

SELF SERVE PORTAL

FORGOT PASSWORD

GETTING STARTED



A user **MUST** have saved answers to their five **Personal Verification Questions (PVQs)** in order to use the **Forgotten Password** solution or the **Change Password** function once logged in.

STEP 1: FORGOT PASSWORD

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



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

- 2 Click on **Forgot Password?**

STEP 2: ANSWER PERSONAL VERIFICATION QUESTIONS

- 3 Enter your **User ID** and click **Next**
- 4 You will be prompted to answer three of the five **Personal Verification Questions** that you have saved answers to. The three PVQs are selected at random. Three PVQs must be answered correctly. Click **Next** after each answer submitted.



***Note:** If an incorrect answer has been submitted, another question will appear for you to answer. If **more than 2** answers are entered incorrectly, your account will be locked. **Please contact the NSC at 1-866-672-7924 for assistance.**

- 5 Enter in a new password that meets all of the password requirements and re-enter to confirm the new password. Click **Next** to 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

