

SELF SERVE PORTAL

NEW USERS - FIRST TIME LOG IN

GETTING STARTED



Once your manager has provided you with your User ID and Temporary Password, please visit the **SELF SERVE PORTAL** at <https://selfserve.shoppersdrugmart.ca> to log in, change your Temporary Password, and save answers to your Personal Verification Questions (PVQs).

STEP 1: LOG IN

- Using the **Google Chrome*** web browser, go to the **Self Serve Portal** <https://selfserve.shoppersdrugmart.ca>



If you are in multiple stores, you will only have to login **ONCE** to set up your user account

*At this time, **Google Chrome** is the only supported browser when accessing the Self Serve Portal

- Log in using your **User ID**, and **Temporary Password**. Please see temporary password criteria for reference.

If you enter your password incorrectly **five times**, your account will lock. To unlock your account, please contact **NSC at 1-866-672-7924**.

1 Self Serve / Libre-service

Log in to Self Service / Connexion au libre-service

User ID / Nom d'utilisateur

Password / Mot de passe



Forgot Password? Vous avez oublié votre mot de passe?

Please contact the National Service Centre for assistance 1-866-672-7924

Pour obtenir de l'aide, veuillez communiquer avec le Centre de service national au 1-866-

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TEMPORARY PASSWORD CRITERIA

FIRST INITIAL of your **FIRST NAME (*UPPERCASE)**

+

FIRST INITIAL of your **LAST NAME (*lowercase)**

+

— (dash)

+

LAST digit of your **BIRTH YEAR**

+

TWO DIGITS of your **BIRTH MONTH**

+

TWO DIGITS of your **BIRTH DAY**

STEP 2: CHANGING TEMPORARY PASSWORD

- You will be re-directed to change your password
- Enter a **new** and **secure** password that meets the **password requirements**
- Re-enter password** to confirm the new password
- Click **Submit** once complete



PASSWORD REQUIREMENTS

Must not contain your User ID
Minimum of eight (8) characters and include three (3) of the four (4) following character types:
At Least One Uppercase Character
At Least One Lowercase Character
At Least One Base Digit (0 to 9)
Non Alphanumeric Characters: \$,%,&!, etc
@ and # - must NOT be used

Example password:

Example!123

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SDM Password Services / Services de mot de passe SDM

Alert: Please change your current password before continuing.

Login Id / Nom d'utilisateur

First Name / Prénom

Last Name / Nom

New Password / Nouveau mot de passe

Confirm Password / Confirmer le mot de passe

To change your password, enter a new password below and click Submit. Please contact the National Service Centre for assistance 1-866-672-7924.

Must not contain your User ID
 Minimum of eight (8) characters and include three (3) of the four (4) following character types:
 At Least One Uppercase Character
 At Least One Lowercase Character
 At Least One Base Digit (0 to 9)
 Non Alphanumeric Characters: \$,%,&! (@ and # - must NOT be used)

Pour modifier votre de passe, entrez un nouveau mot de passe ci-dessous et cliquez sur Soumettre. Pour obtenir de l'aide, veuillez communiquer avec le Centre de service national au 1-866-672-7924.

Il ne doit pas contenir votre nom d'utilisateur
 Il doit être composé d'au moins huit (8) caractères et comprendre trois (3) des quatre (4) types de caractères suivants:
 Au moins un caractère majuscule
 Au moins un caractère minuscule
 Un moins un chiffre de base (0 à 9)
 Caractères non alphanumériques : \$,%,&! (@ et # : ne doivent PAS être utilisés)

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Sarah Thomas

St-20914

1962, September 14

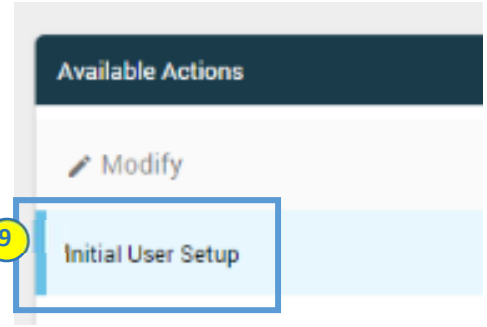
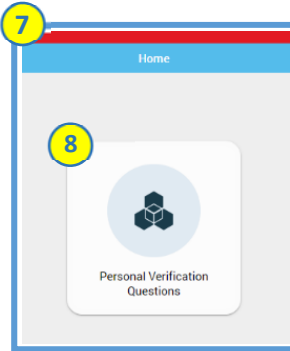
STEP 3: SET UP PERSONAL VERIFICATION QUESTIONS (PVQs)

7 You will be redirected to the **Home** page where you can enter your **Personal Verification Questions (PVQs)**

8 Click on **Personal Verification Questions (PVQs)**

9 Click on **Initial User Setup**

10 You **MUST** answer and submit **five PVQs** of your choice



You will not be able to **reset your password** or use the "**Forgotten Password**" functionality unless these questions have been answered

10

11 Click **Submit** and **OK** once completed

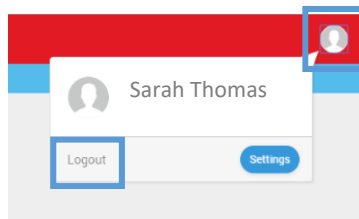
A screenshot of a form titled 'Details' for setting up Personal Verification Questions. At the top, there is a warning message: 'You **MUST** submit answers for 5 questions. You will not be able to Change your Password or use the Forgotten Password functionality unless these questions have been answered.' Below this, there are instructions: 'When answering these questions, please keep in mind the following:' followed by a bulleted list: '• You cannot use your User ID in the answers', '• You cannot use the same question more than once', '• You cannot use the same answer more than once', and '• You cannot use your First Name, Last Name or Date of Birth as an answer'. The form contains five pairs of input fields, each labeled 'Security Question' and 'Security Answer'. A 'Clear' button is at the bottom left, and a 'Submit' button is at the bottom right. A yellow circle with the number '10' is on the left side of the form, and another yellow circle with the number '11' is on the bottom right.

PERSONAL VERIFICATION QUESTIONS

When answering the **PVQs**, please keep in the mind the following:

1. You **cannot** use your **Login Id** in the answers
2. You **cannot** use the **same question** more than once
3. You **cannot** use the **same answer** more than once
4. You **cannot** use your **First Name, Last Name or Date of Birth** as an answer

Log out of the system by clicking on the **Profile Icon** and clicking **Logout**



COMPLETE!

You can now use these credentials to log in and access:

- SDMU
- eClienteling (as applicable)
- Digital Pharmacy In-Store Portal (as applicable)