

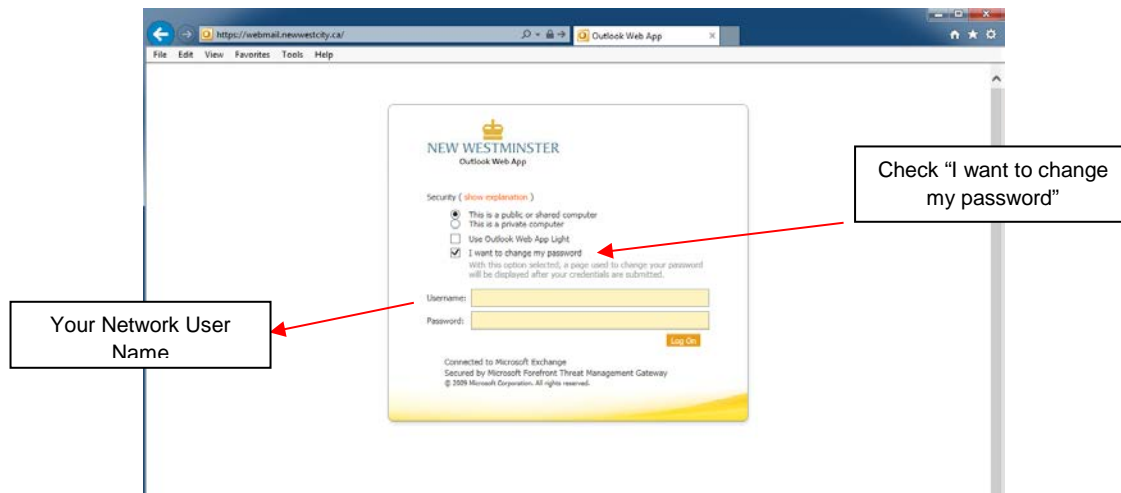
City of New Westminster – New User Webmail Setup

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>



3. Enter your regular network **{Username}** in the text box (eg. **sgoy**).
4. Check the box "I want to change my password".
5. Select **{Log-On}**



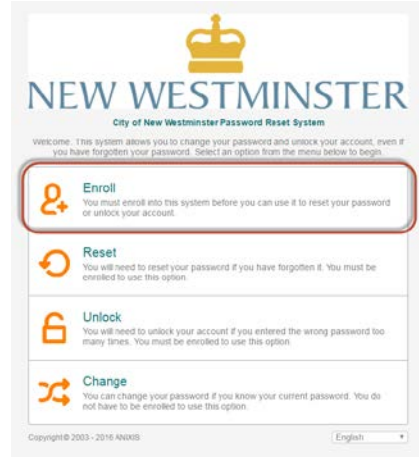
6. Enter your regular network **{Old password}** in the text box (this may be your temporary password).
7. Enter your **{New password}**.
8. Select **{Change Password}**.

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

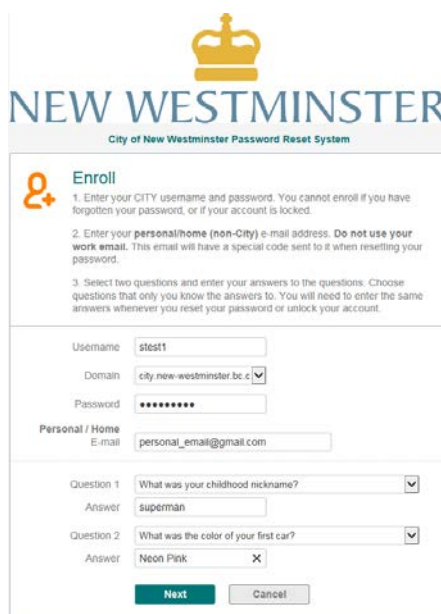
Setting up the Password Reset System

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. At the top is the city logo and the title "NEW WESTMINSTER City of New Westminster Password Reset System". Below the title is the "Enroll" section with a list of 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.", and "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." Below the instructions are input fields for "Username" (containing "stest1"), "Domain" (a dropdown menu with "city.new-westminster.bc.ca" selected), "Password" (masked with asterisks), "Personal / Home E-mail" (containing "personal_email@gmail.com"), "Question 1" (a dropdown menu with "What was your childhood nickname?" selected, and an answer field containing "superman"), and "Question 2" (a dropdown menu with "What was the color of your first car?" selected, and an answer field containing "Neon Pink" with a small 'x' icon). At the bottom 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:

