

Password Manager Self-Service Portal User Guide v1.3

Table of Contents

Logging into the Password Manager Self-Service Portal	3
Logging into the Password Manager with Network/Outlook/WSL Account	4
Logging into the Password Manager with RSA SecurID	5
Logging into the Password Manager with Q&A.....	6
Creating Your Security Profile	7
Changing Your Network/Outlook/WSL Password.....	12
Changing Your \$account Password.....	14
Changing Your RACF Account Password	16
Changing Generic Account Password	17
Setting Up Alternate Email Account	20
Changing Alternate Email Account	22

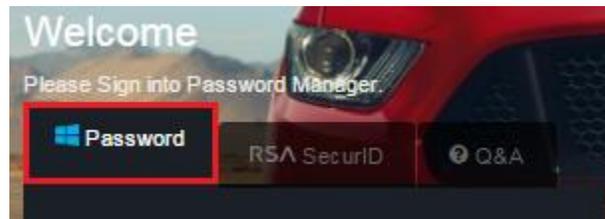
Logging into the Password Manager Self-Service Portal

To access the Password Manager website from the Ford network or Internet, enter the following URL into your browser's address bar, then press **Enter**.

<https://www.changepassword.ford.com>

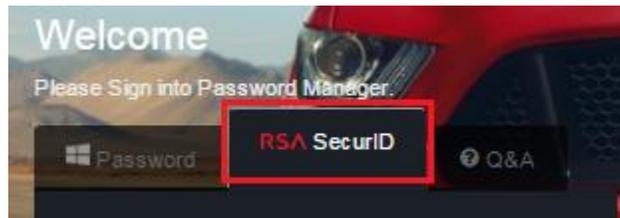
You can log into the Password Manager self-service portal using one of the following methods:

1. [Using your Network/Outlook/WSL account \(default\).](#)



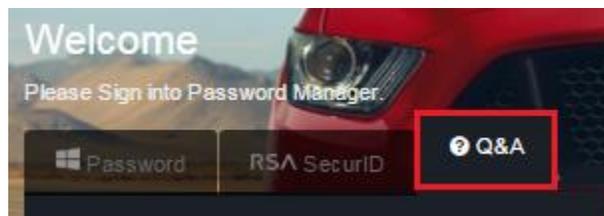
2. [Using your CDSID and SecurID Passcode](#) (generally for Ford Salaried employees only).
On the login page, click on the **RSA SecurID** tab to use this method.

Note: If you are accessing the site from the public internet or have forgotten your \$account password, you will need to use this option to change your \$account password.



3. [Answering the security questions](#) you set up in [Creating Your Security Profile](#) below.
On the login page, click on the **Q&A** Tab to use this method.

Note: The first time you log into Password Manager, you will be required to create a new security profile. If you have not previously logged into Password Manager, you will not be able to use this option.

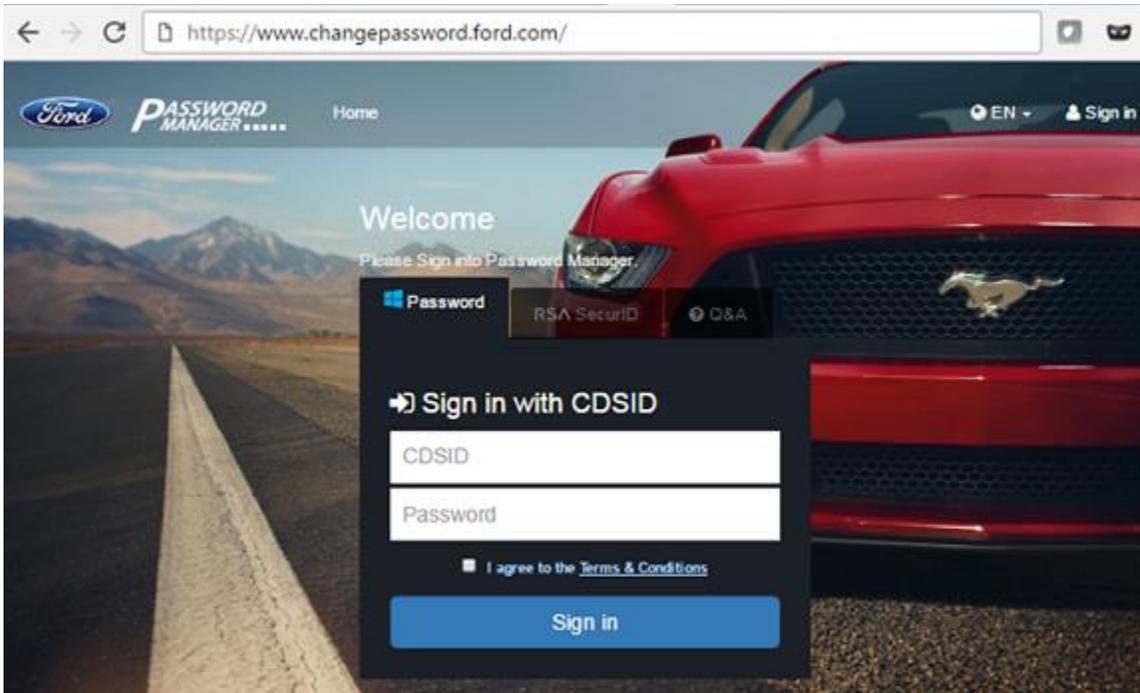


If you cannot log in using your Security Profile and have forgotten your password, you will need to contact the Help Desk at **1-888-317-4957** in order to get your password reset.

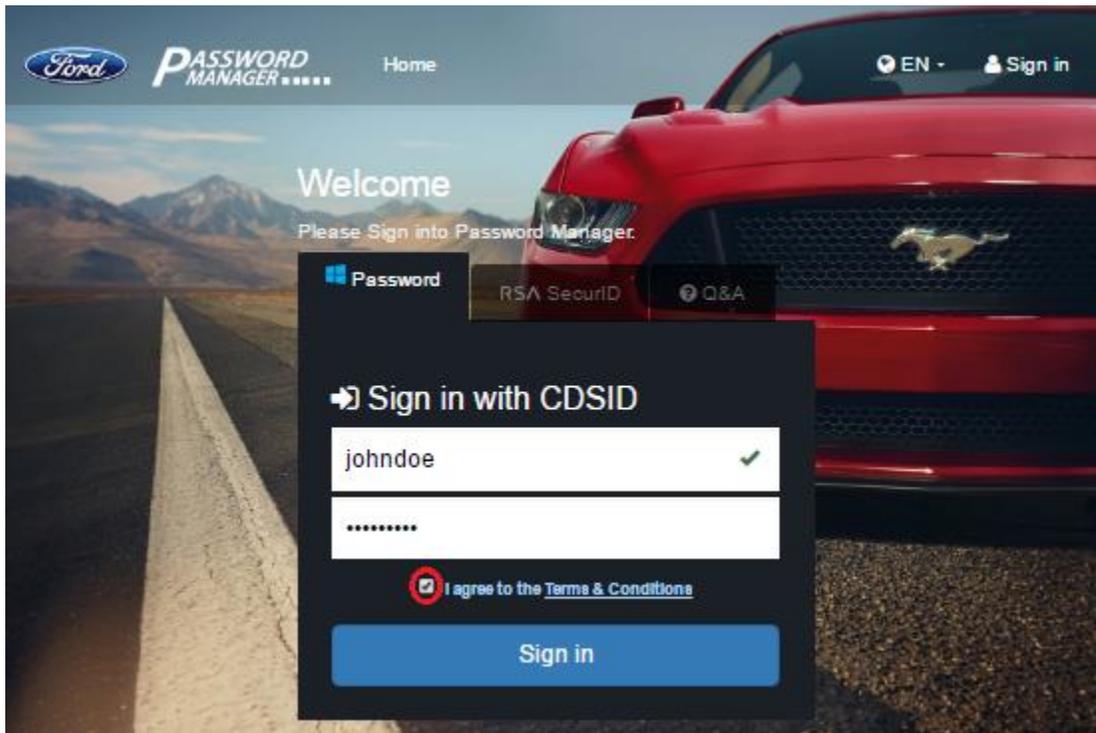
Logging into the Password Manager with Network/Outlook/WSL Account

1. To access the Password Manager website from the Ford network or Internet, enter the following URL into your browser's address bar, then press **Enter**.

<https://www.changepassword.ford.com>



2. Enter your CDSID in the **CDSID** field and current valid password in the **Password** field, read the **Terms and Conditions** and agree to them by checking the box, and click the **Sign In** button.

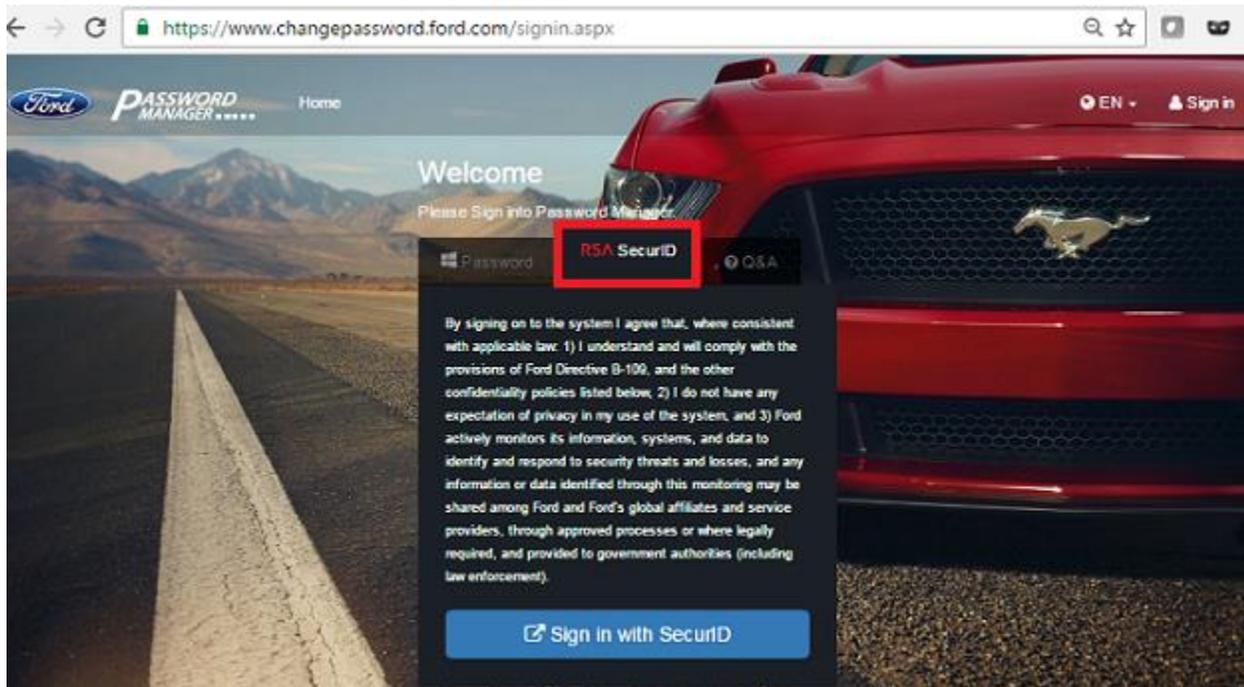


Logging into the Password Manager with RSA SecurID

1. To access the Password Manager site from the Ford network or Internet, enter the following URL into your browser's address bar, then press **Enter**.

<https://www.changepassword.ford.com>

2. Click the **RSA SecurID** tab to log in using your SecurID passcode, then click the **Sign in with SecurID** button.



3. Enter your CDSID in the **CDS ID** field and Soft Token **Passcode** or your Hard token (PIN + Tokencode displayed on SecurID token) in **PASSCODE** field, then click **Submit**.

A screenshot of the 'Web Single Login SecurID Authentication' page. The browser's address bar shows the URL 'https://www.secureauth.ford.com/login.cgi?WsllP=19.86.86.69&back=https://www.secureauth.ford.com/Fe'. The page title is 'Web Single Login SecurID Authentication' and there is a 'SecurID Help' link in the top right. A 'WARNING!' section states: 'THIS IS A FORD MOTOR COMPANY PRIVATE COMPUTER SYSTEM. USAGE MAY BE MONITORED. UNAUTHORIZED ACCESS OR USE MAY RESULT IN CRIMINAL OR CIVIL PROSECUTION, DISCIPLINE UP TO AND INCLUDING TERMINATION OF EMPLOYMENT, TERMINATION OF ASSIGNMENT, OR LOSS OF ACCESS.' Below this is a consent statement: 'By signing on to the system I agree that, where consistent with applicable law: 1) I understand and will comply with the provisions of Ford Directive B-109, and the other confidentiality policies listed below, 2) I do not have any expectation of privacy in my use of the system, and 3) Ford actively monitors its information, systems, and data to identify and respond to security threats and losses, and any information or data identified through this monitoring may be shared among Ford and Ford's global affiliates and service providers, through approved processes or where legally required, and provided to government authorities (including law enforcement).' A note mentions: 'Ford recognizes that in certain jurisdictions there are specific laws, regulations, and labor agreements that may apply, and Ford will comply with such requirements. Click here for additional important terms and conditions.' The main instruction is: 'The page you are attempting to access requires that you authenticate using your SecurID token'. Below this, it says: 'Please enter your CDS ID and SecurID PASSCODE'. There are two input fields: 'CDS ID:' with the value 'johndoe' and 'PASSCODE:' with a masked value '*****'. There are 'Submit' and 'Reset' buttons at the bottom.

Logging into the Password Manager with Q&A

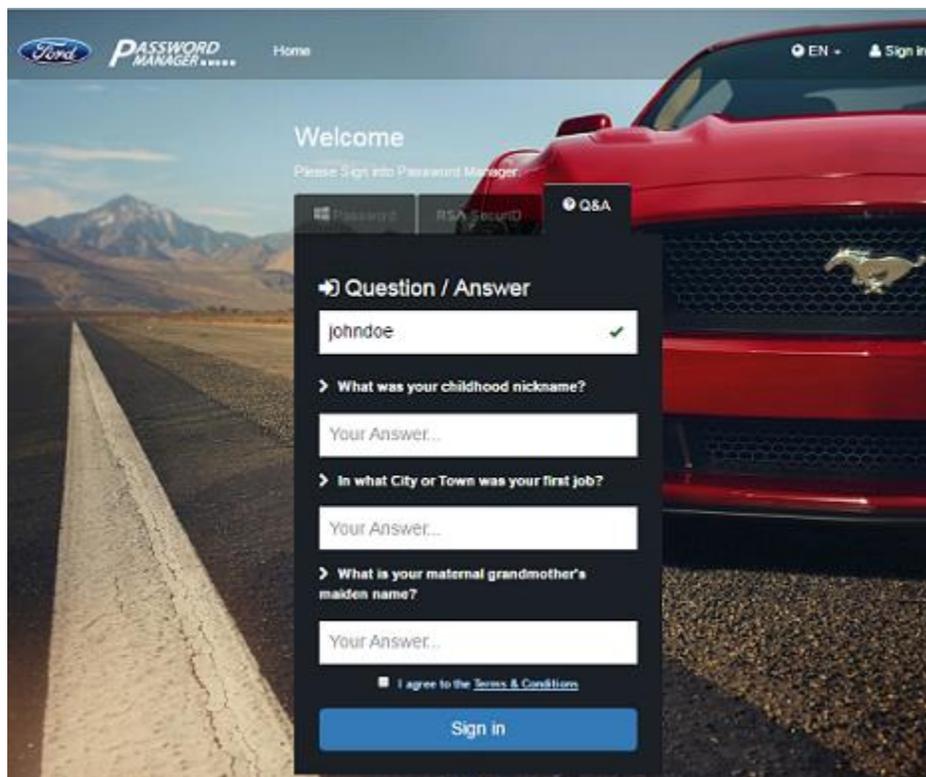
1. To access the Password Manager site from the Ford network or Internet, enter the following URL into your browser's address bar, then press **Enter**.

<https://www.changepassword.ford.com>

2. Click the **Q&A** tab, enter your CDSID in the **CDSID** field and click the **Sign in** button.



3. The screen will expand, and you will be prompted to respond to three of the security questions you selected during the first time profile set up procedure (see the **Creating your Security Profile** section). Answer these questions by typing the answer into each box, read the terms and conditions (**Terms and Conditions** link below the questions), agree to them by checking the box, and click on **Sign In** again.



Creating Your Security Profile

To use the Password Manager self-service portal to reset your password, you must first enroll and answer a series of security questions that will be used to authenticate your identity if you forget your password.

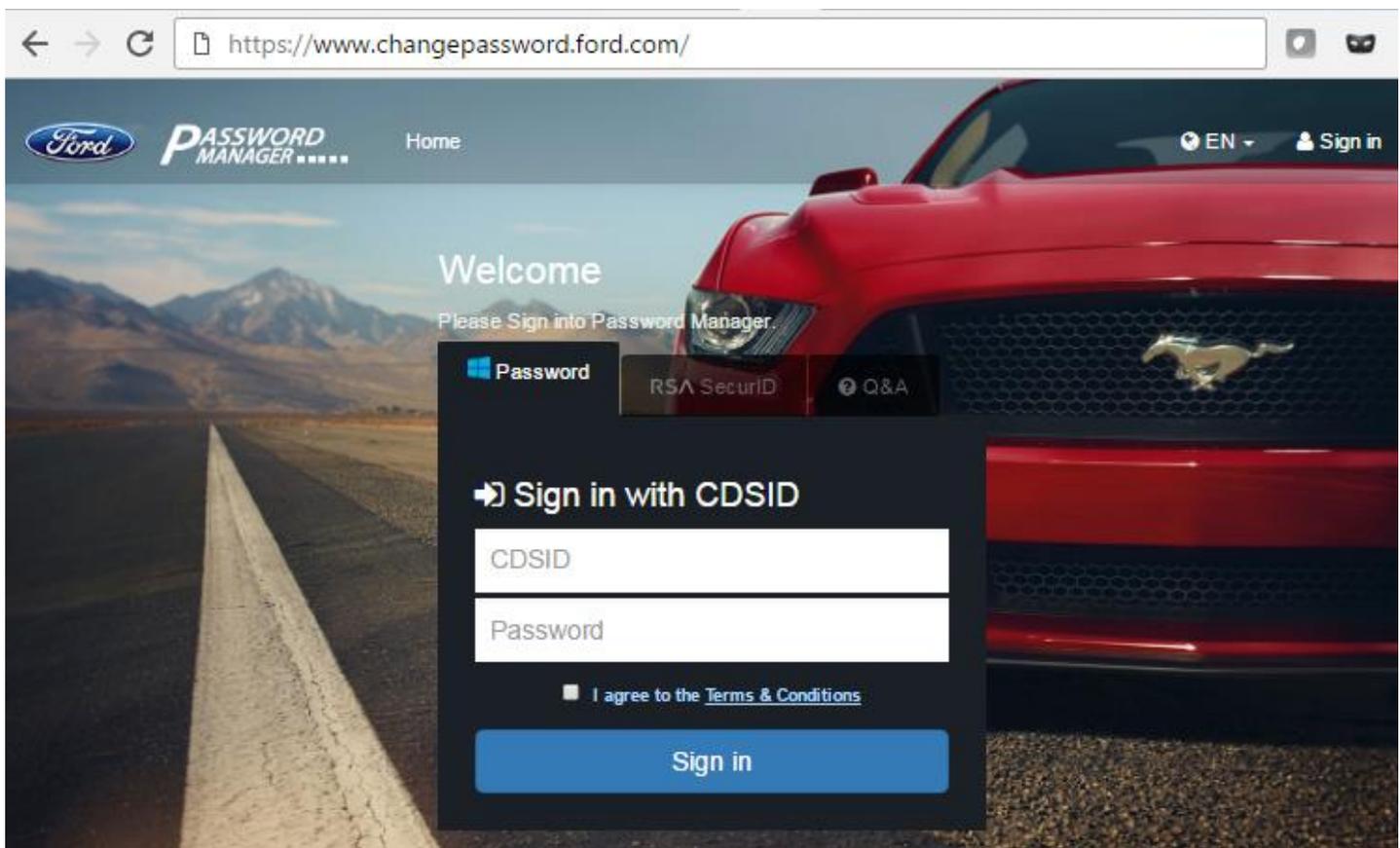
Enrollment is simple and requires two steps:

- i. Log in using your network account (CDSID) or RSA SecurID Passcode
- ii. Answer security questions

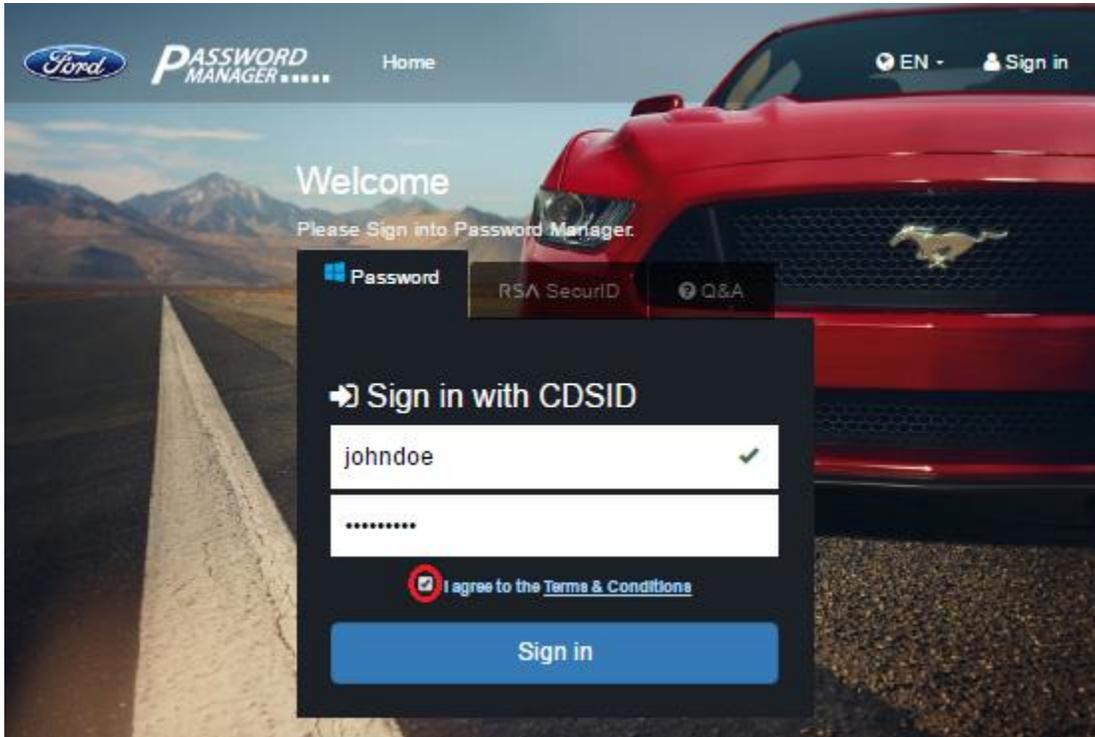
You must answer at least the minimum number of questions required to complete your security questions profile. Each answer must be unique and at least five characters long. The answers should be something that's easy for you to remember, but difficult for someone else to guess.

1. To access the Password Manager self-service portal from the Ford network or Internet, enter the following URL into a browser:

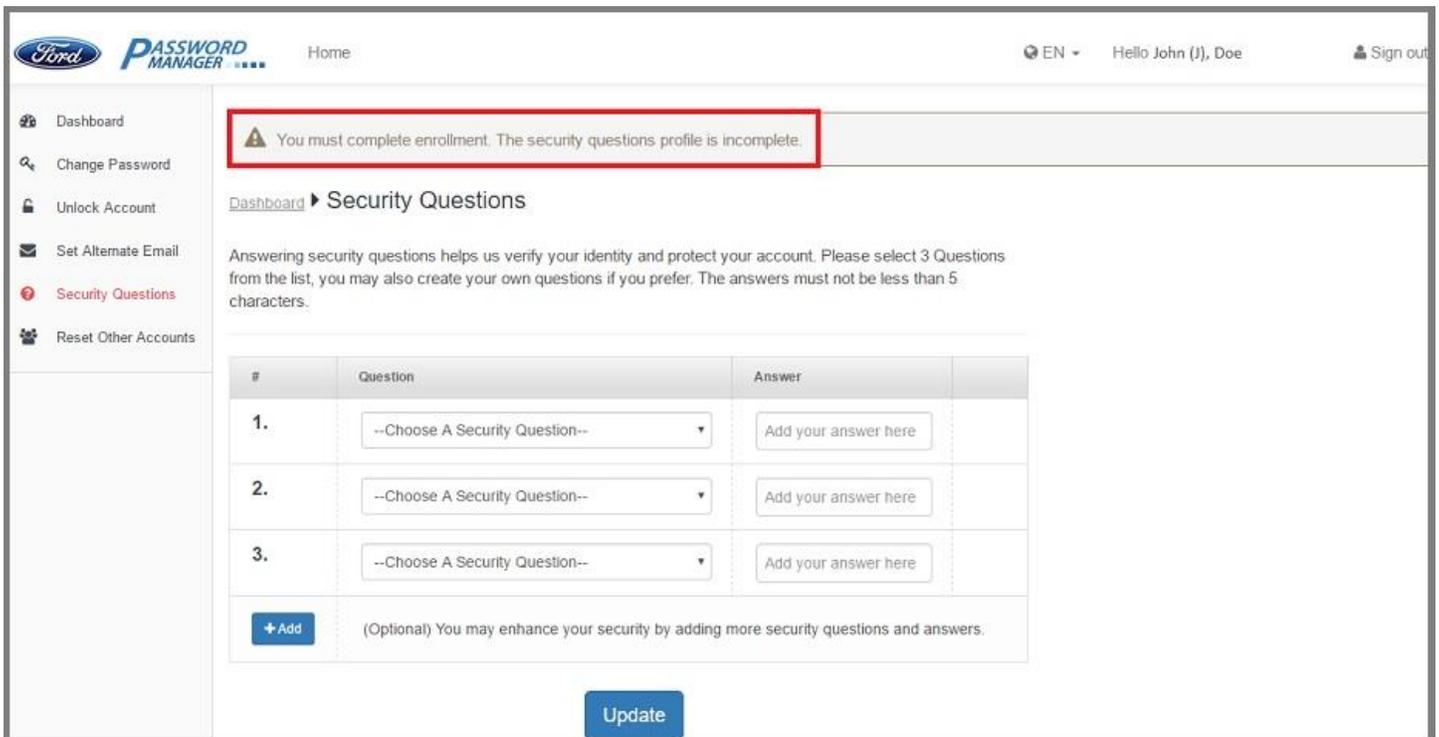
<https://www.changepassword.ford.com>



2. Enter your CDSID in the **CDSID** field and current valid password in the **Password** field, read the **Terms and Conditions** and agree to them by checking the box, and click the **Sign In** button.



3. Once you login, you will be taken directly to the Security Questions page.



4. From the drop-down box, choose the question you would like to answer, and type in the answer in the **Answer** field.

#	Question	Answer
1.	In what City or Town did you meet your spous	Add your answer here
2.	--Choose A Security Question--	Add your answer here
3.	--Choose A Security Question--	Add your answer here

Answers.

Update

You can also create your own questions if you prefer. From the drop-down box, choose **User Defined Questions**, enter your own question in the **User Question** field and answer in the **Answer** field.

#	Question	Answer
1.	In what City or Town did you meet your spouse/significant	Add your answer here
2.	--Choose A Security Question--	Add your answer here
3.	-User Defined Question-	Add your answer here

User Question Add your own question here

(Optional) You may enhance your security by adding more security questions and answers.

Update

5. Once you have answered the minimum number of questions required to complete your security profile, click **Update** to save your security questions profile.

EN Hello John (J.), Doe Sign out

Dashboard ▶ Security Questions

Answering security questions helps us verify your identity and protect your account. Please select 5 Questions from the list, you may also create your own questions if you prefer. The answers must not be less than 5 characters.

#	Question	Answer	
1.	In what City or Town was your first job?	Toronto	✖
2.	In what City or Town did your parents meet?	Rochester	✖
3.	What is the middle name of your oldest sibling?	Jane	✖
4.	What was your childhood nickname?	Bart	✖
5.	What is your maternal grandmother's maiden name?	Adams	✖

Update

6. When your security profile is updated successfully, you will see the message **“Your Security Questions profile is now complete. Thank you!”**

EN Hello John (J.), Doe Sign out

Dashboard ▶ Welcome

Your Security Questions is now complete. Thank you!

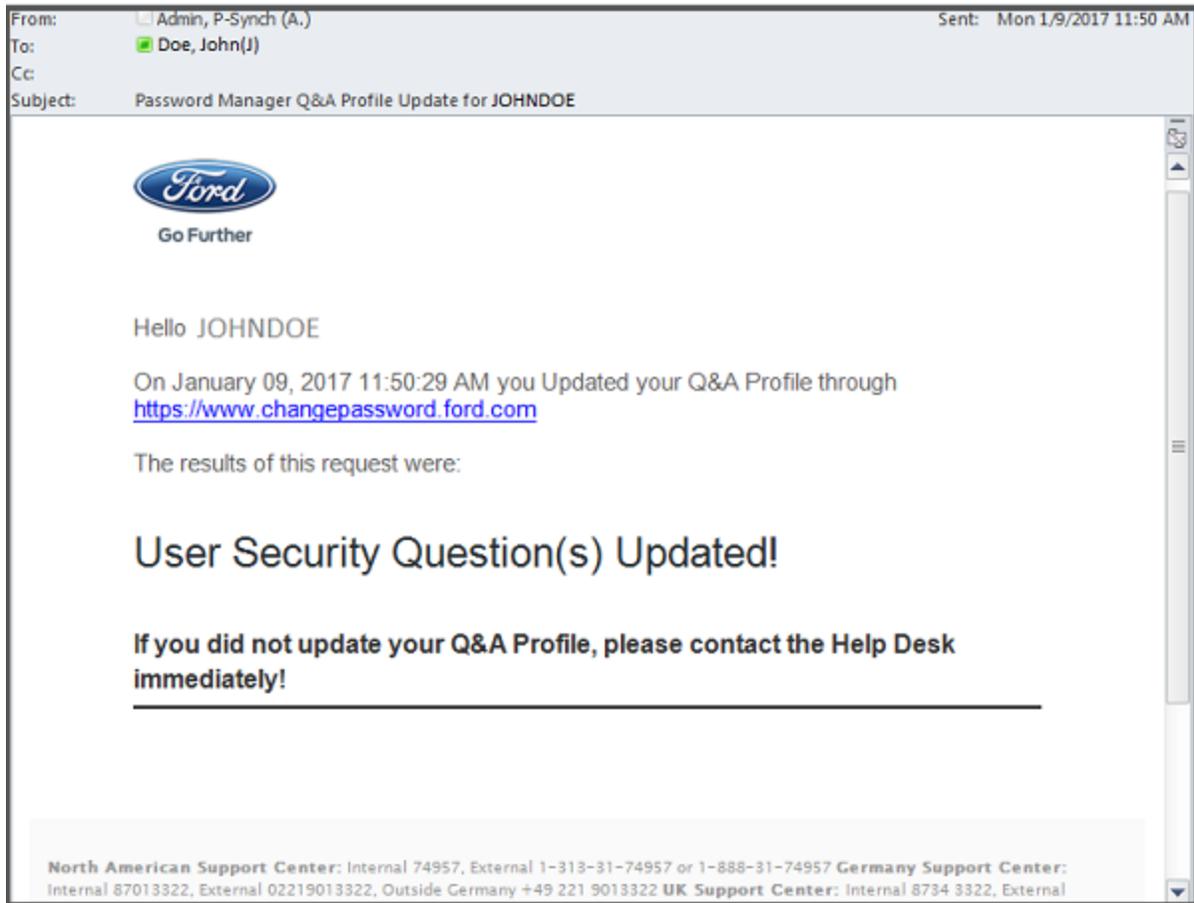
Access and security

- Change Password**
Change your Network/Outlook password(s).
- Set Alternate Email**
To receive important notifications about changes to your account.
- Security Questions**
To Set/Change Q&A to verify identity and access your account.
- Reset Other Accounts**
Reset your Shared/Generic account(s) password.

Account Status

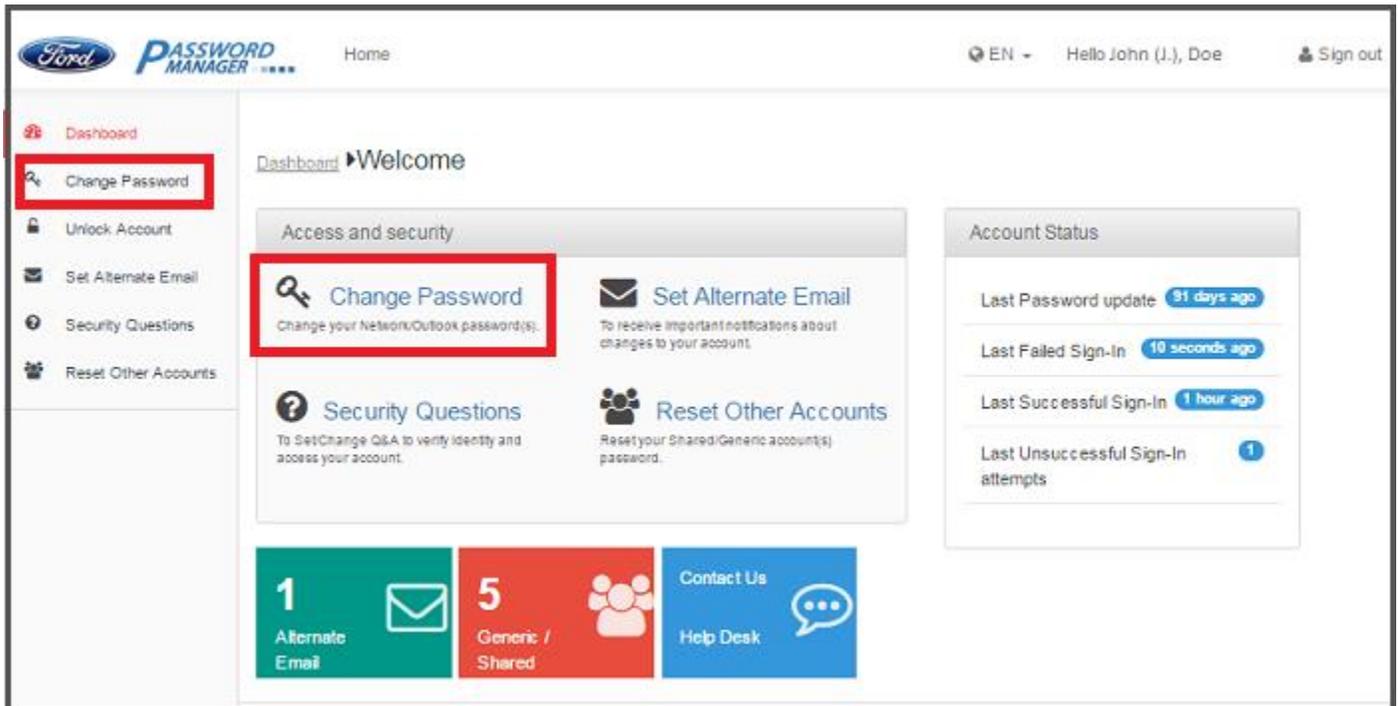
- Last Password update
- Last Failed Sign-In **22 hours ago**
- Last Successful Sign-In **22 hours ago**
- Last Unsuccessful Sign-in attempts **1**

7. You will also receive an email notification telling you that your security questions were updated.

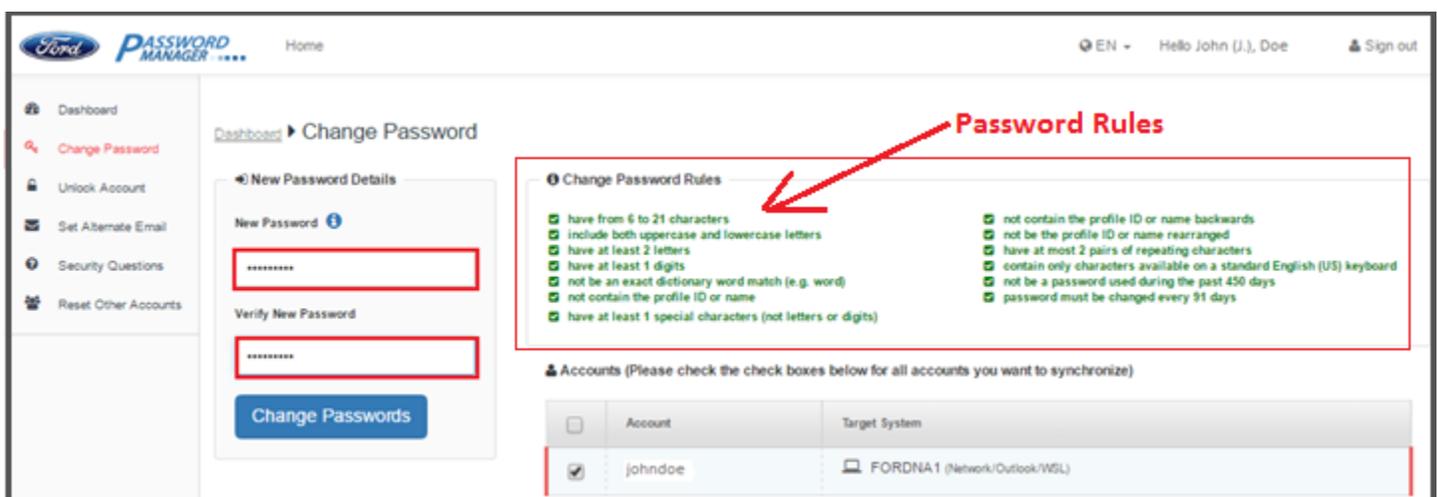


Changing Your Network/Outlook/WSL Password

1. Go to the Password Manager self-service portal website <https://www.changepassword.ford.com>.
2. Under the Welcome message choose which tab you want to authenticate with.
 - a. Select **Password** to authenticate using your standard Network (Outlook) password.
 - b. Select **RSA SecurID** to authenticate using your SecurID.
 - c. Select **Q&A** to authenticate using your Standard/User questions and answers profile.
3. Authenticate using whatever method you chose in step 2.
4. Once authenticated, click on the **Change Password** link on the dashboard.

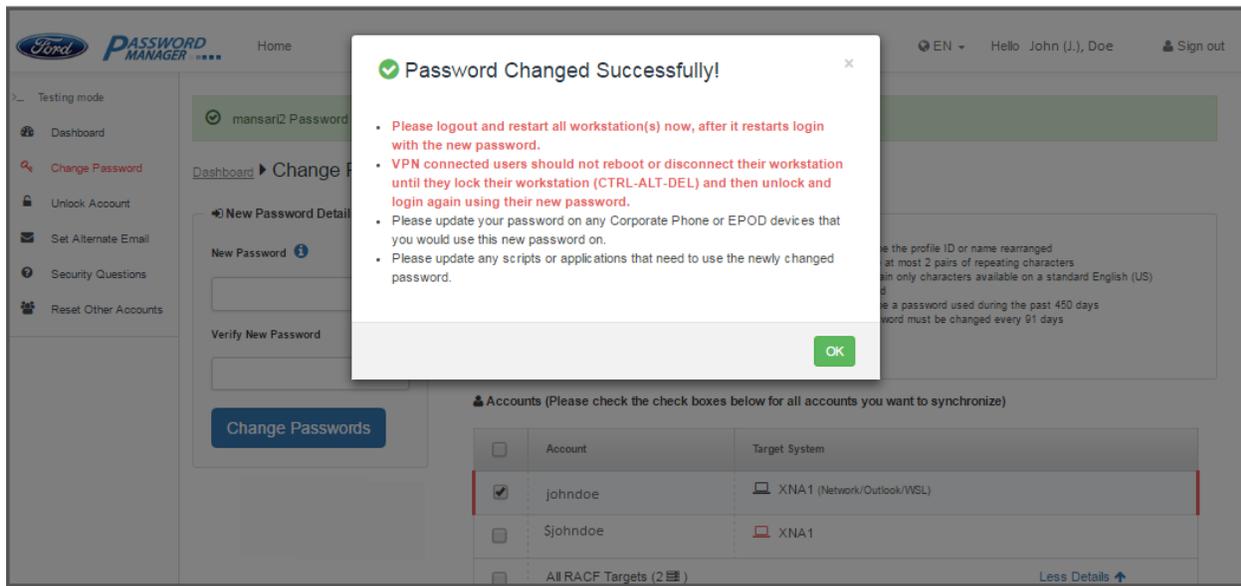


5. Enter a new password in **New Password** and **Verify New Password** fields and click **Change Password** button.
Note: The password must conform to the **Change Password Rules**. The rules will highlight in **Green** if they are adhered to, and in **Red** if they are not.



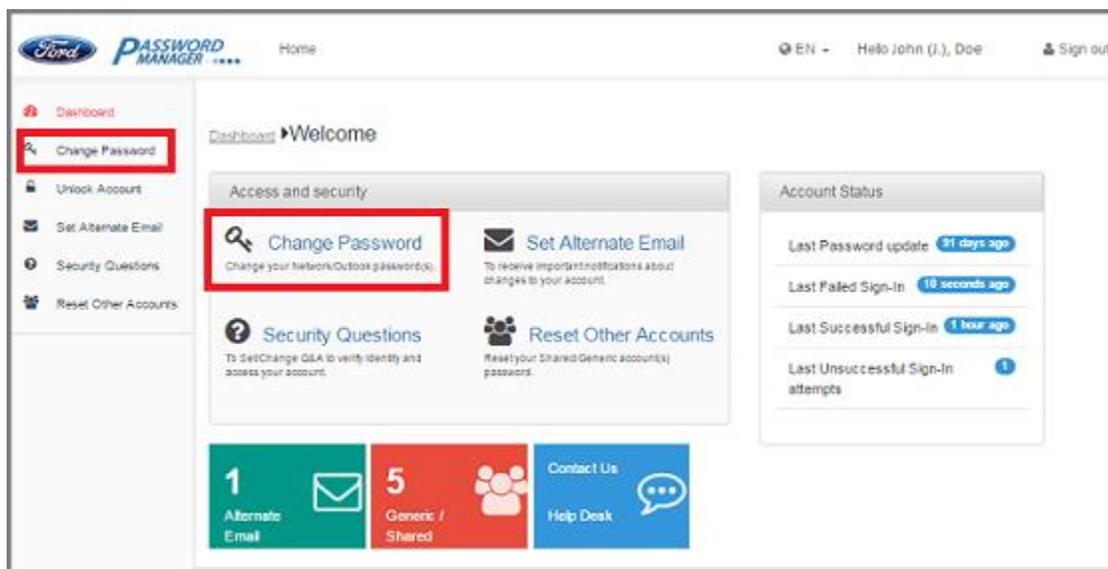
6. You will see a successful update message. You will also receive an email notification telling you that your password was changed.

Important Note: You must log off your computer and then log back in with your new password.

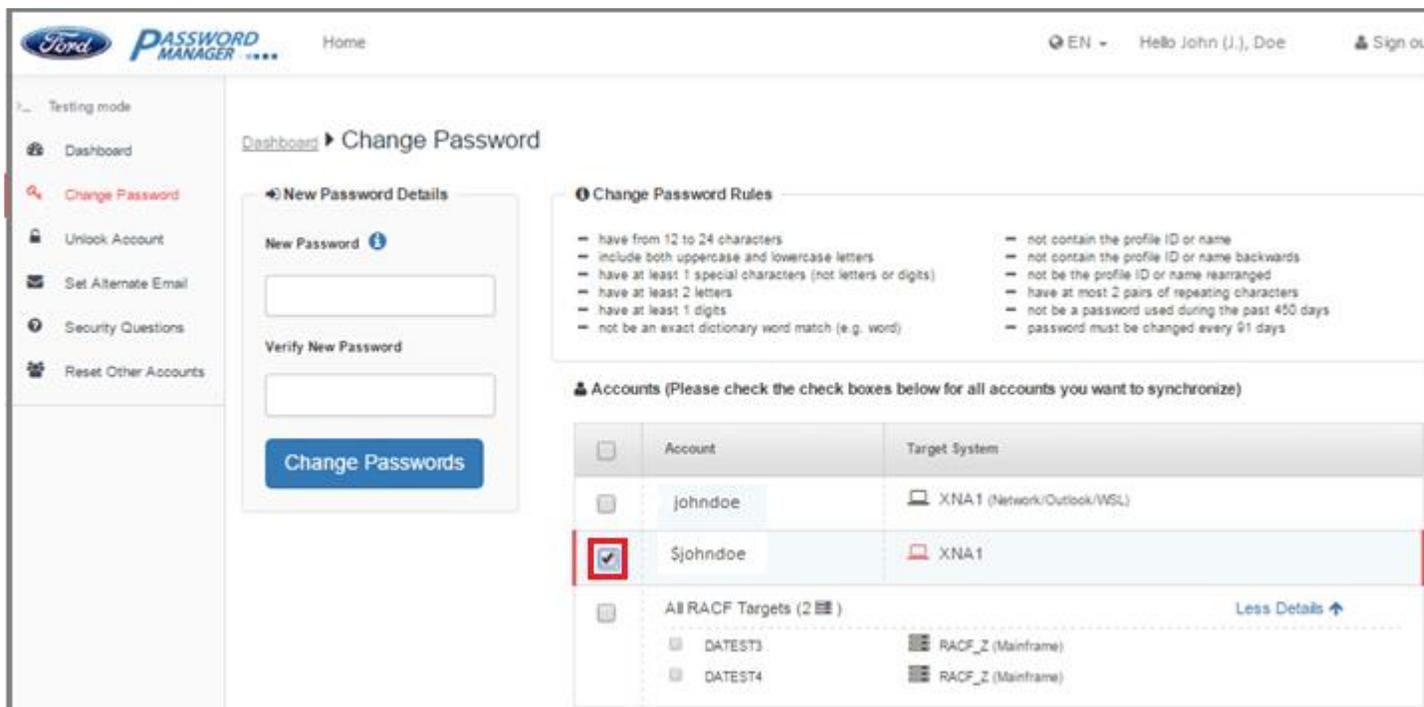


Changing Your \$account Password

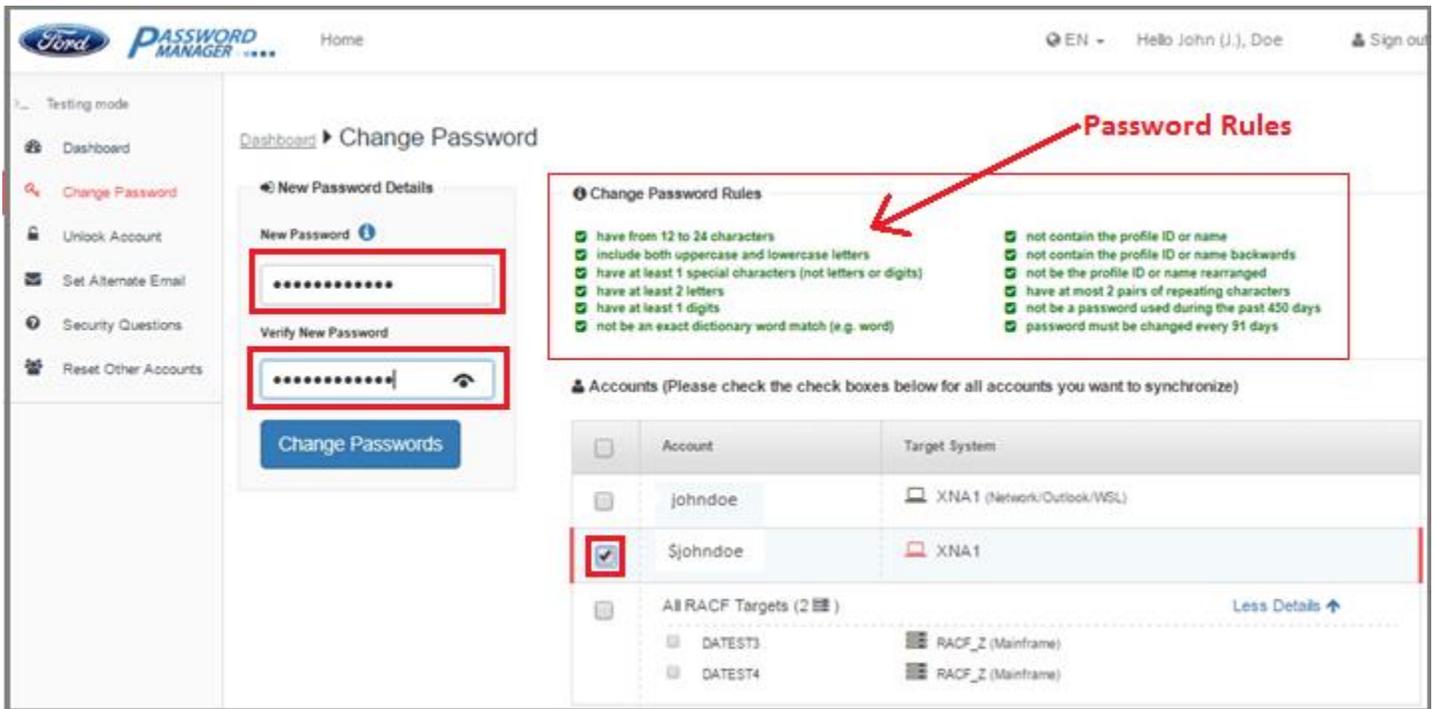
1. Go to the Password Manager self-service portal website <https://www.changepassword.ford.com>
2. Under the Welcome message choose which tab you want to authenticate with.
 - a. Select **Password** to authenticate using your privileged account (**\$account**).
Note: You can't use this authentication method, if you are accessing the site from the public internet.
 - b. Select **RSA SecurID** to authenticate using your SecurID.
3. Authenticate using whatever method you chose in step 2.
4. Once authenticated, click on the **Change Password** link on the dashboard.



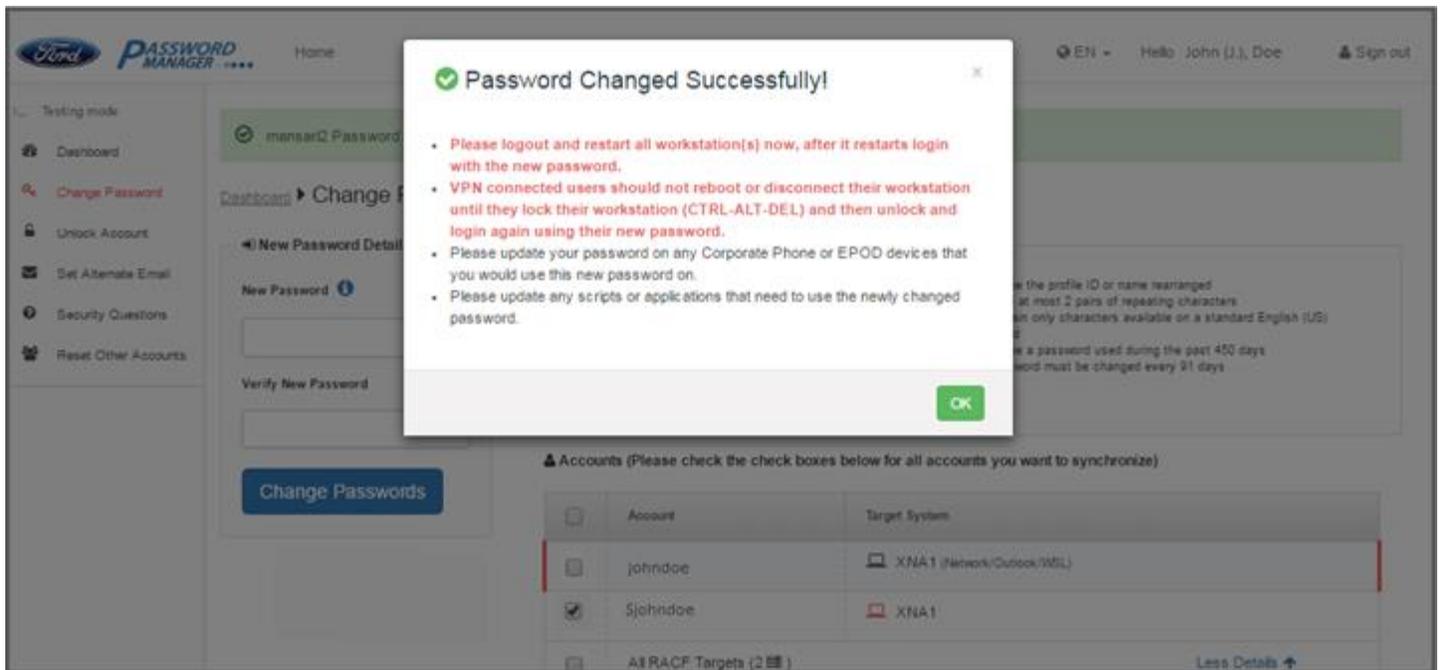
5. On the Change Password page, select your \$account.



1. Enter a new password in **New Password** and **Verify New Password** fields and click the **Change Password** button.
Note: The password must conform to the **Change Password Rules**. The rules will highlight in **Green** if they are adhered to, and in **Red** if they are not.



7. You will see a successful update message. You will also receive an email notification telling you that your password was changed.



Important Note: You must log off your computer and then log back in with your new password.

Changing Your RACF Account Password

1. Go to the Password Manager self-service portal website <https://www.changepassword.ford.com>.
2. Under the Welcome message choose which tab you want to authenticate with.
 - a. Select **Password** to authenticate using your standard Network (Outlook) password.
 - b. Select **RSA SecurID** to authenticate using your SecurID.
 - c. Select **Q&A** to authenticate using your Standard/User questions and answers profile.
3. Authenticate using whatever method you chose in step 2.
4. Once authenticated, click on the **Change Password** link on the dashboard.
5. Select **All RACF Targets** to change the password on all RACF targets at the same time, or select only those accounts whose password you want to change.

The screenshot shows the Ford Password Manager interface. The main content area is titled 'Change Password'. It includes a 'New Password Details' section with two input fields: 'New Password' and 'Verify New Password', and a 'Change Passwords' button. To the right, there is a 'Change Password Rules' section with a list of 12 rules. Below the rules is a table of accounts to synchronize, with 'All RACF Targets (2)' selected.

Account	Target System
<input type="checkbox"/> johndoe	XNA 1 (Network/Outlook/WSL)
<input type="checkbox"/> sjohndoe	XNA 1
<input checked="" type="checkbox"/> All RACF Targets (2)	
<input checked="" type="checkbox"/> DATEST3	RACF_Z (Mainframe)
<input checked="" type="checkbox"/> DATEST4	RACF_Z (Mainframe)

6. Then enter a new password in **New Password** and **Verify New Password** fields, and click **Change Passwords**.
Note: The password must conform to the **Change Password Rules**. The rules will highlight in **Green** if they are adhered to, and in **Red** if they are not.

The screenshot shows the Ford Password Manager interface with a red arrow pointing to the 'Change Password Rules' section. The rules are highlighted in green, indicating they are adhered to. The 'New Password' and 'Verify New Password' fields are also highlighted in red.

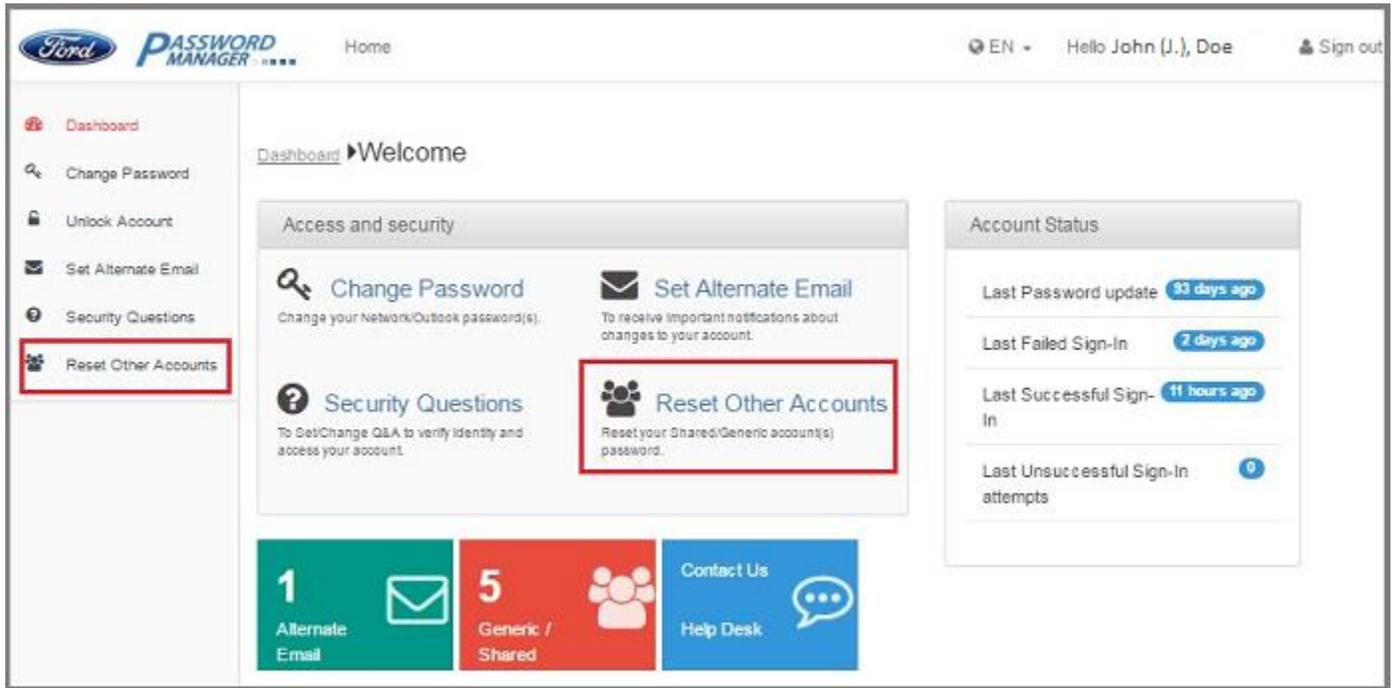
Password Rules

- have from 6 to 8 characters
- have at least 2 letters
- have at least 1 digits
- have up to 8 characters, only @.#\$ special characters allowed (mainframe compatible)
- not be the profile ID or name
- not be the profile ID or name backwards
- not contain the profile ID or name
- not be the profile ID or name rearranged
- have at most 2 pairs of repeating characters
- contain only characters available on a standard English (US) keyboard
- not be a password used during the past 450 days
- password must be changed every 91 days

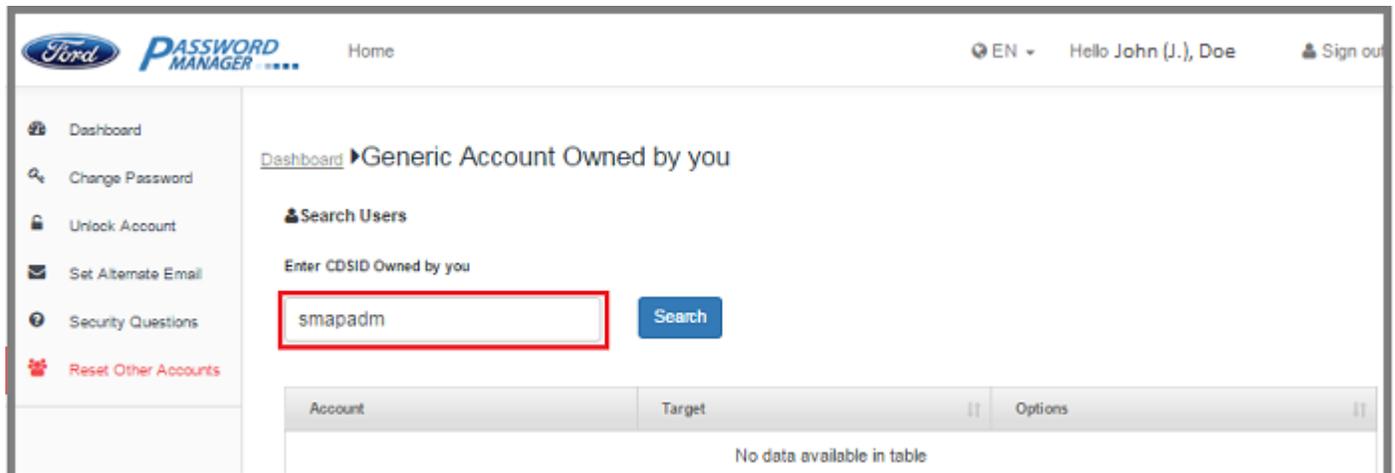
7. You will see a successful update message. You will also receive an email notification telling you that your password was changed.

Changing Generic Account Password

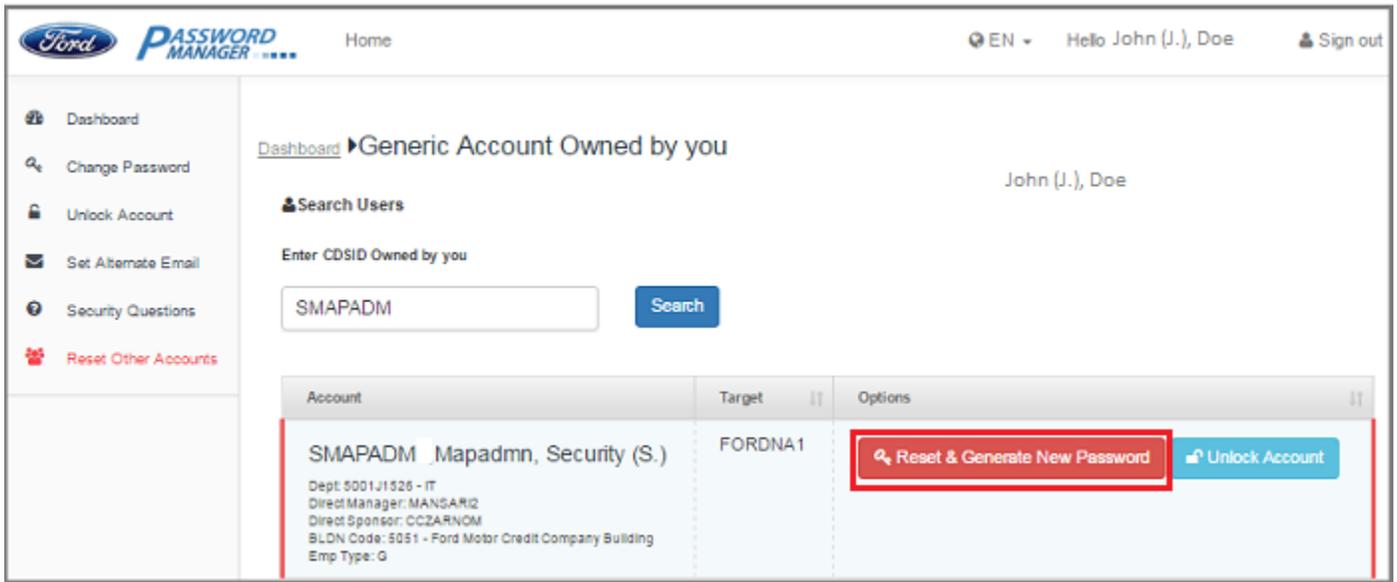
1. Go to the Password Manager self-service portal website <https://www.changepassword.ford.com>.
2. Under the Welcome message choose which tab you want to authenticate with.
 - a. Select **Password** to authenticate using your standard Network (Outlook) password.
 - b. Select **RSA SecurID** to authenticate using your SecurID.
 - c. Select **Q&A** to authenticate using your Standard/User questions and answers profile.
3. Authenticate using whatever method you chose in step 2.
4. Once authenticated, click on the **Reset Other Accounts** link on the dashboard.



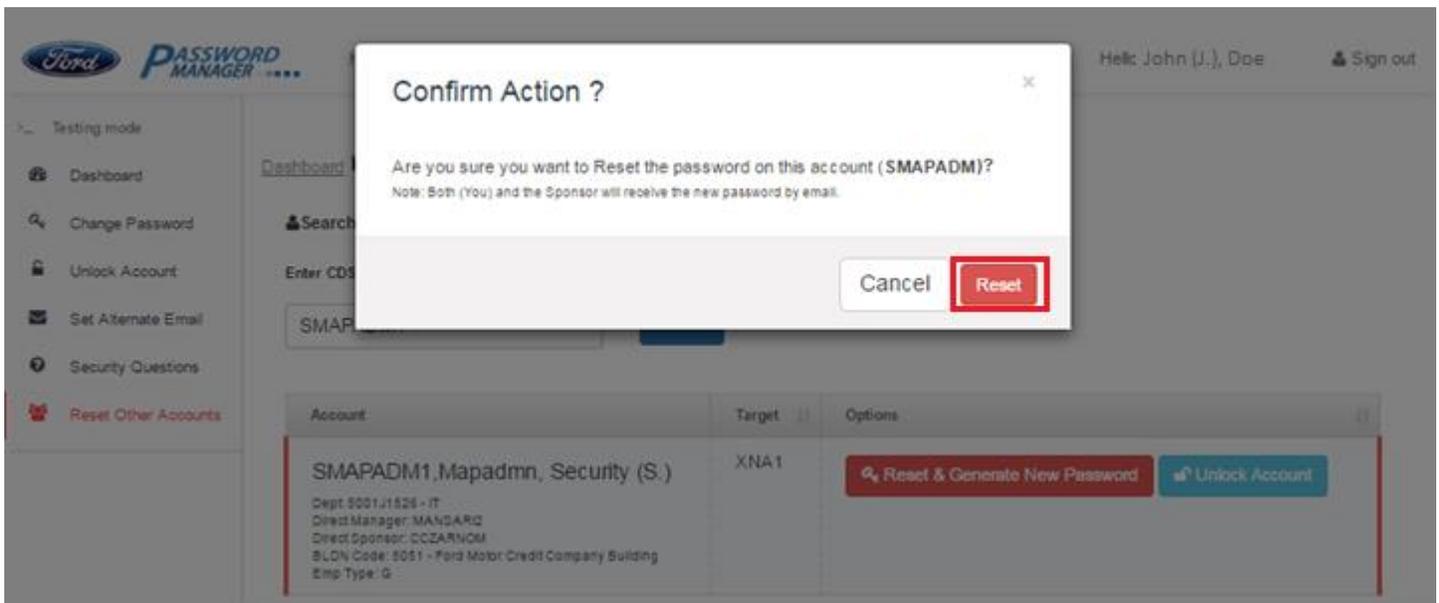
5. Enter the generic CDSID in **Enter CDSID Owned by you** field, and click the **Search** button.



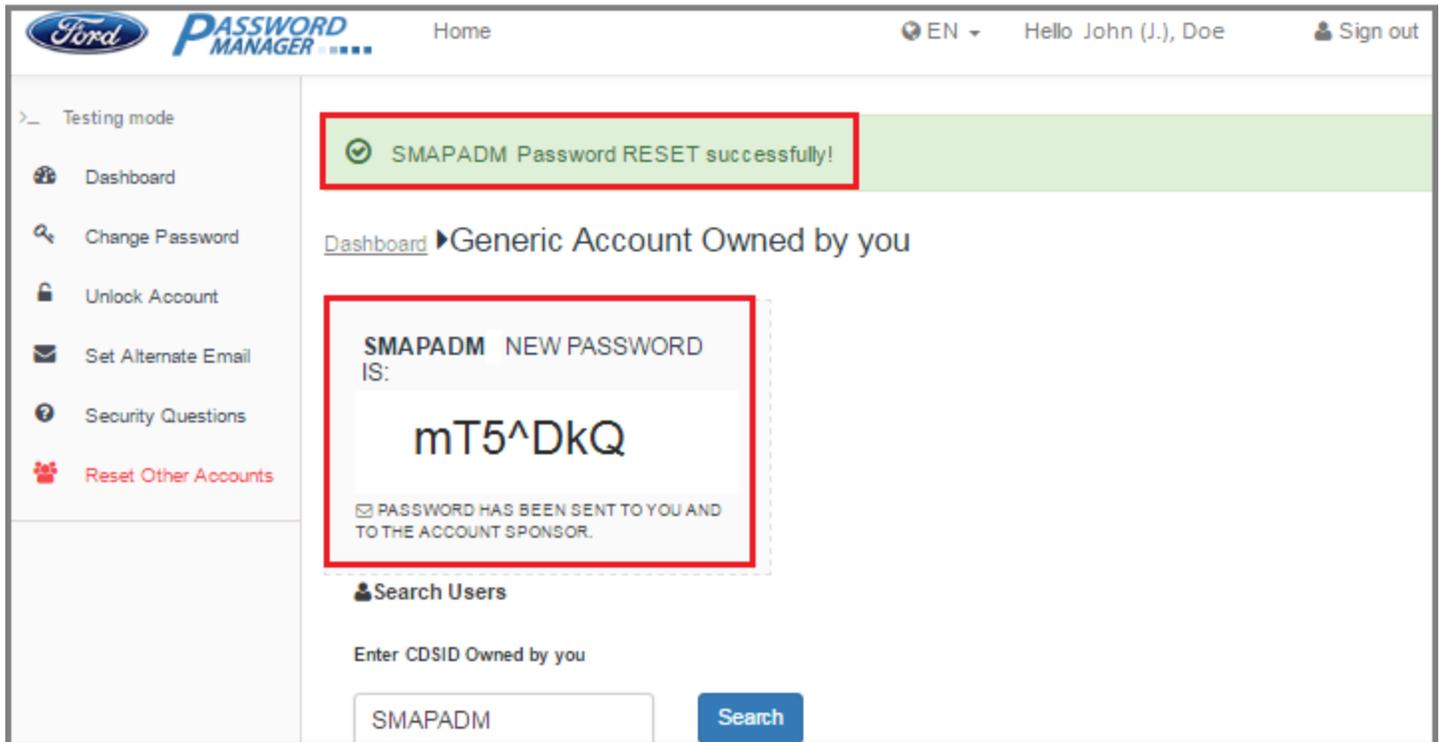
6. Next, click **Reset & Generate New Password** button.



7. Click **Reset** on the confirmation screen.



9. Password Manager will generate a random password and display it on the screen. It will also email the new password to you and to the account sponsor.

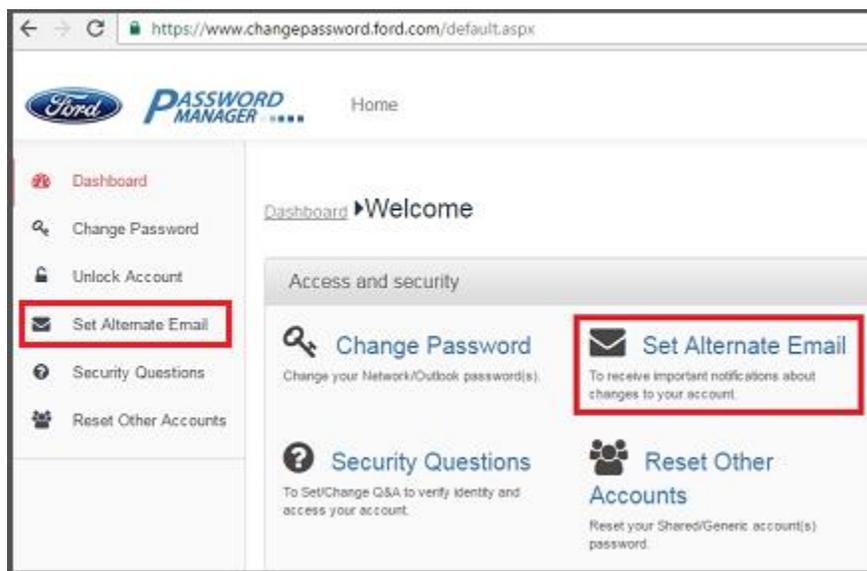


Setting Up Alternate Email Account

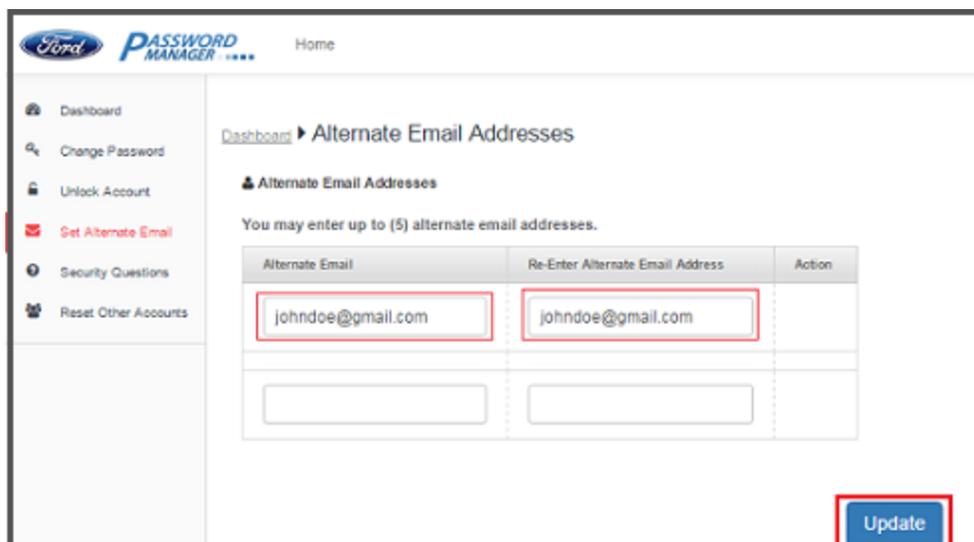
Once you begin using the self-service Password Reset website, you will no longer be required to contact the help desk to reset your password. If for some reason you are unable to reset your password through the Password Manager self-service website, call the help desk and ask them to reset your password. The help desk will give you the first half of your temporary password over the phone and send the second half to your alternate e-mail address.

Follow the instructions below to set up an alternate email address:

1. Go to the Password Manager self-service portal website <https://www.changepassword.ford.com>.
2. Under the Welcome message choose which tab you want to authenticate with.
 - a. Select **Password** to authenticate using your standard Network (Outlook) password.
 - b. Select **RSA SecurID** to authenticate using your SecurID.
 - c. Select **Q&A** to authenticate using your Standard/User questions and answers profile.
3. Authenticate using whatever method you chose in step 2.
4. Once authenticated, click on the **Set Alternate Email** link on the dashboard.



5. Enter your personal email address (*@gmail, @yahoo, @hotmail, etc*) in the **Alternate Email** and **Re-Enter Alternate Email Address** fields. You may enter up to 5 alternate email addresses.



6. Click **Update**.
7. You will see a successful update message.

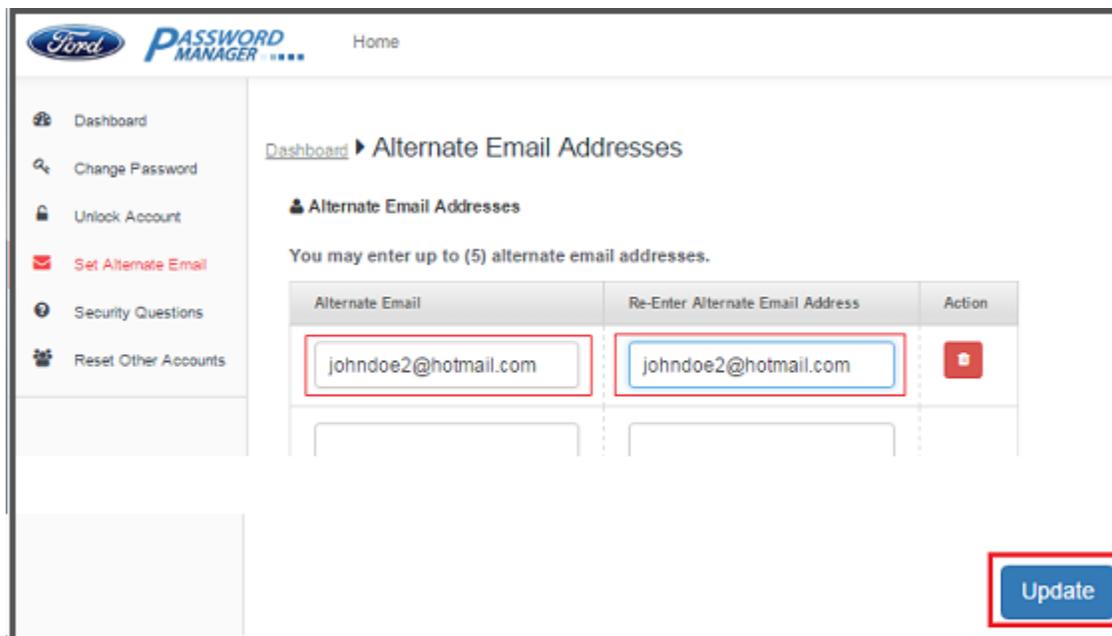
8. You will also receive an email notification stating that your alternate email address has been updated successfully.

Changing Alternate Email Account

1. Go to the Password Manager self-service portal website <https://www.changepassword.ford.com>.
2. Under the Welcome message choose which tab you want to authenticate with.
 - a. Select **Password** to authenticate using your standard Network (Outlook) password.
 - b. Select **RSA SecurID** to authenticate using your SecurID.
 - c. Select **Q&A** to authenticate using your Standard/User questions and answers profile.
3. Authenticate using whatever method you chose in step 2.
4. Once authenticated, click on the **Set Alternate Email** link on the dashboard.



5. Enter your new personal email address (*@gmail, @yahoo, @hotmail, etc*) in the **Alternate Email** and **Re-Enter Alternate Email Address** fields.
6. Click **Update**.



7. You will see a successful update message.

The screenshot shows the Ford Password Manager interface. At the top left is the Ford logo and the text "PASSWORD MANAGER". To the right is a "Home" link. A left-hand navigation menu includes: Dashboard, Change Password, Unlock Account, Set Alternate Email (highlighted in red), Security Questions, and Reset Other Accounts. A green success message is displayed in a red-bordered box: "User Alternate Email has been Updated! Please allow up to 5 minutes for your change to take effect!". Below this, the page title is "Dashboard > Alternate Email Addresses". Underneath is a sub-header "Alternate Email Addresses" and the text "You may enter up to (5) alternate email addresses." A table with three columns is shown: "Alternate Email", "Re-Enter Alternate Email Address", and "Action". The first row contains "johndoe2@hotmail.com", "****", and a red trash icon. Below the table are two empty input fields for the "Alternate Email" and "Re-Enter Alternate Email Address" columns.

8. You will also receive an email notification stating that your alternate email address has been updated successfully.

The screenshot shows an email notification titled "Password Manager Alternate E-mail Address Update for JOHNDOE2". The sender is "pwdadmi1@ford.com" with a purple circular profile picture containing the letter "P". The email was sent on "Mon 1/9/2017 8:53 AM" to "johndoe2@hotmail.com". The email body features the Ford logo and the slogan "Go Further". The message reads: "Hello JOHNDOE2, On January 09, 2017 11:52:36 AM you requested an alternate e-mail address Update through <https://www.changepassword.ford.com> The result of this request was: Successful The requestor's alternate e-mail address list is set as follows: johndoe2@hotmail.com". At the bottom, it states: "If you did not perform this change, call the Help Desk immediately!".