



SINGLE SIGN ON INSTRUCTIONS

Important! First time you will use the control and you have a Single Sign On account after enter your employee number you will be redirected to Forgot Password Page. (**See 2. Forgot your Password**) At the **Log In Page** you will see the control

SINGLE SIGN ON / OUVERTURE DE SESSION UNIQUE

Employee ID/Identification d'employé

Password/Mot de passe

LOG IN / ENTRÉE

1. Enter your 7 digits employee number (no need for leading 0) in the top textbox. Press Tab and you will prompted with one of the next messages.

Important! After entering your employee ID you have 4 minutes to finish the Logon Process (including change or reset password).

- a) If you have access to the application and need to provide your **WINDOWS** password (the password you used for your domain account)

SINGLE SIGN ON / OUVERTURE DE SESSION UNIQUE

Employee ID/Identification d'employé

1517867

Please provide WINDOWS password
S'il vous plaît fournir le mot de passe WINDOWS

Password/Mot de passe

LOG IN / ENTRÉE

Store/ Succ.
HO ▼

b) If you already have created a **Single Sign On** password you will see the message to provide the password. Also you can use the bottom links in order to **change** ([Change Password](#) / [Changer mot de passe](#)) or **reset** the password ([Forgot your Password?](#) / [Mot de passe oublié?](#)).



c) If you don't have access to the application(web site) you will see the message



d) If you have access to multiple stores the drop down list from the bottom left will give you permission to select the store. By default the one you belong is selected (HO = Home Office).

e) If you don't have a Single Sign On password yet created you will be redirected to the **Forgot Your Password Page**. (See 2 Forgot your Password).

After enter the password click the  button.

If you provide a wrong password you will see the next message under the **LOG IN** button:



Also if you have a Windows account many consecutive wrong attempts can block your account. Same for **Single Sign On** password a delay in the authentication process could cancel the ability to log on.

If the 4 minutes are gone you will see the message:

([Due to timeout the page will be reloaded / En raison de délai d'attente, la page sera recharge](#)).

The ability to change or reset the password is just for users that have a **Single Sign On** password.

2. Forgot your Password

FORGOT YOUR PASSWORD / MOT DE PASSE OUBLIÉ?

Employee ID/Identification d'employé
1517867

Question 1: What is your birth year (YYYY)?
Quelle est votre année de naissance (AAAA)?

Question 2: What are the last 4 digits of your SIN?
Quels sont les 4 derniers chiffres de votre NAS?

SUBMIT / SOUMETTRE

[Log In / Entrée](#)

In order to reset your password you need to answer the 2 questions providing your birth year and last 4 digits of your SIN.

On the bottom of the page is a link to Log In page ([Log In / Entrée](#)) you can use if you dismiss to reset your password.

If the answers are correct you will be redirected to the **Change Password Page**:

CHANGE PASSWORD / CHANGER MOT DE PASSE

Employee ID/Identification d'employé
1517867

New Password / Nouveau mot de passe

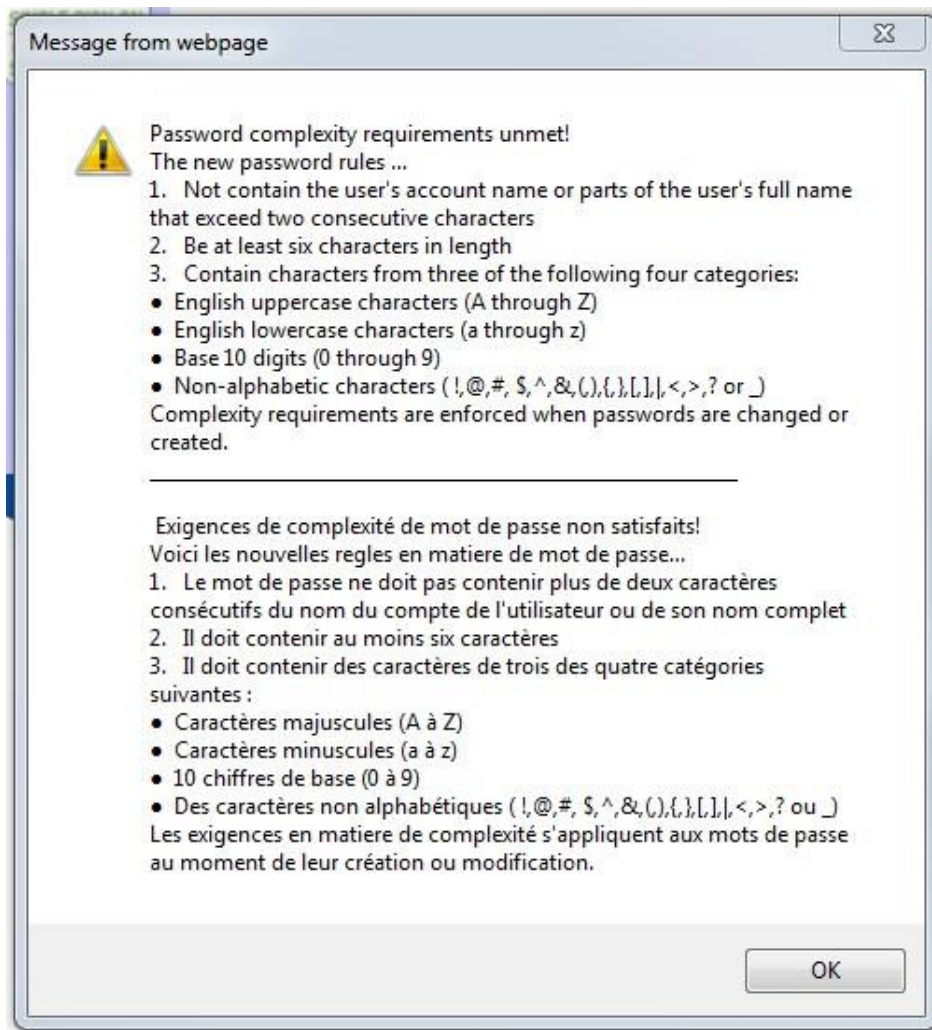
Confirm New Password/Confirmer le nouveau mot de passe

CHANGE PASSWORD / CHANGER MOT DE PASSE

[Log In / Entrée](#)
[Forgot your Password? / Mot de passe oublié?](#)

Here you provide the new password and also type it again in Confirm New Password field.

The password must accept the complexity requirements:



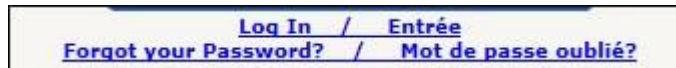
Also the new password can't be one of the last 6 used.

3. Change Password

In order to change your password you need to enter the Current Password, New Password (must accept the complexity requirements) and the Confirm New Password.

If the change password is successful after the message is close you will be redirected to the **Log In Page**.

Also on the bottom of the page there are 2 links



If you dismiss to change your password use the first link to go back to **Log In Page**.

Or if you forgot your actual password you have the second link to reset the password.

Please note that the password is valid for 90 days. After the password lifetime pass once you enter your associate ID in the **Log In Page** you'll be redirected to the **Change Password Page**.

If there are any connection errors you will see the message () and after 10 sec the control will be reset.

If you are having issues logging in please contact the **Canadian IS Helpdesk** at: **905-737-1147 x2230**.