

PASSWORD SELF SERVICE



UNLOCK YOUR ACCOUNT

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 Service' 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 Service' 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'utilisateur et leur mot de passe, et ils doivent aviser immédiatement le 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 de ce 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 logon page**.

Password Self Service Login

Enter user ID

Continue

*** 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 Ctl + 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

Forgot your password?

STEP 4

You have 3 choices: **Use password, Answer security questions OR Mobile Device**. Since you forgot your password, click **Answer security questions**.

Choose an authentication method

Use password

Answer security questions

Mobile Device

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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

STEP 6

Under **My Profile** click **Unlock accounts**.

MY PROFILE

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

STEP 7

Click the **check box** next to the account that is locked.

Accounts Your Name [Your.Name]

<input checked="" type="checkbox"/>	Account
<input checked="" type="checkbox"/>	Your.Name

STEP 8

Click the **Unlock** button.

Unlock

STEP 9

Follow the instructions to change your password.

STEP 10

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

YOUR NAME

- ID: YOUR NAME
- English (en-us)
- Logout**