



Instructions for Suppliers  
on:

Resetting the ARMS  
Password

# Table of Contents

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3	INTRODUCTION
4	RESETTING THE ARMS PASSWORD
10	ACCESSING HELP

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# Introduction

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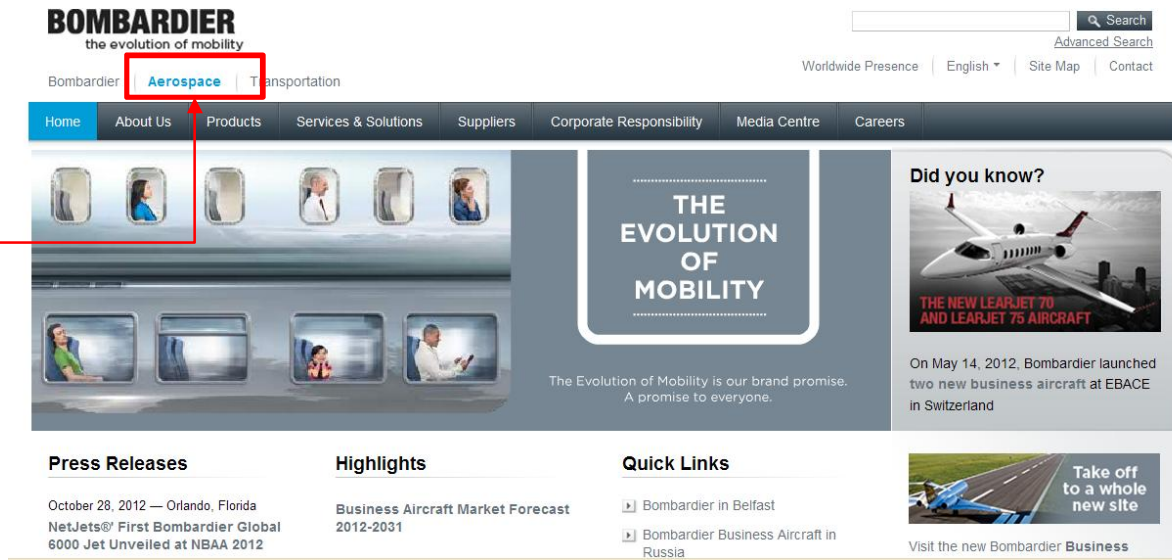
This unit explains how to **reset** your ARMS password in the event that you have forgotten it or it is no longer working - using ARMS, the Access Request Management system.

This new password will be **synchronized to all the Bombardier systems you have access** to. For example ENOVIA, eRoom and Documentum.

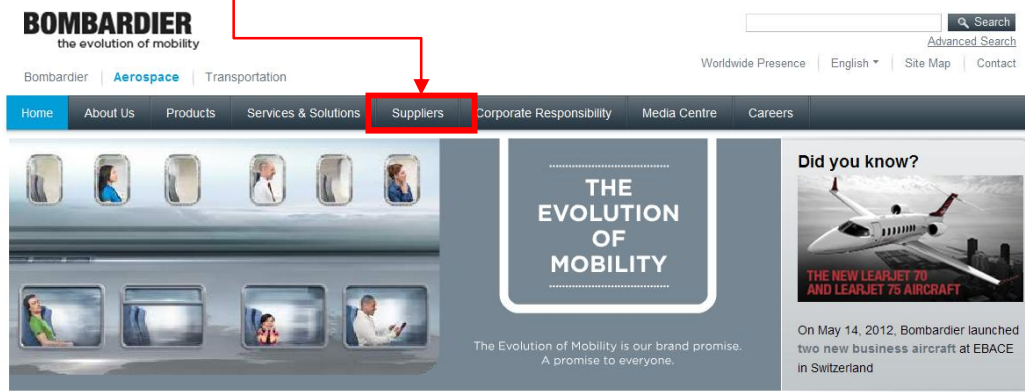
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# Resetting the ARMS Password

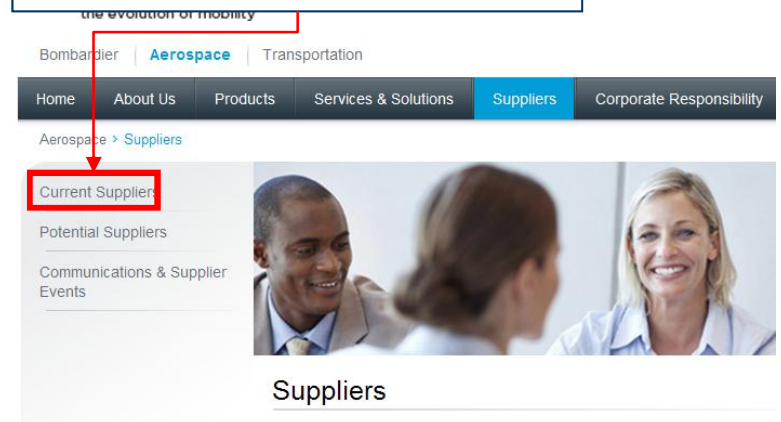
1- Access Bombardier website @ [www.bombardier.com](http://www.bombardier.com)  
And navigate directly to the Aerospace section by clicking on the Aerospace tab.



2- Click the **Suppliers** button.



3- Click the **Current Supplier's** link.



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← Back to Table of Contents

# Resetting the ARMS Password, cont'd

4- Click the **Access Request Management System (ARMS)** link.

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Aerospace > Suppliers > Current Suppliers

Current Suppliers

Potential Suppliers

Communications & Supplier Events

### Current Suppliers

Welcome. This section is dedicated to our suppliers and provides important information on the following subjects:

- Engineering\* – Bombardier Aerospace Manuals (BM Series), Materials & Process Specifications, Bombardier Standards and other engineering-related information.
- Quality – Quality requirements documentation, forms and links for Suppliers - Request a password
- Portal – Visit our Supplier Portal to view your company's purchasing and quality data - Account required.
- Communications & Supplier Events – Press releases, events calendar and registration forms.
- Electronic Tendering Service (Merx)
- **Access Request Management System (ARMS) – The ARMS web application enables CSeries and Global 7000/8000 suppliers to request remote access to Bombardier systems in order to perform work on either of these Aircraft Programs.**

**Toolkit**

- Share
- Send this page
- Contacts
- RSS Feed

**Related Links**

- Approved Suppliers Listing by Supplier Name
- Approved Suppliers Listing by Specification
- List of specifications requiring approval

5- Click the **Reset your password** link.

## Access Request Management System (ARMS)

Welcome to Bombardier Aerospace Access Request Management System (ARMS).

### What is ARMS?

ARMS is a web-based application which allows Bombardier Suppliers involved in the design phase of an aircraft to request a user account for remote access to Bombardier systems. (Currently available for the CSeries and Global 7000/8000 Aircraft Programs.)

After obtaining your user account, ARMS allows you to modify your account user profile for various Bombardier systems and easily create/change/reset your password with the use of a self-service tool. (Synchronized password for all systems).

Before registering, we invite you to review the **ARMS Instructions Guides** section. This section contains step-by-step instructions on how to perform specific tasks in ARMS.

Click the link of the task you want to perform:

- Need an Account? Register Now
- **Reset your password**
- Status of your request
- Login into ARMS to modify your account, change your password

← Back to Table of Contents

# Resetting the ARMS Password, cont'd

## Reset Password

### User Identification

Use this option if :

- Your Password no longer works or is expired.
- You have forgotten your Password.

To reset your password, please type-in your user id or business email address.  
An email will be sent to you with additional instructions.

User Id

Business Email

6- Enter your **Use ID** or your **Business Email** in the appropriate field.

7- In the **Type the code shown\*** field, type in the 6 character code that is shown at the bottom.

**NOTE:** This code can be typed in upper or lower case.

Try a different image

S Y S P C F

Type the code shown \*

Submit

8- Click *Submit*.

**NOTE:**  
This security feature, is now **CASE INSENSITIVE**

This security feature ensures that the request has **not** been created automatically by a computer.

If you have difficulty reading the code, click on the **“Try another image”** link. A new code will be generated.

# Resetting the ARMS Password, cont'd

## RESULT:

An email is sent to you containing a link that will allow you to reset your password and to select a new one.

The screenshot shows an email interface with a header bar containing a globe icon, the sender 'customercare@aero.bombardier.com', and the time '09/15/2011 02:33 PM'. The recipient information includes 'To: kimberly.hains@aero.bombardier.com', 'cc:', 'bcc:', and 'Subject: Bombardier ARMS Confidential: Confirm the Request to Reset your Password (Action Required)'. The main body of the email starts with 'Hello,' followed by instructions to click a link to reset the password. A red box highlights the URL: <http://eppd1-wps.ca.aero.bombardier.net:9080/arms/public/ResetPassword.faces?token=ide294438c-c26e-488d-8dfa-dd19044b7c4d>. A callout box with an arrow pointing to the link contains the text: '9- Click the **link** to navigate to the **Reset Password** page.' Below the link, it states 'This link will expire in 3 days.' and 'Submitted Identity Information:' followed by 'BID: p2203424', 'First Name: first\_arms947', 'Last Name: last\_arms947', and 'Business Email: kimberly.hains@aero.bombardier.com'. An 'IMPORTANT NOTE:' section follows, with the text 'Please direct questions regarding this communication to your local Supplier Focal.' and 'This e-mail was sent by an automated system - REPLYS WILL NOT BE PROCESSED.' The email concludes with 'Bonjour,' and a French instruction: 'Veuillez cliquer sur le lien ci-dessous pour confirmer que votre mot de passe Bombardier devrait être remplacé par un nouveau mot de passe. Lorsque cette étape sera complétée, vous recevrez votre nouveau mot de passe dans un autre courriel.'

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← Back to Table of Contents

# Resetting the ARMS Password, cont'd

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Registration **Reset Password** Request Status Search

Français

## Reset Password

### Set a new password

User Id

Business Email

New Password\*

Confirm Password\*

[Password Policy](#)

You will be sent a confirmation email when the change is completed.  
Would you like the new Password to be included in the mail?  
 Yes  No

\* = Mandatory Field

Try a different image

S Y S P C F

Type the code shown\*

10- Enter your **Use ID** or **Business Email** in the appropriate field.

11- Enter your password in the **New Password** field, and re-enter it in the **Confirm Password** field.

12- In the **Type the code shown\***, type in the 6 character code that is shown at the bottom.  
**NOTE:** This code should be typed in upper case.

NOTE: You may click on the **Password Policy** link to familiarize yourself with the "Bombardier Aerospace Password Policy". Then, click the Close button to return to the online form.

This security feature ensures that the request has **not** been created automatically by a computer. If you have difficulty reading the code, click on the "Try another image" link. A new code will be generated. It is **CASE INSENSITIVE**

13- Click *Submit*.

8 ← Back to Table of Contents

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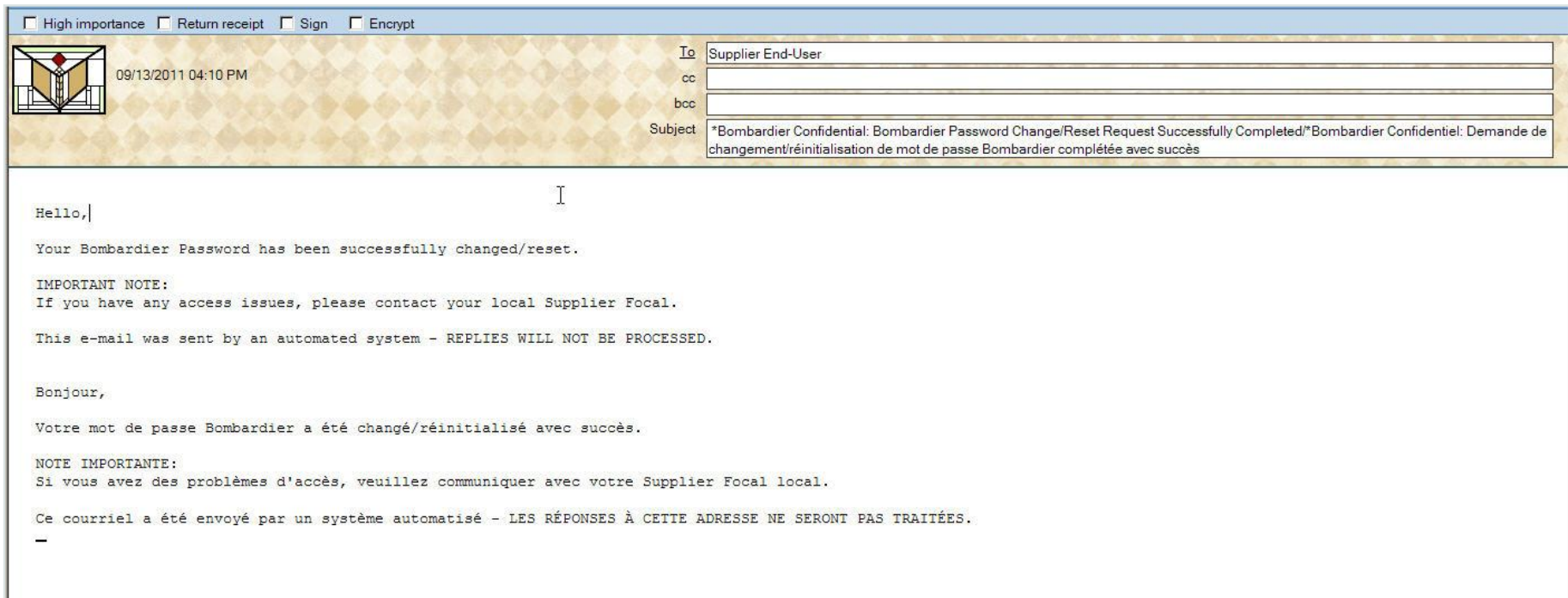


## Resetting the ARMS Password, cont'd

### RESULT:

All the Bombardier systems you have access to are now synchronized with this same password.

When the reset password request has been completed, you will receive an email notification that will inform you that your new password is now active.



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## Accessing Help

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If you have any questions concerning this unit, please contact your **Supplier Focal** or your respective Bombardier **Supply Chain Agent**.

Thank you.

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