UNLOCK YOUR ACCOUNT

STEP 1

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

STEP 2

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

STEP 3

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

STEP 4

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

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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]

	Account
☑	**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