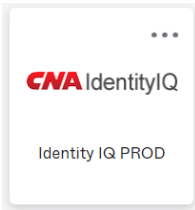


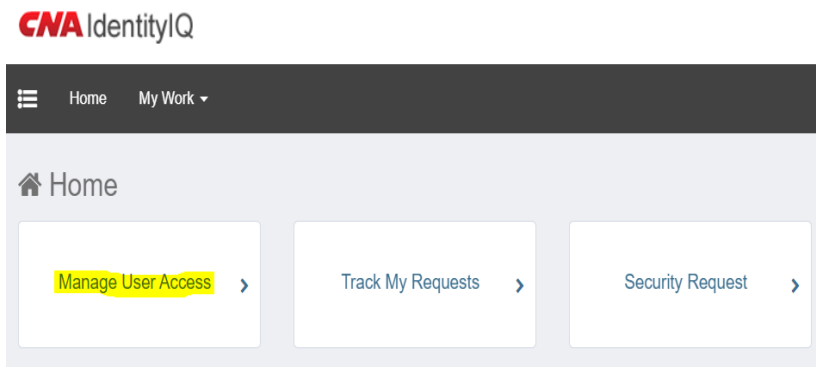
## PitneyShip Pro – Gaining Access to the Application

Access to ShipPro is done via IdentityIQ requests, and can be accessed through its OKTA tile:

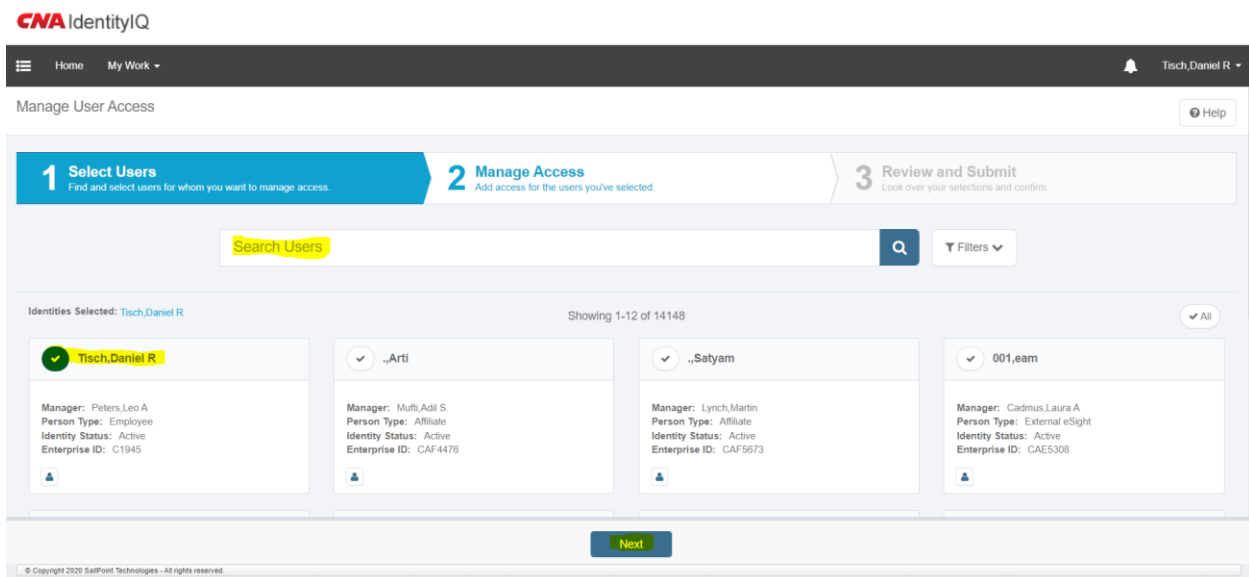
<https://cna.okta.com/app/UserHome?fromLogin=true>



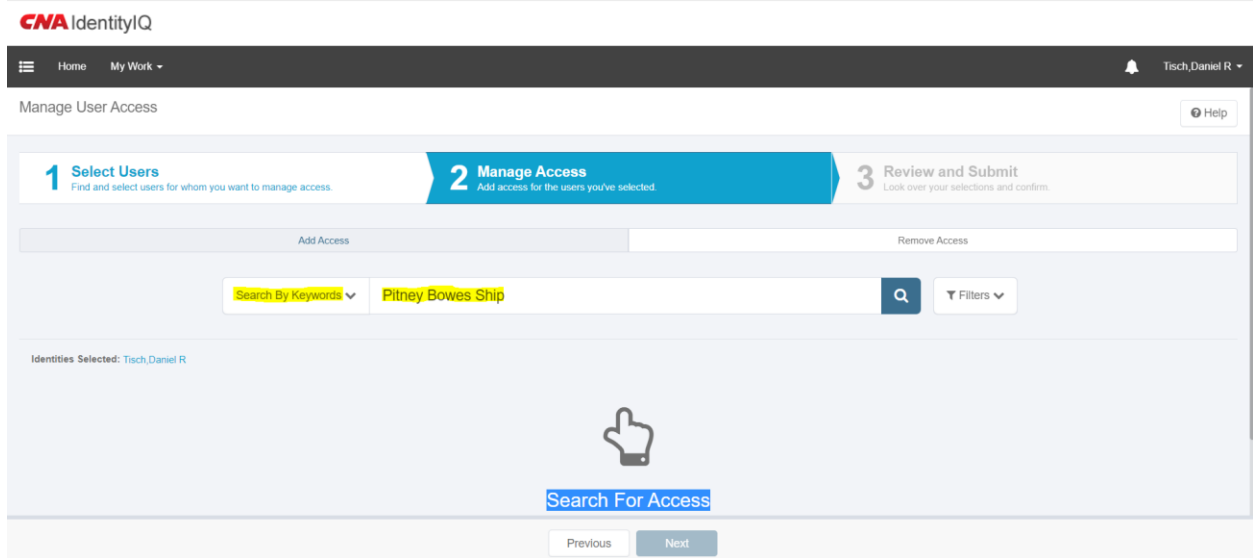
Once in the IdentityIQ tool, select **Manage User Access**:



Next, either **Select** the user or **Search** for the user and **Select** them, and click **Next**:



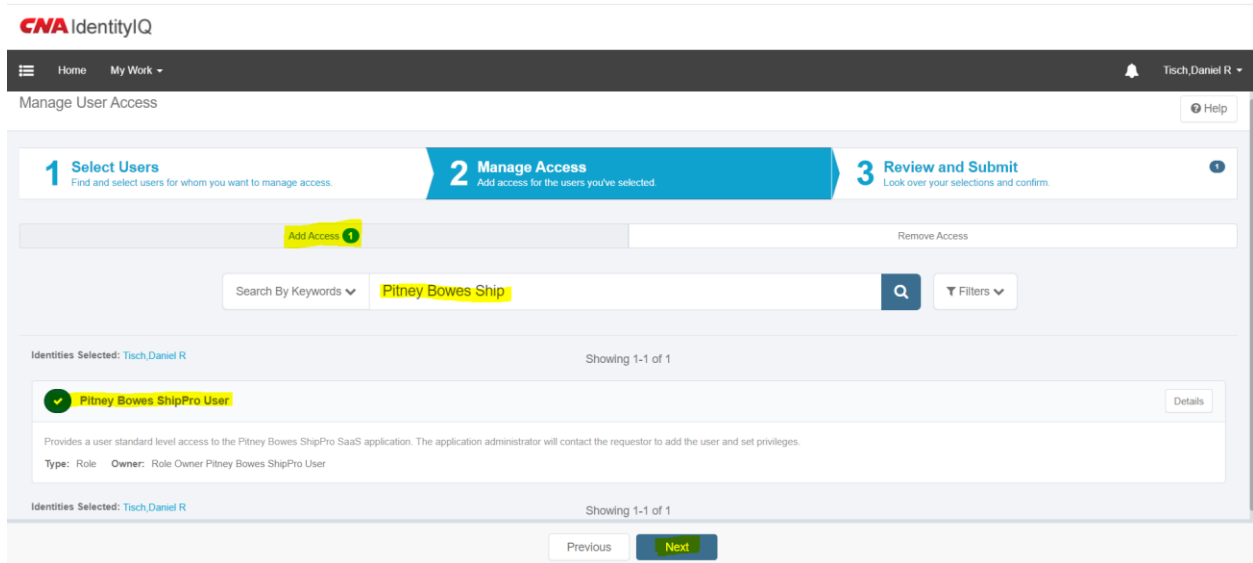
Next, in the **Search field** type **PitneyShip** and click the **magnifying glass**:



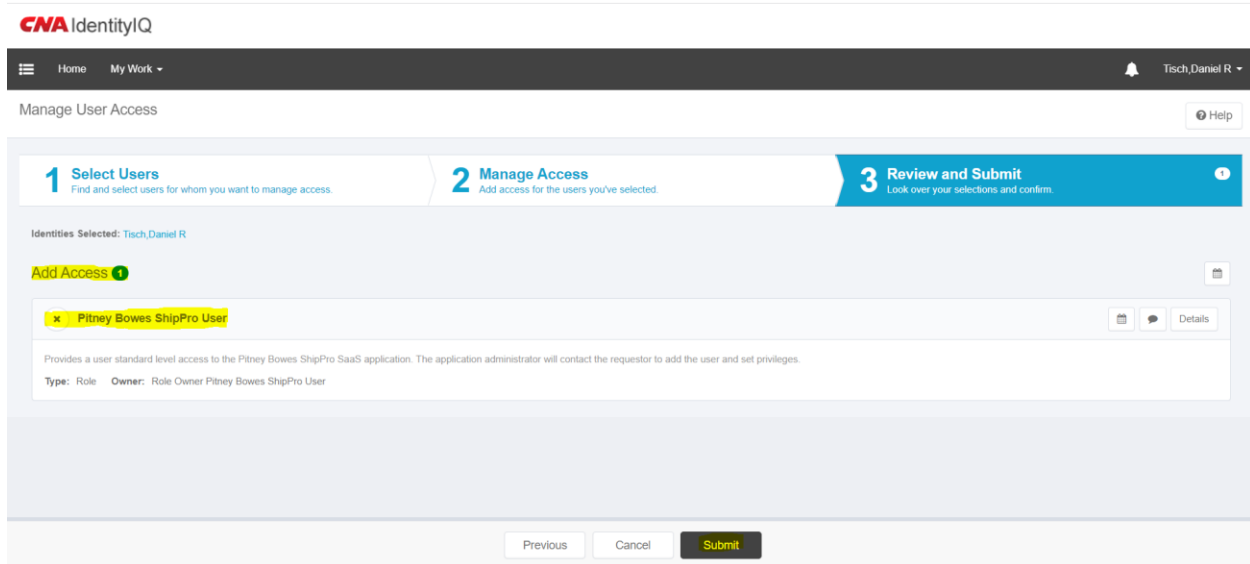
As a default, **Add Access** is pre-selected. If removing an entitlement, **Remove Access** should be selected.

For ShipPro, one entitlement is available; **PitneyShip Pro User**

Select that entitlement and click **Next**:



After the entitlement is selected, the requestor will be able to **Review & Submit** their selection:



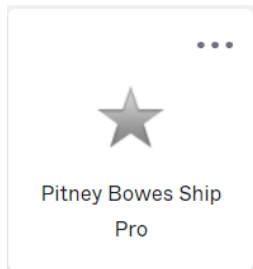
Once the requestor has reviewed their request and clicks submit, the following process occurs:

1. The requestors manager will need to approve the request in IdentityIQ.
2. The business owner, Kanchan Kawatra << [kanchan.kawatra@cna.com](mailto:kanchan.kawatra@cna.com) >>, will also need to approve the request in IdentityIQ. Colleen Markle << [colleen.markle@cna.com](mailto:colleen.markle@cna.com) >> can also approve the request for the business owner.
3. Once all approvals are done, the requestor is added to the active directory group, **PB\_ShipPro\_Users**.
4. In parallel to the requestor being added to the active directory group, an email is sent to Postal Advocate, [customerservice@postaladvocate.com](mailto:customerservice@postaladvocate.com), for the requestor to be contacted and added to the application.
5. Once the PitneyShip Pro icon is available in OKTA, the requestor has been added to the application and can gain access.
6. Postal Advocate will confirm with the requestor that they can log into the system using the OKTA tile link. Once confirmed, the approval request email should then be forwarded to Kanchan and Colleen in order to close the request in IdentityIQ.

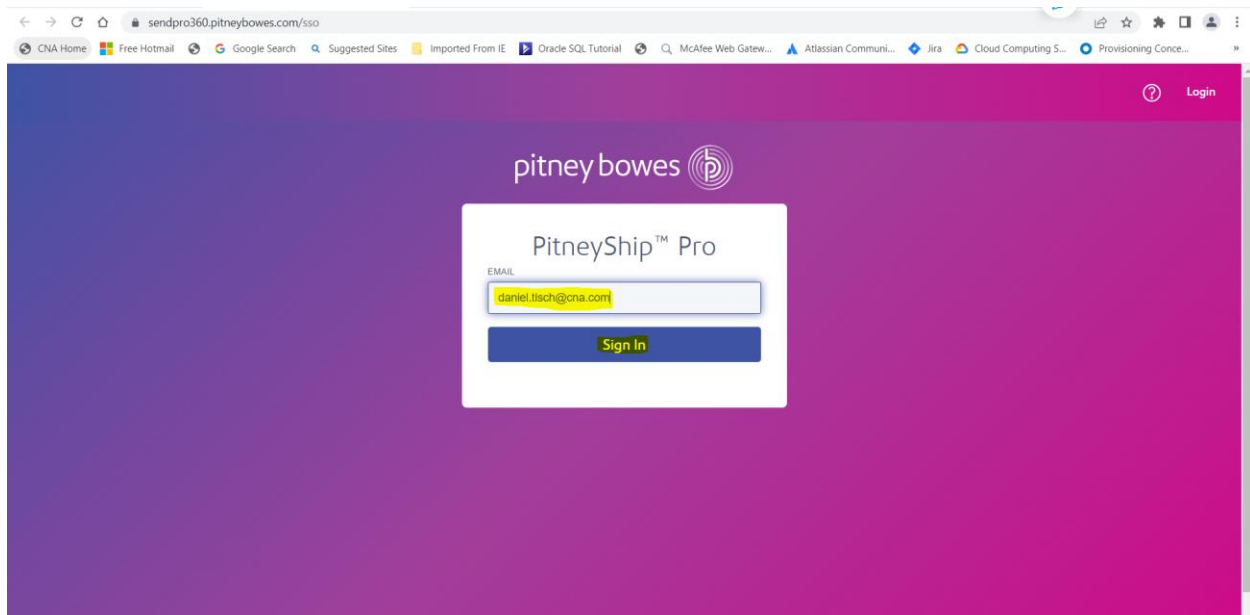
## PitneyShip Pro – Logging into the Application

Once a user has requested and gained access to the application, they can now access Ship Pro through its OKTA tile:

<https://cna.okta.com/app/UserHome?fromLogin=true>



Once clicked the user is directed to the following ShipPro login screen. They should enter their **CNA email address** and click **Sign In**:



The user is then directed to the ShipPro application:

