?'. A sidebar on the right contains instructions in English and French regarding login difficulties and the use of the service.

STEP 2

Welcome to the **Password Self Service logon page**.

This screenshot shows the same login page as Step 1, but with additional instructions below the login form. The instructions are in English and French, providing guidance for employees without corporate computers, those with corporate computers, and those with corporate Macintoshes.

STEP 3

Enter your **User Id**. Your User ID can be found on your pay statement beside your Employee ID. Click the **Continue** button.

The screenshot shows the 'Password Self Service: Login' page with the 'Enter User ID:' field highlighted and the 'Continue' button visible.

STEP 4

You have 3 choices: **Use password**, **Answer security questions** OR **Mobile device**. Click the option you need. For this example, the **Use Password** option is selected.

The screenshot shows the 'Choose an authentication method' section with three options: 'Use password', 'Answer security questions', and 'Mobile Device'. The 'Use password' option is selected.

STEP 5

Enter your **password** (same password used to login to Intrapost). Click the **Login** button.

The screenshot shows the 'Login' page with the 'Enter password:' field highlighted and the 'Login' button visible.

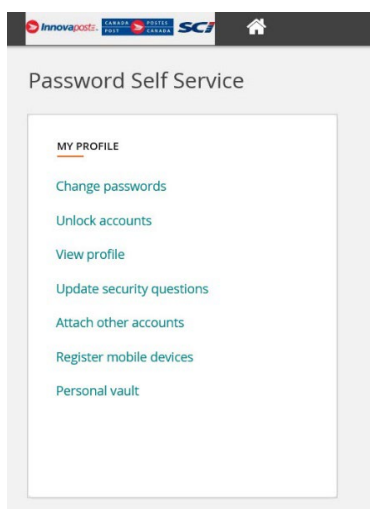
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STEP 6

Under **My Profile** click **Change passwords**.

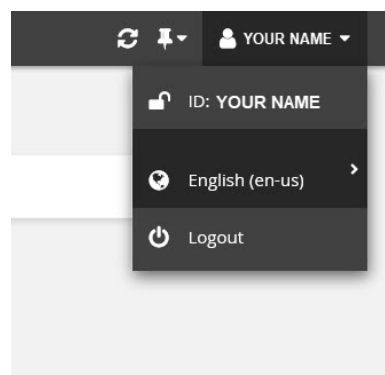


STEP 7

Enter your new password in the **New password** field. Re-enter your new password in the **Confirm** field. Click the **Change passwords** button.

STEP 8

Click your **name** in the top right corner and select **Logout** from the dropdown.



Enter a new password:

****The password criteria will turn green if the requirements are met. They will turn red if the requirements are not met.**

New password: *
Confirm: *

Change passwords