
	Nome File: FGPS_Manuale_Cambio_Password_Fornitori_ICT_Self_Care_EN.doc	Progetto: FGPS
	Titolo: Manuale	Data: 02/03/2010
	Autore: <i>Team Portale</i>	Status: Definitivo Versione: 02

# Manual


## Suppliers' procedure for password change

**FGPS Portal**

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## 1 Preface

This manual provides instructions for **suppliers** who must change the **Internet** password for the **FGPS Portal**.

This operation must be carried out:

- Before the first access to the FGPS portal after the receipt of the confirmation email for user creation;
- When the password expires.

The password change is handled through the web application **ICTSelfCare** that provides the following services to all the FGPS portal users:


- Password change for the first access to the portal FGPS
- Change of the password when expired
- Change of the password for user needs
- Management of "**questions and secret answers**" to self reset the password
- Password reset.

Moreover, **users' administrators** can reset the password of the users he/she manages.

## 2 How to change password

The following paragraphs describe the steps you need to follow to in order to change your password:

- Accessing the application for password change
- Inserting the access credentials
- Password change
- Accessing the FGPS portal

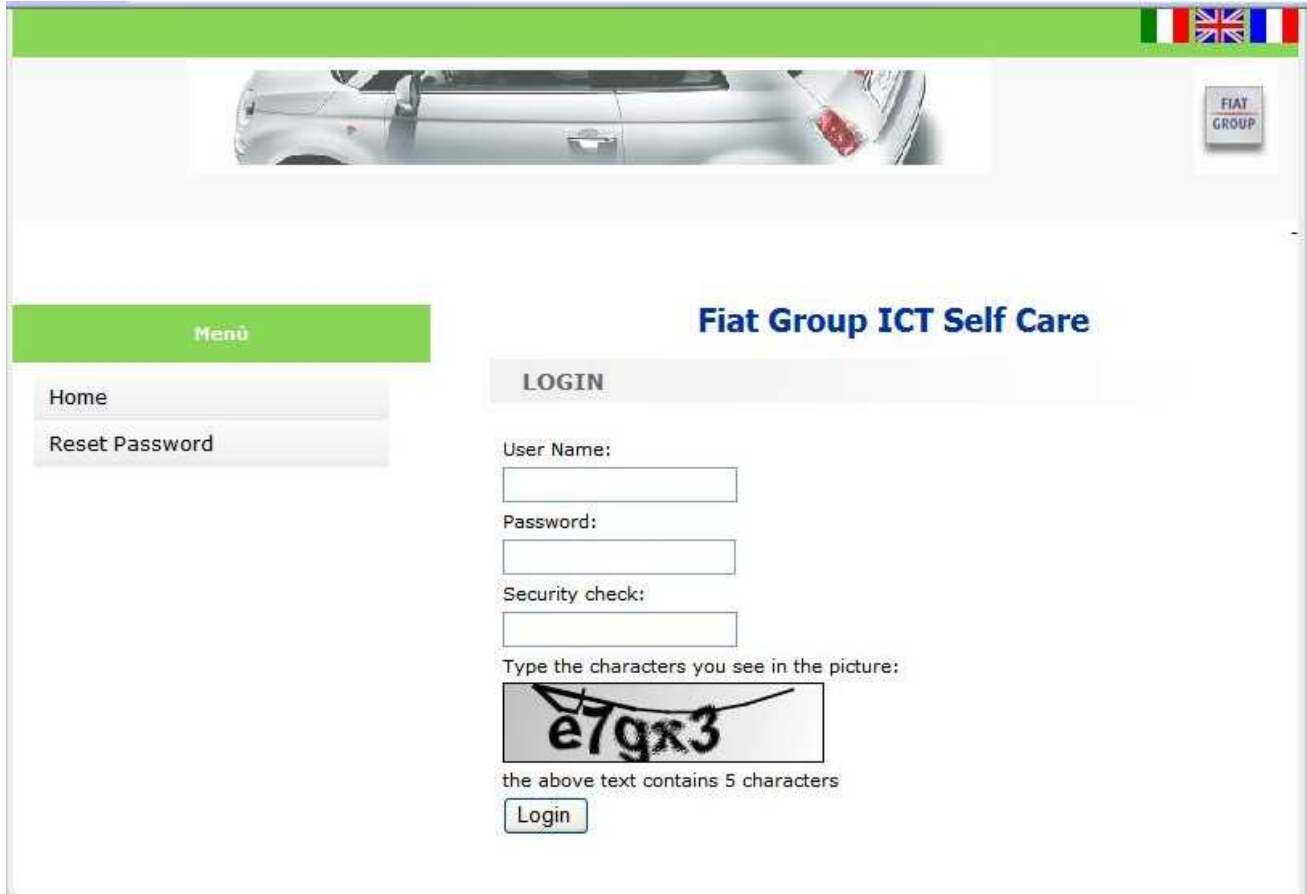
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## 2.1 Accessing the web application for password change

Make sure you are connected to the Internet, open the web browser and enter the following address:


- <https://ictselfcare.fiatgroup.com/>

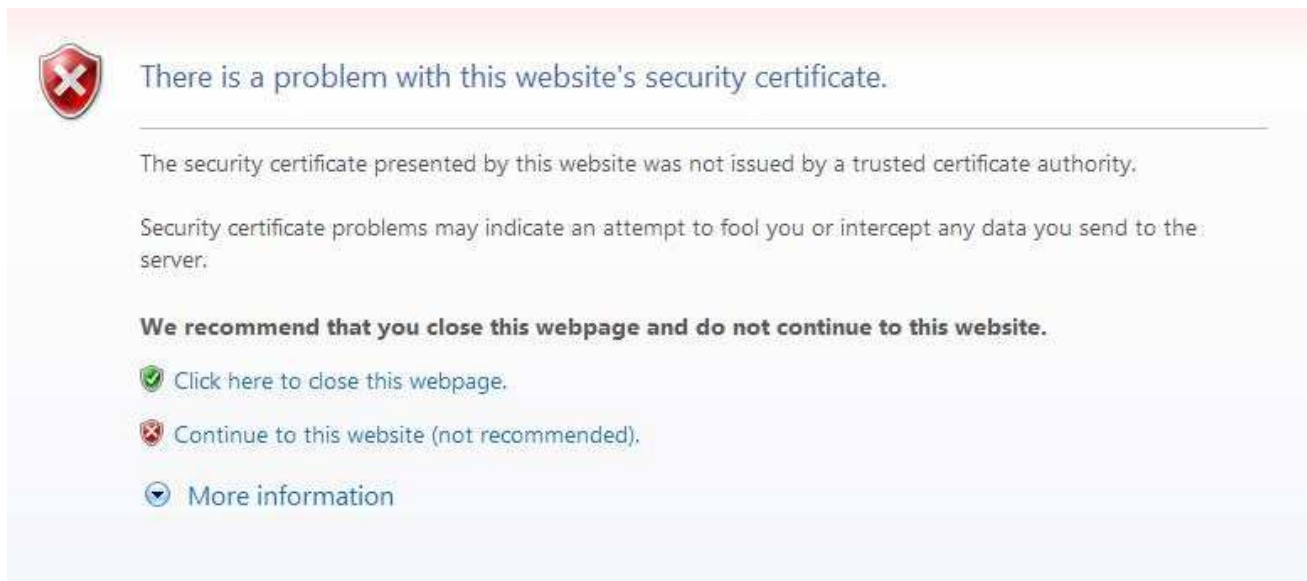
The application will display the screen in **Picture 1** .



**Picture 1 - Access screen for password change**

In some cases, before the screen in **Picture 1** could be displayed the screen in **Picture 2**.

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**Picture 2 - Security certificate screen**

In this case, to go on with the password change operation and view the screen in **Picture 1** you must select the link “**Continue to this website (not recommended).**”

This error screen will be removed soon and will not occur later.

## 2.2 Inserting the access credentials

On the login screen the access credentials must be inserted as shown in **Picture 3**.

In order to change the password you must:

- Insert the User ID (e.g. W52CD00);
- Insert the old password taking into account that:
  - In the case of **first access** the password is structured as follows:
    - First letter of the First Name, lowercase;
    - First letter of the Last Name, uppercase;
    - Date of birth (using only the last two digits for the year).

For example, for a user with the following personal data:


First Name: **Mark**

Last Name: **Rowling**

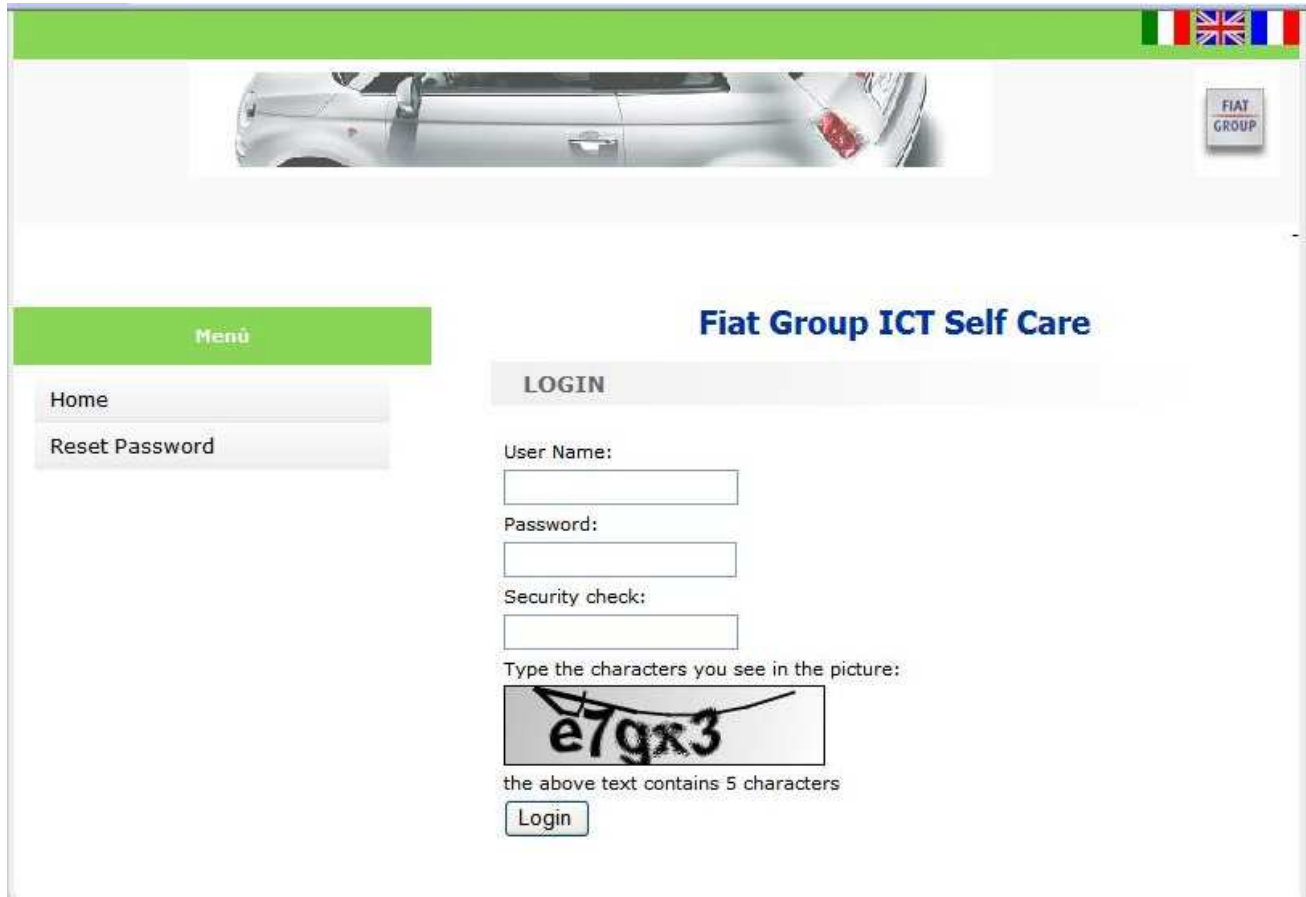
Date of birth: **10/12/1979**

The password will be: mR101279

- In the case of **expired password** insert the password used so far to access to the FGPS Portal;
- enter the characters for the Security Check as shown in the picture below the input field;

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- Once you have completed all the steps above select the **Login** button.




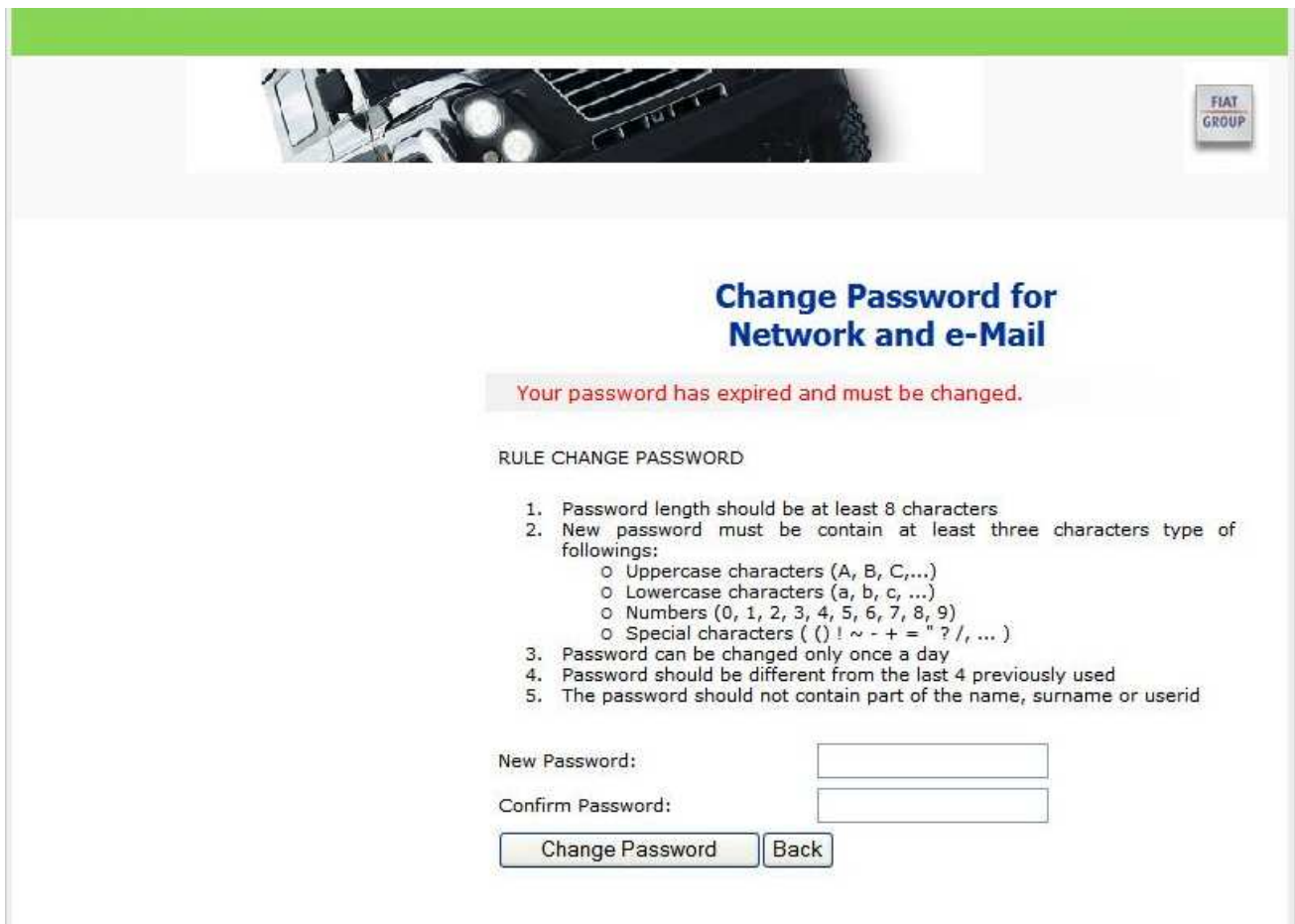
**Picture 3 - Insertion of access credential**

## 2.3 Password Change

### 2.3.1 Change password at first logon or for expired password

After selecting the Login button, if you changing your password at first logon, or if the password is expired, you will see the screen in **Picture 3**.

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**Picture 4 - Screen for password change**

To proceed with the password change procedure you must:

- Enter the new password
- Confirm the new password

The new password must be formulated and managed according to the rules displayed in the change password screen.

The password expires after 60 days.


Once you have entered the new password select the **Change Password** button.

If you wish to complete the password change later, it is possible to stop with the procedure by selecting the **Back** button.

### 2.3.2 View the password change output

After selecting the **Change Password** button one of the following events may occur:

- If the password has been changed the successfully the screen will display the message shown in **Picture 5**.
- If the password change was not successful, the screen will display the message shown in Picture 6; it will be necessary to proceed again with the insertion of a new password.


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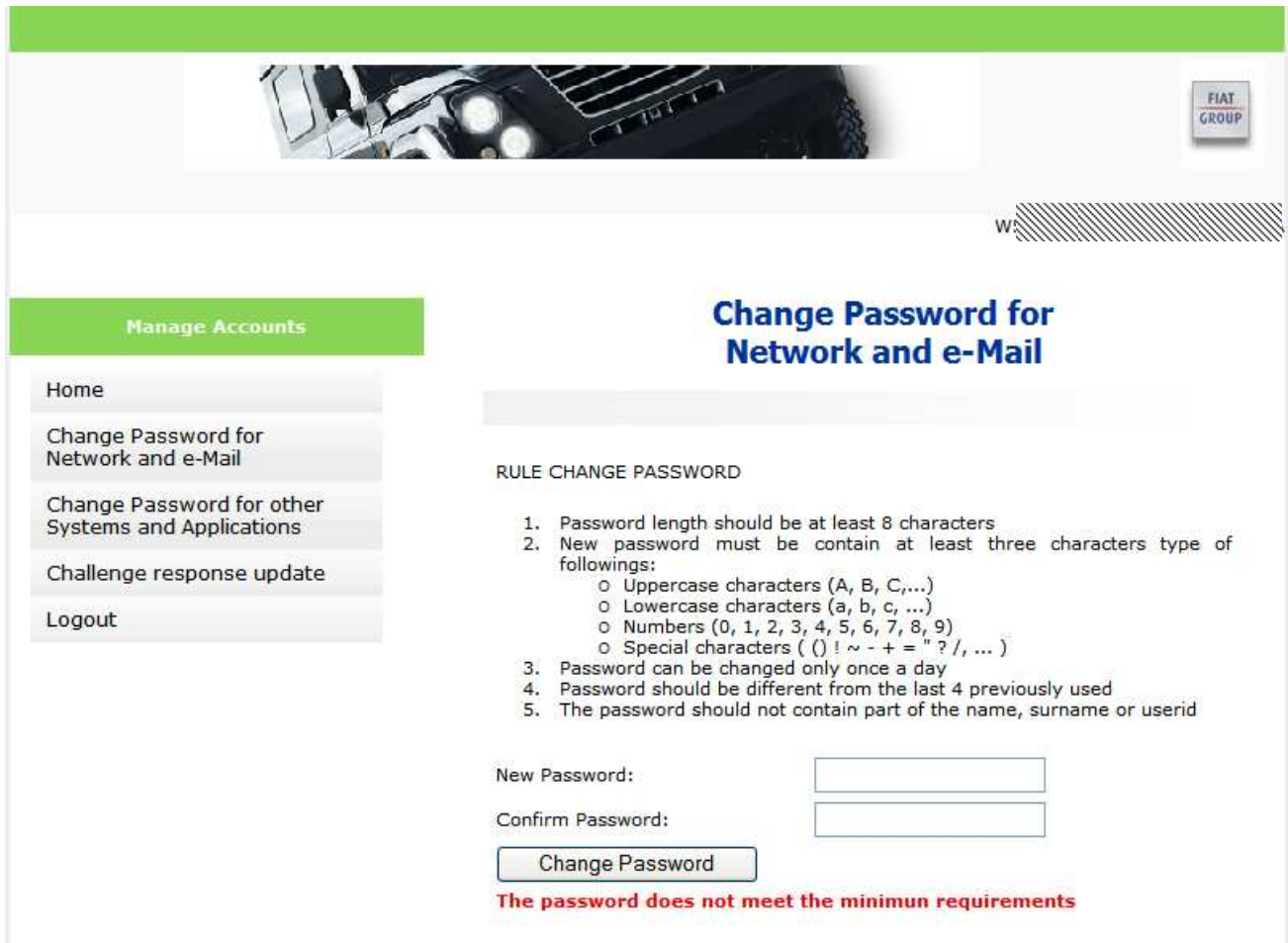
After 5 unsuccessful password change attempts, to avoid the blocking of the account, and in all cases of account blocked please contact the help desk services ([fgps\\_help\\_desk@fiat.com](mailto:fgps_help_desk@fiat.com)).



Picture 5 - Successful password change



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**Change Password for Network and e-Mail**

**Manage Accounts**

- Home
- Change Password for Network and e-Mail
- Change Password for other Systems and Applications
- Challenge response update
- Logout

**RULE CHANGE PASSWORD**

1. Password length should be at least 8 characters
2. New password must be contain at least three characters type of followings:
  - Uppercase characters (A, B, C,...)
  - Lowercase characters (a, b, c, ...)
  - Numbers (0, 1, 2, 3, 4, 5, 6, 7, 8, 9)
  - Special characters ( ! ~ - + = " ? / , ... )
3. Password can be changed only once a day
4. Password should be different from the last 4 previously used
5. The password should not contain part of the name, surname or userid

New Password:


Confirm Password:

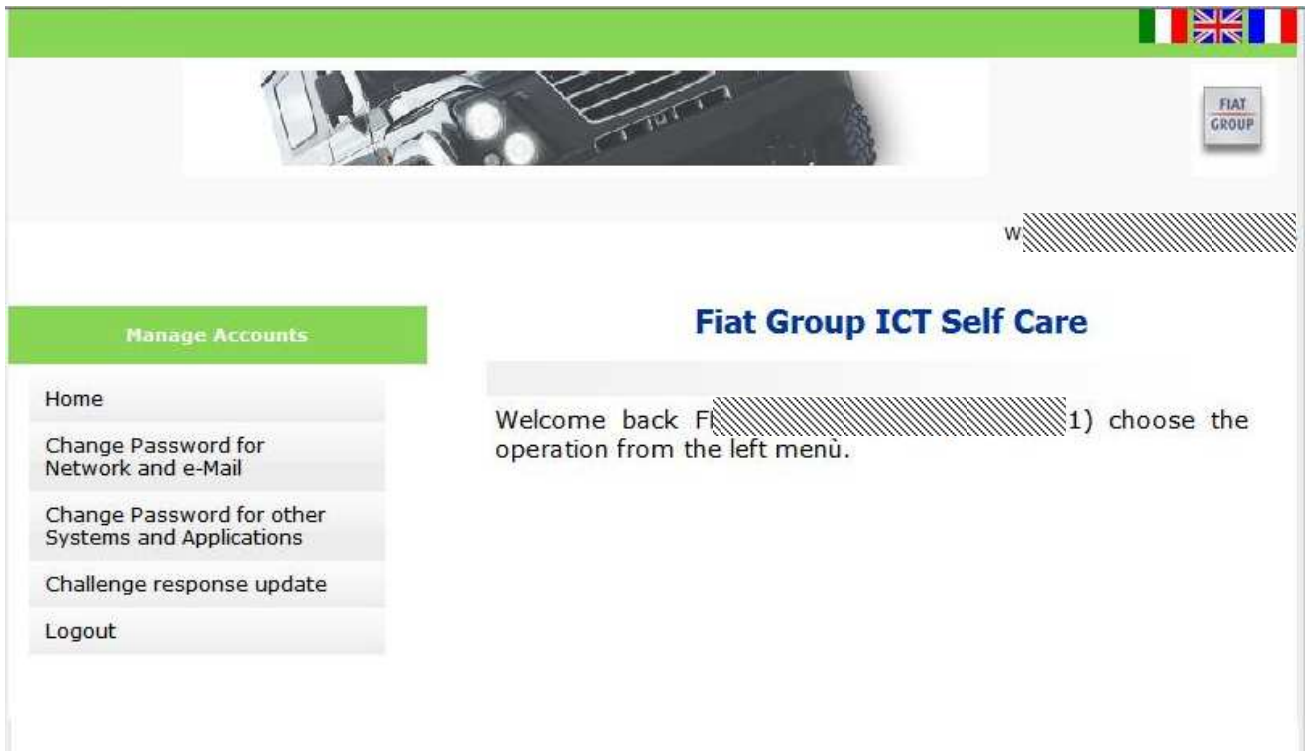
**The password does not meet the minimum requirements**

**Picture 6 - Error in password change**

### 2.3.3 Change the password for user needs

If you access the **ICTSelfCare** to change your password at the first access or because it has expired, you must follow the steps described so far. If you access the application for other reason related to password change, the screen in **Picture 7** will be displayed after the login.

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**Picture 7 - ICT Self Care**

In this case select the item "**Change Password for access to the Internet and the Mail.**" from the menu on the left side.

## 2.4 Insert the questions and secret answers to reset the password

When you change the password at the first access to the FGPS portal, you should insert the questions and secret answers that will allow you to independently reset of the password in case of access problems.

Access the <https://ictselfcare.fiatgroup.com/> address, the web application will display the screen in **Picture**


**1:**

- Enter the User ID (e.g. W52CD00);
- Enter the password
- Enter the characters for the Security Check as shown in the picture below the input field;
- Once you have entered the login credentials, select the **Login** button.

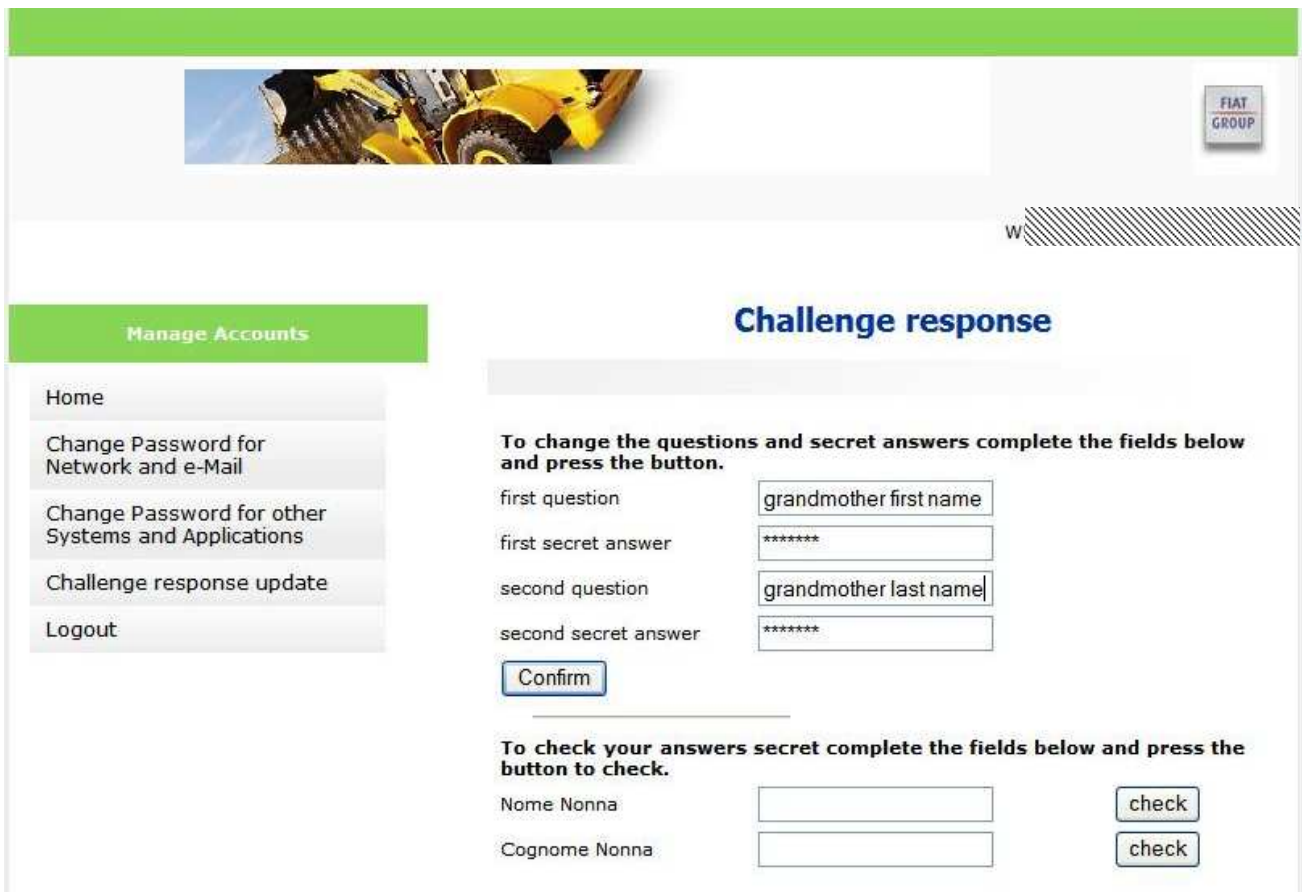
Once you select the **Login** button the screen in **Picture 7** will be displayed.

Select the item "**Challenge response update**" from the menu on the left, the screen in **Picture 8** will be displayed.

Enter the first and the second question with the related answers. For security reasons, please enter question and answers that cannot be easily identified by others.

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We recommend that, once you enter the questions and the secret answers, you log on again to the page of **"Challenge response update"** where you can verify the correctness of answers to questions placed by using **the input fields** and **check buttons** placed at the bottom of the page.



**Picture 8 - Challenge response update**

## 2.5 Accessing the FGPS portal

The screen in **Picture 5** certifies that the change password procedure has been completed successfully. Now it is possible to access the FGPS portal at:

- <https://purchasing.fiatgroup.com>


Enter your own user ID (e.g.: W52CD00) and the new password that has been set up.

## 2.6 Password Reset

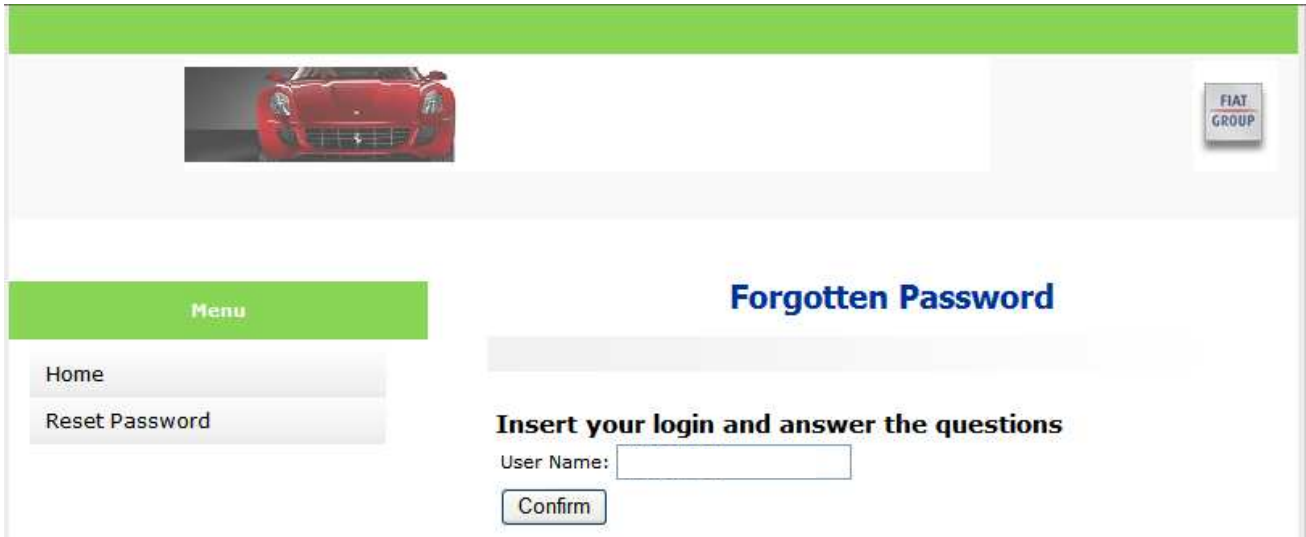
If you have forgotten your password for access to the FGPS portal you can reset the password by yourself.

Access the <https://ictselfcare.fiatgroup.com/> address, the web application will display the screen in **Picture**

1. Select the **"Reset Password"** from the menu on the left.

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The screen in Picture 9 will be displayed. Enter your own user ID (e.g.: W52CD00), answer the secret questions previously inserted in accordance with the procedure described in **section** Error! Reference source not found. and proceed with the password change.



**Picture 9 - Password Reset**

If you cannot reset the password because you have not entered the questions and secret answers, please email the help desk ([fgps\\_help\\_desk@fiat.com](mailto:fgps_help_desk@fiat.com)) specifying the following information:  
Subject of the email: Password reset request

Email body:

user ID

First Name

Last Name

It is not allowed to request the password reset for users other than your own.


In case of error in the password reset procedure, after a maximum of 5 attempts, please contact the help desk ([fgps\\_help\\_desk@fiat.com](mailto:fgps_help_desk@fiat.com)) specifying the data previously reported.

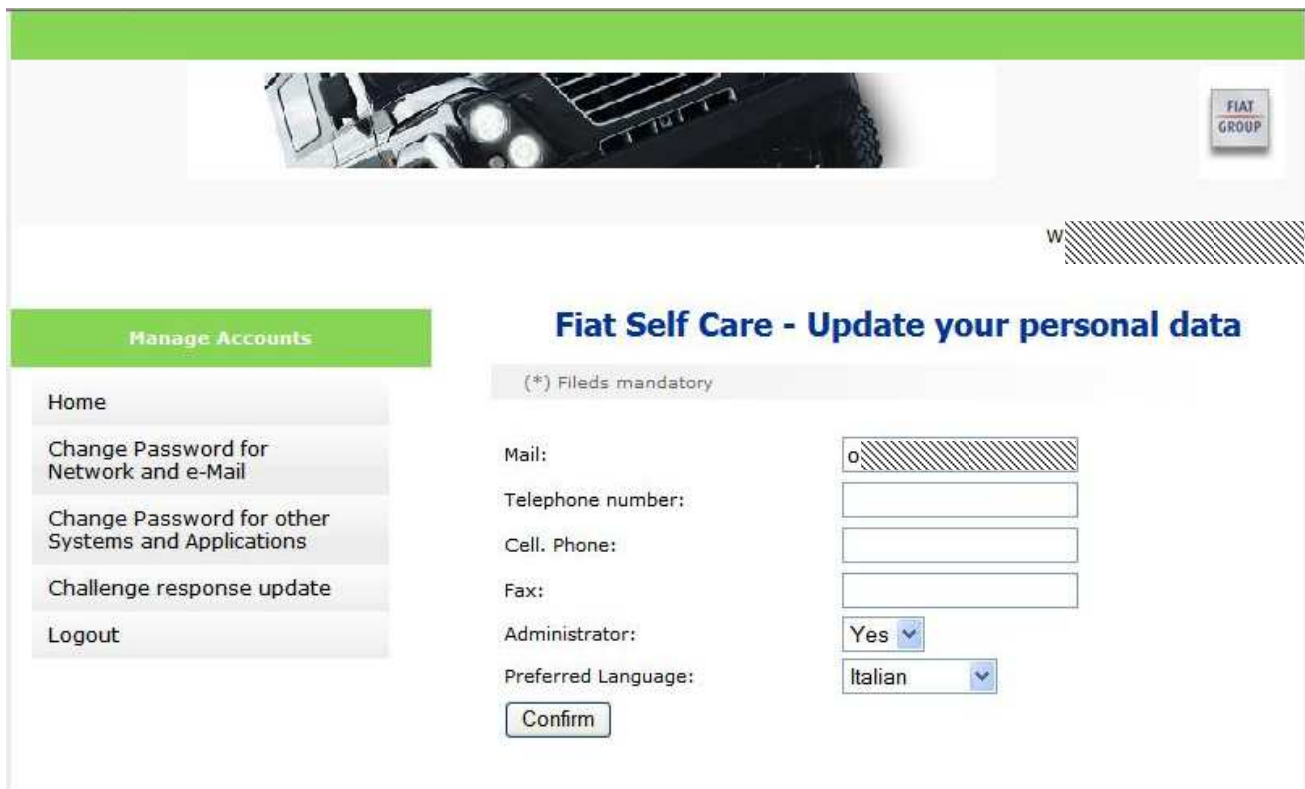
## 2.7 Update personal information

The **ICTSelfCare** web application also allows the user's personal data update. In order to access this feature select the "**Update your personal data**" from the menu on the left, you will see the screen in **Picture 10**.

Update the data you want then click the button **Confirm** to save it.

**For user administrators: Please do not change the "Administrator" item value from "Yes" to "No".**

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### Fiat Self Care - Update your personal data

(\*) Fields mandatory

Mail:

Telephone number:

Cell. Phone:

Fax:

Administrator: Yes


Preferred Language: Italian

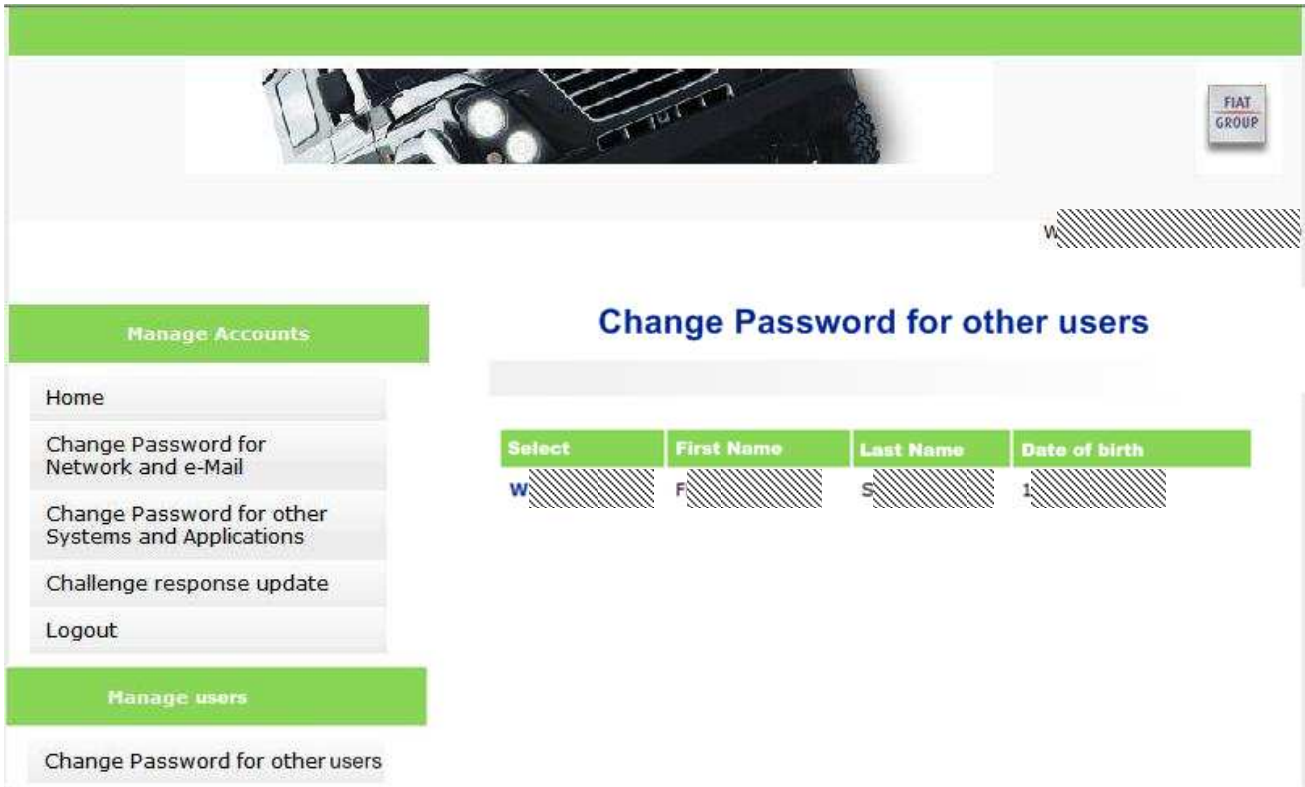
Picture 10 - Update of user personal data

## 2.8 Features for the administrator

The web application ICTSelfCare will be used by the supplier users' administrators to reset the password of the managed users. **This functionality is not currently online and when it will become available it will be reported on the notice board of the FGPS Portal.**

To access this feature select the **"Change Password for managed user"** from the menu on the left, the screen in **Picture 11** will be displayed. Select from the list the user whose password you want to change the password and proceed with the password change operation.

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**Change Password for other users**

Select	First Name	Last Name	Date of birth
W	F	S	1

Picture 11 - Change Password for managed user