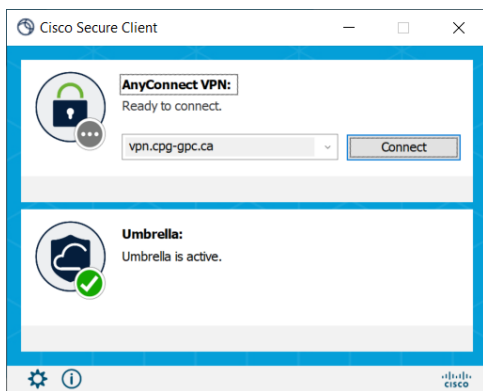


PASSWORD SELF SERVICE

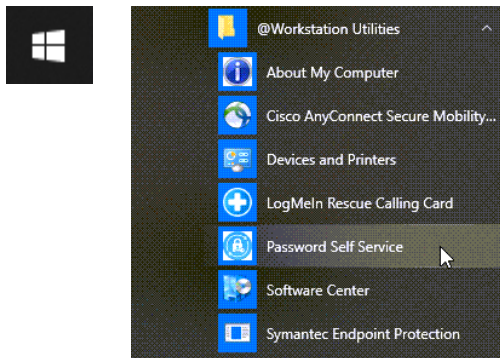


SET UP SECURITY QUESTIONS

1. Connect to VPN.



2. Click on the **Windows logo** to open the Start Menu. At the top of the list, click on the **@Workstation Utilities folder**, then select the **Password Self Service link**.



3. Enter your **User ID** (same user id used to log into your computer).

Click the **Continue** button.

4. Enter your **password** (same password used to login to your computer).

Click the **Log in** button.

PASSWORD SELF SERVICE



SET UP SECURITY QUESTIONS

You will see 2 sections with security questions – **SERVICE DESK** and **EMPLOYEE**. Please set up your questions and answers for both sections.

1. SECTION 1 SERVICE DESK

These questions will be used by a Service Desk Agent when you call the Service Desk. Service Desk Agents only have access to these questions and answers.

Select 3 questions from the [Question drop down list](#).

Enter an answer in the [Answer field](#) for each question.

Service Desk (Questions an agent will ask you to verify your identity)
Questions still required [0]

Delete?	Question
<input type="checkbox"/>	Where did you travel for the first time? (4-20 characters) ▼
<input type="checkbox"/>	What was the color of your first car? (3-20 characters) ▼
<input type="checkbox"/>	What was your childhood nickname? (4-20 characters) ▼

2. SECTION 2 EMPLOYEE

These questions will be used by you when you forget your password or lock your account.

Select 6 questions from the [Question drop down list](#).

Enter an answer in the [Answer field](#) for each question.

Employee (Questions that you will use to recover your password if you forget it or lock your account)
Questions still required [0]

Delete?	Question
<input type="checkbox"/>	What food do you dislike the most? (4-20 characters) ▼
<input type="checkbox"/>	What was the make of your first car? (4-20 characters) ▼
<input type="checkbox"/>	What is your favourite color? (4-20 characters) ▼
<input type="checkbox"/>	Which is your favourite web browser? (4-20 characters) ▼
<input type="checkbox"/>	What street did you grow up on? (4-20 characters) ▼
<input type="checkbox"/>	What is your favourite vehicle? (4-20 characters) ▼

3. Once you have finished selecting all questions in both sections, click the [Update](#) button.

Update


PASSWORD SELF SERVICE



SET UP SECURITY QUESTIONS

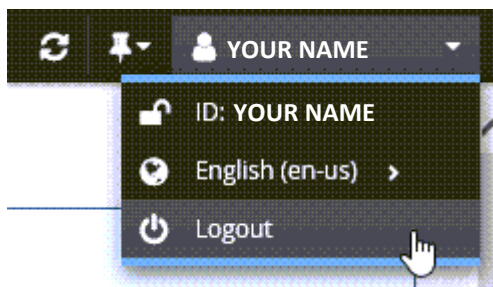
4. You will be directed to the [My Profile](#) page.

An “[All enrollment tasks are complete.](#)” message will be displayed in the top left. You have successfully set up your security questions.

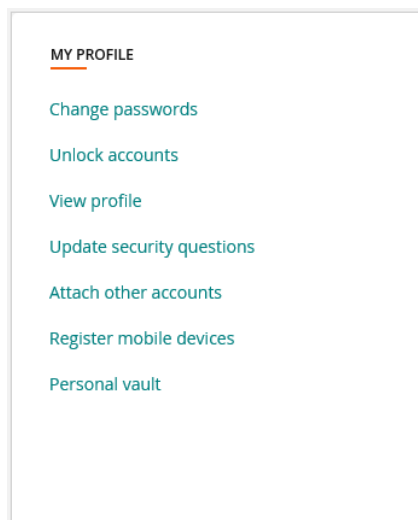


All enrollment tasks are complete.

5. Click your [name](#) in the top right corner and select [Logout](#) from the dropdown.



6. There are several items listed under [My Profile](#). Visit the [Password Self Service](#) site on IT Central to learn more.



If you forget your password or lock your account, you can reset it yourself using **Password Self Service**.

If you have questions or experience any issues, please contact the Canada Post Help Desk at **1-877-411-8585**.