

# Passweb

## PROCEDURE FOR CHANGING YOUR PASSWORD VIA THE INTERNET

Your **PSA password** expires every **87 days** and therefore needs to be **changed** regularly.

This document explains how to change your password using the interface:

- **either optionally before it expires**
- **or compulsorily when it expires** (at the end of the **87-day** period)

## PROPAGATION

Your **new password** should be **propagated instantly** to most PSA applications.

*However, the process may take up to 30 minutes for some very specific applications.*

**Please close your web browser before accessing the PSA applications again.**

## PROCEDURE FOR TROUBLESHOOTING OR OBTAINING AN INITIAL PASSWORD

For some user profiles, it is now possible to **troubleshoot** or obtain an initial password individually.

This document explains how to **change your password or choose your first one**:

- by authenticating yourself without a password, by completing a form containing personal information.
- by agreeing to enter and confirm your personal data such as your personal mobile number, your personal email, and some secret questions.

# Warning

(Employees in the PSA intranet)

Please make sure you **do not have an open session** with your current password on a PC already connected in RPI on the PSA intranet, including the PC you are currently working on. If not, change your password in Windows by pressing the key combination Ctrl+Alt+Del.

→ Otherwise **your account may be frozen!**

# Contact

For more information about the password policy, please get in touch with your usual contacts:

- your local security administrators in the country subsidiaries and at some importers.
- your usual area managers.

Otherwise you can write to the following email address: [passweb@mpsa.com](mailto:passweb@mpsa.com).

# Documents

This **Passweb** mini-guide is available directly on the website:

<https://passweb.mpsa.com>

<https://passweb.citroen.com>

<https://passweb.peugeot.com>

→ Select the **Help** menu item: The document is available in **5 languages**:

**Passweb** Guide (French)

**Passweb** Guide (English)

**Passweb** Guide (Spanish)

**Passweb** Guide (German)

**Passweb** Guide (Nederlands)

## USER GUIDE

# Passweb

## CHANGING YOUR PASSWORD AND TROUBLESHOOTING

## FOR GROUPE PSA EMPLOYEES AND THIRD-PARTY PARTNERS

## VIA THE INTERNET

# Using Passweb

## 1. How to access the Passweb application :

You can access the website directly through one of the **three Internet addresses**:

<https://passweb.mpsa.com>  
<https://passweb.citroen.com>  
<https://passweb.peugeot.com>

## 2. Passweb, depending on your user profile :

If your ID starts with **D** or **V**, the **Passweb** features remain the same.

For all other user IDs, a **new troubleshooting feature** has been created.

## 3. For user IDs starting with D or V :

### 3.1. Identification in Passweb :

Enter your **user ID** and your **current password**. If you make a mistake, correct the entry and confirm.

### 3.2. Enter the new password:

Then enter and confirm **your new password**, which must comply with the Group's instructions and security rules.

### 3.3. In the event of repeated failures to change your password:

If you are unable to provide a valid new password after several attempts, **Passweb** will display a message prompting you to **try again later**, or to **seek advice** from your nearest security officer or administrator.

### 3.4. Successful creation of the new password:

**Passweb** will confirm the change of password and inform you that it **may take up to 30 minutes** for the new password to be propagated across all systems in some cases.

**Warning: Please then close your web browser** before accessing the PSA applications again.

## 4. For externals (IDs starting with E) :

The troubleshooting feature is only available if you have previously saved your personal data. Remember to save them **before forgetting your password**, by connecting to **Passweb**.

To do this, refer to the paragraphs:

- **5.1.1** to connect to **Passweb**,
- **5.1.2** to enter your personal data,
- **5.2.1** to troubleshoot yourself, if it's necessary.

## 5. For all other user IDs :

### 5.1. If you have a password and have not forgotten it :

#### 5.1.1. Identification in Passweb :

Enter your **user ID** and your **current password**.

If you have already entered your personal data, a text message containing a 4-digit PIN code is sent to you to complete the authentication process. You must enter this code in **Passweb**.

**5.1.2. Entering or changing your personal data :**  
**Passweb** gives you the option of entering or modifying **your personal mobile number, your personal email and answering a few secret questions**.

This information serves solely to **enhance authentication security**, and allow you to **troubleshoot** if you forget your password.

#### 5.1.3. Enter the new password :

**Passweb** asks you to choose and confirm a **new password** consistent with the Group's instructions and security rules.

**Please make attention:** if you have a PSA V3 computer, you must connect to the RPI network (from a PSA workplace or VPN connection in case of work at home) and then **change your password in Windows by simultaneously clicking on ctrl+alt+supp**.

Otherwise, **risk of locking your account** the next time you connect your computer to the RPI network !

### 5.1.4. In the event of repeated failures to change your password :

**Passweb** will display a message prompting you to **try again later**, or to seek advice from your nearest security officer or administrator. Otherwise you can write to the following email address: [passweb@mpsa.com](mailto:passweb@mpsa.com).

### 5.1.5. Successful creation of the new password :

When the new password has been accepted, **Passweb** confirms the change of password and informs you that it **may take up to 30 minutes** for it to be propagated across all systems in some cases.

**5.2. If you do not have a password or have forgotten it :****Passweb** now offers you the possibility of **troubleshooting or obtaining an initial password** if you have never had one before.

### 5.2.1. If you have already entered your personal data :

For authentication purposes, **Passweb** sends a text message containing a 4-digit PIN code to the mobile phone number you have provided.

You must enter this PIN code into **Passweb**.

If the PIN code is incorrect, you will need to try again.

If you have changed your mobile phone number, you can authenticate yourself otherwise by entering the answers to the secret questions you have chosen.

You can then enter a new password.

### 5.2.2. If you have not already recorded your personal data :

**Passweb** requires you to **identify yourself by other means** than your password, using personal information known to Groupe PSA (your line manager (entity manager), your country and your date of birth, and the last 5 digits of the IBAN of the bank account into which your salary is paid).

This is only possible for PSA employees.

You must then save your personal data (**mobile phone number, email address and answer secret questions**).

You can then enter a new or an initial password.