Password Manager
User Guide

The details within this document are intended to support internal users at Ford with a CDSID. If you are a Dealer, Supplier, Ford Partner or Supplier with a COVISINT ID please return to the homepage of Password Manager, then scroll to the lower right and click the Help / FAQ link and review the information at the top to locate your section for proper support.

9-6-2023

Table of Contents

This is a working document and will be updated with new detail as we identify items that need to be added. Please select the correct category from the menu below. Thank you.

- [What is Password Manager](#) – Information about Password Manager including the homepage for DEV, QA, PROD. This also includes information on how to get assistance if you have a problem or question.
- [Account locked](#) – Assistance with resolving an issue with your account being locked.
- [Alternate Email](#) – Registering an alternate email to be used for self-service when performing a password reset of your CDSID.
- [Password Reset](#) – Information on how to complete a password reset for your CDSID, $CDSID or a generic CDSID that you manage or sponsor.
- [Azure MFA](#) – Utilizing multi-factor authentication through Azure MFA to perform a password reset of your CDSID, $CDSID or a generic CDSID that you manage or sponsor.
- [FAQ's (Frequently Asked Questions)](#) – A list of general questions that are received by the application team. These questions may assist in helping to resolve a question or problem you may have.
- [Error Messages](#) – These are error messages that users will find when performing an action in Password Manager. The error will match the message found in this application along with information on how to resolve the error.

9-6-2023

What is Password Manager

Password Manager is a self-service application that allows someone the ability to reset or update their network password so it is synchronized with application or systems that require someone to input their CDSID and password for authentication. Local IT support and helpdesk personnel can also be setup as administrators to assist with resetting a password for a user.

Enhancements made to Password Manager:

- MFA (Multi-Factor Authentication) – MFA is being introduced as a new level of security and can also support self-service to perform a password reset of a CDSID or $ID.
- Alternate E-Mail registration – You can now setup an Alternate E-mail as part of your PMGR profile. Once authenticated, it can be used as a self-service opportunity to reset your password without contacting the IT Service Desk for assistance.
- SecurID Token – A token was once available as an alternative to assist in performing the password reset of a CDSID but this was discontinued Aug. 2023.

PMGR Homepage - Password manager is setup to support users that have an active CDSID in PROD, DEV and QA to reset a password. Most users will only connect to the PROD environment but for those that are programmers or developers, we also have a separate QA and DEV password URL:

- PROD - https://www.changepassword.ford.com
- QA - https://wwwqa.changepassword.ford.com
- DEV - https://wwwdev.changepassword.ford.com

For help with PMGR, users can do the following:

- Send an e-mail to PMGR@ford.com
- Log an application support ticket in IT Connect to **Global Password Manager Ops**

Contact the IT Helpdesk

1. Go to https://www.itconnect.ford.com/
2. Scroll to the bottom right and click Call IT Support. This page will provide regional phone numbers that you can use to contact the IT Helpdesk.

I 1

Account locked, Alternate Email and Password Reset

Account is locked
- [Account is locked](#)
- [Locked CDSID](#)

Alternate Email
- [Alternate E-mail Address Information](#)
- [Password Reset using an Alternate E-mail Address](#)
- [Setup my Alternate Email Address](#)
- [Update my Alternate Email Address](#)

Password Reset for your CDSID, $ID or a Generic CDSID

Password reset for your CDSID
- Are you resetting your password with a MacBook or Windows PC
  - MacBook – Go to the [MacBook Password Support](#)
  - Windows PC – Select from one of the options below
- [Changing your password after it has been reset by the helpdesk](#)
- [Password reset for your CDSID](#)
- [Password Reset using a temp password](#)

Password reset for your $CDSID
- [Password Reset of a $CDSID](#)

Password Reset of a Generic ID
- [Generic Password Reset if you know the current password](#)
- [Generic Password Reset if you don't know the current password](#) – Can only be completed by the manager or sponsor

9-6-2023

Account is Locked

A CDSID will automatically unlock after 15 minutes. You can also resolve this issue yourself on a Smartphone or your personal laptop through Azure MFA.

1. Go to https://www.changepassword.ford.com
2. Click the Azure MFA tab and login to Password Manager
3. From the left menu click Unlock Account
4. Check the box to the left of the account you want to unlock
5. Scroll down and click the Unlock Accounts Button. The unlock should process in less than 5 minutes

Password Reset of a Generic CDSID

A Generic CDSID is the employment type of G or E. You can only reset the password of a generic ID if you are connected to the Ford network through VPN or onsite at a Ford location. For an E-Extended Life Generic ID - If you update the password to 24 or more characters, it would be excluded from all future password change requests as this would qualify as a non-expiring password by Ford IT Policy guidelines. Select the correct link from the list below:

- Generic Password Reset if you know the current password
- Generic Password Reset if you don't know the current password – Can only be completed by the manager or sponsor

Generic Password Reset if you know the current password

1. Go to Password Manager at https://www.changepassword.ford.com
2. Login with the generic CDSID and password.
3. Click Change Password.
4. In the New Password field, type a new password. As you begin typing your new password, any requirement that are met in the Change Password rules section will change to green. Once all requirements show as green, then your password should be all set.
5. In the Verify Password box, retype the same password.
6. Click the Change Password button to submit your request. Password Manager will validate your submission against the password rules. Once it identifies on screen that the Password changed successfully – Your password was reset successfully, then you are all set.

Generic Password Reset if you don't know the current password

Contact the assigned manager / sponsor of the generic CDSID. They will need to follow the steps below to reset the password by logging in under their CDSID using Azure MFA.

1. Go to https://www.changepassword.ford.com.
2. Under the Welcome message click the Azure MFA tab and authenticate to login
3. In the Access and Security section or on the left menu click Reset Other Accounts.
4. In the Enter the CDSID owned by you field input the generic CDSID and click Search.
5. In the options field on the right click Reset & Generate New Password. This action will reset the password to a temporary value which will display on screen. An e-mail with the temporary value will also be sent to the manager, sponsor and the generic ID if it has an e-mail account.
6. The temporary password cannot be used as a real password for the generic CDSID. The temporary password can be shared with anyone who manages the generic CDSID. Once reset then they can follow the steps for a Generic Password Reset if you know the current password.

I 1, I 2

Password Reset of a $CDSID (Dollar ID)

Users with privileged $CDSID can change your password if you are connected to the Ford network through VPN or onsite at a Ford location.

1. Go to https://www.changepassword.ford.com.
2. If you know your $ID and password then input them at the login screen. If you do not know your password then click the Azure MFA Tab under the Welcome if you have registered then use MFA (Multi-Factor Authentication)

Password Reset using Azure MFA

If you have previously set up Azure MFA, you can reset your password using the steps below.

1. Are you resetting your password with a MacBook or Windows PC
   - MacBook – Go to the MacBook Password Support
   - Windows PC – Continue to the next step.
2. Go to https://www.changepassword.ford.com

9-6-2023

3. Under the Welcome message choose the Azure MFA Tab
4. If authentication is still verified then you should get logged right in. If verification is required then you should receive a request to authenticate in an MFA app such as Microsoft Authenticator.
5. Once logged in on the main page then click Change Password from the left menu
6. In the Accounts section, check the box to the left of any ID you want to change the password for.
7. Review the requirements in the Change Password rules section. As you begin typing your new password any requirement that is met will change to green.
8. In the New Password field, type a new password. Once all requirements in the change password rules are green, then your password should be good.
9. In the Verify Password box, retype the same password you input in the New Password field.
10. Click the Change Password button to submit your request. PMGR will validate your submission against the password rules. If successful it should respond with Password changed successfully – Your password was reset successfully.

I 1, I 2

Password Reset using an Alternate E-mail Address

If you have previously set up and verified your password recovery e-mail address, you can reset your password using the steps below.

1. Are you resetting your password with a MacBook or Windows PC
   - MacBook – Go to the [MacBook Password Support](#)
   - Windows PC – Continue to the next step.
2. Go to https://www.changepassword.ford.com
3. Under the Welcome message choose the Alternate Email Tab
   - In the CDSID/User ID input your CDSID
   - In the Previously Verified Password Recovery Email Address input your E-mail address
4. Click Continue. A verification code will then be sent to your Password Recovery Email Address which can be used to login to Password Manager.
5. Once logged in on the main page then click Change Password from the left menu
6. In the Accounts section, check the box to the left of any ID you want to change the password for.
7. Review the requirements in the Change Password rules section. As you begin typing your new password any requirement that is met will change to green.
8. In the New Password field, type a new password. Once all requirements in the change password rules are green, then your password should be good.
9. In the Verify Password box, retype the same password you input in the New Password field.

I 1, I 2

10. Click the Change Password button to submit your request. PMGR will validate your submission against the password rules. If successful it should respond with Password changed successfully – Your password was reset successfully.

Setup or update my Alternate E-mail Address

Please review the [Alternate E-mail Address Information](#) for additional details regards this setup

1. Go to https://www.changepassword.ford.com
2. Under the Welcome message choose which tab you want to login with.

   a. *Password Tab* – Only use if you know your current network password
   b. *Azure MFA Tab* – If you have registered then use MFA (Multi-Factor Authentication). This option can assist with resetting your password if you know or do not know your current password

3. From the left menu click Set Alternate Email
4. Do not input a company e-mail address related to Ford. You will want to input an external e-mail address that you use outside of work such as a yahoo or g-mail. If you own a cell phone or a similar device capable of receiving e-mail messages as text messages, you can also use that.
5. Click Update
6. You should receive an e-mail for verification. You will need to click the verification code that you have received and then click Verify.

Password reset for your CDSID

1. Are you resetting your password with a MacBook or Windows PC
   a. MacBook – Go to the [MacBook Password Support](#)
   b. Windows PC – Continue to the next step.
2. Go to https://www.changepassword.ford.com
3. Under the Welcome message choose which tab you want to login with. Be sure to review all options as some can assist if you do not know your current password. Once you are logged in successfully then proceed to the next step.
   a. *[Password Tab](#)* – Only use if you know your current network password
   b. *[Azure MFA Tab](#)* – If you have registered then use MFA (Multi-Factor Authentication). This option can assist with resetting your password if you know or do not know your current password
   c. *[Alternate Email Tab](#)* – If you have registered a Recovery Email Address, use this to receive a One-Time Verification Code if you do not know your current password
   d. If you do not know your password and none of the options above will work, then you will need to [contact the IT helpdesk](#) to request a password reset.

9-6-2023
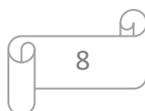
Password Reset using a temp password

1. Are you resetting your password with a MacBook or Windows PC
   a. MacBook – Go to the MacBook Password Support
   b. Windows PC – Continue to the next step.
2. Go to https://www.changepassword.ford.com
3. Under the Welcome message choose the Password tab.
4. Input your ID and password to login.
5. On the main page click Change Password from the left menu
6. In the Accounts section, check the box to the left of any ID you want to change the password for.
7. Review the requirements in the Change Password rules section. As you begin typing your new password any requirement that is met will change to green.
8. In the New Password field, type a new password. Once all requirements in the change password rules are green, then your password should be good.
9. In the Verify Password box, retype the same password you input in the New Password field.
10. Click the Change Password button to submit your request.
11. PMGR will validate your submission against the password rules. If successful it should respond with Password changed successfully – Your password was reset successfully.

FAQ's (Frequently Asked Questions)

[Alternate Email Address Information](#)

[Can I change my password from my own PC, tablet, or cell phone device](#)

[Find the manager or sponsor of a generic CDSID](#)

[Is your CDSID disabled in Active Directory](#)

[My old password will not login to Password Manager](#)

[Register additional users to receive the password expiration e-mail for a generic CDSID](#)

[Setting a Strong Password](#)

[Synchronize your password with your Ford PC](#)

[What is Azure MFA](#)

[Why was I able to use my old password after changing my password](#)

Alternate Email Address Information

A personal e-mail address that you can register within Password Manager to be used as an alternative option so you can perform a self-service password reset for your CDSID.

- Having an Alternate Email Address verified in your profile allows you to bypass the need to call the IT Service Desk for a password reset.
- Can be used with any personal e-mail account such as yahoo, g-mail, hotmail, etc.
- You can also use a cell phone or similar device if it is capable of receiving e-mail messages as text messages.
- You can register up to five alternate email addresses in your Password Manager profile.

[↑ 1](#), [↑ 2](#)

Can I change my password from my own PC, tablet, or cell phone device

- Yes. Password Manager is available to access externally from a non-Ford PC. It is always the preferred recommendation to reset your password on your own Ford PC and connected to the Ford network securely through VPN. This will ensure that you keep your password synchronized with your PC wo they will be the same when you log each day.
- If you do reset your password on a non-Ford device or on your PC not securely connected to VPN, the password to log into your PC may be you're the old password. If it is then follow the steps to [Synchronize your password with your Ford PC](#)

I 3

Find the manager or sponsor of a generic CDSID

1. Go to www.sdcds.ford.com
2. Input the CDSID and press enter
3. Click the display name to open the profile
4. In the profile details locate the following fields:
   - Reports to – This is the manager
   - Sponsor CDSID – This is the Ford sponsor

I 1, I 2, I 3

Is your CDSID disabled in Active Directory

A CDSID can be disabled in AD for several reasons. Things that you can check to make sure the CDSID is enabled would be the following:

1. The CDSID is disabled in AD
   a. Go to the AD Dashboard at [AD Search - Security Operations (ford.com)](#)
   b. Input the CDSID and press enter
   c. Scroll to the lower right and locate the Enabled Status.
      - Enabled – The ID is active and available to use with a password
      - Disabled – The ID is not active to use with a password
2. Check if the Password Age is it greater than 370 days
   a. Yes: The password has expired and needs to be changed
   b. No: Continue to the next step
3. The employment type could be inactive. On the dashboard review the second option near the top and check the Employee type
   a. I - Inactive – The ID is not active and needs to be reactivated in EIDM
   b. All other employment types – The ID is active. Continue to the next step.
4. Verify if the domain matches between Active Directory and FDS

a. On the AD dashboard review the first option near the top for Windows Domain and make note of the domain value
   b. Go to www.sdcds.ford.com, do a search by the CDSID and then click the display name to open the profile. Once open then scroll to the bottom and locate NT Domain. Verify the NT domain matches the domain value from the AD Dashboard

I 1, I 2, I 3

My old password will not login to Password Manager

Review the error messages section in this document for your error. If you are not seeing the error messages that you are receiving then your password could be locked or expired and needs to be reset.

The main reason your old password will not login is because your Network / Outlook account is Locked. This can happen for a couple of reasons:

1. You have changed your password without logging off all the workstations you were logged into prior to changing your password.
2. You have 5 incorrect attempts to login with your CDSID and password to any application / system. After 5 incorrect attempts your CDSID can become locked out to protect Ford.
3. If the account is still locked or the password does not work, follow the steps for the Account is locked. If you take no action your CDSID should unlock after 30 minutes of no attempt to use the password.

I 3

Register additional users to receive the password expiration e-mail for a generic CDSID

To be completed by the manager / sponsor of the CDSID. Any user that is added to the field within that generic CDSID will receive the password expiration e-mail.

1. Go to Password Manager at https://www.changepassword.ford.com
2. Under the Welcome message choose the Azure MFA Tab
3. In the Access and Security section or on the left menu click Reset Other Accounts.
4. In the Enter the CDSID owned by you field input the generic CDSID and click Search.
5. At the bottom of the page, you will see Enter comma separated CDSID's for additional password expiry email notifications for this generic account & click Save button. In the open space add any new CDSID separated by a comma that

needs to receive the e-mail and delete any CDSID that no longer requires notification for this ID.

6. Click Save.

Setting a Strong Password

It is important when choosing a password, you should try to select a strong password. For help on what can qualify as a strong password use the following:

- At least 12 characters long
- A combination of upper and lower case letters, numbers and special characters
- Don't use common words or the name of a person, character, product, or organization
- For additional assistance with your password update it is recommended to review the [Strong Passwords](#) video setup by the Cyber Security team.

Synchronize your password with your Ford PC

Your Ford password will become out of sync with your PC if you change your password and are not connected to the Ford network. If this happens then your new password will work on the network but your old password will still unlock your PC. If this happens then do the following to synchronize your network password with your PC.

1. Connect to the Ford network either onsite from a Ford location or remotely through VPN
2. After connecting, test your password to verify it is updated on the Ford network
   a. Go to www.changepassword.ford.com
   b. Input your CDSID and password
   c. Did you login successfully to Password Manager
      i. *Yes*: Continue to the next step
      ii. *No*: Your password is not correct or it needs to be changed
3. At the top right of Password Manager click logoff
4. Press CTRL-ALT-DEL and click on Lock Computer
5. Press CTRL-ALT-DEL again and select the password option to type your password to unlock your PC. Once logged in the password will update in your PC and it can now be used to unlock your computer.

What is Azure MFA

Multifactor authentication (MFA) adds a layer of protection to the sign-in process. When accessing accounts or apps, users provide an additional identity verification, such as scanning a fingerprint or entering a code received by phone, e-mail, etc. Password Manager has been configured to utilize Azure MFA for resetting a CDSID, $CDSID or generic ID they may mange or sponsor. It can also be used in place of a password to log into Password Manager.

Error Messages

Failed to change password: Account Not Found!

FordNTDomain attribute is missing, you can only reset password for users with a valid FordNTDomain attribute

I have been disabled from Password Manager

Password is about to expire

Received an error: Please login using Azure MFA to work with generic accounts

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I 1, I 2, I 3

Password is about to expire

The first time you reboot your PC this message may come up after you have reset your password. This is normal and does not mean you need to change your password again. When you change your password, it can take a short time to synchronize through the network.

Received an error: Please login using Azure MFA to work with generic accounts

The ability to reset a generic ID can only be completed if the manager logs into the Password Manager application utilizing the Azure MFA tab. If you login using any other option and then select Reset Other Password from the left menu, you will not be able to perform a password reset on a generic ID you are the assigned manager for. For assistance review the Generic Password Reset if you don't know the current password

I 1, I 2, I 3

MacBook Password Support

Select the correct link based on when you received your MacBook. This will open a separate PDF file that has assistance on how to complete the password change.

- [Received MacBook after June 1, 2022](#) - JAMF Connect
- [Received MacBook before June 1, 2022](#) – Non-JAMF Connect

For assistance with performing the steps to reset / update your password with a MacOS device, follow the steps below:

- CALL: 1-888-317-4957 and have your ticket dispatch to Global Mac Tech Lounge or
- CHAT with Ford Tech = https://www.itsmschange.ford.com/eschat/chat.jsp#/chat
- EMAIL: TLNA@ford.com
- WEBEX TEAMS: https://www.webexteams.ford.com/space?r=q7e7
- SLACK: GFL Users- #SVL-Helpdesk
- SLACK: General Users - #macos-help

[1,](#) [2,](#) [3](#)