

Guide 1 - First-Time Registration Procedure for Hourly Employees using the Ford "Account Management" site from the Internet



Welcome to Ford Motor Company's external "Account Management" site

Password management from the internet is now available, using the Ford "Account Management" site to manage password changes and resets. This will enable you to reset your Ford password for access to Paystub Online, etc.

Below are steps to register for the **first time with an existing, valid password*** at the Ford "Account Management" site from the **Internet** (i.e., outside the Ford network):

- 1) To access the "Account Management" site from the Internet, go to the @Ford Online web site at at.ford.com. From the "Inside Ford" tab drop-down menu, select "U.S. Employees", then select "Hourly Employee Sites" link. Click link for "Ford Account Management" (see Figure 1). This will launch the "Account Management" site login screen (see Figure 2). Please proceed to Step 3.

Or

- 2) Enter the Ford "Account Management" site URL into a browser: account.ford.com. This will launch the "Account Management" site login screen (see Figure 2). Please proceed to Step 3.
- 3) Click the blue "Sign in at Ford" button (see Figure 2). This will prompt the "Secure Web Logon" screen.

*Notes:

- The password you use to access Paystub Online must be reset every 90 days. This is a corporate requirement for all employees using any application(s) housed within the Ford Intranet.
- If your password is presently expired you will need to first contact the Help Desk at **1-888-317-4957** in order to get your password reset. If you have previously registered with P-Synch you may also reset your password by going to www.changepassword.ford.com through the Ford **intranet** from a kiosk or computer inside a Ford location.
- Once your password has been reset you will be able to then register with the Ford "Account Management" site from the **internet**.

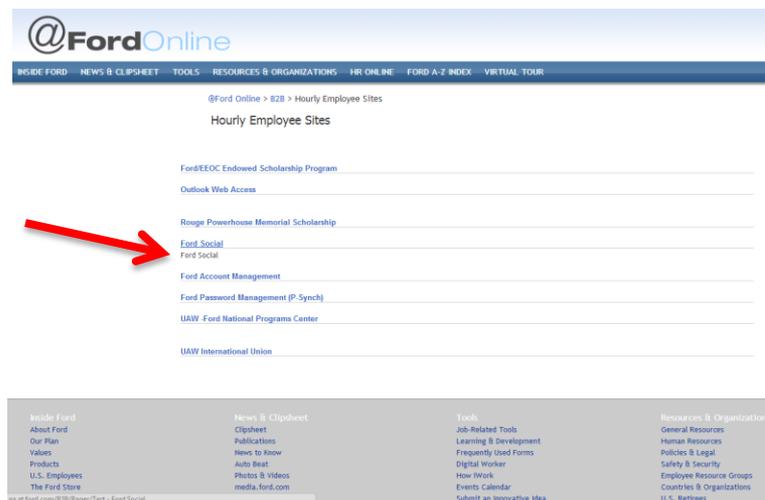


Figure 1

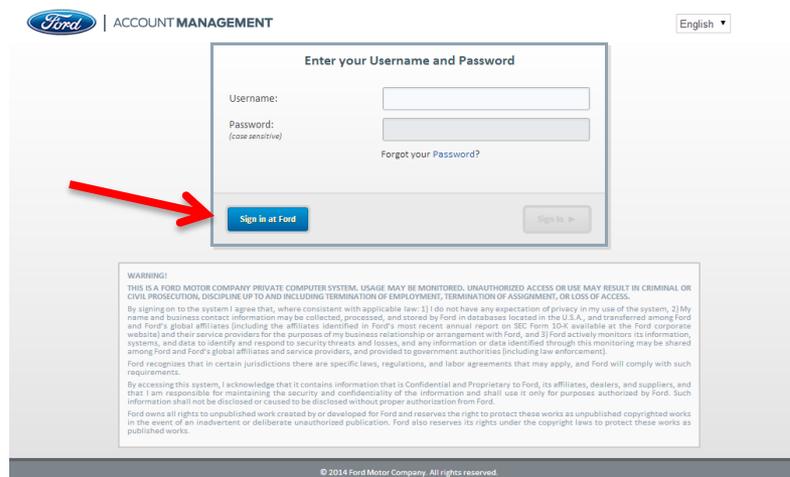


Figure 2

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- 4) On the "Secure Web Logon" screen (see Figure 3), enter your Ford "User name"* and current, valid "Password" and click the "Sign In" button. (*Ford User name is your Ford CDSID; if you do not know/have a CDSID please talk to your supervisor or Labor Relations representative. Please see page 1 if your password is expired.) This will prompt the "Employee Self Registration" screen.

Figure 3

- 5) On the "Employee Self Registration"*** screen (see Figure 4), you will have three actions:
- In the "Personal Information" section, click the "Email Address" field and update with personal email address, such as Yahoo, Gmail, etc., that will be used for password notifications.
 - In the "Updated Information" section, enter a new Ford password in the "Password" field and re-enter this password in the "Password Confirm" field. This will change your Ford login password going forward. *Note: passwords must be at least 8 characters, upper and lowercase letters, numbers and symbols (~!@#\$%^&*?+.-).*
 - In the "Security Information" section, select at least five unique security questions and provide a unique response to each question. Note, each answer must be at least five characters long. These questions and answers will be used to authenticate your identity if you forget your password.

***If any employment information is incorrect (other than your password or personal email address), then please talk to your supervisor or Labor Relations representative.

Figure 4

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6) Click the "Create Profile" button once Step # 5 is completed (see Figure 5).

7) You will see a successful update message (see Figure 6) and you will receive an email notification of approved self registration. To view your account, click the "Self-Service Portal" link.

Now that you've successfully set up your account, the "Self Service Portal" is the place where you will go to change/reset your password, update your email address or update your security questions.

(Note, if the "Create Profile" button is not blue, then you must fix the error(s) highlighted in red in order to continue.)

Important Note: You must log off your computer and then log back in with your new password.

In addition, RACF passwords will not be updated as part of registration (guide 1) or as part of password change/reset (guide 2).

Figure 5

Figure 6

Guide 2 - Password Change/Reset Procedures for Hourly Employees using the Ford “Account Management” site from the Internet



Welcome to Ford Motor Company’s external password management site

Password management from the Internet is now available, using the Ford “Account Management” site to manage password changes and resets. This will enable you to reset your Ford password for access to Paystub Online, etc. **This guide is only applicable if you have completed the instructions called “Guide 1- First-Time Registration Procedure for Hourly Employees using the Ford “Account Management” site from the Internet”.**

Below are steps for Password Change (if you know your current password) using the Ford “Account Management” site from the Internet:

- 1) To access the “Account Management” site from the Internet, go to the @Ford Online web site at <http://www.at.ford.com>. From the “Inside Ford” tab drop-down menu, select “U.S. Employees”, then select “Hourly Employee Sites” link. Click link for “Ford Account Management” (see Figure 1). Please proceed to Step 3.

Or

- 2) Enter Ford “Account Management” site URL in browser: account.ford.com. This will launch the “Account Management” site login screen (see Figure 2). Please proceed to Step 3.
- 3) Click the blue “Sign in at Ford” button (see Figure 2). This will prompt the “Secure Web Logon” screen

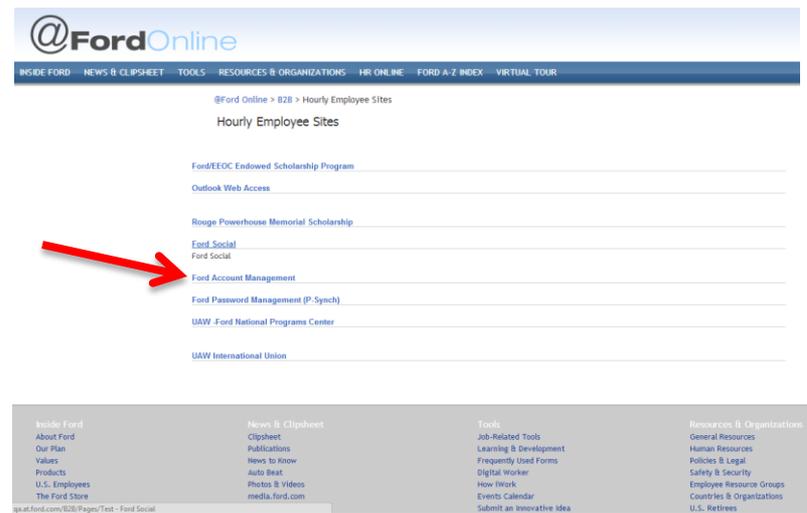


Figure 1

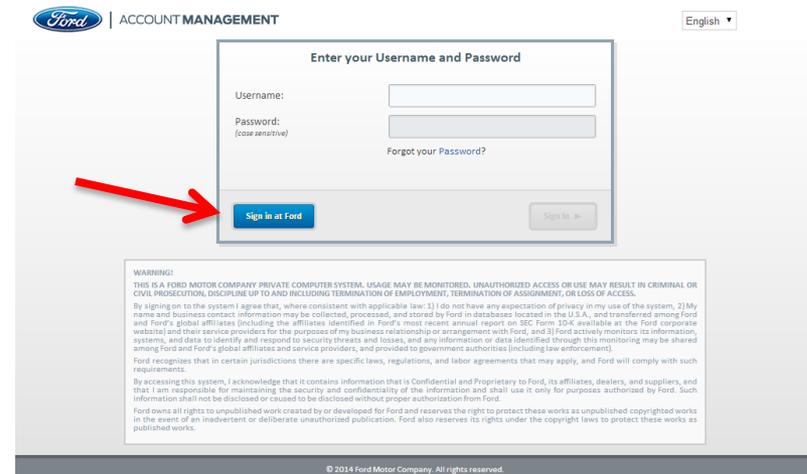


Figure 2

Guide 2 - Password Change/Reset Procedures for Hourly Employees using the Ford "Account Management" site from the Internet



- 4) On the "Secure Web Logon" screen (see Figure 3), enter your Ford "User name"* and "Password" and click the "Sign In" button. (*Ford User name is your Ford CDSID; if you do not know/have a CDSID please talk to your supervisor or Labor Relations representative.) This will prompt the "Profile Information" screen.

- 5) In the "Account Information section", click on the "Change Password" link (see Figure 4). This will prompt the "Change Password" form.

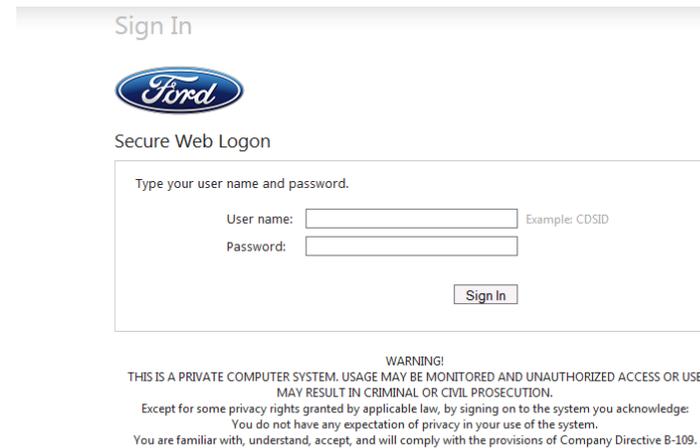


Figure 3

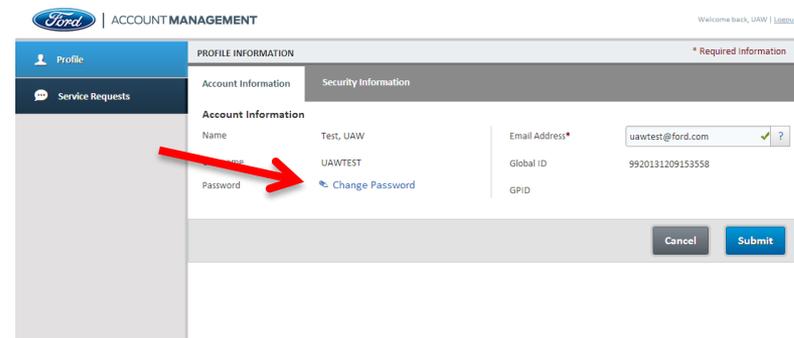


Figure 4

Guide 2 - Password Change/Reset Procedures for Hourly Employees using the Ford "Account Management" site from the Internet



- 6) In the "Change Password" form, enter the current password in the "Current Password" field. Enter a new password in the "New Password" field and re-enter this password in the "New Password Confirm" field (see Figure 5). (Note: password must have at least 8 characters, upper and lowercase letters, numbers and symbols (~!@#\$\$%^&*?+:-))

The screenshot shows the Ford Account Management interface. A modal window titled "Change Password" is open, displaying three input fields: "Current Password*", "New Password*", and "New Password Confirm*". Each field has a question mark icon to its right. A red arrow points to the "Current Password" field. The background shows the "ACCOUNT MANAGEMENT" header and navigation tabs for "Profile" and "Service Requests".

Figure 5

- 7) Click "Submit" button (see Figure 6). This will change your Ford login password going forward.
- 8) You will see a successful update message (see Figure 7).

This screenshot shows the "Change Password" form with the "Current Password", "New Password", and "New Password Confirm" fields filled with asterisks. Each field has a green checkmark and a question mark icon to its right. A red arrow points to the "Submit" button.

Figure 6

This screenshot shows the "Change Password" form with a green checkmark and the text "Password Changed" displayed above the "New Password Confirm" field. The "Submit" button is now disabled.

Figure 7

Important Note: You must log off your computer and then log back in with your new password.

In addition, RACF passwords will not be updated as part of registration (guide 1) or as part of password change/reset (guide 2).

Guide 2 - Password Change/Reset Procedures for Hourly Employees using the Ford “Account Management” site from the Internet



Below are steps for Password Reset (if you do NOT know your current password) to the Ford “Account Management” site from the Internet:

- 1) To access the “Account Management” site from the Internet, go to the @Ford Online web site at <http://www.at.ford.com>. From the “Inside Ford” tab drop-down menu, select “U.S. Employees”, then select “Hourly Employee Sites” link. Click link for “Ford Account Management” (see Figure 1).

Or

- 2) Enter Ford “Account Management” site URL in browser: account.ford.com. This will launch the “Account Management” site login screen (see Figure 2).

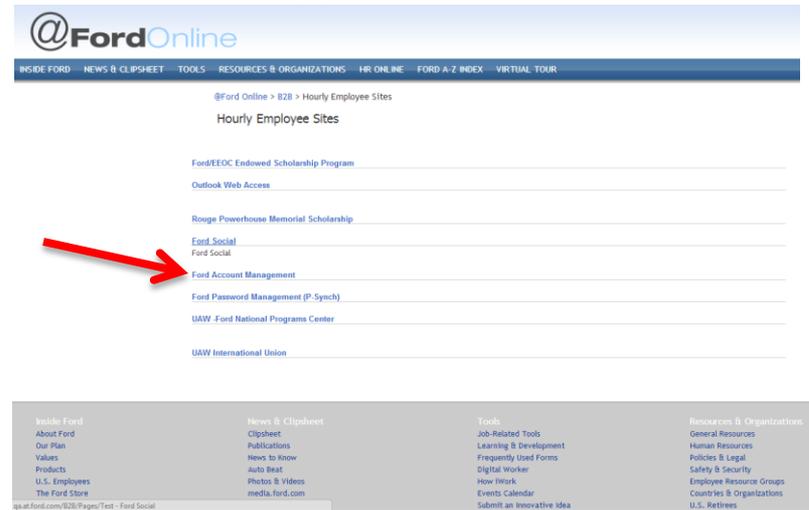


Figure 1

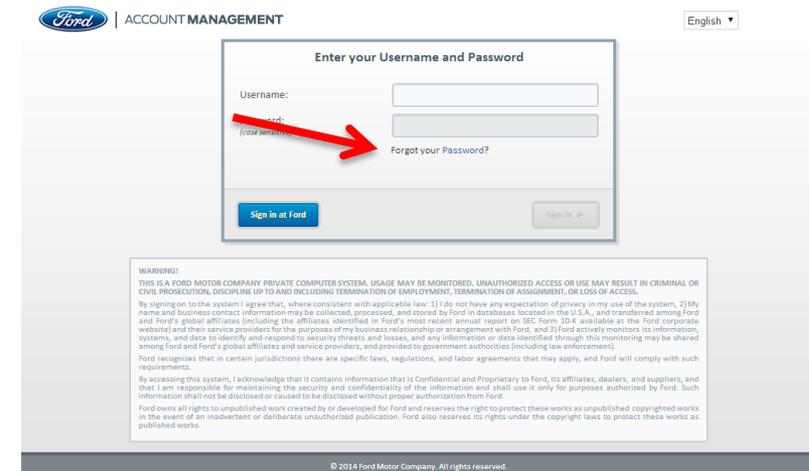


Figure 2

Guide 2 - Password Change/Reset Procedures for Hourly Employees using the Ford "Account Management" site from the Internet



- 3) Click on "Forgot your Password?" link (see Figure 2). This will prompt the "Password Reset" screen (see Figure 3).
- 4) In the "Personal Information" section, enter your Ford "Username" and click on the "Check Username" button. (*Ford Username is Ford CDSID; if you do not know/have a CDSID please talk to your supervisor or Labor Relations representative.)
- 5) In the "Security Information" section, you will be prompted to respond to three of the security questions you selected during the "First-Time Profile Set Up Procedure for Hourly Employees using the Ford "Account Management" site from the Internet". (see Figure 4). (Note: each person will have a different set of security questions and answers).

Figure 3

Figure 4

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- 6) Once the security questions have been answered correctly, you will be prompted to choose a new Ford password in the "Updated Information" section (see Figure 5). Enter a new password in the "Password" field and re-enter this password in the "Password Confirm" field. Click the "Reset Password" button to set your new password. This will change your Ford login password going forward. (Note: password must have at least 8 characters, upper and lowercase letters, numbers and symbols (~!@#%&*?+:-).

Figure 5

- 7) You will see a successful reset message (see Figure 6) and you will receive an email notification that your password has been reset. To view your account, click the "Self-Service Portal" link and log in using your Ford Username and your new password.

Figure 6

Important Note: You must log off your computer and then log back in with your new password.

In addition, RACF passwords will not be updated as part of registration (guide 1) or as part of password change/reset (guide 2).

*****If any employment information is incorrect (other than your password or personal email address), then please talk to your supervisor or Labor Relations representative.**

Paystub Online Password Reset Enhancement

A revised password change / reset procedure for Paystub Online took effect July 28, 2014. Hourly employees are now able to reset their passwords to access Paystub Online via the internet from home or elsewhere without having to contact the Help Desk to reset their password.

Make Sure Your Password Has Not Expired

The password you use to access Paystub Online must be reset every 90 days. This is a corporate requirement for all employees using any application(s) housed within the Ford Intranet.

If your password is presently expired you will need to first contact the Help Desk at **1-888-317-4957** in order to get your password reset. If you have previously registered with P-Synch you may also reset your password by going to www.changepassword.ford.com through the Ford **intra**net from a kiosk or computer inside a Ford location.

Once your password has been reset you will be able to then register with the Ford "Account Management" site from the **internet**.

Registration

In order to be able to manage your password from the internet you must first register with the Ford "Account Management" site from the **internet** (not from a plant kiosk). At this site you will be asked to create a user profile, select challenge questions, and provide your answers to those challenge questions. These questions and answers will be used to authenticate your identity if you later forget your password.

This one time registration process should take approximately three to five minutes to complete. A guide detailing the steps to follow in order to complete this first time registration procedure **should be available in Labor Relations or at a plant kiosk.**

Ongoing Password Management

Once you have registered with the Ford "Account Management" site you will be able to change your password from the **internet** (if you know your current password) or reset your password from the **internet** (if you do not know your current password). NOTE: Ford "Account Management" changes can't be made from a plant kiosk.

A guide detailing the steps to follow in order to change or reset your password **should also be available in Labor Relations or at a plant kiosk.**