Air Canada

Logging in to Employee Online

After March 31, 2014

Computershare

Logging in to Employee Online after March 31, 2014

Contents

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Overview

During the weekend of March 28 to March 30, 2014, Computershare will be updating its Employee Online website in order to better serve plan participants.   This upgrade will affect how users log in to their accounts going forward.

Scenarios

Determine which category the caller falls in to, and provide the corresponding information:

1. [Existing Plan Participants](#)
   - You already have Employee Plan holdings with Computershare, either through the ESOP or ERSAP.

2. [New Enrolment - Employees who were eligible to participate in the plan PRIOR to March 31, 2014](#)
   - You are a new participant or enrolling for the first time however were an eligible employee since before March 31, 2014.

3. [New Enrolment - Employees who became eligible to participate in the plan AFTER March 31, 2014](#)
   - You are a new user or are enrolling for the first time and became an eligible employee on or after March 31, 2014. (In this case, Computershare will provide you with a temporary PIN)

Logging in to Employee Online after March 31, 2014

Existing User

All employees who currently have Air Canada Plan shares with Computershare will be required to log in to their account and reset their Security Questions and PIN/Password.
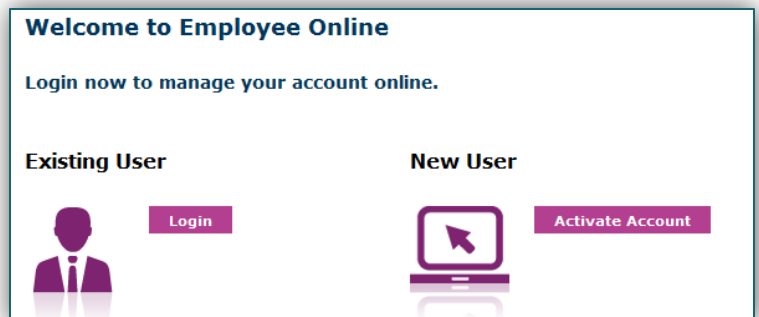
Please follow these steps:

1. Go to www.computershare.com/employee/ca

2. On the Select Company page, enter 'FLTQ' in the Company Code field or 'Air Canada' in the Company Name field and click **Next** which will bring you to the Employee Portal Page.

3. On the Employee Portal page, you will find two sections. Under the 'New User' Section, click on **'Activate Account'**.

4. Enter the following information:

    Global Identifier: Enter your **Employee Number with leading zeros** to make a 9 digit number.   Example: If your Employee Number is 1234, your Global ID is 000001234.

    *For Air Canada Vacations employees, enter "00999" plus your 4 digit ACV Employee Number.   Example: If your ACV Employee Number is 4567, your Global ID is 009994567.

    Pin / Password: Enter your current PIN (the same PIN you have been using to access your account up to now).

    CAPTCHA Type the characters you see in the image on the screen.

5. Once all of the information has been entered, click on **CONTINUE**.

6. You will be asked to update your security questions and create a new Password/PIN.

7. Once all of the fields have been properly completed, click on **NEXT.**

8. The final step in setting up your account is to read and accept the Terms and Conditions of the site on the next screen.

"These steps are only required once. Once complete, each time you log in to your account in the future, will be as an 'Existing User'."

Logging in to Employee Online after March 31, 2014

**New Enrolment -
Eligible Employee PRIOR to
March 31, 2014**

If you were an <u>eligible employee prior to March 31, 2014</u> and you are enrolling <u>for the first time</u> via Web, you will need to follow the steps below:

1. Go to www.computershare.com/employee/ca

2. On the Select Company page, enter 'FLTQ' in the Company Code field or 'Air Canada' in the Company Name field and click **Next** which will bring you to the Employee Portal Page.

3. On the Employee Portal page, you will find two sections. Under the 'New User' Section, click on **'Activate Account'**.

4. Enter the following information:

   Global Identifier: Enter your Employee Number with leading zeros to make a 9 digit number. Example: If your Employee Number is 1234, your Global ID is 000001234.

   *For Air Canada Vacations employees, enter "00999" plus your 4 digit ACV Employee Number. Example: If you AVC Employee Number is 4567, your Global ID is 009994567.

   Pin / Password: Enter the last 2 digits of your Year of Service Date and the last 3 digits of your Employee Number (eg. If your Year of Service date is 2001 and Employee Number is 011222; then your confidential Password/PIN will be 01222)

   CAPTCHA Type the characters you see in the image on the screen.

5. Once all of the information has been entered, click on **CONTINUE**.

6. In order to activate your account and create your personal User ID and password, you will need to complete the 5 sections on the **Account Update** screen. Please note that fields marked with an asterisk (*) are mandatory.

7. Once all of the fields have been properly completed, click on **NEXT.**

8. The final step in setting up your account is to read and accept the Terms and Conditions of the site on the next screen.

"These steps are only required once. Once complete, each time you log in to your account in the future, will be as an 'Existing User'."

Logging in to Employee Online after March 31, 2014

**New Enrolment -
Became an Eligible Employee
AFTER March 31, 2014**

If you <u>became an eligible employee after March 31, 2014</u>, and you are enrolling <u>for the first time</u> via Web, you will need to follow the steps below:

1. Go to www.computershare.com/employee/ca

2. On the Select Company page, enter 'FLTQ' in the Company Code field or 'Air Canada' in the Company Name field and click **Next** which will bring you to the Employee Portal Page.

3. On the Employee Portal page, you will find two sections. Under the 'New User' Section, click on **'Activate Account'**.

4. Enter the following information:

   Global Identifier: Enter your Employee Number with leading zeros to make a 9 digit number.

   *For Air Canada Vacations employees, enter "999" plus your 4 digit ACV Employee Number (eg. ACV Employee Number = 1234; User ID = 9991234) with 2 leading zeros.

   Pin / Password: Enter the temporary PIN provided to you by Computershare.

   CAPTCHA Type the characters you see in the image on the screen.

5. Once all of the information has been entered, click on **CONTINUE**.

6. In order to activate your account and create your personal User ID and password, you will need to complete the 5 sections on the **Account Update** screen. Please note that fields marked with an asterisk (*) are mandatory.

7. Once all of the fields have been properly completed, click on **NEXT.**

8. The final step in setting up your account is to read and accept the Terms and Conditions of the site on the next screen.

"These steps are only required once. Once complete, each time you log in to your account in the future, will be as an 'Existing User'."

Back to Scenarios

Contact Us

If you have any questions or need assistance logging in, please contact the National Customer Contact Centre at **1-877-982-8766**. Representative are available to assist you Monday to Friday 8:30am to 8:00pm EST.

Computershare

About Computershare Limited (CPU)

Computershare (ASX:CPU) is a global market leader in transfer agency and share registration, employee equity plans, proxy solicitation and stakeholder communications. We also specialize in corporate trust, mortgage, bankruptcy, class action, utility and tax voucher administration, and a range of other diversified financial and governance services.

Founded in 1978, Computershare is renowned for its expertise in high integrity data management, high volume transaction processing and reconciliations, payments and stakeholder engagement. Many of the world's leading organizations use us to streamline and maximize the value of relationships with their investors, employees, creditors and customers.

Computershare is represented in all major financial markets and has over 14,000 employees worldwide.

For more information, visit www.computershare.com