

# Participant guide

## What is Connect?

Connect is the digital delivery platform that facilitates sending and receiving confidential messages and documents with one or multiple recipients. It enables seamless, secure collaboration with one or many customers, clients, colleagues, partners and suppliers through one common platform.

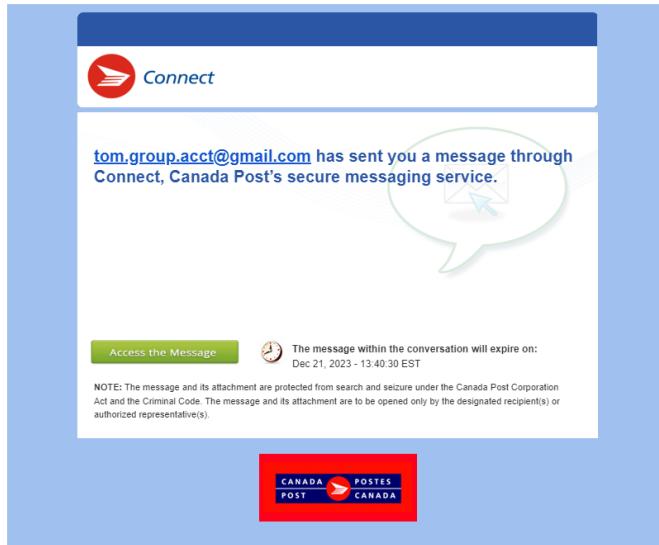
## What can a Connect participant do?

In Connect, participants take part in conversations created by collaborators. As a participant of a Connect conversation, they receive email notifications informing them that a message has been posted within the conversation. They can access the message, reply to it and post new messages in the given conversation. However, they cannot create conversations.

**A conversation is an exchange of information and documents** between collaborators and participants. Conversations are closed environments: only the collaborator (who created the conversation) and participants of the given conversation can view the messages.

## Here is how it works

1. You will receive an email from **Connect** <[connect-connexion@canadapost-postescanada.ca](mailto:connect-connexion@canadapost-postescanada.ca)> notifying you that a collaborator has sent you a secured message. The email address of the collaborator will be included in the notification text (e.g., [jane.doe@innovatione.com](mailto:jane.doe@innovatione.com) below). To access the message click the **Access the Message** button. This will take you to the **Connect log-in page**.



2. Log in to your Canada Post online account or create one.
  - A. Click the **Login to Connect** button to open the login window.
  - B. If you already have a Canada Post online account, enter your Canada Post username and password to access the Connect inbox.
  - C. If you do not have a Canada Post online account, click the **Register Now** button and follow the on-screen instructions.

Business > Postal services > Digital mail and document sharing > Share confidential files digitally (Connect)

Securely share files and collaborate online

Connect lets you securely share confidential messages, documents and files outside of your corporate firewall with one or many customers, colleagues, partners and suppliers. It's ideal for government departments and agencies that require secure electronic delivery of Protected B level documents.

**Login to Connect** Contact an expert



Connect

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Access your account

Sign in if you're a Solutions for Small Business\* member and you've already set up your online account.

Username

Remember my username on this device

Password

[Forgot Username? or Password?](#)

\*formerly VentureOne™

Register for an online account

Register if you're new to Solutions for Small Business to access valuable tools and discounts or if you're already a cardholder but haven't set up your online account yet.

You will then be automatically taken to your Connect inbox.

## How do I navigate in Connect?

Your Connect inbox displays tabs on the left.

There may be one or several tabs under the Connect tab. Each one identifies a **Connect persona** (meaning one of your email addresses) associated with your Canada Post profile. Click a tab to access a specific conversation listing.

OWNER	NAME	ACTIVITY	DATE MODIFIED
tnuoccatset102@gmail.com	Cartes d'accès	view	Apr 27, 2017
tnuoccatset101@gmail.com	Access Cards	view	Apr 27, 2017



A **conversation listing** shows all the conversations in which you participate. It includes the following key information:

- OWNER – the persona or contact under which the conversation has been created.
- NAME – the title (or subject) of the conversation.
- ACTIVITY – an audit trail showing all the activity that took place in the conversation, for instance who created the conversation and when; which participants opened or posted a message. Click **view** to access the audit trail. The audit trail can be sorted by **name**, **activity** or **date** by clicking those words at the top of the Conversation Activity window.
- DATE MODIFIED – The date of the latest activity in the conversation. By default, conversations with the most recent activities are listed first. To reverse this order and access further past conversations, simply click the arrow ▼.
- An EXCLAMATION POINT IN A CALL-OUT BUBBLE indicates that there is an unread message in the corresponding conversation. To access to the message, click the conversation name.
- A PAGINATION BAR at the bottom of the Connect inbox allows you to select the number of conversations to be listed – 10, 20 or 30 – per page. To reach the first listing page or the last one, a preceding or following page, click the links **First**, **Previous**, **Next** or **Last**, on the right-hand side of the pagination bar.

OWNER	NAME	ACTIVITY	DATE MODIFIED
tnuoccatset101@gm... 1	<b>Cartes d'accès</b>	<a href="#">view</a>	Apr 27, 2017
tnuoccatset102@gm... 1	Access Cards	<a href="#">view</a>	Apr 27, 2017

Displaying 10 conversations per page Page 1 of 1 First Previous Next Last

- New conversations are shown in bold font.



- Conversations that were created by collaborators who don't have an active Connect account anymore (meaning that their collaborator account has been deactivated or deleted by the administrator of the Connect service in the organization) are listed in red characters, and can only be read. New messages cannot be posted in those conversations.

## How do I access a message and reply to it?

1. Sign into your Canada Post online account.
2. If you own several email accounts, click the tab of the **Connect persona** that received the email notification. Skip this step if you use only one email account.
3. The message is in the conversation marked by a call-out bubble with an exclamation point . Click the **name of the conversation**.

OWNER	NAME	ACTIVITY	DATE MODIFIED
tnuoccatset102@gmail.com	Cartes d'accès	view	Apr 27, 2017
tnuoccatset101@gmail.com	Access Cards	view	Apr 27, 2017

4. On the conversation slider pane, click the **Open** button on the envelope to display the message.

Budget Request  
jane.doe@innovatione.com - Innovatione

Displaying 1 of 1 messages.

Budget Request  
jane.doe@innovatione.com

Sent: Feb 02, 2015 - 15:14:18 EST  
Expires: Feb 01, 2016 - 15:14:18 EST

Open



5. To reply to the message, click the **Post Message** button at the bottom of the conversation slider pane and follow steps 3 and 4 of the section *How do I post a message* on page 7.

## How do I download an attachment?

To download an attachment, simply click the attachment link displayed at the bottom of the message.

Budget Request  
jane.doe@innovatione.com - Innovatione  
Close Conversation

Displaying 1 of 1 messages.

Innovatione  
jane.doe@innovatione.com

Sent: Feb 02, 2015 - 15:14:18 EST  
Expires: Feb 01, 2016 - 15:14:18 EST

Hi John, Here is the budget for this year including project enhancements and updates...  
[More...](#)

[budget\\_2015.xlsx \(17.4 KB\)](#)

Note that some browsers, such as Safari® and Chrome™, will directly download the attachment. Others, such as Firefox®, may prompt you to open or save the file.

## How do I post a message?

1. On your Connect inbox, click the **name of the conversation** you want to post a message in.
2. On the conversation slider pane, click the **Post Message** button.



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POST CANADA

The screenshot shows a 'Budget Request' message in the inbox. The message is from 'Innovactione' (jane.doe@innovactione.com) and was sent on Feb 02, 2015 at 15:14:18 EST. It has an expiration date of Feb 01, 2016 at 15:14:18 EST. The message content is: 'Hi John, Here is the budget for this year including project enhancements and updates...'. An attachment named 'budget\_2015.xlsx (17.4 KB)' is listed. A red box highlights the 'Post Message' button at the bottom right of the message preview.

3. Type your message in the **Message** box of the Add a Message dialog box. If needed, include attachments by clicking the **Choose Files** button. Connect accepts up to 1 GB of attachments.
4. Click the **Submit** button.

The screenshot shows the 'Add a Message' dialog box. In the 'Message' text area, the text 'Thanks for this Jane!' is typed, with a red arrow pointing to it. Below the text area, there is a character counter stating 'You have 4979 characters left'. Underneath the text area, there is an 'Attachments' section with the note '(epost Connect will guarantee up to 1 Gigabyte of attachments.)'. A 'Choose Files' button is present, with the text 'No file chosen' next to it. At the bottom right of the dialog box, a red box highlights the 'Submit' button.



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The messages you post display the figurine icon on the right-hand side. Messages posted by other participants display the figurine icon on the left-hand side. The most recent message appears at the bottom of the conversation slider pane.

The conversation slider pane will display up to five of the latest messages in the conversation. Use the **Display** buttons at the top of the window to navigate through a conversation with more than five messages.

The screenshot shows a conversation window titled "Budget Request" from "jane.doe@innovactione.com - Innovactione". The window has a blue header bar with icons for "Close Conversation", "Print", and "Share". Below the header, a message summary says "Displaying 5 of 7 messages." with buttons for "Display next 2 messages" and "Display all 7 messages".

The first message is from "Innovactione" (green icon) on Feb 02, 2015, at 15:14:18 EST, with an expiry date of Feb 01, 2016. It contains a message: "Hi John, Here is the budget for this year including project enhancements and updates..." and a file attachment "budget\_2105.xlsx (17.4 KB)".

The second message is from "Innovactione" (blue icon) on Feb 02, 2015, at 17:25:47 EST, with an expiry date of Feb 01, 2016. It contains a message: "Hi Jane, This is a good start. Can we look into the 2015 forecast as well? They'll..." and a link "More...".

The third message is from "Innovactione" (green icon) on Feb 02, 2015, at 17:43:09 EST, with an expiry date of Feb 01, 2016. It contains a message: "Great! Let's do it!" and a link "More...".

Each message window indicates the owner of the conversation (e.g., Innovactione above), the owner of the message ([jane.doe@innovactione.com](mailto:jane.doe@innovactione.com)), the sent date and time (Feb. 02, 2015 – 17:43:09 EST) and the expiry date of the message (Feb 01, 2016 – 17:43:09 EST).

If you experience technical difficulties with the Connect service, please contact Customer Service at 1-877-376-1212 (available 24 hours a day).

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