PASSWORD SELF SERVICE



SET UP SECURITY QUESTIONS

STEP 1

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CANADA

From the popup message, click the **PASSWORD SELF SERVICE LOGIN** button to setup your security questions.



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:

STEP 4

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

Login	
Enter password:	
	Login

STEP 2 Welcome to the Password Self Service logon page.

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	Password Self Service: Login
	Erear Uppr ID:
	Commue
*** If you forgot your password and have not yet signed up, please conta	ARE AND A REPORT
ATTENTION	
*** ONLY change your passwo	In PLOYEES WITH CORPORATE COMPUTERS and from your corporate computer using Ctl + Alt + Del while on VPN ***
EMPL	OVERS WITH CORPORATE MACINTOSH
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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	
	Where did you travel for the first time? (4-20 characters)	Ŧ
	What was the color of your first car? (3-20 characters)	Ŧ
	What was your childhood nickname? (4-20 characters)	Ŧ

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	
	What food do you dislike the most? (4-20 characters)	Ŧ
	What was the make of your first car? (4-20 characters)	T
	What is your favourite color? (4-20 characters)	Ŧ
	Which is your favourite web browser? (4-20 characters)	T
	What street did you grow up on? (4-20 characters)	•
	What is your favourite vehicle? (4-20 characters)	Ŧ

3. Once you have finished selecting all questions in both sections, click the Update button.





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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 enroliment tasks are complete.

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



 There are several items listed under My Profile. Visit the Password Self Service site on Intrapost to learn more.

Change passwords	
Unlock accounts	
View profile	
Update security questions	
Attach other accounts	
Register mobile devices	
Personal vault	

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**.

