

# City of New Westminster – New User Webmail Setup

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Welcome to the City of New Westminster! As part of employment with the City, you have been provided with a work email account to receive corporate communication.

## Setting up Webmail

If you have not logged on to the system yet, please take a moment to set things up:

1. Open a web browser (Internet Explorer or Google Chrome is recommended)
2. Enter the URL: <https://webmail.newwestcity.ca>

NEW WESTMINSTER

Secure Logon  
for City of New Westminster  
Webmail

Username

Password

Logon

Your Network User Name

Your temporary password here

[Forgot Password? Click here!](#)

3. Enter your regular network **{Username}** in the text box (eg. **sgoy**).
4. Enter your temporary **{password}** issued to you from your supervisor.
5. Select **{Log-On}**

**You will be prompted to change your password:**

NEW WESTMINSTER

Your domain password has expired and needs to be changed.

Passwords used on this network must comply with the rules set out below. If your new password does not comply with all these rules, the system will reject it and you will need to choose a different password.

**Your new password must:**

- not match one of your last 11 passwords
- not be similar to your logon name
- not be similar to your name
- contain at least 3 of these character types:
  - upper alpha
  - lower alpha
  - numeric
  - special
- contain at least 6 characters
- contain at least 3 unique characters

New Password

Verify Password

Logon

Enter a new password of your choosing here

[Forgot Password? Click here!](#)

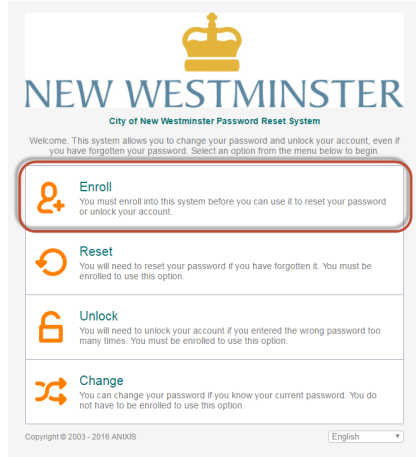
6. Enter your **{New password}**, taking note of the password policy requirements in red.
7. Re-enter your new password again in **{Verify Password}**.
8. Select **{Change Password}**.

**Congratulations! You are now logged in to the City's webmail system!**

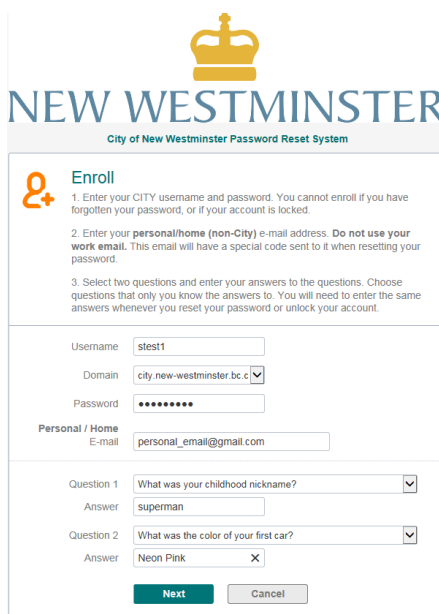
## Setting up the Password Reset System

The City of New Westminster provides a password reset system in case you need to reset your forgotten password. This online service is available 24/7, but to make full use of it you must first enroll.

1. Go to <https://apr.newwestcity.ca>
2. Click on "Enroll"



3. The system prompts you for your username, password, **personal/home (non-City)** email address, and 2 questions with your respective answers to those questions. The system will not accept your entry if your network password is incorrect, nor will it accept answers fewer than 4 characters long.

The screenshot shows the enrollment form. It features the city logo and name at the top. Below the logo, the "Enroll" section is active, with three numbered instructions: 1. Enter your CITY username and password. You cannot enroll if you have forgotten your password, or if your account is locked. 2. Enter your personal/home (non-City) e-mail address. Do not use your work email. This email will have a special code sent to it when resetting your password. 3. Select two questions and enter your answers to the questions. Choose questions that only you know the answers to. You will need to enter the same answers whenever you reset your password or unlock your account. The form includes input fields for Username (stest1), Domain (city.new-westminster.bc.ca), Password (masked with dots), Personal / Home E-mail (personal\_email@gmail.com), Question 1 (What was your childhood nickname? Answer: superman), and Question 2 (What was the color of your first car? Answer: Neon Pink). At the bottom, there are "Next" and "Cancel" buttons.

4. If enrollment is successful, you will get a success message and a confirmation email will be sent to your work and personal email accounts:

