PASSWORD
SELF SERVICE

UPDATE SECURITY QUESTIONS

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.** Click the option you need. For this example, the **Use Password** option is selected.

STEP 5

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

UPDATE SECURITY QUESTIONS

STEP 6

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

> **MY PROFILE**
>
> Change passwords
>
> Unlock accounts
>
> View profile
>
> Update security questions
>
> Attach other accounts
>
> Register mobile devices
>
> Personal vault
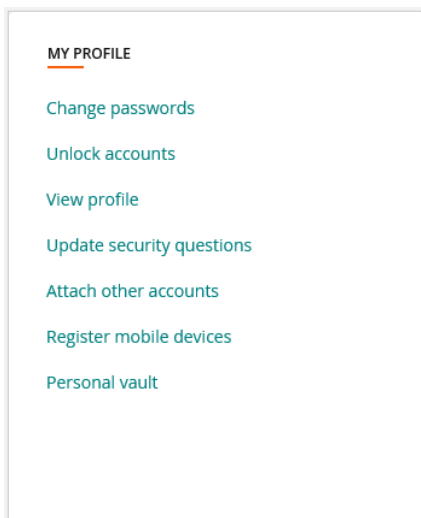
STEP 7

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)
>
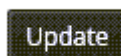> Show change history
>
> Questions still required [0]
>
> Question
>
> What was the name of your first pet? (4-20 characters) ▼
>
> Answer
>
> ••••

STEP 8

Click the **Update** button.

> Update

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?
>
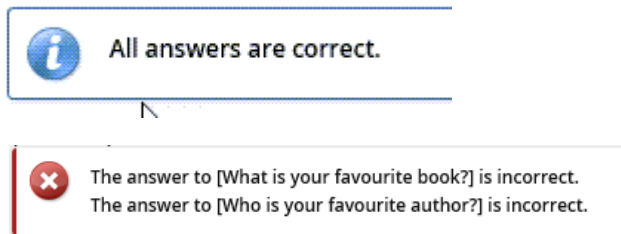> What is your favourite food?
>
> What is your favourite vehicle?
>
> Continue

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.

> **(i)** All answers are correct.

> **✕** The answer to [What is your favourite book?] is incorrect.
> The answer to [Who is your favourite author?] is incorrect.

STEP 12

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

> **YOUR NAME** ▼
> 🔓 ID: **YOUR NAME**
> 🌐 English (en-us) >
> ⏻ Logout