Instructions for Suppliers on:

Resetting the ARMS Password
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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.
Resetting the ARMS Password

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.
Resetting the ARMS Password, cont’d

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

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

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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 C Series 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 Guide 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
- Status of your request
- Reset your password
- Login into ARMS to modify your account, change your password

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Resetting the ARMS Password, cont’d

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.

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

9- Click the link to navigate to the Reset Password page.
Resetting the ARMS Password, cont’d

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.

13- Click Submit.

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.
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.

Hello,

Your Bombardier Password has been successfully changed/reset.

IMPORTANT NOTE:
If you have any access issues, please contact your local Supplier Focal.

This e-mail was sent by an automated system – REPLIES WILL NOT BE PROCESSED.

Bonjour,

Votre mot de passe Bombardier a été changé/réinitialisé avec succès.

NOTE IMPORTANTE:
Si vous avez des problèmes d'accès, veuillez communiquer avec votre Supplier Focal local.

Ce courriel a été envoyé par un système automatisé – LES RÉPONSES À CETTE ADRESSE NE SERONT PAS TRAITÉES.
Accessing Help

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

Thank you.