



Welcome to **WestJet!**

Please review this guide and follow it in the order that it has been written.

If any of the steps fail, please get help before continuing. If you call the service desk, let them know which component you are working through.

- ***You should have received an email with your username and email address and/or a confirmation that your account is active. If you do not have this information, do not continue, and consult your hiring manager.***
- ***Please also ensure that you have provided your current mobile phone number to People Services. If this is not the case, call the ServiceDesk with that information and do not proceed until it has been entered into the system.***

High level process:

1. Ensure you have your WestJet account information
2. Create your password
3. Setup Multi-Factor Authentication

Mobile Workforce using WestJet provided Laptop or Tablet:

4. Connect laptop to internet Wi-Fi
5. Connect laptop to VPN (using your WestJet credentials)

Password Creation (or reset) 2

Multi-factor Authentication (MFA) Configuration 4

 Setup Authenticator App (Push Notifications)..... 4

WestJet Provisioned Hardware (HP EliteBook, MacBook, HP Zbook) 8

 Connect Laptop to Wi-Fi or Ethernet..... 8

 Connect Laptop to VPN..... 8

For account or technical issues please review how to contact our [IT Service Desk or IT Solution Bar](#)

Password Creation (or reset)

1. Locate the Westjet credentials that have been provided to you.
2. Using the guide below, invent a new password

Your new password *must*:

- Be *at least* eight (8) characters in length
- Include *at least* one (1) character from three (3) of these categories:
 - Uppercase letter (A-Z)
 - Lowercase letter (a-z)
 - Number / digit (0-9)
 - Special character (~`!@#\$%^&*()+=-_{}|:;'"?/<>.,)

Note: You can only change your password *once* every 24 hours. Therefore, it is important to spend a few moments beforehand to come up with a password using these guidelines, prior to invoking the password reset application.

3. In a web browser *on your computer*, go to the password creation or reset tool at: passwordreset.microsoftonline.com

You should be presented with a screen that resembles this:

Microsoft




Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: *

Example: user@contoso.onmicrosoft.com or user@contoso.com

Enter the characters in the picture or the words in the audio. *

[Next](#) [Cancel](#)

4. Type in your WestJet email address and follow the onscreen instructions.
5. Click *Next*, you should be presented with this screen:

WESTJET

Get back into your account

verification step 1 > choose a new password

Please choose the contact method we should use for verification:

Text my mobile phone

Call my mobile phone

Enter a code from my authenticator app

In order to protect your account, we need you to enter your complete mobile phone number (*****20) below. You will then receive a text message with a verification code which can be used to reset your password.

Enter your phone number

Text

6. Enter your cell phone number into the appropriate field. *After* you type in the verification code texted to your mobile phone you should see:

WESTJET

Get back into your account

verification step 1 ✓ > choose a new password

* Enter new password:

* Confirm new password:

Finish Cancel

7. Enter the new password that you created in Step #2 above. *If* you receive the following error message, review the stipulations outlined in Step #2, invent a new password, and try again. Otherwise, continue to the next step.

Get back into your account

Create a new password

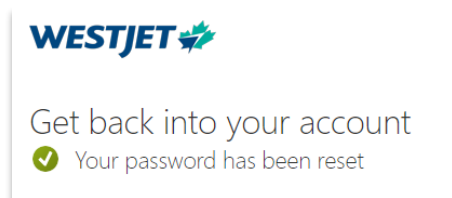
* Enter new password:

* Confirm new password:

This password does not meet the length, complexity, age, or history requirements of your corporate password policy.

Next Cancel

8. If you are presented with the following screen, you have successfully reset your password! Please continue to the next section to setup Multi-Factor Authentication.



Multi-factor Authentication (MFA) Configuration

This portion of the document provides instructions on how to setup MFA on your WestJet Intune managed device. (Note, if using personal phone, you will need to visit the app store to acquire & install Microsoft Authenticator)

If you already have the Microsoft Authenticator App working on another device or have your phone number set up in the system to send you a text message to authenticate then you can skip this first step.

Setup Authenticator App (Push Notifications)

1. Open Authenticator from the home screen of your phone by tapping *Authenticator*
2. Once the app is open, click "Agree"

3:38 ... Wi-Fi 🔋



Microsoft needs basic app data

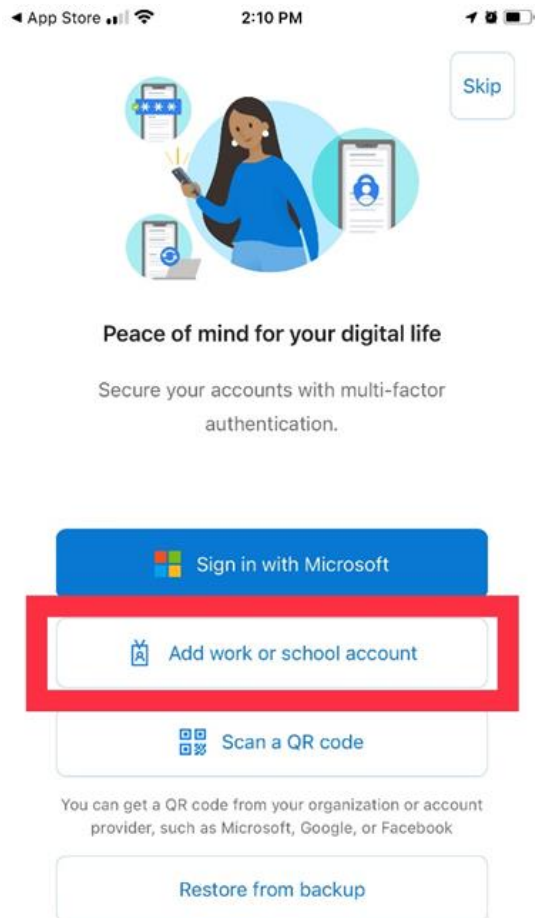
We collect required basic diagnostics to keep the app secure and up to date. This does not include your name or any sensitive data.

Decline

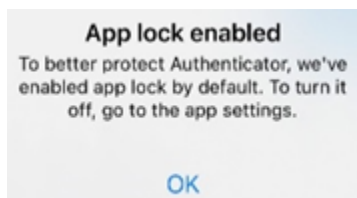
Agree

[Privacy statement](#)

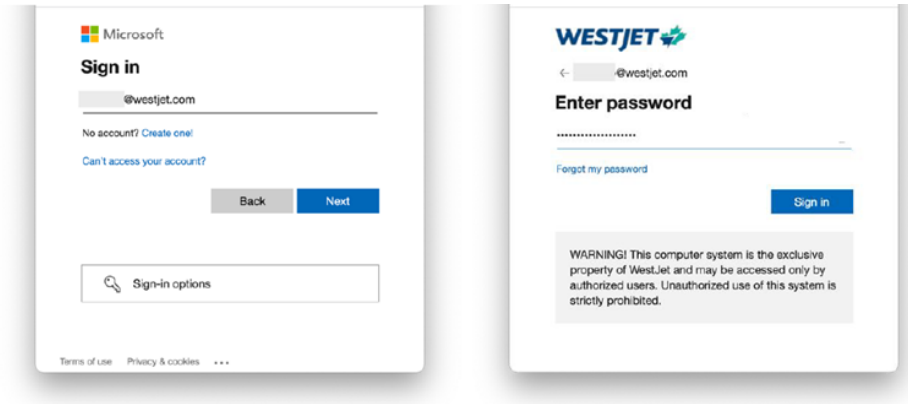
3. Select "Add work or school account"



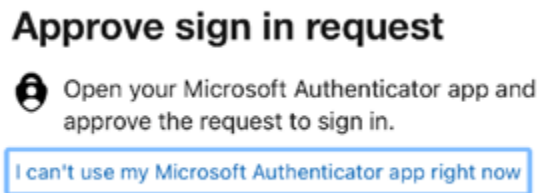
4. If prompted click "OK" to App lock enabled



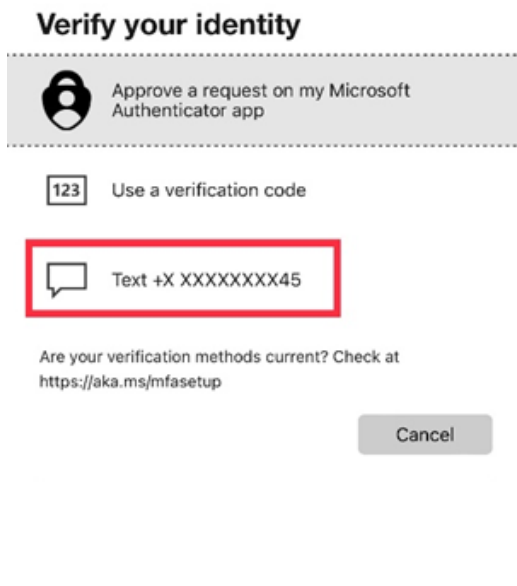
5. Sign in with your WestJet e-mail address and Password



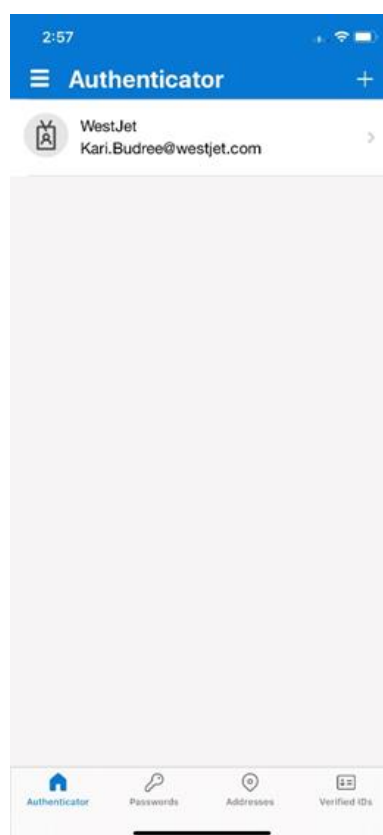
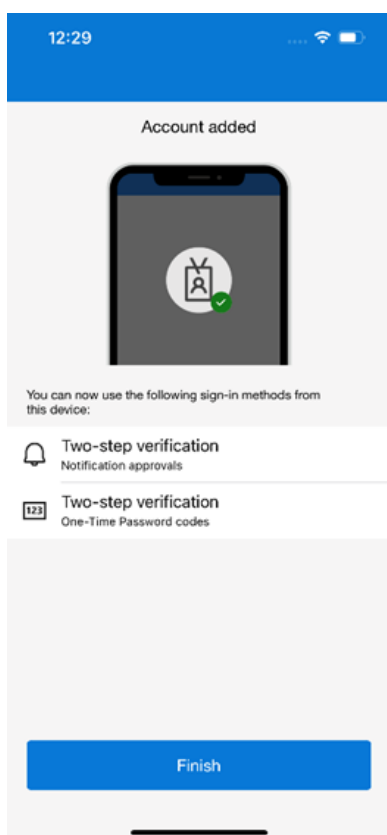
6. You will then be prompted to **Approve sign in request**. Click on "I can't use my Microsoft Authenticator app right now"



7. Select the text option, then enter the code you receive by text message.



8. Click Finish to complete the set up.



WestJet Provisioned Hardware (HP EliteBook, MacBook, HP Zbook)

Note: If you are using your own personal laptop to connect remotely, VPN will not apply therefore you should skip this section.

Connect Laptop to Wi-Fi or Ethernet

If working remotely, connect to your home Wi-Fi



If you work on Campus at YYC, or at an airport, your laptop will connect automatically and there is no need to configure VPN. If you are experiencing difficulties with your device and are on Campus, or at YYC, YVR or YYZ, you can visit your local IT Solution Bar in person! For more information, location, and hours of operation, see the IT Solution Bar's Yammer site ([here](#)).

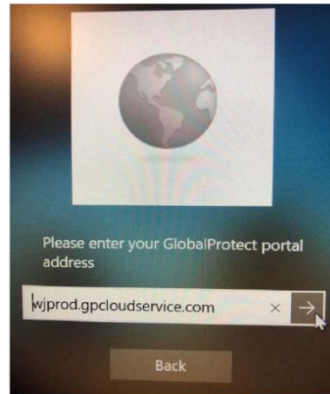
Connect Laptop to VPN

Only WestJet provided hardware will require VPN configuration. If you are using your own personal device, please disregard the following sequence of steps.

1. Ensure your laptop is powered on and connected to the internet or Wi-fi. VPN configuration typically only needs to be done once.
2. Locate this icon on the bottom right-hand corner of your monitor and click on it



3. Enter: **wjprod.gpcloudservice.com** as per below, click on the right arrow



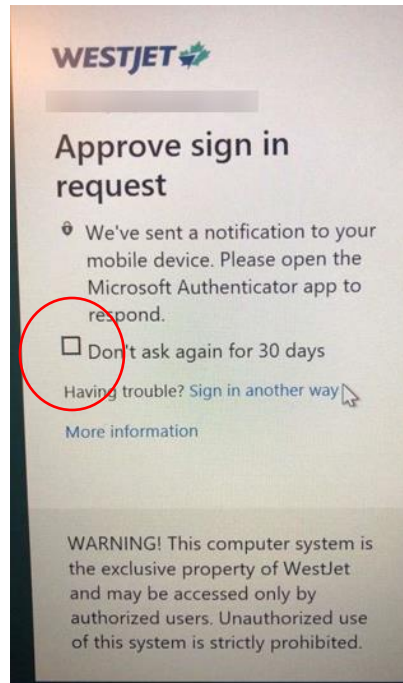
On the next prompt, sign in with your **WestJet email** address:



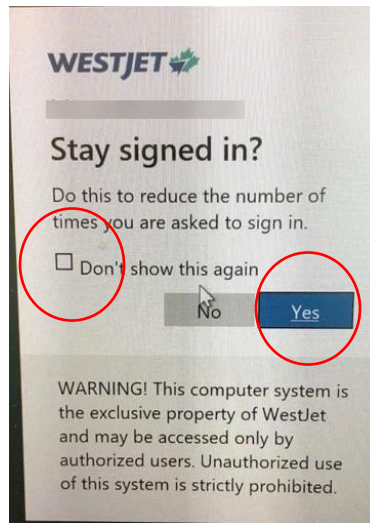
4. Enter your password:



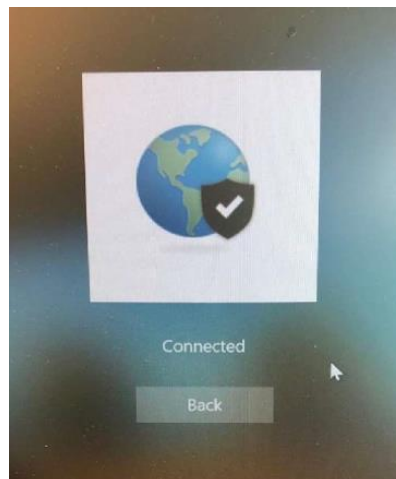
5. You will be prompted to enter a Multi-factor Authentication (MFA) code from your mobile device:



Enter the code, (if desired, select “Don’t show this again”) and click on **Yes**



6. Once successfully connected to VPN, click on **Back**



You should now be able to log into your laptop!

For account or technical issues please call our **Service Desk** at **403-444-2444** or **1-888-255-0995**

Please have your Employee ID number ready, and if possible, the name of your device.

If you are on Campus, or at YYC, YVR or YYZ, you can also visit your local IT Solution Bar in person!

For more information, location, and hours of operation, see the IT Solution Bar's Yammer site ([here](#)).

International toll-free numbers:

Country	Phone Number
Antigua Australia Austria Belgium China Columbia Costa Rica Denmark Finland France Germany Hong Kong	Hungry, Ireland, Israel, Italy, Japan, Korea, Luxembourg, Macao, Malaysia, Netherlands, New Zealand Norway
Philippines Portugal Singapore South Africa Spain Sweden Switzerland Taiwan UK	800-2538-5696
Bahamas	1-866-887-3588
Barbados	1-800-204-5629
Bermuda	1-800-204-0314
Cayman Islands	1-800-204-0080
Costa Rica	1-866-887-3588
Dominican Republic *must dial from a land line	1-888-751-4686
Jamaica	1-800-101-0599
Mexico	001-800-514-1688
Puerto Rico	1-866-991-0499
Spain	00-800-253-8569-6
St. Lucia	1-800-204-0144
Trinidad and Tobago	1-800-204-0221

We would appreciate your feedback. If we can make your onboarding experience more efficient, please start by reaching out to your hiring manager and provide suggestions on how we can improve.

Welcome aboard!

Date	Document Title	Who	What
Oct 6, 2021	WestJet First Time Login Laptop Setup	CVS	First Publication
Oct 5, 2021		VP	Updated MFA screenshots
Nov 3, 2021		CVS	Removed reference to emailing ITSD
Nov 25, 2021		CVS	Mods for on-campus wifi and solution bar
Nov 8, 2022	New MFA process for Iphone 13	BH	
Nov 30, 2022	Int'l contacts added	BH	
Feb 5, 2024	"Create" vs "reset"	BH	Minor rewording