

## Managing Your Passwords

The purpose of this document is to provide instructions on how to login to each tool, change your password what to do if you forgot your password, how many login attempts you have for each tool or system, and what to do if you get locked out.

As a reminder, all Sales Representatives have access to different online or electronic tools such as CST Email, P.O.A.C., Salestree, Brainshark and the CST Planner.

As seen on the right-hand side, most are accessible from [www.cstresp.com/rep](http://www.cstresp.com/rep)

### C.S.T. Consultants Inc. – Agent Portal Gateway

To access the online services please choose one of the following:

- [Sales Representative e-mail](#)
- [P.O.A.C. \(Planner Online Administration Centre\)](#)
- [Forgot/Reset Password for Planner, P.O.A.C. and Email](#)
- [SalesTree](#)
- [Brainshark Log In](#)
- **CST Planner 611 Support**  
Leave a voice message: 1-877-441-0863 or 416-849-5789  
Email: [cstplanner@cst.org](mailto:cstplanner@cst.org)

Tool / system	Accessible from:	Login info		Login attempts until being locked out
		<i>Username / User I.D.</i>	<i>Password</i>	
CST Email (Outlook Web)	<a href="http://www.cstresp.com/rep">www.cstresp.com/rep</a>	Agent #	same as Planner & P.O.A.C.	5
Planner Online Admin Centre (P.O.A.C.)	<a href="http://www.cstresp.com/rep">www.cstresp.com/rep</a>	Agent #	same as Planner & CST email	3
CST Planner app	Your iPad	Agent # (for initial set up)	same as CST email & P.O.A.C.	Unlimited
Sales Tree	<a href="http://www.cstresp.com/rep">www.cstresp.com/rep</a>	Agent #	your SalesTree password	Unlimited
Brainshark	<a href="http://www.cstresp.com/rep">www.cstresp.com/rep</a> or <a href="http://www.brainshark.com/cst">www.brainshark.com/cst</a>	CSTRESP email	your Brainshark password	Unlimited

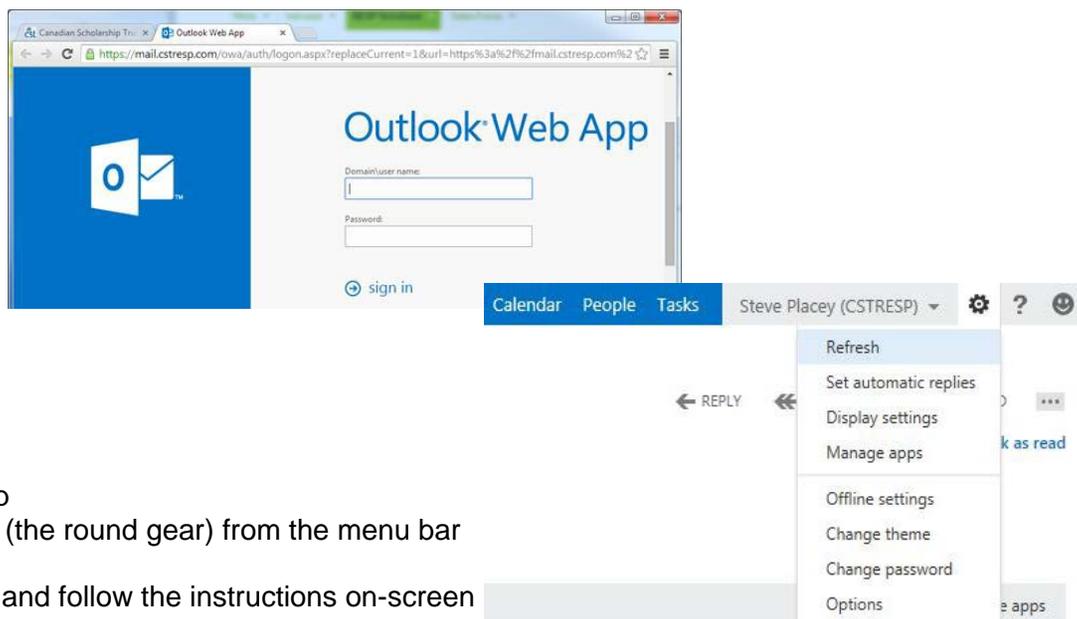
## CST Email (Outlook Web App)

**User I.D.: Agent #**

**Password: same as your P.O.A.C and CST Planner**

### To login:

1. Go to [www.cstresp.com/rep](http://www.cstresp.com/rep)
2. Click on "Sales Representative e-mail"
3. Enter your username and password
4. Click sign-in



### To change your password:

1. Login to Outlook Web App
2. Click on the Settings icon (the round gear) from the menu bar at the top
3. Select Change password and follow the instructions on-screen

**\*\*If you change your email password, you must change it on your mobile devices such as your cell phone or iPad (if already set-up) as the password on the devices does not update automatically.** If you do not update your email password on your mobile devices and you try to login with your old password, you will be locked out after 5 attempts and your email account will be temporarily locked for 1 hour. **This means that you will be locked out of your email, P.O.A.C and the Planner also.**

**If you are locked out of your email account you must unlock your account or wait 1 hour for the account to unlock.**

**To unlock your email account or if you forgot your password:**

1. Go to [www.cstresp.com/rep](http://www.cstresp.com/rep)
2. Click on the 'Forgot/Reset Password for Planner, P.O.A.C. and Email' link and follow the instructions on screen.

After 5 consecutive attempts of entering the wrong password in your email account, you will be locked out of your email account as well as P.O.A.C. and the CST Planner for 1 hour. It will unlock itself after 1 hour **OR** you can reset the password (as noted above), which will reset the password and unlock all the accounts.

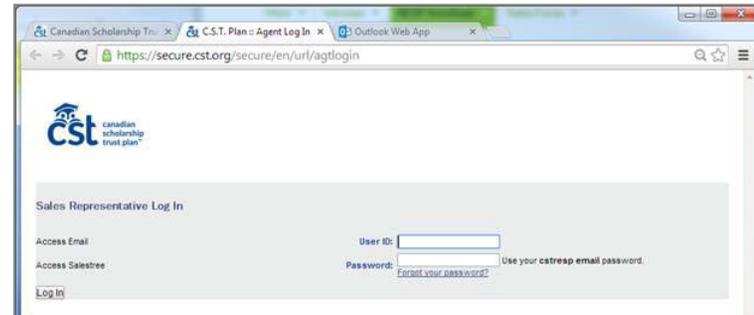
Planner Online Admin Centre (P.O.A.C.)

**User I.D.: Agent #**

**Password: same as your CST email (Outlook Web App) and CST Planner.**

**To login:**

1. Go to [www.cstresp.com/rep](http://www.cstresp.com/rep)
2. Click on “P.O.A.C. (Planner Online Admin Centre)”
3. Enter your username and password
4. Click “Log-in”



**To change your password, follow the procedure for CST email.**

**If you forgot your password:**

1. Go to [www.cstresp.com/rep](http://www.cstresp.com/rep)
2. Click on the ‘Forgot/Reset Password for Planner, P.O.A.C. and Email’ link and follow the instructions on-screen.

You will be locked out of your account if you enter the wrong password 3 consecutive times.

**This means that you will be locked out of your email, P.O.A.C, and the CST Planner also.**

**If you are locked out of your P.O.A.C. account you must unlock your account or wait 1 hour for the account to unlock.**

**To unlock your P.O.A.C. account or if you forgot your password:**

1. Go to [www.cstresp.com/rep](http://www.cstresp.com/rep)
2. Click on the **Forgot/Reset** Password for Planner, P.O.A.C. and Email’ link and follow the instructions on-screen.

CST Planner app

**User I.D.: Agent #**

**Password: same as your CST email.**

**To login:** Type in your password.

**To change your password, follow the procedure for CST email.**

If you enter the wrong password in the CST Planner you will not be locked out of your CST Planner app.

If your password is not working on the CST Planner, you may have been locked out from entering the wrong password in your email or P.O.A.C. account.



## Salestree

**Username: Agent #**

**Password: your SalesTree password**

### To login:

1. Go to [www.cstresp.com/rep](http://www.cstresp.com/rep)
2. Click on "Salestree"
3. Enter your username and password click "Login"

### To change your password or if you forgot your password:

1. Click on the 'Forgot Password' link from the SalesTree login window
2. Follow the instructions on-screen to re-set your password

You will not be locked out of your account if you enter the wrong password.

## Brainshark

**Username: CST email**

**Password: your Brainshark password**

(\*\*if this is the first time you are logging into Brainshark, enter **password1**)

### To login:

1. Go to [www.cstresp.com/rep](http://www.cstresp.com/rep)
2. Click on "Brainshark Log In"
3. Enter your Username and Password click "Login"

### To change your password or if you forgot your password:

1. Go to [www.cstresp.com/rep](http://www.cstresp.com/rep) click on "Brainshark log in" or [www.brainshark.com/cst](http://www.brainshark.com/cst)
2. Click on the 'Forgot your password' link
3. Follow the instructions on-screen to re-set or retrieve your password

You have unlimited attempts to enter your password and will not be locked out of your account if you enter the wrong one.