

HOW TO CREATE A NEW ACCOUNT

A STEP BY STEP GUIDE FOR NEW USERS

- Go to <https://innovapost2.plateau.com/learning/user/nativelogin.jsp>
Note – Access is also available through Partner Portal

You can create your User ID and password following the steps below.

- Click on “New User?”

LEARNING ZONE | ZONE DE LA FORMATION

Naviger au site en français [cliquez ici.](#)

New User?
Are you a new user? [Click here to register.](#)

Log in
Username

Forgot Username?
Password

Forgot Password?

Need Help? 1-877-411-8585

- Account Information and Contact Information- Please complete the sections below to create your new account.

* Required Fields

Account Information

* User ID :

* Password :

* Re-Enter Password :

Contact Information

* First Name :

* Last Name :

Middle Initial :

* Email Address :

* Confirm Email Address :

* Country/Region :

- User Information- Select your group type from the “Group” dropdown menu under User Information.

User Information

* Group :

Retail Clerks: Enter your 6 digit (numeric) RC post office number :

Sales Partners: Please select your company name :

Custom Service Nordia
 Customer Service HGS
 Retail Postal Clerk
 Sales Partners



- Retail Clerks, enter your 6 digit (numeric) RC post office number.

User Information

* Group : Retail Postal Clerk

Retail Clerks: Enter your 6 digit (numeric) RC post office number :

Sales Partners: Please select your company name :

- Sales Partners, select your company name from the displayed list (you may have to scroll down to see your company name).

User Information

* Group : Retail Postal Clerk

Retail Clerks: Enter your 6 digit (numeric) RC post office number :

Sales Partners: Please select your company name :



- Preferences
 - Select your preferred language from the drop down (English or French)
- Click on "Submit"

* Required Fields

Account Information

* User ID : JOSmith

* Password :

* Re-Enter Password :

Contact Information

* First Name : John

* Last Name : Smith

Middle Initial :

* Email Address : john.smith@email.com

* Confirm Email Address : john.smith@email.com

* Country/Region : Canada

User Information

* Group : Retail Postal Clerk

Retail Clerks: Enter your 6 digit (numeric) RC post office number :

Sales Partners: Please select your company name :

Preferences

Site Language : English (English)

Default Time Zone : Eastern Standard Time (<<< EST/HNE >>>)

Submit Reset



- **You have successfully created your learning profile. You will have access to your courses within the next hour.**
 - o Please note that access to your courses will be available within an hour. If you require immediate access please contact the administrator via telephone 1-877-411-8585 or email learning.servicedesk@canadapost.ca

Thank you for registering. Your user ID is now active. Access to your courses will be available within the next hour.

[Continue](#)

Please note a job aid is available on the Learning Management System to guide through course selection and completion.

THANK YOU
