

Password Manager User Guide

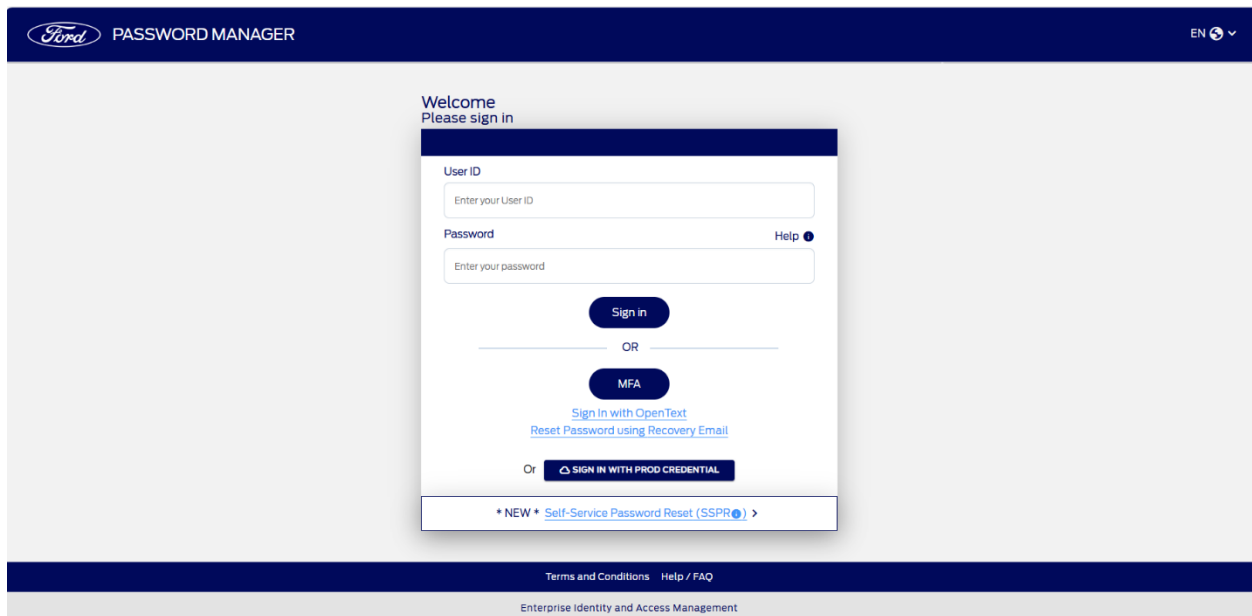


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Help

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- [FAQ's \(Frequently Asked Questions\)](#) – Common questions often received by the Password Manager team. These may assist you in resolving a question or problem you may have.
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What is Password Manager

Password Manager is a web-based tool that simplifies multi-system password management by providing users with a web interface for changing and resetting passwords and allows transparent password synchronization across different systems. It is available both inside the Ford Intranet and the Internet, so users can change their passwords, unlock their accounts, etc. from Internet including Mobile devices as well.

PMGR Homepage Password Manager is set up to support internal Ford users that have an active CDSID as well as external users that have a Dealer, Supplier, Ford Partner user ID. Individual environments require users to log in and set a password for each. The different environments are:

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

For help with Password Manager, follow the steps below based on the type of user that you are:

- Does your ID have a – (Dash) for the second character
 - **Yes:** You're an external Ford user such as a Dealer, Supplier, Ford Partner or a supplier with a Covisint ID. For assistance with resolving your issue do the following:
 - Go to <https://www.changepassword.ford.com>
 - Scroll to the bottom of the page and click **Help / FAQ**. Then follow the instructions based on the type of user that you are.
 - **No:** You're an internal Ford user, follow the steps below:
 1. Go to the ServiceNow Homepage at [Employee Center Homepage - Employee Center](#)
 2. There are multiple options you can choose from to get assistance with problems or questions:
 - a. *Use the search Option* – At the top of the screen you can input key words into the search field such as the application, system or error message you may be receiving.

- b. *Contact Us* – At the bottom right side of the page is a Contact Us menu with options that you can use to call the helpdesk or tech lounge.
- c. *Chat* – At the very bottom right of the page is a chat icon



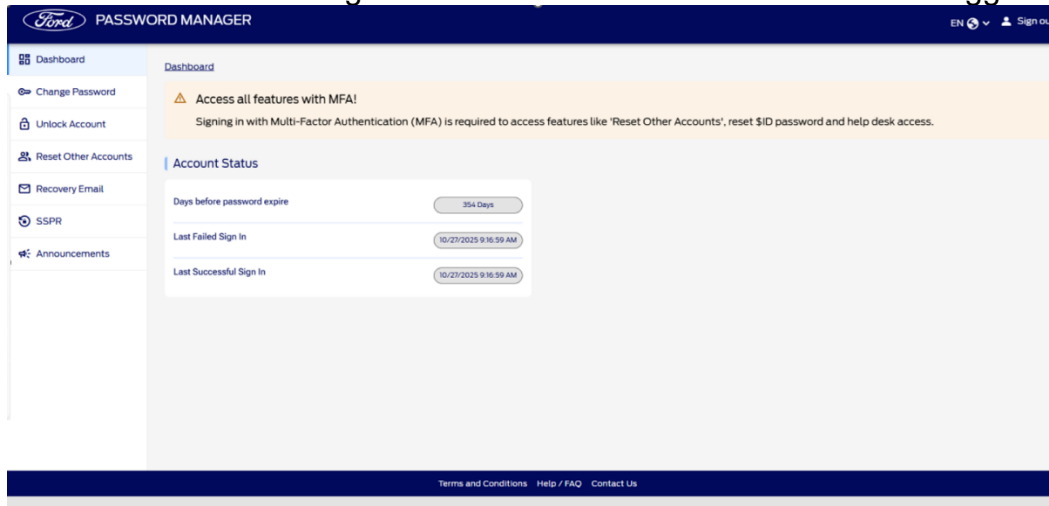
. You can use this to connect in a chat session directly with the Ford Corporate helpdesk team.

Left Navigation Menu

Please click an item from the left menu below for a high-level overview of what each option does:

- [Dashboard](#) – Contains general information about the user who is logged in.
- [Change Password](#) – Utilized to perform password update administration.
- [Unlock Account](#) – Used to unlock the CDSID of the user who is logged in.
- [Reset Other Accounts](#) – Perform password administration on generic CDSIDs.
- [Recovery Email](#) – Assign a personal e-mail for self-service administration.
- [SSPR](#) – Redirects to Microsoft Entra to setup and perform a Self-Service Password Reset.
- [Announcements](#) – Provides details related to updates or changes with Password Manager.

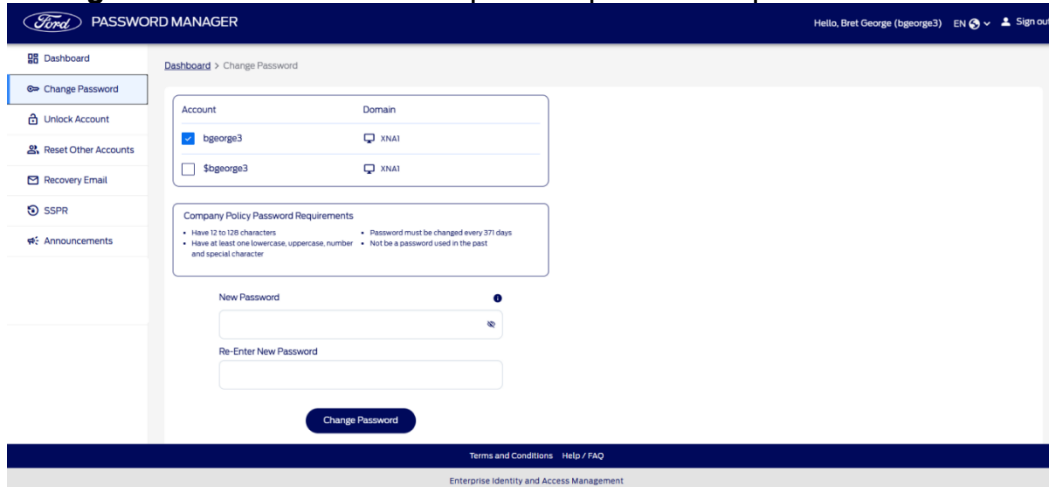
- **Dashboard** – Contains general information about the user who is logged in.



- **Announcements** – Posted at the top of the page to alert the user of any updates or changes that may be completed.

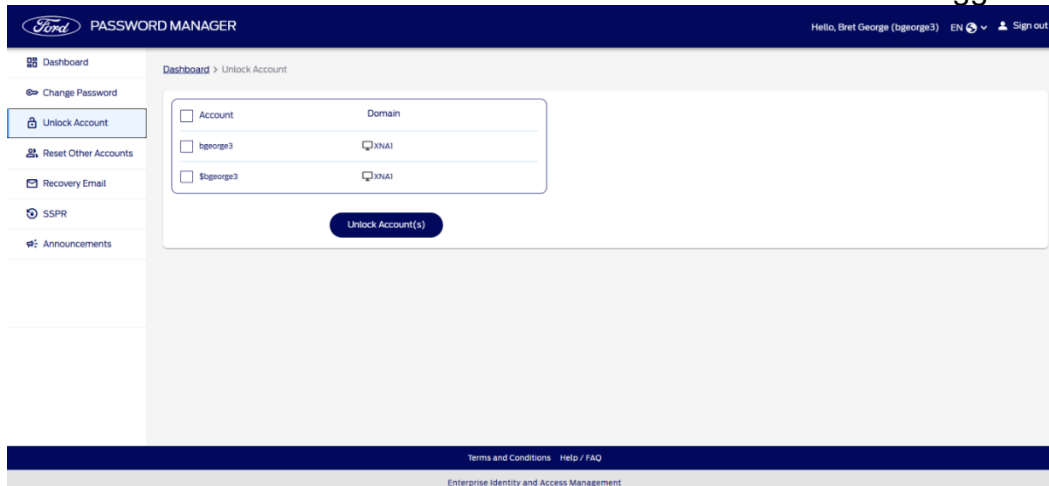
- **Account Status** – General information about the user logged in such as the time until their password will expire and when they last completed a successful or unsuccessful login.

- **Change Password** – Utilized to perform password update administration.



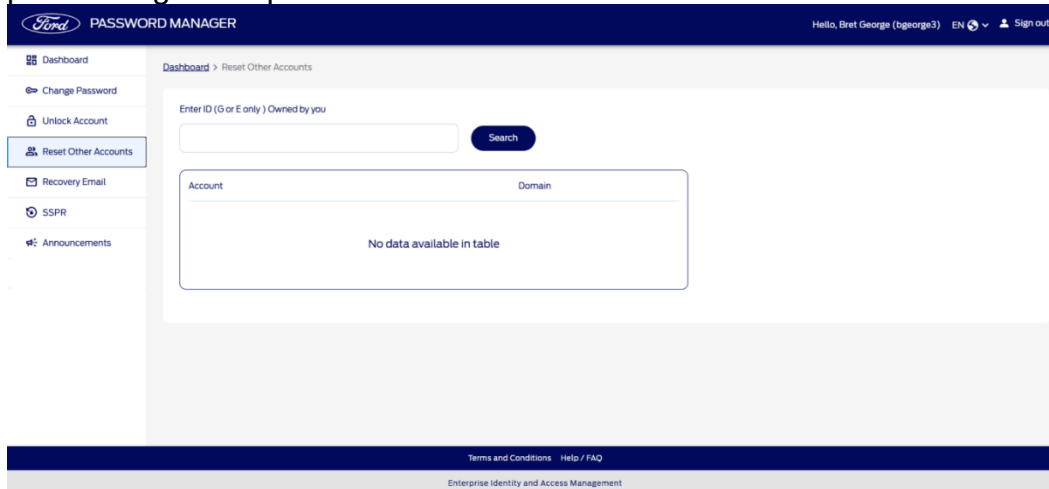
- **Account and Domain** – Available account(s) and domains assigned to the user
- **Company Policy Password Requirements** – Requirements that need to be followed to update a specific password. These can change based on the type of CDSID being updated.

- **Unlock Account** – Used to unlock the CDSID of the user who is logged in.

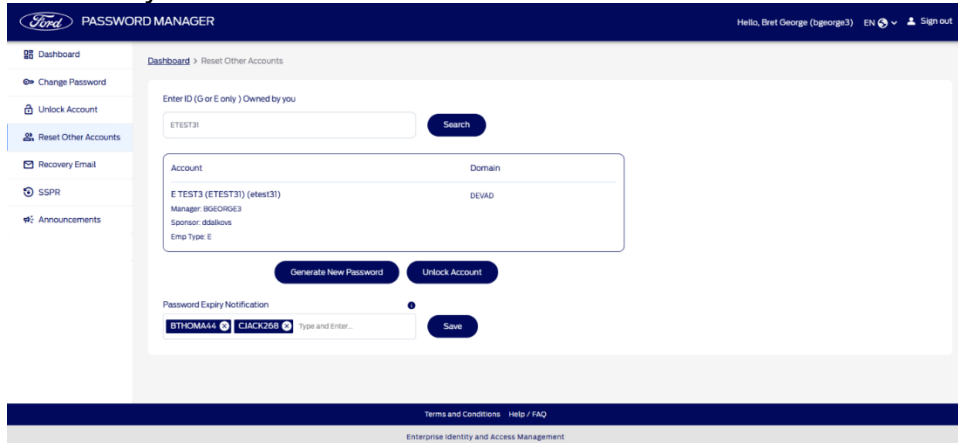


- **Account and Domain** – Available account(s) and domains assigned to the user.

- **Reset Other Accounts** – The manager or sponsor can utilize this option to perform a generic password administration.

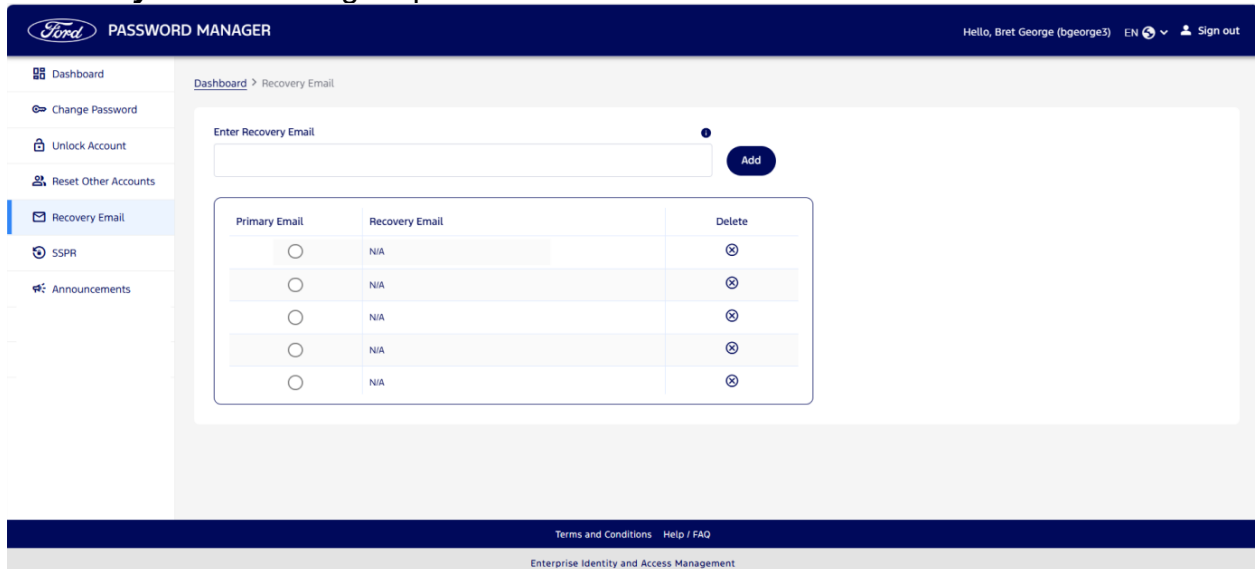


- **Secondary Reset Other Accounts Menu**



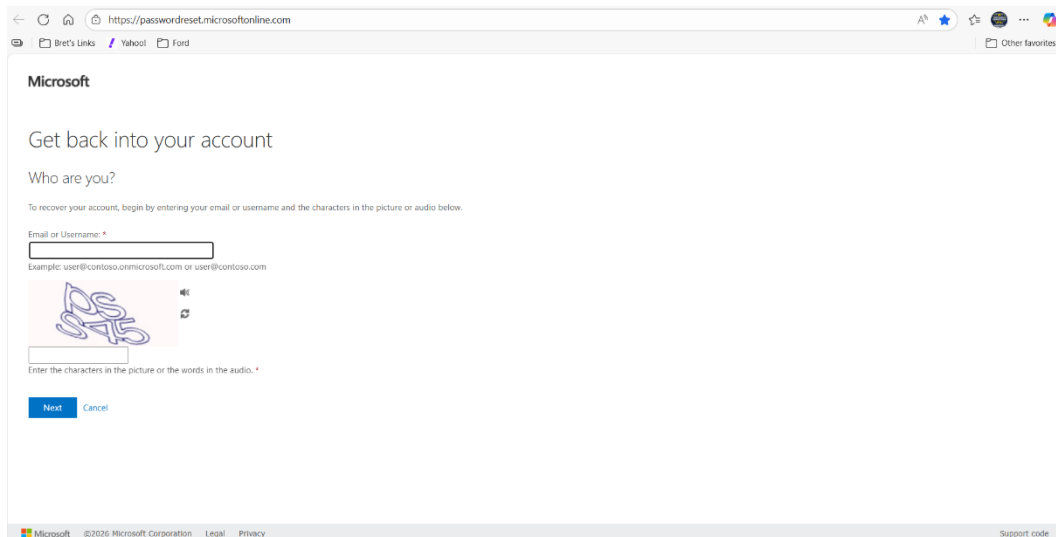
- **Account and Domain** – General information about the generic CDSID such as the name, domain, manager CDSID, sponsor CDSID and employment type.
- **Password Expiry Notification** - Any CDSID that is displayed will receive the password expiration e-mail when it is required to be updated.

- **Recovery Email** – Assign a personal e-mail for self-service administration.



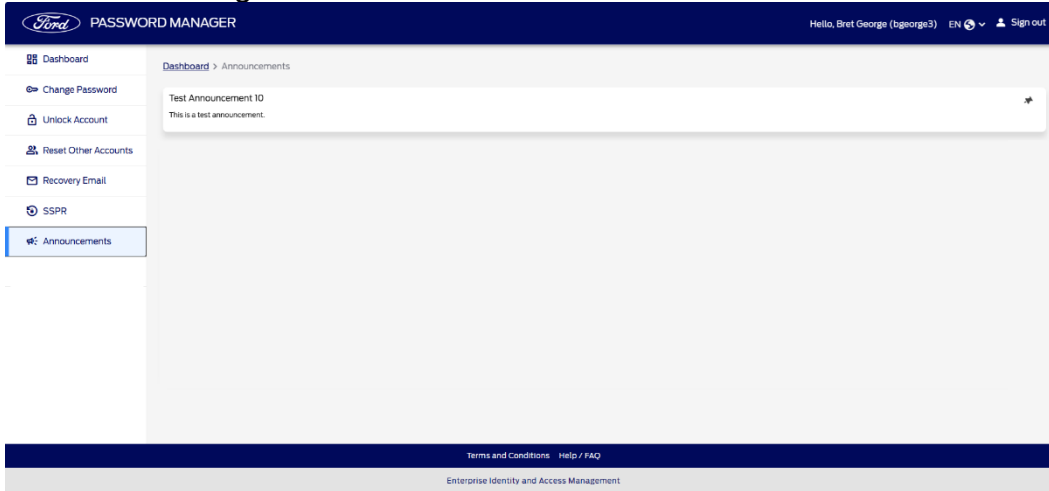
- **Enter Recovery Email** – Used to submit a personal email address for self-service password recovery.
- **Primary Email, Recovery Email and Delete** - Any CDSID that is displayed will receive the password expiration e-mail when it is required to be updated.

- **SSPR** – Redirects to Microsoft Entra to setup and perform a Self-Service Password Reset.



- You can review the [Self-Service Password Reset \(SSPR\)](#) section for more information.

- **Announcements** – Provides details related to updates or changes with Password Manager.



Account locked, Recovery Email and Password Reset

Select the link from the correct section below

Account Locked

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

Password reset for your CDSID / User ID

- [Changing your password after it has been reset by the helpdesk](#)
- [Password reset for your CDSID](#)
- [Password reset using a password](#)
- [Password Reset using a temp password](#)
- [RACF Password Reset](#)

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
- [RACF Password Reset](#)

Recovery Email

- [Password Reset using a Recovery Email Address](#)
- [Recovery Email Address Information](#)
- [Setup my Recovery Email Address](#)
- [Update my Recovery Email Address](#)

SSPR (Self-Service Password Reset)

- [SSPR \(Self-Service Password Reset\)](#)

Account is Locked

Your CDSID will automatically unlock after 15 minutes. You can also resolve this issue if you login to the application MFA.

1. Go to <https://www.changepassword.ford.com>
2. Click the **MFA button** and log in 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 Account(S) button**. The unlock should resolve 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 <https://www.changepassword.ford.com>
2. Login with the **generic CDSID** and **password**.
3. Click **Change Password**.
4. To complete an update to your password:
 - a. On the *change password menu* check the **box to the left of any ID you want to update the password for**.
 - b. Review the Company Policy Password Requirements.
 - c. In the *New Password field*, enter a **new password**. Once all requirements in the change password rules are green, then continue to the next step. It is also recommended to review the information for [Setting a Strong Password](#).
 - d. Click the **Change Password button** to submit your update. PMGR will validate your submission against the password rules. If successful it should respond with a Password changed successfully pop up.

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. Click the **MFA button** and login to Password Manager
3. From *the left menu* click **Reset Other Accounts**
4. In the *Enter ID (G or E only) Owned by you field* input the **generic CDSID** and click the **Search button**.
5. Click the **Generate New Password button**. This action will reset the password of the generic ID to a temporary value which will display on screen. The password is also sent in e-mail to the manager, sponsor and the generic ID if it has an e-mail account.
6. The reset password is only a temporary value and must be updated. To set a new password follow the steps for a [Generic Password Reset if you know the current password](#).

Password reset for your CDSID

1. Does your ID have a – (Dash) for the second character
 - a. **No:** You're an internal Ford user. Are you resetting your password with a MacBook or Windows PC
 - i. **MacBook** – Go to the [MacBook Password Support](#)
 - ii. **Windows PC** – Continue to the next step:
 - b. **Yes:** You're an external Ford user such as a Dealer, Supplier, Ford Partner or a supplier with a Covisint ID. Select one of the password reset options from the list below:
2. Go to <https://www.changepassword.ford.com>
3. On the home page select the correct option you want to use to complete a password reset. Be sure to review all options as some can assist if you do not know your current password.
 - a. **ID and Password** – Only use if you know your current password
 - b. **MFA Button** – If you have registered then you can use MFA (Multi-Factor Authentication) to update your password. This option can assist you with updating your password if you know or do not know your current password.
 - c. **Recovery Email** – If you have registered a Recovery Email, you can use this to receive a One-Time Verification Code to login and change your password if you do not know your current password.

4. If you do not know your password and none of the options above are successful, then follow the steps to get [help with Password Manager](#).

Password Reset of a \$CDSID (Dollar ID)

Users with a \$CDSID (Dollar ID) must be connected to the Ford network through VPN or onsite at a Ford location to complete this action.

1. Go to <https://www.changepassword.ford.com>
2. Do you know your \$ID password
 - o **Yes:** Continue to the next step
 - o **No:** Follow the steps for a [password reset using MFA](#)
3. Login with your \$CDSID and **password**.
4. Click **Change Password**.
5. To complete an update to your \$CDSID password:
 - o On the *change password menu* check the **box to the left of your \$CDSID**.
 - o Review the Company Policy Password Requirements.
 - o In the *New Password field*, enter a **new password**. Once all requirements in the change password rules are green, then continue to the next step. It is also recommended to review the information for [Setting a Strong Password](#).
 - o Click the **Change Password button** to submit your update. PMGR will validate your submission against the password rules. If successful it should respond with a Password changed successfully pop up.

Password Reset using MFA

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

1. Does your ID have a – (Dash) for the second character
 - **Yes:** You're an external Ford user such as a Dealer, Supplier, Ford Partner or a supplier with a Covisint ID. Continue to the next step.
 - **No:** You're an internal Ford user. Are you resetting your password with a MacBook or Windows PC
 1. **MacBook** – Go to the [MacBook Password Support](#)
 2. **Windows PC** – Continue to the next step.
2. Go to <https://www.changepassword.ford.com>
3. Click the **MFA button**

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 a MFA app such as Microsoft Authenticator.
5. Once logged in click **Change Password**.
6. On the *change password menu* check the **box to the left of any ID you want to update the password for**.
7. Review the Company Policy Password Requirements.
8. In the *New Password field*, enter **a new password**. Once all requirements in the change password rules are green, then continue to the next step. It is also recommended to review the information for [Setting a Strong Password](#).
9. Click the **Change Password button** to submit your update. PMGR will validate your submission against the password rules. If successful it should respond with a Password changed successfully pop up.

Password changed successfully!

- Users with a Ford device (laptop, desktop) must lock their device, unlock, login again using their new password, then restart all workstation(s)
- Please update your password on any Corporate Phone or EPOD devices that you would use this new password on
- Please update any script or applications that need to use the newly changed password

OK

10. Are you an External or Internal Ford user
 - External – You are all set. No more action is required.
 - Internal – Follow the steps to [synchronize your password with your Ford PC](#).

Password Reset using a password

1. Does your ID have a – (Dash) for the second character
 - a. **Yes:** You're an external Ford user such as a Dealer, Supplier, Ford Partner or a supplier with a Covisint ID. Continue to the next step.
 - b. **No:** You're an internal Ford user. Are you resetting your password with a MacBook or Windows PC
 - i. **MacBook** – Go to the [MacBook Password Support](#)
 - ii. **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. These will turn green when you move to the verify password field to retype your password.
8. In the *New Password field*, type **a new password**. Once all requirements in the change password rules are green, then continue to the next step. It is also recommended to review the information for [Setting a Strong Password](#).
9. In the *Verify Password field*, retype **the same password you input in the New Password field**.
10. Click the **Change Password button** to submit your update. PMGR will validate your submission against the password rules. If successful it should respond with a Password changed successfully pop up.

Password changed successfully!

- **Users with a Ford device (laptop, desktop) must lock their device, unlock, login again using their new password, then restart all workstation(s)**
- Please update your password on any Corporate Phone or EPOD devices that you would use this new password on
- Please update any script or applications that need to use the newly changed password

OK

11. Are you an External or Internal Ford user
 - a. External – You are all set. No more action is required.
 - b. Internal – Follow the steps to [synchronize your password with your Ford PC](#).

Password Reset using a Recovery Email 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. Does your ID have a – (Dash) for the second character
 - **Yes:** You're an external Ford user such as a Dealer, Supplier, Ford Partner or a supplier with a Covisint ID. Continue to the next step.
 - **No:** You're an internal Ford user. Are you resetting your password with a MacBook or Windows PC
 1. **MacBook** – Go to the [MacBook Password Support](#)
 2. **Windows PC** – Continue to the next step.
2. Go to <https://www.changepassword.ford.com>
3. Click **Reset Password using Recovery Email**.

- On the *Forgot Your Password option* input **your CDSID**, then click **Continue**.
 - In the *Previously Verified Password Recovery Email Address* field you'll see a reference to the *Recovery Email address* you have registered, click **continue**. A verification code will then be sent to your *Password Recovery Email Address*.
4. Login to your personal email and find the email sent from pemldev@ford.com, this will contain a one-time code.
 5. In the *Enter Verification Code menu*, input **the one-time code from the e-mail** in the *Enter One-Time Verification Code field* and click **Validate**. When inputting the code, you should follow the correct upper or lower case of any letter.
 6. On the *change password menu* check the **box to the left of any ID you want to update the password for**.
 7. Review the *Company Policy Password Requirements*.
 8. In the *New Password field*, enter **a new password**. Once all requirements in the change password rules are green, then continue to the next step. It is also recommended to review the information for [Setting a Strong Password](#).
 9. In the *Re-Enter New Password field* input **the same password you populated in the New Password field**.
 10. Click the **Change Password button** to submit your update. PMGR will validate your submission against the password rules. If successful it should respond with a *Password changed successfully* pop up.

Password changed successfully!

- **Users with a Ford device (laptop, desktop) must lock their device, unlock, login again using their new password, then restart all workstation(s)**
- Please update your password on any Corporate Phone or EPOD devices that you would use this new password on
- Please update any script or applications that need to use the newly changed password

OK

11. Are you an External or Internal Ford user
 - External – You are all set. No more action is required.
 - Internal – Follow the steps to [synchronize your password with your Ford PC](#).

Setup or update my Recovery Email Address

Please review the [Recovery Email Address Information](#) for additional details regards this setup

1. Go to <https://www.changepassword.ford.com>
2. Login with your **CDSID** and **password** or click the **MFA button**.
3. Click **Change Password**.
4. From the left menu click **Recovery Email**
5. In the *Enter Recovery Email field* input a **personal Email address** and click **Add**. When choosing what e-mail to input use the following guidelines:
 - If you have a Ford email address then input a personal email address such as a yahoo or Gmail account.
 - If you are a supplier and work at Ford, you can input your own company email as a secondary address.
6. Login to the email account that you input and find the email sent from pemldev@ford.com, this will contain a one-time verification code.
7. In the *Enter Verification Code menu*, input **the one-time code from the e-mail** in the *Enter the verification code you received in the email field* and click **Verify**. When inputting the code, you should follow the correct upper or lower case of any letter.
8. If successful, you will see *Email verified and set as primary*. You will also see the email address in the table below. It should be populated on line one and have a green **(Verified)** to the right of the address.

SSPR (Self-Service Password Reset)

Users can perform a self-service password reset in Microsoft Entra for a CDSID, \$CDSID, Dealer, Supplier and Ford Partner.

To utilize SSPR users must have completed a registration process and setup two verification methods. For help with SSPR, you can review the knowledge article located in ServiceNow at [Self-Service Password Reset \(SSPR\) Overview: Reset Your Forgotten CDSID Password](#).

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](#)

[RACF Password Administration](#)

[Recovery Email Address Information](#)

[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 MFA](#)

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

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 connected to the Ford network securely through VPN. This will ensure that you keep your password synchronized with your PC so 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 your old password. If it is then follow the steps to [Synchronize your password with your Ford PC](#)

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

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](#).
 - 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 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 Active Directory and FDS
 - a. Verify Active Directory:
 - Go to the [AD Dashboard](#)
 - Do a **search by CDSID for the user**.
 - Make note of the Windows Domain value near the top
 - b. Verify FDS:
 - Go to www.sdcds.ford.com
 - Do a **search by the CDSID** and then click **the display name to open the profile**.
 - Scroll to the bottom and locate NT Domain.
 - c. Verify the Active Directory and FDS domain match the domain value.

My old password will not login to Password Manager

The main reason your ID / password will not login to the Network is because it is disabled or locked out. This can happen for a couple of reasons:

1. Review the [error messages](#) in this document. If you don't see the error message listed then your password could be locked, expired or needs to be reset.
2. Five incorrect attempts to login with your CDSID / password will lock out your ID temporarily to protect Ford. You can wait for 30 minutes for your ID to unlock automatically or continue to the next step to unlock it using MFA.
3. Follow the steps for the [Account is locked](#) to bypass the 30-minute time period and unlock your account.

RACF Password Administration

Password Manager will be discontinuing password resets or updates for Mainframe RACF IDs. For RACF ID password administration, users should now use RPWR, the new [RACF Password Reset Tool](#). For assistance with RACF password administration, please refer to the help details at the bottom of the RPWR page.

Recovery Email Address Information

You can register a personal email address to be used as an alternative verification option so you can login and perform a self-service password reset for your CDSID. Advantages of setting up a Recovery Email Address

- 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 register up to five Recovery Email Addresses in your Password Manager profile.

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 <https://www.changepassword.ford.com>
2. Click the **MFA button** to login.
3. Click **Change Password**.
4. From the left menu click **Reset Other Accounts**
5. In the *Enter ID (G or E only) Owned by you field* input **the generic CDSID** and click the **Search button**.

6. In the *Password Expiry Notification* field input **the CDSID** of anyone you want to receive the password expiration email and press **enter**.
7. Once you have added every user to the field then click the **Save Button**. You should see a banner at the top acknowledging you have *Successfully registered the CDSID's for email notification*.
8. 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 **Sign-Off**
4. Now perform a lock and unlock of your Windows PC using the password.
 - a. Press **CTRL-ALT-DEL** and click on **Lock Computer**
 - b. Press **CTRL-ALT-DEL** and select the password option to type your password to unlock your PC.
 - c. Once logged in the password will update in the cached memory of your laptop. It can now be used to unlock your computer.

What is MFA

MFA (Multi-Factor Authentication) adds a layer of protection to the authentication process for a user ID. When accessing an account or applications, MFA enforces an additional validation of the user. Examples include scanning a fingerprint or entering a code received by phone, e-mail, etc. Password Manager has been configured so users can authenticate into Password Manager to perform password administration.

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](#)

[Invalid OTP Code](#)

[Invalid Verification Code Entered](#)

[Password is about to expire](#)

[Received an error: Please login using MFA to work with generic accounts](#)

[Verification Code Expired](#)

Invalid OTP Code

Users can receive this error when setting up a recovery email. To resolve the issue, re-do the steps to [setup a recovery email](#).

Invalid Verification Code Entered

This error can be received for multiple reasons:

1. When utilizing a one-time code, the action must be completed within 5 minutes. If you exceed the time limit then the code will expire.
2. You may have attempted to complete the verification and you did not follow the value of the letters provided in the code.
 - a. An upper-case letter must be input as upper case.
 - b. A lower-case letter must be input as lower case.

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 MFA to work with generic accounts

The ability to reset a generic ID can only be completed if the manager or sponsor logs into the Password Manager application utilizing the MFA button. If you login using any other option, you will not be able to perform password administration on any generic ID.

Verification Code Expired

The one-time recovery email code is only good for about 5 minutes. If you cannot retrieve the code and complete the password update process in this timeframe then you won't be able to utilize this option to update your password.

MacBook Password Support

The Mac Support team has documented the steps a MacBook user will need to complete to update their password. To complete this action, users should be redirected to the MAC teams SharePoint site and the page related to [Changing your Ford password on MacBook](#).

You can get additional assistance with performing a password reset or update on your MacBook device by following the options below:

- **CALL:** 1-888-317-4957 and have your ticket dispatch to **Global Mac Tech Lounge**
- **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