A photograph of a middle-aged man with grey hair, wearing glasses and a light blue button-down shirt, smiling at the camera. He is sitting at a desk in an office environment with shelves of binders in the background. The image is partially overlaid by a teal geometric shape in the bottom left corner.

Your Pension Profile

A Step-by-Step Guide

Contents

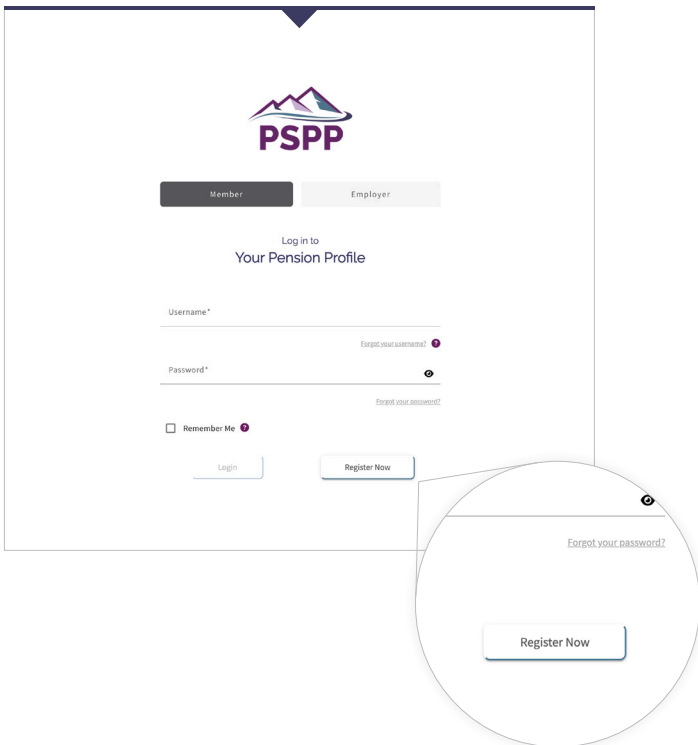
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Welcome to Your Pension Profile (YPP) Member Portal Guide. This step-by-step document helps you register and log into YPP with confidence. From creating your account and verifying your contact information, to resetting login credentials, this guide outlines each step clearly and simply. With detailed explanations and helpful tips, our goal is to make your registration and login experience straightforward and stress-free.

Registration Process

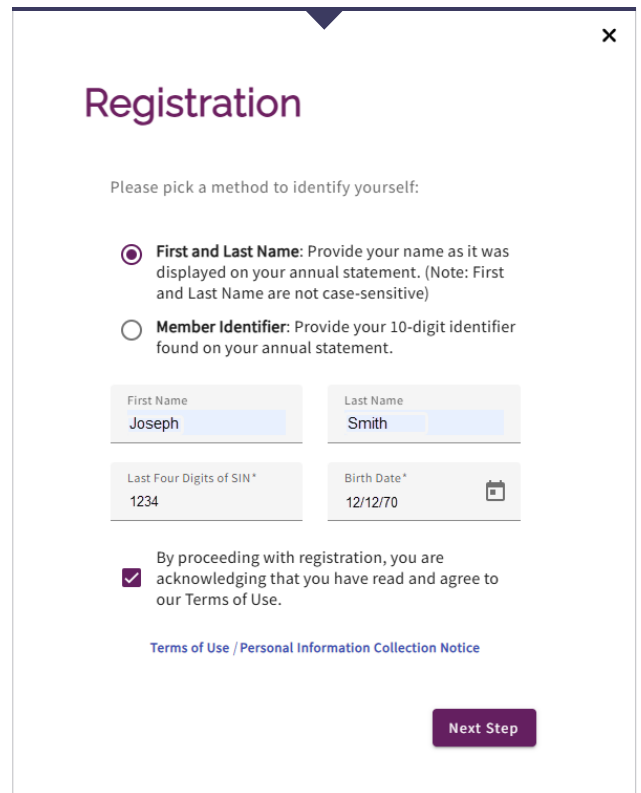
Please follow along for a step-by-step process to register for Your Pension Profile. The Member Login button is in the top right of every page on our website at www.pspp.ca. If you are zoomed in or on mobile, there are three lines in the corner. Click those and the login button will appear.

1. Select **Register Now**:



The screenshot shows the PSPP login page. At the top is the PSPP logo. Below it are two tabs: "Member" (selected) and "Employer". The text "Log in to Your Pension Profile" is centered. There are two input fields: "Username*" and "Password*", each with a "Forgot your username?" and "Forgot your password?" link respectively. A "Remember Me" checkbox is present. At the bottom are "Login" and "Register Now" buttons. A circular callout highlights the "Register Now" button.

2. Pick your method to identify yourself: first and last name, last four digits of SIN and date of birth...



The screenshot shows the "Registration" page. It starts with the heading "Registration" and a close button (X) in the top right. Below is the instruction "Please pick a method to identify yourself:". There are two radio button options: "First and Last Name" (selected) and "Member Identifier". Below these are four input fields: "First Name" (Joseph), "Last Name" (Smith), "Last Four Digits of SIN" (1234), and "Birth Date" (12/12/70). A checkbox is checked with the text "By proceeding with registration, you are acknowledging that you have read and agree to our Terms of Use." Below this is a link for "Terms of Use / Personal Information Collection Notice". At the bottom right is a "Next Step" button.

3. ...or Member ID, last four digits of SIN and date of birth.

The screenshot shows a 'Registration' window with a 20% progress indicator. The title is 'Registration'. Below the title, it says 'Please pick a method to identify yourself:'. There are two radio button options: 'First and Last Name: Provide your name as it was displayed on your annual statement. (Note: First and Last Name are not case-sensitive)' and 'Member Identifier: Provide your 10-digit identifier found on your annual statement.' The 'Member Identifier' option is selected. Below these options are three input fields: 'Member ID' with the value '0012345678', 'Last Four Digits of SIN*' with the value '1234', and 'Birth Date*' with the value '12/12/1970' and a calendar icon. Below the input fields is a checkbox that is checked, with the text 'By proceeding with registration, you are acknowledging that you have read and agree to our Terms of Use.' Below the checkbox is a link for 'Terms of Use / Personal Information Collection Notice'. At the bottom right is a 'Next Step' button.

You must acknowledge the Terms of Use (click the checkbox) in order to proceed to the **Next Step**.

4. If you are unable to register, the following screen is presented:

The screenshot shows a 'Registration' window with a 20% progress indicator. The title is 'Registration'. Below the title, it says 'Unable to Register'. Below that, it says 'To register in this system, all of the following must be correct:'. There are four bullet points: 'You are an active or deferred member, pensioner or survivor of the Public Service Pension Plan (PSPP).', 'You have not previously registered for this system.', 'There is no death certificate on file.', and 'The information you provided when registering matches what is already on file with PSPP.' Below the bullet points is a link for 'Use "Previous Step" to go back and try registering again.' Below that, it says 'Already registered with Your Pension Profile (YPP) with a different Pension Plan? The same login information will work for signing into PSPP.' Below that, it says 'If you satisfy all eligibility requirements and still cannot register, please [contact us](#).' At the bottom is a 'Previous Step' button.

5. Verification

If you are an Active member, the screen will show the contact methods we have on file, plus the choice to name your most recent employer.

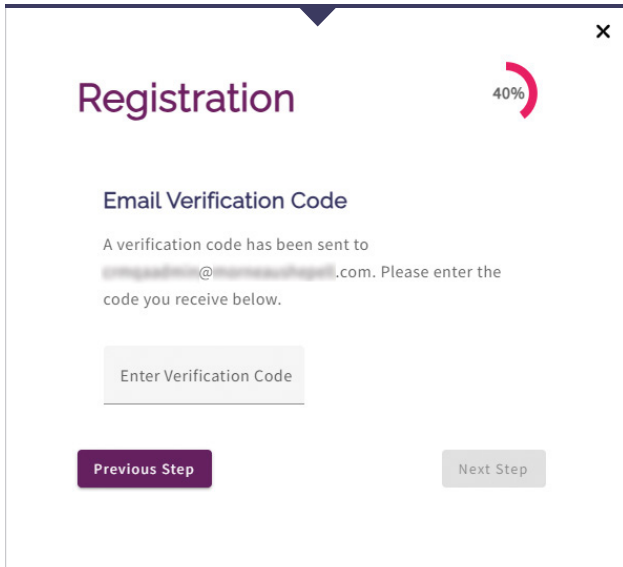
If you are a Retiree, the screen will show the contact methods we have on file plus the choice to specify your most recently received pension payment amount.

Choose one of the options listed below "Verification Method."

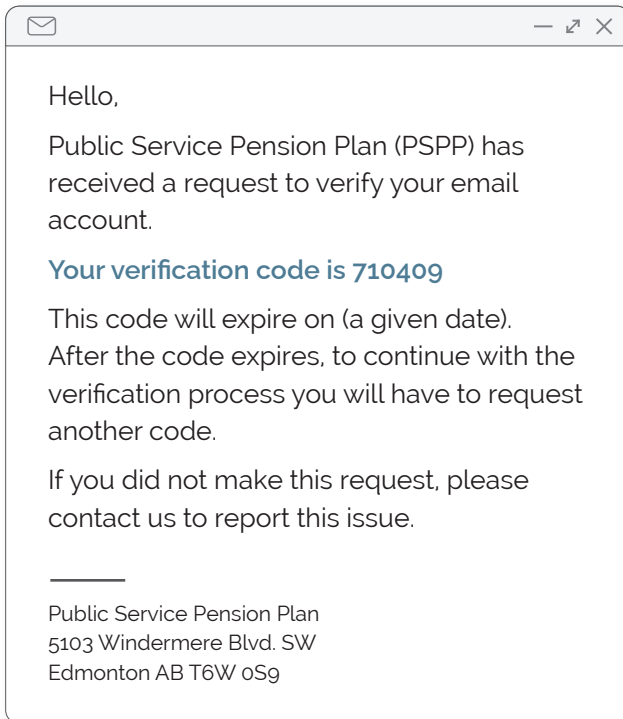
The screenshot shows a 'Registration' window with a 20% progress indicator. The title is 'Registration'. Below the title, it says 'Verification Method'. Below that, it says 'Please choose a method below to verify your identity. If none of these methods are successful, please [contact us](#).' There are three radio button options: 'Send to my personal email: [redacted].com', 'Send to my home phone: [redacted]', and 'Name my most recent employer'. Below the options are two buttons: 'Previous Step' and 'Next Step'.

6. You will receive a verification code to the contact method you chose.

a. Email:

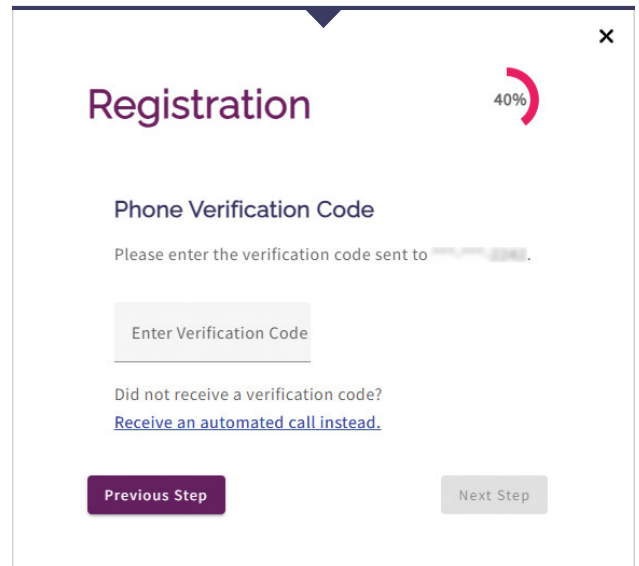


The verification code will appear in your email as shown below:

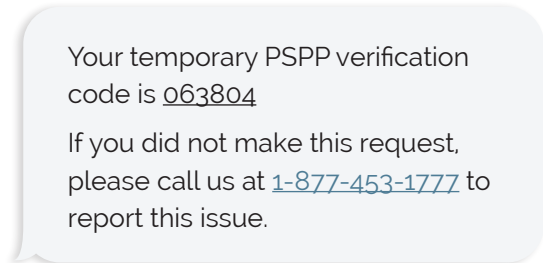


b. Phone:

If you choose verification by phone and do not receive a verification code, you may click 'Receive an automated call' and a recorded message will be sent to your phone number. Otherwise, you can return to the previous step and select a different contact method:



Verification code received by phone:



7. Once you have entered your code, it will be verified:

Registration 40%

Email Verification Code

A verification code has been sent to `crmqaadmin@morneaushepell.com`. Please enter the code you receive below.

Enter Verification Code
133739

✓ Verified.

Previous Step Next Step

8. You are then asked to provide an email address. By preference, please select your personal email address so your pension registration is not tied to your position with one employer. Click **Send Code**:

Registration 65%

Email Address

Provide an email address that you will check regularly and will maintain regardless of your employment or retirement status. This email address is used by you to log in to this website and will be used by the Plan to send you automatic notifications when pension statements or information are posted to your account.

Email*
tester@test.ca

Send Code

Next Step

9. Another verification code will be sent to your email account:

Registration 65%

Email Address

Provide an email address that you will check regularly and will maintain regardless of your employment or retirement status. This email address is used by you to log in to this website and will be used by the Plan to send you automatic notifications when pension statements or information are posted to your account.

Email*
tester@test.ca

Send Code

Verification Code

✓ Verification code sent to tester@test.ca

Next Step

10. Once you enter that code, the email is verified, and **Next Step** is enabled:

Registration 65%

Email Address

Provide an email address that you will check regularly and will maintain regardless of your employment or retirement status. This email address is used by you to log in to this website and will be used by the Plan to send you automatic notifications when pension statements or information are posted to your account.

Email*
tester@test.ca

Send Code

Verification Code

✓ Verified.

Next Step

11. If your email address is already in use, you will then be asked to select your username. The default value will be your 10-digit member identifier:

Registration 65%

Login Name

The email you have specified is currently in use. Please choose another login name for your login credentials or return to the previous screen to use a different email address. The value below is your 10-digit member identifier that was assigned to you when you enrolled in the plan.

Username*
0012345678

Previous Step Next Step

12. You will then be asked to indicate your preferred method of communication:

Registration 70%

Preferred Communication Method

Please indicate your preferred method of communication.

Email

Regular Mail

Previous Step Next Step

13. PSPP is going green and will securely communicate confidential pension documents through YPP and other information, such as newsletters, via email. Due to system constraints, you still have the option to select regular mail.

Registration 70%

Preferred Communication Method

Please indicate your preferred method of communication.

Email

Email: PSPP offers members the option to reduce their carbon footprint and Go Green. This means you will receive certain pension documents and information by email only, such as tax slips, newsletters, updates, and notifications about pension documents posted to your pension profile.

Regular Mail

14. Next, you will be asked to confirm (and/or add) your phone number(s):

Registration 80%

Phone Number Confirmation

Please review the phone numbers below that we have on file and make any updates required.

If you do not have any phone numbers on file, please add them here. We recommend providing your mobile phone number for account verification purposes.

Home Phone (403) 942-2242 Mobile Phone

Please Note: Only Canadian and U.S. numbers can be used for account verification. Please try and provide at least one domestic number if possible.

Previous Step Next Step

Note: Even if you select mail, you must call the Member Services Center each time you want to request a paper copy of a document be mailed. Calling the MSC to request your documents also provides an opportunity to confirm your mailing address to ensure that the documents are being sent to the appropriate residence and not into the hands of the wrong person.

15. The next step of the registration process is to specify the password you will use to login:

Note: Password criteria is provided on the right-hand side. The password also must **not** include these five special characters: < > & # ?. Use of any of these invalid characters will generate an error message.

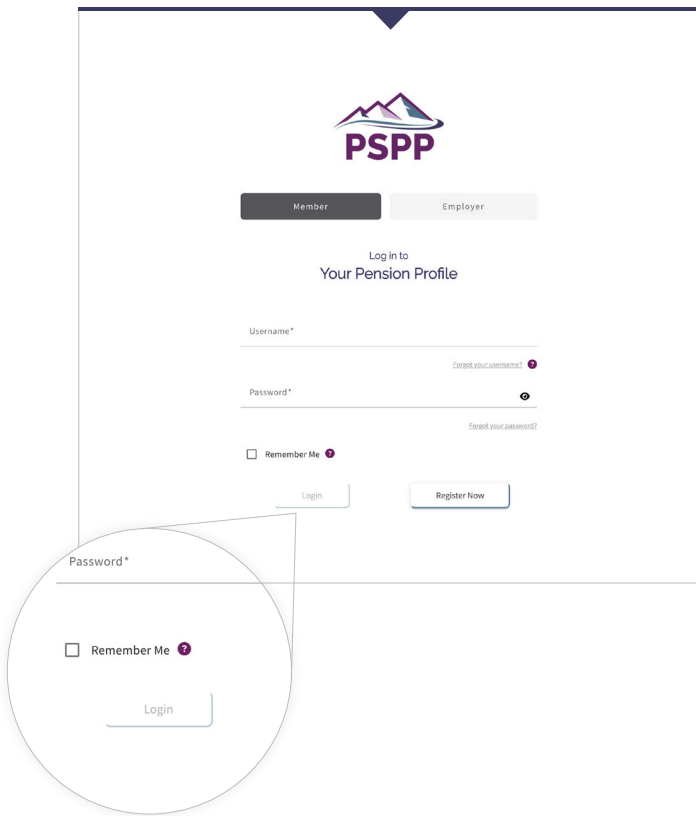
16. Once you enter a valid password, click **Next Step** and receive a confirmation that the registration process is complete. You will also receive an email. You can now select **Click here to Login Now!** to proceed to the login screen.

Selecting [What does this mean?](#) opens the Go Green sidebar:

Login Process

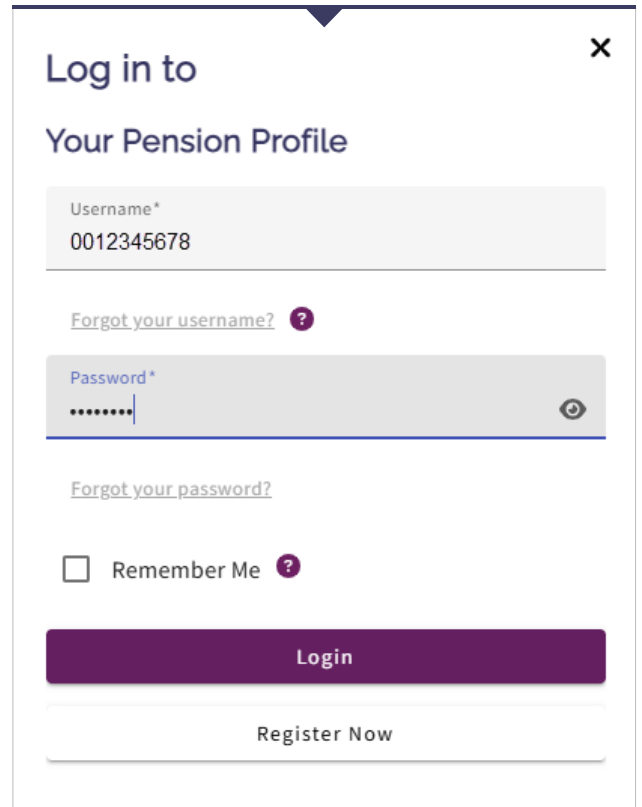
Please follow along for a step-by-step process to login to Your Pension Profile. The Member Login button is in the top right of every page on our website at www.pspp.ca. If you are zoomed in or on mobile, there are three lines in the corner. Click those and the login button will appear.

1. Simply click **Member Login** and the Login popup is presented:



The screenshot shows the PSPP website's login interface. At the top, there is a PSPP logo and two tabs: "Member" (selected) and "Employer". Below the tabs, the text reads "Log in to Your Pension Profile". There are two input fields: "Username*" and "Password*", each with a "Forgot your username?" and "Forgot your password?" link respectively. A "Remember Me" checkbox is present. At the bottom, there are "Login" and "Register Now" buttons. A circular callout provides a magnified view of the "Remember Me" checkbox and the "Login" button.

2. Enter your username and password, and click **Login**:



The screenshot shows a "Log in to Your Pension Profile" popup form. It includes a close button (X) in the top right corner. The "Username*" field contains the text "0012345678". Below it is a link "Forgot your username?". The "Password*" field is masked with dots and has a toggle icon on the right. Below it is a link "Forgot your password?". A "Remember Me" checkbox is present. At the bottom, there are two buttons: "Login" (highlighted in purple) and "Register Now".

3. If username or password are not correct, you will see a message to try again:

The screenshot shows a login form titled "Log in to Your Pension Profile". It has a close button (X) in the top right corner. The form contains a "Username*" field with the value "0012345678" and a "Forgot your username?" link with a question mark icon. Below that is a "Password*" field with a red error message "Password is required." and a "Forgot your password?" link. There is a "Remember Me" checkbox with a question mark icon. At the bottom, there is a light blue error message box that says "Incorrect username or password. Please try again." Below the error message are two buttons: "Login" and "Register Now".

4. If your password and username are entered correctly, you will have to verify your account by entering a verification code (sent to the contact method you choose):

The screenshot shows a "Verification Method" screen with a close button (X) in the top right corner. It asks the user to "Please select how you would like to verify your identity." There are three radio button options: "Send code to my Email: te*****@test.ca", "Send code to my Home Phone: (***) ***-2715", and "Send code to my Mobile Phone: (***) ***-2715". At the bottom, there is a grey "Next" button and a link for "Personal Information Collection Notice".

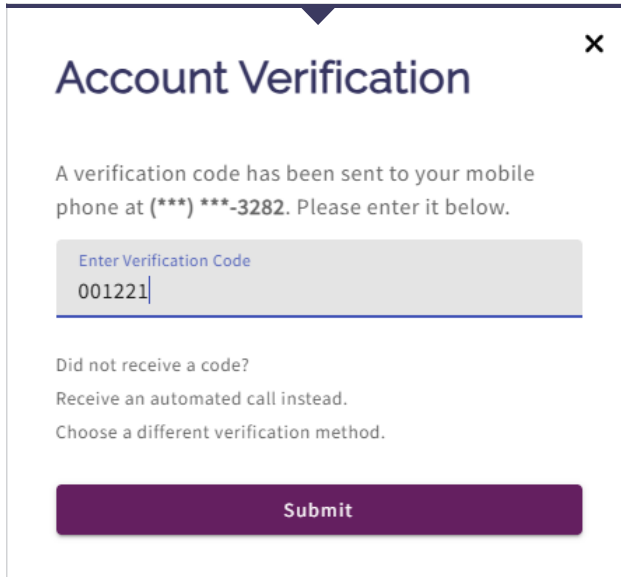
5. The **Next** button will not be enabled until you select how to receive your verification code:

This screenshot is similar to the previous one, but the "Send code to my Email: te*****@test.ca" option is selected with a purple radio button. The "Next" button at the bottom is now a solid purple color, indicating it is enabled. The "Personal Information Collection Notice" link is also present at the bottom.

6. If you choose phone, a verification code will be sent to your phone, and you can enter it below:

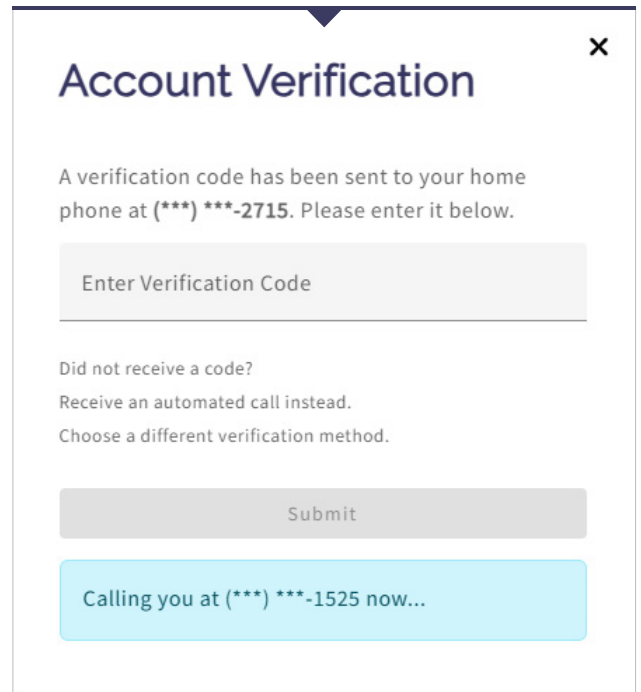
The screenshot shows an "Account Verification" screen with a close button (X) in the top right corner. It states "A verification code has been sent to your mobile phone at (***) ***-3282. Please enter it below." There is a text input field with the placeholder "Enter Verification Code". Below the input field, there is a link that says "Did not receive a code? Receive an automated call instead. Choose a different verification method." At the bottom, there is a grey "Submit" button.

7. When you enter the verification code, the **Submit** button is enabled:



The screenshot shows a mobile phone verification screen. The title is "Account Verification". Below the title, it says "A verification code has been sent to your mobile phone at (***) ***-3282. Please enter it below." There is a text input field with the placeholder "Enter Verification Code" and the value "001221" entered. Below the input field, there are three options: "Did not receive a code?", "Receive an automated call instead.", and "Choose a different verification method." At the bottom, there is a purple "Submit" button.

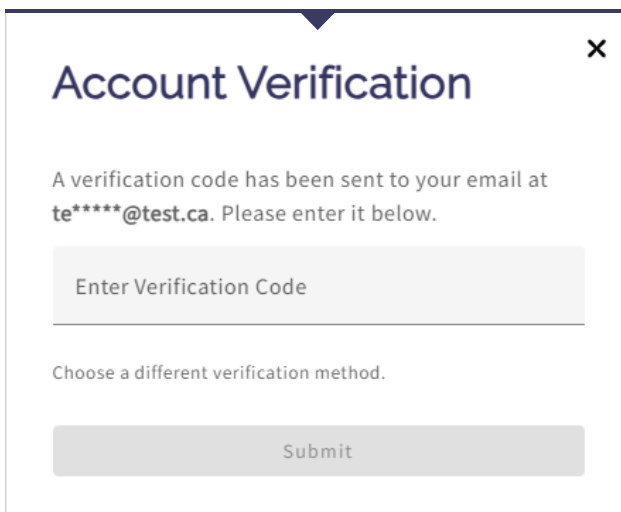
8. If you do not receive a code, you can choose to receive an automated call instead, which will call your phone with a voice message:



The screenshot shows a home phone verification screen. The title is "Account Verification". Below the title, it says "A verification code has been sent to your home phone at (***) ***-2715. Please enter it below." There is a text input field with the placeholder "Enter Verification Code". Below the input field, there are three options: "Did not receive a code?", "Receive an automated call instead.", and "Choose a different verification method." At the bottom, there is a grey "Submit" button and a light blue button that says "Calling you at (***) ***-1525 now..."

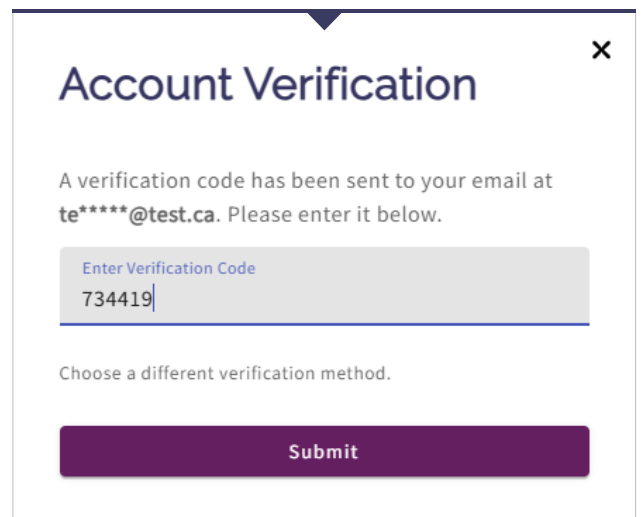
9. Or you can choose a different verification method (i.e. email).

Once you receive your code, you can enter it on the Account Verification screen and click **Submit**:



The screenshot shows an email verification screen. The title is "Account Verification". Below the title, it says "A verification code has been sent to your email at te*****@test.ca. Please enter it below." There is a text input field with the placeholder "Enter Verification Code". Below the input field, there is one option: "Choose a different verification method." At the bottom, there is a grey "Submit" button.

10. When you enter the verification code, the **Submit** button is enabled:



The screenshot shows an email verification screen with the code entered. The title is "Account Verification". Below the title, it says "A verification code has been sent to your email at te*****@test.ca. Please enter it below." There is a text input field with the placeholder "Enter Verification Code" and the value "734419" entered. Below the input field, there is one option: "Choose a different verification method." At the bottom, there is a purple "Submit" button.

11. Clicking submit completes the login process and presents your personal YPP dashboard.

Forgot Username

1. If you forget your username for the login process, click **Forgot your username?** in the Login popup:

Log in to ✕

Your Pension Profile

Username*

Forgot your username? ?

Password* 👁

[Forgot your password?](#)

Remember Me ?

Login

Register Now

2. You will have the option to enter either your email or phone number AND your member ID or the last four digits of your SIN:

Forgot Username ✕

To retrieve your username, provide any email address or phone number currently associated with your account and your [10-digit member identifier](#) or the last four digits of your Social Insurance Number (SIN).

Email or Phone Number*

Member Identifier or Last Four Digits of SIN*

Personal Information Collection Notice Send

3. If you choose phone number, you will get a message to check your phone to retrieve your username:

Retrieve Your Username ✕

Check your phone **780-777-3333** to retrieve your username.

Did not receive your username?

If you have not used this system before click **register now**.

You can [contact us](#) to review your registration information.

Previous Log In Now

4. If you don't receive your username, click **Previous** and choose a different contact method:

Forgot Username ✕

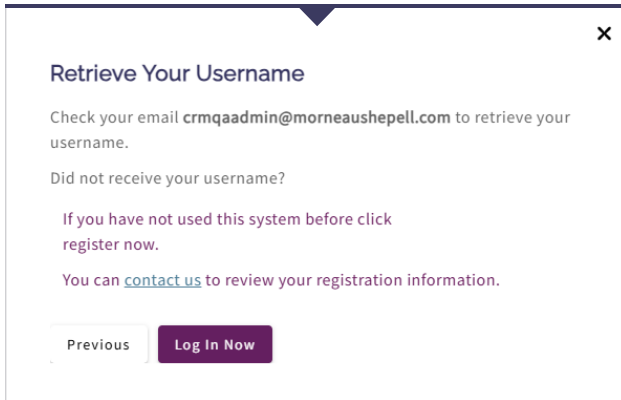
To retrieve your username, provide any email address or phone number currently associated with your account and your [10-digit member identifier](#) or the last four digits of your Social Insurance Number (SIN).

Email or Phone Number*
[redacted]@[redacted].com

Member Identifier or Last Four Digits of SIN*
[redacted]

Personal Information Collection Notice Send

5. If you enter an email, you will get a message to check your email to retrieve your username:



Retrieve Your Username [X]

Check your email crmqaadmin@morneaushepell.com to retrieve your username.

Did not receive your username?

If you have not used this system before click [register now](#).

You can [contact us](#) to review your registration information.

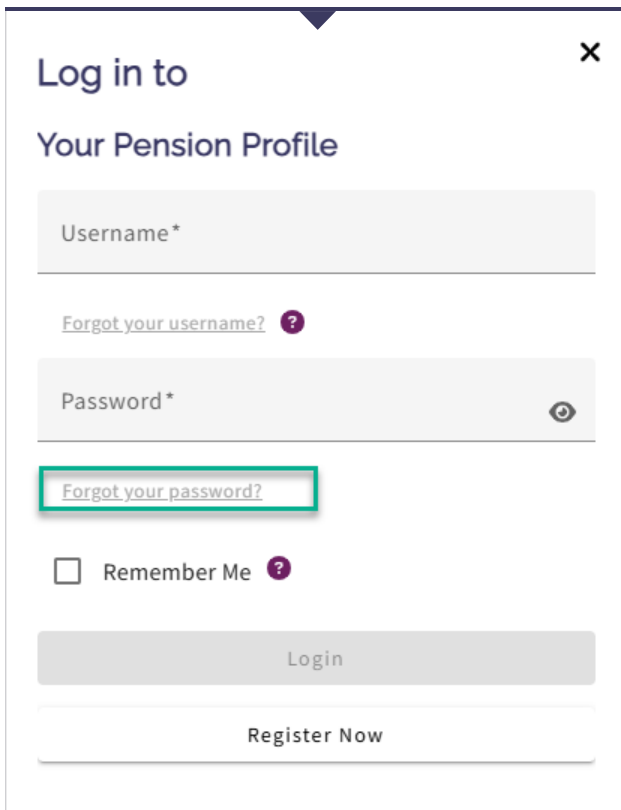
[Previous](#) [Log In Now](#)

6. If you did not receive your username, you may not have registered yet. Clicking **register now** will open the registration wizard where you can complete your registration. You can always click **contact us** for information or assistance.

If you have successfully received your username, you can click the **Log in Now** button and the Login pop up window will appear.

Forgot Password

1. If you forget your password for the login process, click **Forgot your password?** in the Login popup:



Log in to [X]

Your Pension Profile

Username *

[Forgot your username?](#) ?

Password *

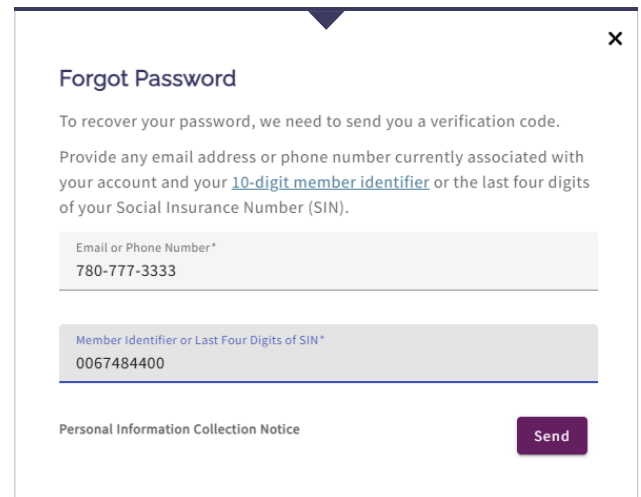
[Forgot your password?](#)

Remember Me ?

Login

Register Now

2. You can either enter an email or phone number AND your member ID or the last four digits of your SIN:



Forgot Password [X]

To recover your password, we need to send you a verification code.

Provide any email address or phone number currently associated with your account and your [10-digit member identifier](#) or the last four digits of your Social Insurance Number (SIN).

Email or Phone Number*
780-777-3333

Member Identifier or Last Four Digits of SIN*
0067484400

Personal Information Collection Notice [Send](#)

3. If you enter your phone number, you will get a message to check your phone to retrieve your verification code:

Account Verification [X]

Check your phone **780-777-3333** to retrieve your verification code, then return here and enter it below.

Enter Verification Code

Did not receive a code?

Receive an automated call instead.

If you have not used this system before click [register now](#).

You can [contact us](#) to review your registration information.

Previous Next

4. If you do not receive a code, you can choose to receive a code by automated call, and a voice message will be sent to your phone:

Account Verification [X]

Check your phone **780-777-3333** to retrieve your verification code, then return here and enter it below.

Enter Verification Code

Did not receive a code?

Receive an automated call instead.

If you have not used this system before click [register now](#).

You can [contact us](#) to review your registration information.

Calling you at (***) ***-1525 now...

Previous Next

5. If this doesn't work, you can click the **Previous** button and choose a different contact method (i.e. email):

Forgot Password [X]

To recover your password, we need to send you a verification code.

Provide any email address or phone number currently associated with your account and your [10-digit member identifier](#) or the last four digits of your Social Insurance Number (SIN).

Email or Phone Number*
tester@test.ca

Member Identifier or Last Four Digits of SIN*
0067484400

Personal Information Collection Notice

Send

6. You will get a message to check your email to retrieve your verification code:

Account Verification [X]

Check your email **tester@test.ca** to retrieve your verification code, then return here and enter it below.

Enter Verification Code

Did not receive a code?

If you have not used this system before click [register now](#).

You can [contact us](#) to review your registration information.

Previous Next

7. Simply enter your verification code and click **Next**:

Account Verification ✕

A verification code has been sent to your email at **te*****@test.ca**. Please enter it below.

Enter Verification Code
734419

Choose a different verification method.

Submit

8. If you do not receive your verification code, you may not yet be registered. Click **register now** to open the registration wizard and complete your registration or click **contact us** for information or assistance.

When you receive your verification code, enter it and click **Next**. You will be prompted to enter a new password and click **Submit**:

Account Verification ✕

Check your email **tester@test.ca** to retrieve your verification code, then return here and enter it below.

Enter Verification Code
957073

Did not receive a code?
If you have not used this system before click [register now](#).
You can [contact us](#) to review your registration information.

9. Once you enter and confirm your new password, the **Submit** button will be enabled:

Enter Your New Password ✕

Provide a new password below that:

- is 8 to 50 characters long
- has at least one digit (ie. 0-9)
- has both upper and lower case letters

Password
.....

Confirm New Password
.....

Submit

10. The Login pop up window will appear with a message that your password has been successfully changed:

Log in to Your Pension Profile ✕

Username*

[Forgot your username?](#) ?

Password*

[Forgot your password?](#)

Remember Me ?

Password successfully changed

Login

Register Now

pspp.ca

Visit pspp.ca to learn more about your Plan and its features or to access YPP, your secure online site.

Member webinars / videos

PSPP has regularly scheduled webinars to learn more about how your pension works. You can also access videos that you can watch at your leisure. Visit pspp.ca for more information and to register.

PSPP Talks

An electronic newsletter is emailed to members when there is important information about the plan to share. Be sure to have an e-mail address in YPP to receive PSPP Talks!

PRIVACY INFORMATION

Your Information is Secure

Providing PSPP with your personal information is considered consent for its use and disclosure for the purpose set out in our Privacy Notice, as amended from time to time. You can find out more about our collection, use, disclosure and retention of personal information by reviewing our Privacy Notice at pspp.ca



Scan QR Code

View our video & information sessions

Member Services Centre

 **1-877-453-1777**

October 2025

