

# Passweb

## PROCEDURE TO CHANGE YOUR PASSWORD

### Partner users of the B2B Portal

The password of your B2B login expires every **87 days** and must be changed regularly if you still want to use the B2B portal and its applications.

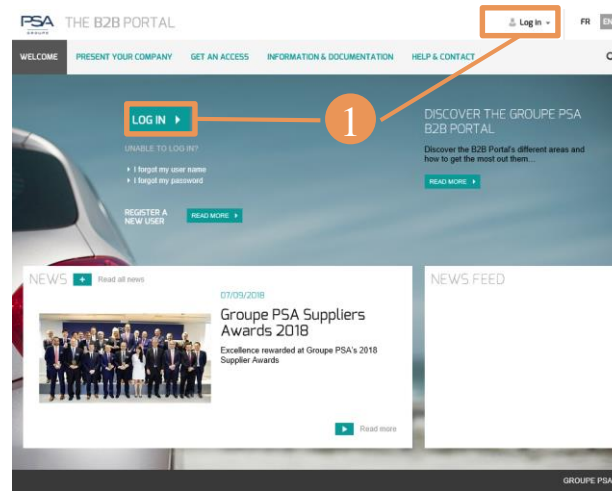
This document describes how to change your password with **Passweb**

- ▶ either voluntarily before expiry,
- ▶ either mandatorily
  - ▶ in case of expiry (on expiry of the period of 87 days or later).
  - ▶ in case of resetting your password from your PLSA or via the assistance of the B2B Portal.

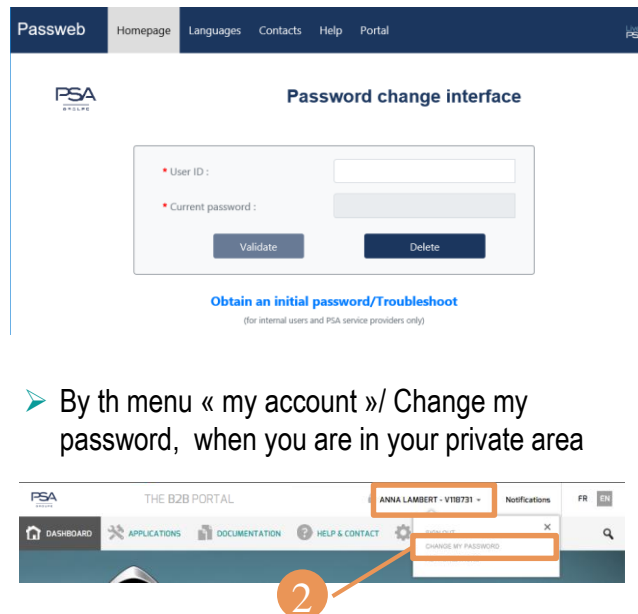
### 1. HOW TO ACCESS THE APPLICATION PASSWEB?

You can access the application

- ▶ When you log on the B2B Portal and your password is **expired**



In this case, the following screen is displayed automatically:

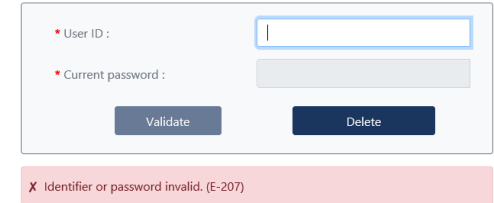


- ▶ By th menu « my account »/ Change my password, when you are in your private area

### 2. LOGGING INTO THE APPLICATION

Enter your B2B login and your **current** password (**Login and password that you enter in the B2B portal connection**).

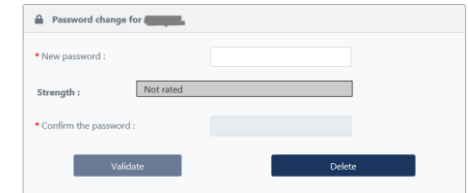
In case of error, the following message appears.



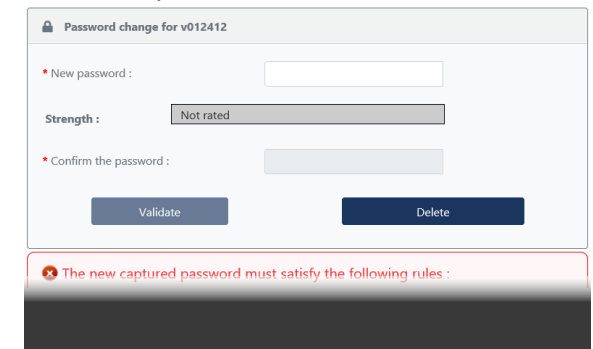
- ▶ Correct your entry and validate

### 3. ENTER YOUR NEW PASSWORD

Once authenticated, **Passweb** displays a **second screen** in which you will enter and confirm your new password **YOU HAVE CHOSEN**.



If the password you enter does not comply with the policy, you will be helped by a message displayed below the input area, that will remind you criteria to define a valid password



### **i** In case of repeated failures

If you are unable to propose a new valid password after several attempts, **Passweb** then displays the following message:

You failed to change your password several times, you must wait 30 minutes before next attempt

## 4. SUCCESSFUL UPDATE OF THE PASSWORD

When the new password is accepted, **Passweb** will display the message:

Your new password has been saved.

It will take 30 minutes for it to be propagated across all PSA systems.

Click on the link [Leave Passweb](#) to close the session.

### **▶** PROPAGATION

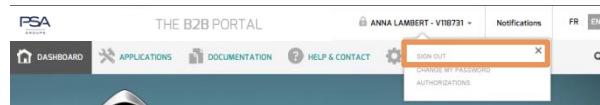
Your new password is normally propagated instantly to most of GROUPE PSA applications

However, **full propagation can take up to 30 minutes** for some applications.

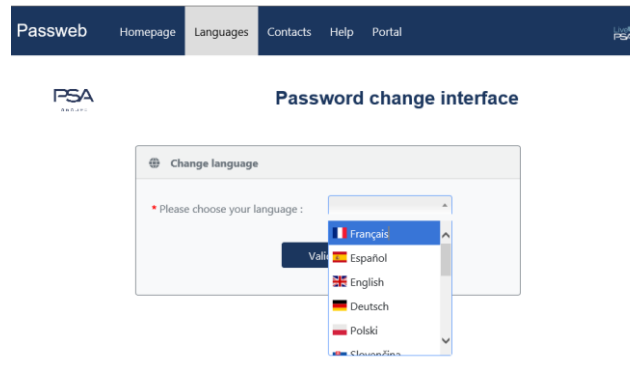
### **i** To avoid blocking your account !

After changing your password, it is **crucial** to :

- ▶ Leave the B2B Portal (if you were connected), **by using the link « sign out »** of « my account » menu (in order to delete the private B2B Portal cookie)



- ▶ Close completely your Internet browser before any new connection to the B2B Portal



### **▶** CONTACT

If a problem occurs when changing your password, you have to contact first **your PLSA**

If they are unavailable, you can also contact the B2B Portal Assistance:

[contact-psa-b2b@mps.com](mailto:contact-psa-b2b@mps.com)

### **▶** DOCUMENT

You can find this guide in the Help of **Passweb** application



1. Select the Help menu in the upper
2. The Document is available in several languages