

# Volvo Group Supplier Portal Password Resets



# Overview

- In June 2013, a new Password Management self-service portal has been launched.
- This allows the user to handle their own password management themselves without having to contact the Service Desk, when the user has forgotten their password or their password has expired, as examples.
- The Password Management portal is available from the Volvo Group Supplier Portal login page – "Reset My Password" link.

# Password Management Features

- **Change password** – When the user knows their current password and wants to change it to a new password.
- **Reset password using e-mail** – If users have forgotten their password and need to reset their password, they can reset by sending an e-mail to a registered e-mail address.
- **Reset password using security questions** –The user can also choose to reset their password by answering a predefined set of security questions.
- **Register answers to security questions** – In order to reset their password by using security questions, they first need to answer a predefined set of questions.
- **E-mail notification when password is about to expire**
- **Multi-language support**

# Login Page View

Volvo Group Supplier Portal

## Volvo Group Supplier Portal

Welcome to the Volvo Group Supplier Portal extranet.

If you have problems with your User ID or your Password (e.g. forgotten), click on the below link for instructions.

[Password Management Instructions](#)

If you still require assistance, contact CMS Services at the link below:


(Include your User ID in the email to us and write in English)

[CMS Services](#)

Please enter your user name and password to login:

Username	Password
<input type="text"/>	<input type="password"/>

» [Forgot Password](#) » [Change Password](#)

Login 

# Password Management Main Page View

## PASSWORD MANAGEMENT

Change Language

English ▼

Here you can change your password if you have problems with your account and manage your answers to the security questions.

You have 4 options:

- [Using current password](#)  
Use this option, when you know your 'old' password, and want to change it to a 'new' password.
- [Using registered email address](#)  
Use this option, if you have registered an email address and want to reset your password. An email with password reset instructions will be sent to you.
- [Using security questions](#)  
Use this option, if you have answered your security questions and want to reset your password. You will identify yourself by answering your security questions.
- [Manage answers to security questions](#)  
Use this option, to set your answers to the security questions, or to change the answers if you have previously set them. The security questions are used to reset your password.

# Multi-language Support

Select language here



## GESTION DES MOTS DE PASSE

Modifier la langue

Français

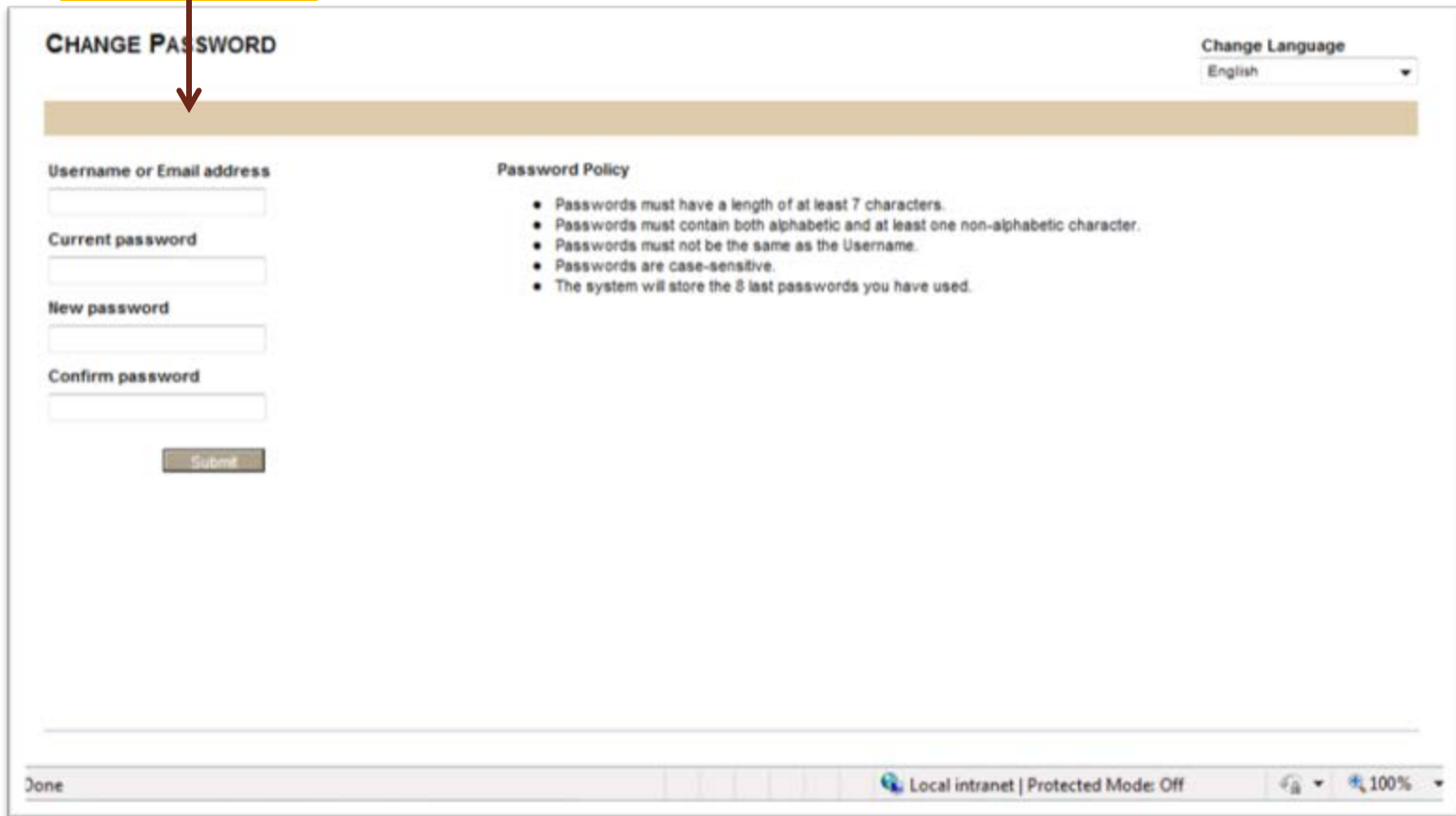
Vous pouvez ici modifier votre mot de passe si vous rencontrez des problèmes avec votre compte, et pouvez également gérer vos réponses aux questions de sécurité.

Vous avez 4 options :

- **Utiliser le mot de passe actuel**  
Utilisez cette option lorsque vous connaissez votre "ancien" mot de passe et que vous souhaitez le remplacer par un "nouveau" mot de passe.
- **Utiliser une adresse e-mail enregistrée**  
Utilisez cette option si vous avez enregistré une adresse e-mail et que vous souhaitez réinitialiser votre mot de passe.  
Vous allez recevoir un e-mail contenant des instructions sur le mot de passe réinitialisé.
- **Utiliser des questions de sécurité**  
Utilisez cette option si vous avez répondu à vos questions de sécurité et que vous souhaitez réinitialiser votre mot de passe.  
Vous vous identifiez en répondant à vos questions de sécurité.
- **Gérer les réponses aux questions de sécurité**  
Utilisez cette option pour définir vos réponses aux questions de sécurité ou encore pour modifier les réponses que vous avez déjà définies.  
Les questions de sécurité sont utilisées pour réinitialiser votre mot de passe.

# Change Password When Old Password is Known

Enter VGSP  
ID or Email  
Address Here



**CHANGE PASSWORD** Change Language  
English ▼

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**Username or Email address**

**Current password**

**New password**

**Confirm password**

**Password Policy**

- Passwords must have a length of at least 7 characters.
- Passwords must contain both alphabetic and at least one non-alphabetic character.
- Passwords must not be the same as the Username.
- Passwords are case-sensitive.
- The system will store the 8 last passwords you have used.

Done Local intranet | Protected Mode: Off  100% ▼

# Reset Password via E-mail Only

Enter Email Address ONLY Here

**RESET PASSWORD USING EMAIL**

Change Language  
English

Username or Email address

Submit

**Steps To Follow**

- Enter your Username or Email address and click Submit.
- An email will be sent to your registered email address with a link to the reset password page. Click on the link.
- Enter your new password and confirm password, then enter the characters in the captcha field and click Submit.
- If you have registered an email address you will receive a confirmation by email.

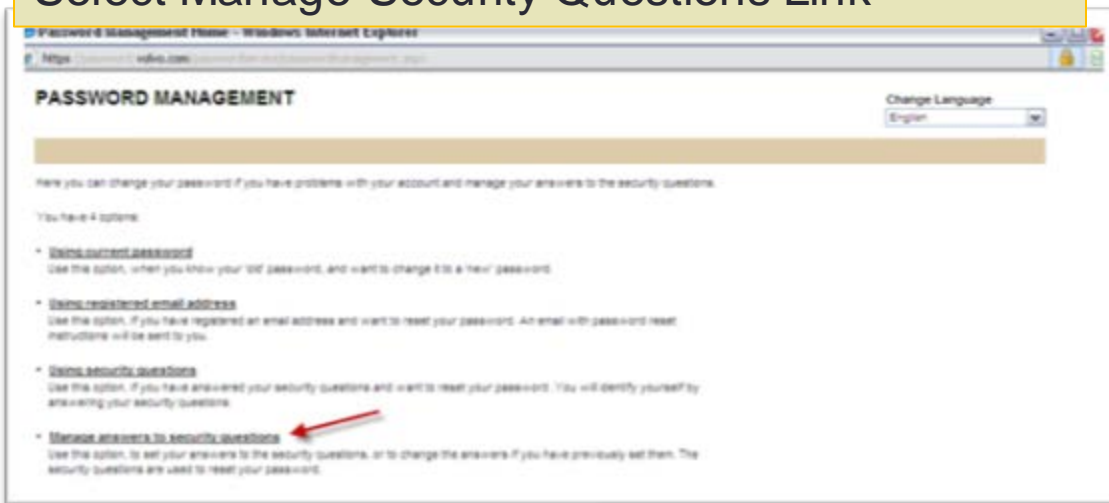
Local Internet | Protected Mode: Off | 100%



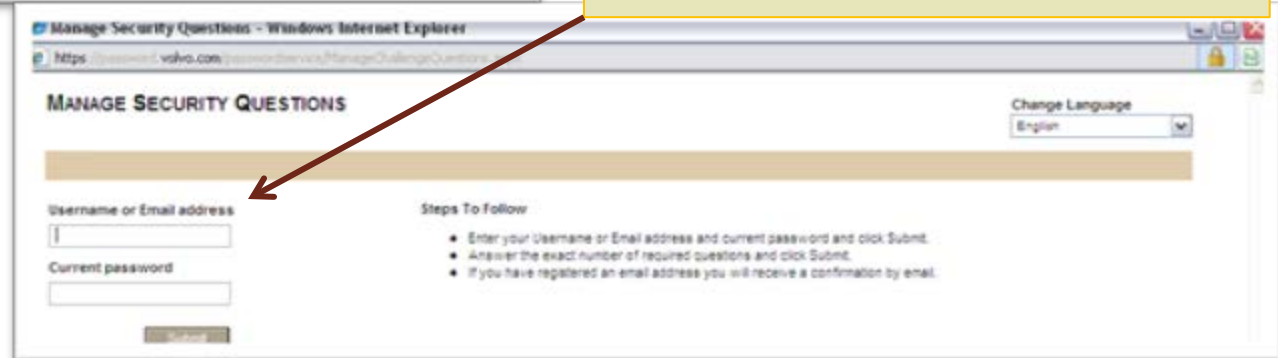
# Reset Password by Answering Security Questions

You must set up your security questions **BEFORE** your current password expires to use this function!

Select Manage Security Questions Link



Enter VGSP ID or Email Address & Current Password



# Reset Password by Answering Security Questions

Answer any 4 questions and submit

**MANAGE SECURITY QUESTIONS** Change Language

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**Steps To Follow**

- Exactly 4 security questions need to be answered

What is the name of your first pet?

What is the middle name of your oldest child?

Which school did you attend when you were 8 years old?

What street did you live in when you were 10 years old?

What is the name of your first childhood friend?

What year did you receive your driving license?

What was the make/brand of your first car?

What was your childhood nickname?

In which city were you born?

What is your mother's maiden name?

What year was your mother born?

What is your favourite color?

What is the name of your favourite rock band?

What is your favourite food?

What is your favourite sports team?

# Reset Password by Answering Security Questions

After security questions have been set up initially

## RESET PASSWORD USING SECURITY QUESTIONS

Change Language  
English


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**New password**

**Confirm password**

**Which school did you attend when you were 8 years old?**

**What year did you receive your driving license?**



Type the characters from the image

### Password Policy

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lone Local intranet | Protected Mode: Off 100%

If you have any question contact  
[cmsservices@volvo.com](mailto:cmsservices@volvo.com).