

Civil Service Superannuation Fund

ONLINE SERVICES USERNAME AND PASSWORD

When you register for your Civil Service Superannuation Board (CSSB) Online Services account, you will be asked for some personal information to identify your CSSB account. You will also be asked to create a username and password for that account.

Username/User ID

Your username/user ID is the identifier you will use to log in to your Online Services account.

- Your username must be a valid email address. If you were initially registered with a non-email user id, you'll be asked to change this when you log in.
- You can register more than one email address, but you cannot use an email address that is being used by another plan member. For example, if you and your spouse are both members of the plan and you have a shared email account (like thesmiths@emailaddress.com), you cannot both use that email address to set up Online Services accounts.
- You can register additional email addresses on your account (most commonly a home email address and a work email address), under Edit My Profile, then Email Addresses. You may log into your Online Services account using any of the confirmed email addresses as your username.
- When you add an email address, a confirmation message will be emailed to you. It will contain a link that you need to click to complete the confirmation.
- One email address will be designated as your Primary email address. This is the address that CSSB will use to send you email notifications, such as letting you know that you have a document ready for pickup in your Document Centre Inbox.

We suggest that you select a home email address as Primary. This will ensure that you continue to receive relevant emails from CSSB if you leave your employment or will be away from the office for an extended period.

- You can delete registered email addresses under Edit My Profile, then Email Addresses. If you want to delete your Primary email address, you'll need to designate another email address as Primary before you can do so.

The material provided in this Fact Sheet is intended to summarize information on a general basis only and does not replace getting specific information relevant to your personal situation or circumstances.

ONLINE SERVICES USERNAME AND PASSWORD (cont'd)

- Privacy - CSSB will only use your email address to contact you about your pension or group insurance account. We will not share it with any other person or organization, other than for the purpose of conducting surveys of the plan's membership. A confidentiality agreement would be required from any organization retained to carry out such a survey.

Password

Your password is a private string of letters and numbers that you select that must be entered in order to log in to your Online Services Account. Because a password is private, it provides a level of security for your Online Services Account.

- Passwords must contain only letters or numbers and must be 8 to 20 characters in length.
- You have one password for Online Services, regardless of how many email addresses you've confirmed in your account.
- CSSB does not keep or know your password and cannot retrieve it. If you forget your password, you can reset it through the "Forgot Password" link on the main login page.
- If you share your password with someone, you are giving that person access to the personal information available on your account, including your address and a history of your earnings or pension payments.

If you've shared your password with someone and you no longer want them to have access to your Online Services account, you can reset your password in the Edit My Profile section of your online account, under Change Password.

If you've also shared access to your email account, you may also want to use the Email Addresses tab to change the address where notifications are delivered.

Questions?

The Board's staff is available to provide information and answer questions about the plan and your entitlements. The Board's staff can be contacted by:

Mail: 1200-444 St. Mary Ave.
Winnipeg MB R3C 3T1

Phone: 204-946-3200 or Toll Free (Canada): 1-800-432-5134

Fax: 204-945-0237

E-mail: askus@cssb.mb.ca

Web Page: www.cssb.mb.ca

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