Instructions for Suppliers on:

Requesting an Account Modification
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This unit explains how to request an account modification using ARMS, the Access Request Management System.

A User Account modification may relate to your **profile** information (for example, change your current role or add an additional role) and/or to the **system accesses** you have (for example, request an additional system access such as SDE).
Heads Up!

User Account information and Service information **cannot be changed in the same request.** If you need to change information in both tabs, you first will need to submit a request for the User Account Information modification.

Once approved, only then will you be able to submit a second request for the Service Information modification.
Please note you can now access additional information besides certain fields on the interface.
Requesting an Account Modification - Identity

1- Access Bombardier website @ 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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4- Click the **Access Request Management System (ARMS)** link.

5- Click the **Login into ARMS to modify your account, change your password** link.
6- In the **Username** field, enter your Bombardier User ID number (i.e. **p22xxx**)

7- In the **Password** field, enter your password. (This is the password you entered when creating your User ID Account request).

**OR**

If your account was created for you, the password is the same as your eRoom password (LDAP password).

**NOTE:** If you forget your password, please use the **Reset** function. This will reset your password and will also synchronize this new password with all your BA system accesses.

8- Click **Sign In**.
Requesting an Account Modification – Identity

The Request for a Account modification screen displays.

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### Account Information

- **Identity**
  - First Name: 
  - Last Name: 
  - Business Email: 
  - Business Phone: 
  - Mobile Phone: 
  - Business Title(s):
    - EES User
    - Nomenclature Designer
    - Lead Designer
  - I am a citizen of Canada: 
    - Yes
    - No
    - I will only be working in Canada or USA: 
      - Yes
      - No
  - I will work from the following country:
    - Afghanistan
    - Albania
    - Algeria
    - American Samoa
    - Mandatory Field

- **Middle Name:**
- **Date of Birth:** (YYYY-MM-DD)
- **Alternate Email:**
- **Extension:**
- **Fax Number:**
- **Language:**
  - English
  - Spanish
  - French
  - Other

### Service Information

- **Company**
  - Organization Name: 
  - Division Name: 
  - Street Address: 
  - City: 

**NOTE:**

For **Identity** and **Company** data modifications, all fields marked with an asterisk (*) require an approval from your Bombardier Supply Chain Agent.

Any updates to these fields will launch an approval process.

Modifications to fields NOT marked with an asterisk will take effect at your next login; no Bombardier approval is required.

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Requesting an Account Modification – Identity

The Request for a modification screen displays.

10- In the **Account Information** Tab, select the field you want to modify, then type or select the new value.

11- Click **Submit** to confirm your changes.

If you want to request a modification to your system accesses, you would click this tab.

**Heads Up!**
You cannot make a User Account modification & request a new service modification in the same session. Those two actions must be performed separately.

**IMPORTANT!**
If you wish to make a modification to your Bombardier Business role, such as ADD another role to your profile, you must press the **Ctrl** key and then **click** to multi-select the original role you already have, plus the new one(s) you wish to receive. Otherwise, your existing role will be replaced by the new one(s).
Requesting an Account Modification – Identity,

**A Confirmation Message displays.**

**Account Self Care Update - Request submitted Successfully**

Your Account Self Care Update request has been submitted successfully

Your request reference number is: 3326065152827727837

It is very important to keep a note of the request reference number for future reference.

**IMPORTANT:** After submitting your request to Bombardier, a confirmation message displays, showing your request reference number.

An email notification is also sent to your business email, confirming your successful request submission to Bombardier, which also includes your modification request information.

12- Click Close
Requesting an Account Modification – Identity,

Example of Confirmation Email

NOTE:
After submitting your request to Bombardier, an email notification is also sent to your business email, confirming your successful request submission to Bombardier, which also includes your modification request information.
Requesting an additional Service

If you just requested an Identity change (ex: Business role & relationship). You must await your approval confirmation before requesting a new request to change your services.

1. Click the Service Information tab to request additional services you may require to perform your work.
Requesting an additional Service

The Service Information tab displays the services you currently have access to, plus those you can request in addition.

NOTE:
Any modifications to this tab triggers an approval process from your Bombardier Work Package Manager.

NOTE:
Some specific services may require that you answer and/or select extra parameters before submitting new request.

2- Select the additional service you require by placing a check mark beside the service you want to have access to.

3- Click Submit to confirm your changes and launch the approval process.
Requesting an additional Service

A Confirmation Message displays.

13- Click Close

After submitting your request to Bombardier, a confirmation message displays, showing your request reference number.

An email notification is also sent to your business email, confirming your successful request submission to Bombardier, which also includes your modification request information.
Requesting an additional Service

Example of Confirmation Email

After submitting your request to Bombardier, an email notification is also sent to your business email, confirming your successful request submission to Bombardier, which also includes your modification request information.
Accessing Help

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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