Solution Centre

To Obtain User IDs and Passwords

1. Original User IDs and Passwords for the Ceridian Canada Solution Centre will be assigned to users via e-mail at time of subscription. Each user must provide non-repudiation information before their User ID/Password is activated.
2. At time of subscription, Ceridian Canada will assign an employee at your company as the authority.
   - To add additional users
   - To edit user information
   - To delete users

Miscellaneous User ID and Password information

1. A valid User Id will be disabled for 30 minutes in case of 3 consecutive failed logon attempts (i.e., correct User ID, but wrong password entered).
2. User ID is automatically logged off after 30 consecutive minutes of inactivity.
3. Ceridian Canada strongly suggests changing passwords at least every 90 days.

To Log Off

1. Click the **Log Off** button located at the top right of every page in the Solution Centre

Incorrect or Forgotten User ID or Password

1. Users who are unable to remember their Password for the Ceridian Canada Solution Centre may request a new User Password by sending an e-mail to **portaladministration@ceridian.ca**
2. All requests must contain the following information:
   - Your User ID
   - Your non-repudiation question and answer (in the exact same wording as it was originally provided to Ceridian Canada when your User ID was activated)