



Instructions for Suppliers
on:

Requesting an Account
Modification

BOMBARDIER
the evolution of mobility

Table of Contents

3	INTRODUCTION
5	REQUESTING AN ACCOUNT MODIFICATION - IDENTITY
12	REQUESTING AN ADDITIONAL SERVICE
19	ACCESSING HELP

PRIVATE AND CONFIDENTIAL
© Bombardier Inc. or its subsidiaries. All rights reserved.

Introduction

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).

PRIVATE AND CONFIDENTIAL
© Bombardier Inc. or its subsidiaries. All rights reserved.



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.

Introduction

Please note you can now access additional information besides certain fields on the interface.

Request for a modification ?

The screenshot shows a user profile form with two tabs: 'Account Information' and 'Service Information'. The 'Account Information' tab is active and contains an 'Identity' section with fields for First Name, Last Name, Business Email, Business Phone, Mobile Phone, Business Role(s), and citizenship information. The 'Service Information' tab contains fields for Organization Name, Division Name, Street Address, City, Postal Code, Country, and Region, along with a Comment field. Red boxes highlight help icons (question marks) next to the Business Role(s), I am a citizen of Canada, I am a citizen of USA, I will only be working in Canada or USA, I will work from the following country, Organization Name, Division Name, and Relationship fields.

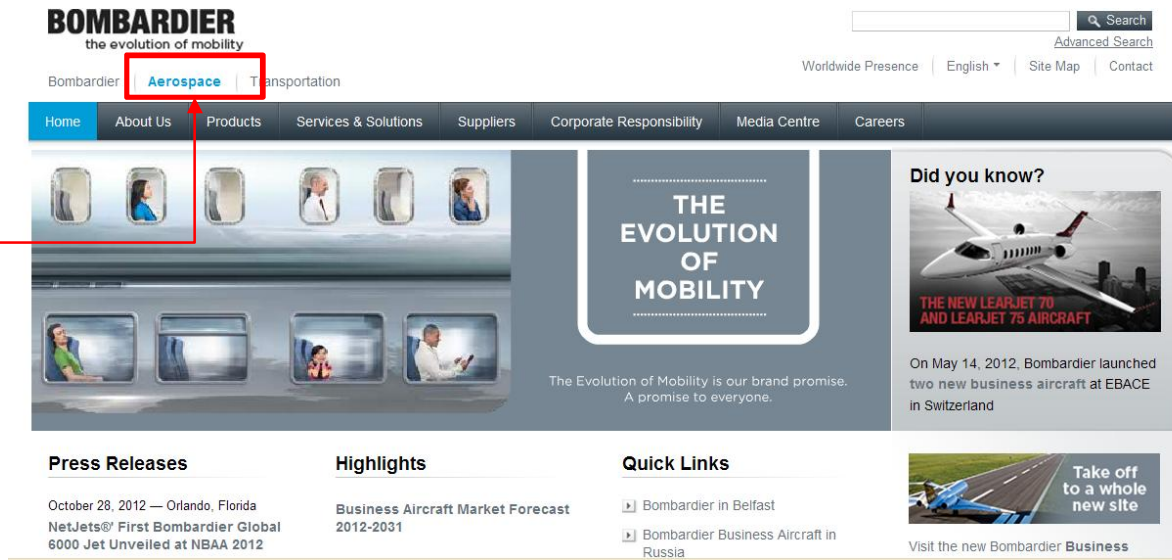
Field	Value
First Name *	_arms3.1_fname13_888
Last Name *	_arms3.1_lname13_888
Business Email *	_arms3.1_test13_333@ybk.com
Business Phone *	5142997788
Mobile Phone	
Business Role(s) ?	BES User, Nomenclature, Designer, Lead Designer
I am a citizen of Canada *	Yes
I am a citizen of USA *	No
I will only be working in Canada or USA ?	Yes
I will work from the following country ?	AFGHANISTAN, ALBANIA, ALGERIA, AMERICAN SAMOA
Middle Name	
Date of Birth (YYYY-MM-DD) *	2005-10-10
Alternate Email	
Extension	
Fax Number	
Language *	English
Gender *	Male
I am citizen of an other country ?	AFGHANISTAN, ALBANIA, ALGERIA, AMERICAN SAMOA
I am a permanent employee *	Yes
I am a contractual employee *	No
Organization Name ?	YBK Inc
Division Name ?	YBK
Street Address	123 alala
City	ny
Postal Code	11102
Country	UNITED STATES
Region	
Comment ?	

PRIVATE AND CONFIDENTIAL
© Bombardier Inc. or its subsidiaries. All rights reserved.

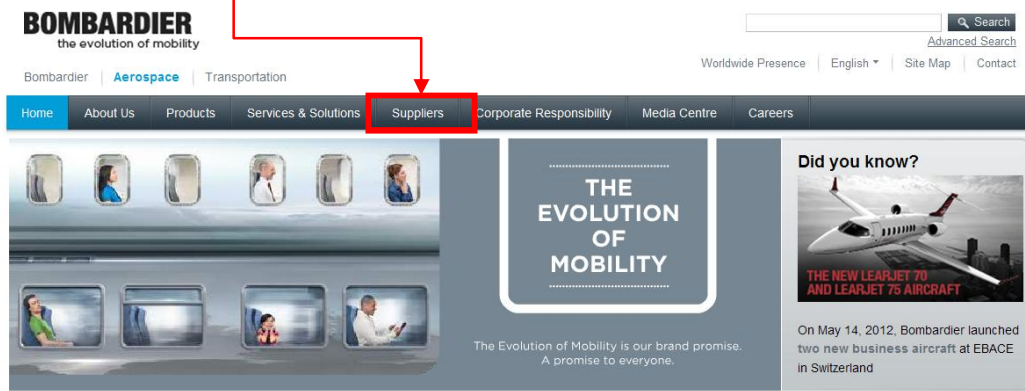
← Back to Table of Contents

Requesting an Account Modification - Identity

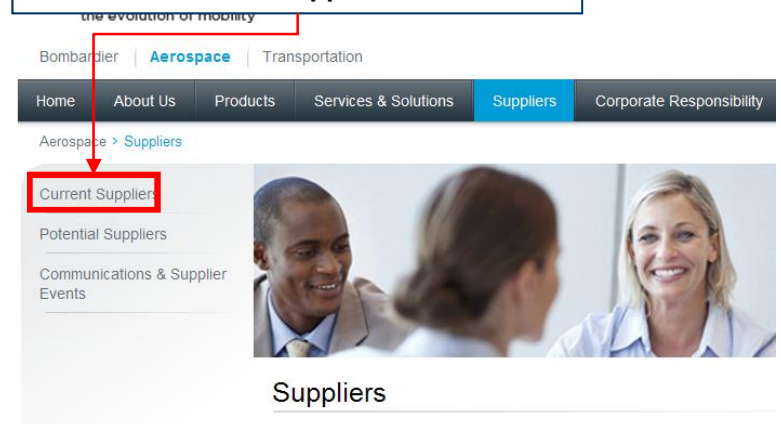
1- Access Bombardier website @ www.bombardier.com And navigate directly to the Aerospace section by clicking on the Aerospace tab.



2- Click the **Suppliers** button.



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



CONFIDENTIAL
All rights reserved.

← Back to Table of Contents

Requesting an Account Modification - Identity, cont'd

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

BOMBARDIER
the evolution of mobility

Bombardier | **Aerospace** | Transportation

Worldwide Presence | English | Site Map | Contact

Home | About Us | Products | Services & Solutions | **Suppliers** | Corporate Responsibility | Media Centre | Careers

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 **Login into ARMS to modify your account, change 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

Requesting an Account Modification – Identity, cont'd

The screenshot shows the ARMS Sign In page. At the top, there is a navigation bar with 'Home' on the left and 'ARMS' on the right. The main content area is titled 'Sign In'. It contains two input fields: 'Username *' and 'Password *', both marked with an asterisk to indicate they are mandatory. Below these fields is a 'Sign in' button. To the right of the input fields, there is a 'WARNING' message and a 'Reset your password' link. A legend below the fields states '* = Mandatory Fields'. Three callout boxes provide instructions: one pointing to the Username field, one pointing to the Password field, and one pointing to the Sign in button. The footer contains copyright information and links for Legal Notice, Trademarks, and Privacy.

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*.

* = Mandatory Fields

© Bombardier 1997-2012

Legal Notice Trademarks Privacy

PRIVATE AND CONFIDENTIAL
© Bombardier Inc. or its subsidiaries. All rights reserved.

Requesting an Account Modification – Identity

The Request for a Account modification screen displays.

The screenshot shows the Bombardier account modification interface. At the top, the Bombardier logo and tagline 'the evolution of mobility' are visible. Below the logo, there are navigation tabs: 'Account Modification' (highlighted), 'Password Manager', and 'Request Status Search'. A language selector 'Français' is in the top right corner. The main heading is 'Request for a modification'. Below this, there are two tabs: 'Account Information' and 'Service Information' (highlighted). The 'Service Information' tab is divided into two sections: 'Company' (selected) and 'Relationship'. The 'Company' section contains fields for 'Organization Name' (YBK Inc), 'Division Name' (YBK), 'Street Address' (123), and 'City' (alala). The 'Identity' section contains fields for 'First Name' (arms3.1_fname13_888), 'Last Name' (arms3.1_lname13_888), 'Business Email' (arms3.1_test13_333@ybk.com), 'Business Phone' (5142997788), 'Mobile Phone', 'Middle Name', 'Date of Birth' (2005-10-10), 'Alternate Email', 'Extension', 'Fax Number', 'Language' (English), 'Gender' (Male), and 'BusinessRole(s)' (BES User, Nomenclature, Designer, Lead Designer). There are also checkboxes for citizenship and employment status. A legend at the bottom indicates that fields with an asterisk (*) are mandatory.

The **Account Information** tab displays your Identity and Company information currently saved in your profile.

The **Service Information** tab displays the **system accesses** (or services) you currently have access to as well as those that you can request in addition.

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.

[← Back to Table of Contents](#)

Requesting an Account Modification – Identity

The Request for a modification screen displays.

BOMBARDIER
the evolution of mobility

Account Modification Password Manager Request Status Search Français

Request for a modification

Account Information Service Information

Identity

First Name: *
Last Name: *
Business Email: *
Business Phone: *
Mobile Phone:
Business Role(s): *
I am a citizen of Canada *
I am a citizen of USA *
I will only be working in Canada or USA *
I will work from the following country *
* = Mandatory Field

Middle Name:
Date of Birth (YYYY-MM-DD) *
Alternate Email:
Extension:
Fax Number:
Language *
Gender *
I am citizen of an other country *
I am a permanent employee *
I am a contractual employee *

Company Relationship

Organization Name: *
Division Name: ?
Street Address
City:
Postal Code:
Country:
Region:

Comments

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

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).

11- Click *Submit* to confirm your changes.

Requesting an Account Modification – Identity,

A Confirmation Message displays.

BOMBARDIER
the evolution of mobility

Français

Account Modification Password Manager Request Status Search

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.

Close

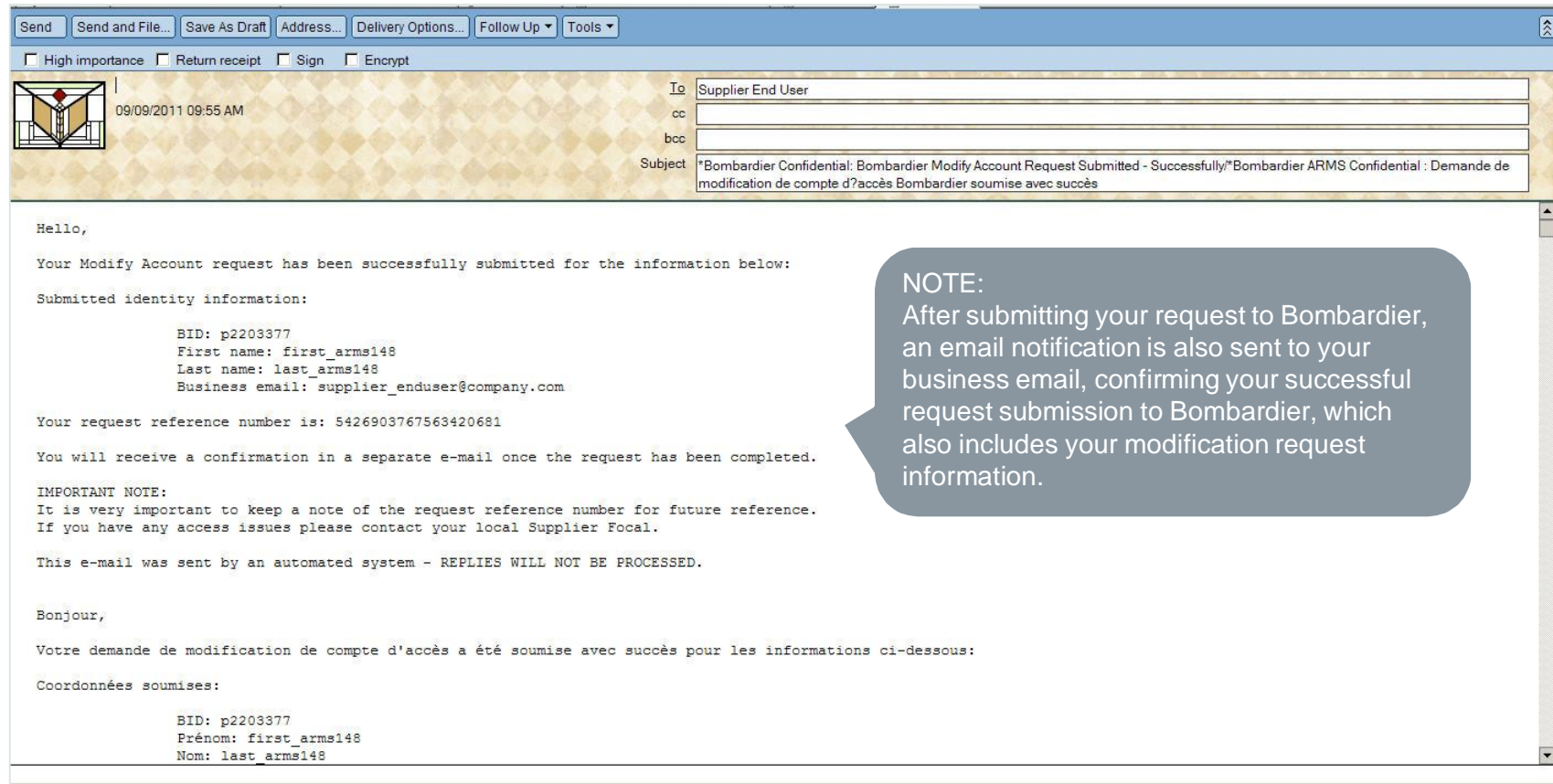
12- Click Close

← Back to Table of Contents

BOMBARDIER
the evolution of mobility

Requesting an Account Modification – Identity,

Example of Confirmation Email



PRIVATE AND CONFIDENTIAL
© Bombardier Inc. or its subsidiaries. All rights reserved.

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.

Account Modification Password Manager Request Status Search

Request for a modification ?

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

Account Information **Service Information**

Identity

First Name: *
arms3.1_fname13_888

Last Name: *
arms3.1_lname13_888

Business Email: *
arms3.1_test13_333@ybk.com

Business Phone: *
5142997788

Mobile Phone:

BusinessRole(s): * ?
BES User
Nomenclature
Designer
Lead Designer

I am a citizen of Canada *
Yes

I am a citizen of USA *
No

I will only be working in Canada or USA * ?

Middle Name:

Date of Birth (YYYY-MM-DD) *
2005-10-10

Alternate Email:

Extension:

Fax Number:

Language *
English

Gender *
Male

I am citizen of an other country * ?
ANGUILLA
ANTARCTICA
ANTIGUA AND BARBUDA
ARGENTINA

I am a permanent employee *

Company Relationship ?

Organization Name: * ?
YBK Inc

Division Name: ?
YBK

Street Address
123
alala

City:
ny

Postal Code:
11102

Country:
UNITED STATES

Region:

Comment ?

← Back to Table of Contents

Requesting an additional Service

BOMBARDIER
the evolution of mobility

Account Modification Password Manager Request Status Search

Request for a modification 2

Account Information Service Information

The following services have been pre-approved:

Service : eRoom	Status : ACTIVE
Service : Documentum	Status : ACTIVE
Service : BDirectAccess	Status : ACTIVE
Service : Q-checker	Status : ACTIVE

The following optional services are available for selection:

Service : CitrixAccess	Status : INACTIVE
Parameter Value	
CitrixGroupCode	HIT

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.

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.

Submit Cancel

PRIVATE AND CONFIDENTIAL
© Bombardier Inc. or its subsidiaries. All rights reserved.

Requesting an additional Service

A Confirmation Message displays.

BOMBARDIER
the evolution of mobility

Français

Account Modification Password Manager Request Status Search

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.

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.

Close

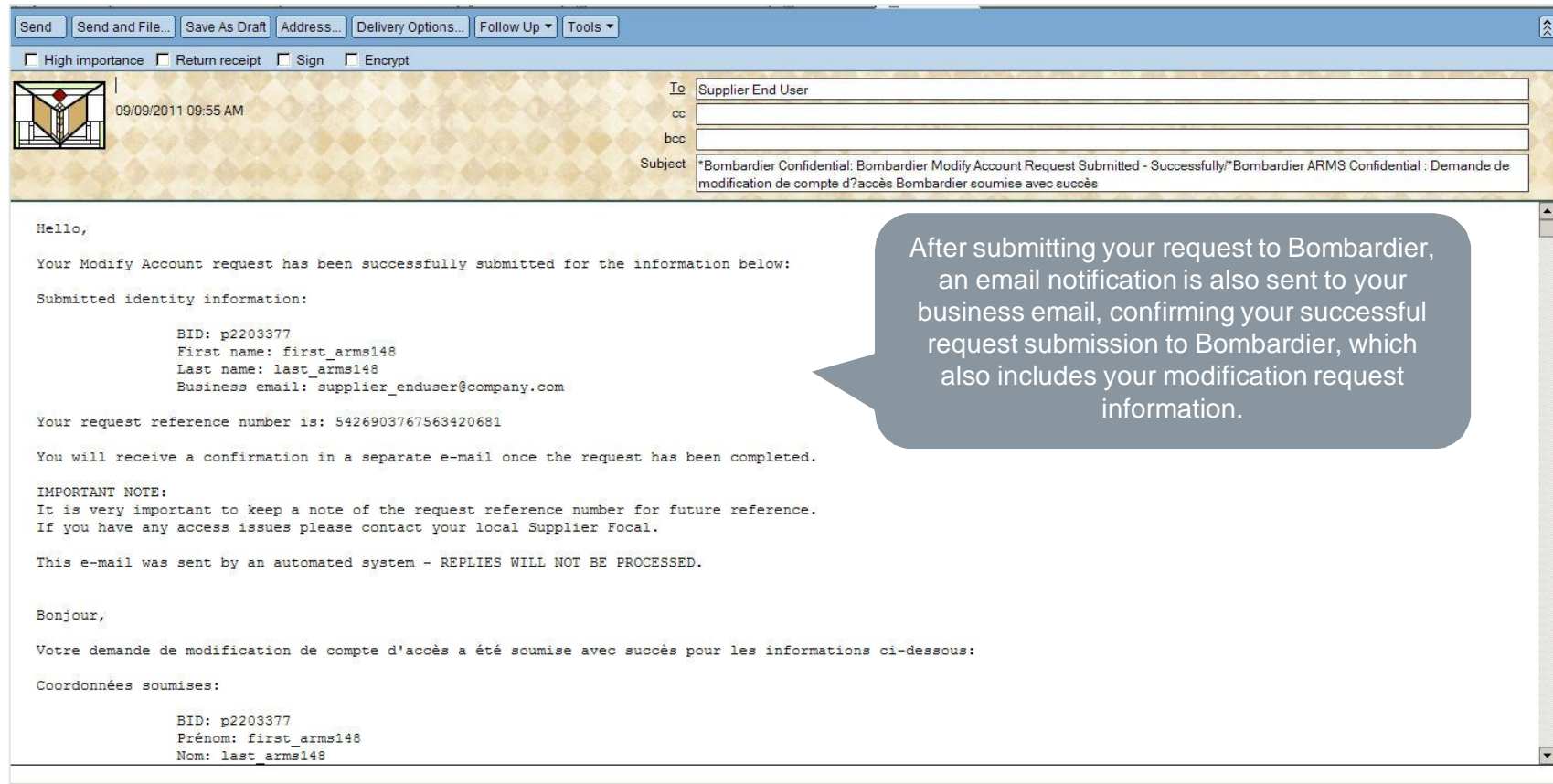
13- Click *Close*

← Back to Table of Contents

BOMBARDIER
the evolution of mobility

Requesting an additional Service

Example of Confirmation Email





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

Thank you.

BOMBARDIER

the evolution of mobility