

# PASSWORD SELF SERVICE



## UPDATE SECURITY QUESTIONS

### STEP 1

Go to [canadapost.ca](http://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 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 Logon

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 **Use Password** option is selected.

Choose an authentication method

Use password

Answer security questions

Mobile Device

### STEP 5

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

Login

Enter password:

Login

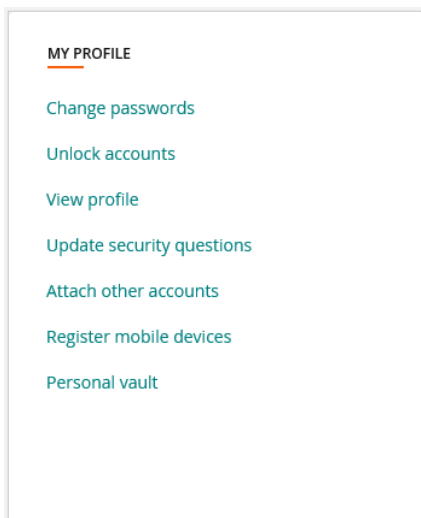
# PASSWORD SELF SERVICE



## UPDATE SECURITY QUESTIONS

### STEP 6

Under **My Profile** click **Update security questions**.



### STEP 7

Select the question you wish to change from the **Question drop down list**. Enter the answer in the **Answer field**.

You can also add another question.

Service Desk (Questions an agent will ask you to verify your identity)

Show change history

Questions still required [0]

Question ✕

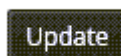
What was the name of your first pet? (4-20 characters)

Answer

••••

### STEP 8

Click the **Update** button.



### STEP 9

You can test your security questions. Click **Try to answer security questions to verify that you remember the correct answers** at the bottom of the screen.

Try to answer security questions, to verify that you remember the correct answers. ➔

### STEP 10

Answer each question and click the **Continue** button.

What was the name of your first pet?

Where did you travel for the first time?

What was the color of your first car?

What is the name of the main character in your favourite book?

What is your favourite book?

What is your father's middle name?

Who is your favourite author?

What is your favourite food?

What is your favourite vehicle?

Continue

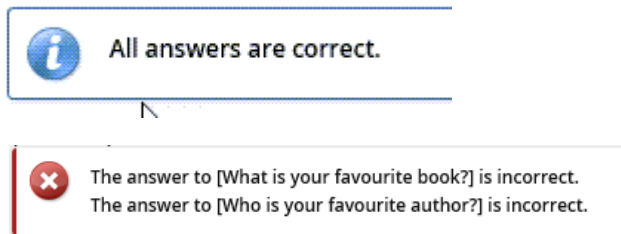
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## UPDATE SECURITY QUESTIONS

### STEP 11

You will see an **“All answers are correct.”** or a **“One or more answers are incorrect.”** message in the top left.



### STEP 12

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

