

PASSWORD SELF SERVICE



FORGOT YOUR PASSWORD

STEP 1

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

intrapost / intraposte

User ID can be found on your pay statement beside your Employee ID.

L'ID utilisateur se trouve sur votre bulletin de paie à côté de votre ID d'employé.

User ID / ID utilisateur

Password / Mot de passe

Login / Connexion

Forgot your password? Mot de passe oublié?

If you experience any login difficulties, please contact the Canada Post Help Desk at 1-877-411-8585.

Si vous éprouvez des difficultés lors de l'ouverture de l'application, communiquez avec le Service d'assistance de Postes Canada au 1-877-411-8585.

The use of "Employee Self Serve" is granted by Canada Post Corporation to employees as authorized users to review, update or change their own employee personal records. Access to "Employee Self Serve" is available solely to authorized users. Authorized users have a responsibility to protect their User ID and password and to immediately notify the Canada Post Help Desk (1-877-411-8585) if there are any indications that their access or personal information has been compromised. Any inappropriate use of this system is strictly prohibited and shall result in revocation of authorized access and criminal, civil and/or disciplinary sanctions.

L'utilisation du « Libre-service pour les employés » est accordée par la Société canadienne des postes aux employés pour qu'ils puissent réviser, mettre à jour et modifier leurs dossiers personnels. L'accès au Libre-service pour les employés n'est offert qu'aux utilisateurs autorisés. Ces derniers sont tenus de protéger leur code d'accès et leur mot de passe, et de donner avis immédiatement au Service d'assistance de Postes Canada (1-877-411-8585) s'ils estiment que leur accès ou leurs renseignements personnels ont été compromis. L'utilisation inappropriée du système est strictement interdite, et peut entraîner la révocation des privilèges d'accès ainsi que des mesures criminelles, civiles ou disciplinaires.

STEP 2

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

Password Self Service: Login

Enter User ID

Continue

ATTENTION EMPLOYEES WITHOUT CORPORATE COMPUTERS
*** If you forgot your password and have not yet signed up, please contact the Help Desk for a password reset, then log into Password Self Service with your new password to sign up.***

ATTENTION EMPLOYEES WITH CORPORATE COMPUTERS
*** ONLY change your password from your corporate computer using Ctrl + Alt + Del while on VPN.***

EMPLOYEES WITH CORPORATE MACINTOSH
Instructions will be available through the existing Mac process

Search for mobile user

STEP 3

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

Password Self Service: Login

Enter User ID:

Continue

STEP 4

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

Choose an authentication method

Use password

Answer security questions

Mobile Device

STEP 5

Two random questions appear. Enter the **answers for each**. Then click the **Continue** button.

Security questions

Please answer the following security questions:

What is your father's middle name?

What is your favourite book?

Continue

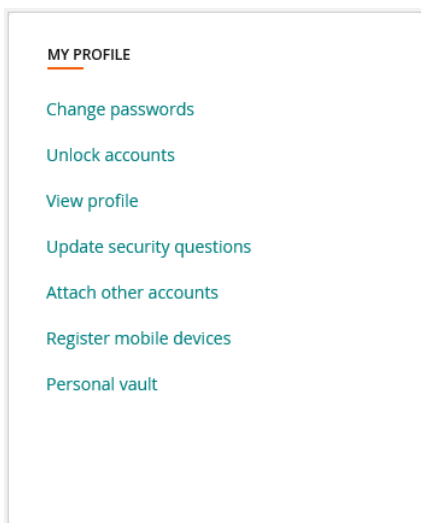
PASSWORD SELF SERVICE



FORGOT YOUR PASSWORD

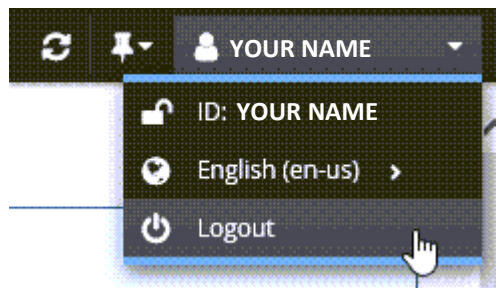
STEP 6

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



STEP 8

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



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.

Enter a new password:

New password: *

Confirm: *

Change passwords