Password Management

Self-Service Manual - Password Management

Author: Anna Vos
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<tr>
<td>Sanith Erankandy</td>
<td>SDM IAM</td>
<td></td>
</tr>
<tr>
<td>Núria Barceló I Peiró</td>
<td>Manager IAM</td>
<td></td>
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## Document Location
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1 Introduction

1.1 Purpose

MyApps is now replacing the NXP Whitepages for managing your password.

This document describes how you can manage your password via MyApps. MyApps allows you to unlock and reset your password, but it also lets you create a new password if you forgot your existing password. In the last chapter also the NXP Password Policy is explained.

This manual does not explain all MyApps features. It only explains how to manage your password.
2 Password Management via MyApps

Part of the password management functionality is outside MyApps (when you are not logged in yet) and part inside MyApps. Always, a two-factor authentication (2FA) is required. Therefore you never have to know the current password to set a new password.

You can access MyApps from any computer and any browser so you can always manage your password yourself.

2.1 Password reset outside MyApps

Go to MyApps and try to log in: https://myapps.nxp.com

At this moment, you are not logged in to MyApps yet.

Here, you can do the following:

- Forgot User Name: you have to specify your e-mail address and receive your user name via e-mail. As you know your WBI user name, there is no need to use this.

- Forgot Password: you have to set a new password after 2-factor authentication (2FA) to your cellphone via SMS or voice.

- Reset Password: same as Forgot Password.

- Unlock: same as Forgot Password, but now the result will be that the password is unlocked.

2.1.1 Forgot User Name

You have to specify your e-mail address:
Then you will receive your user name via e-mail:

Dear <name>,

Your NXP Access Manager user name is: <username>

If you did not request this information, please contact your administrator immediately.

Please sign in at: https://myapps.nxp.com/ui

Thanks,
The NXP Access Manager Team

### 2.1.2 Forgot Password

When you have forgotten your password, a 2FA is required. The code can be texted or called to your cellphone.

**Note:** It is important that the number of your cellphone is available in MyApps. How you can set your cellphone number is explained in section 2.3.

After receiving the code on your cellphone, you should enter the code in MyApps. Also choose a new password and confirm the new password:

![Password Management Interface](image)

Press “Save”.
**Note:** For the creation of new passwords, an NXP Password Policy applies. See chapter 4.

Now saving the password is confirmed. The saving time can take up to 2 minutes.

![Reset password using code](image)

When the reset was successful, you receive the following message:

![Reset was successful](image)

In addition, you receive an e-mail:

- From
  - noreply@iam.nxp.com
- Subject:
  - ATTENTION Your NXP Identity Now (SSO) password update was successful
- Body:
  - Dear ______________,
  - If you did not make this change please contact your IT administrator immediately.
  - Thanks,
  - The NXP Identity Now (SSO) Team

### 2.1.3 Reset Password

When you want to reset your password, a 2FA is required. The code can be texted or called to your cellphone.

**Note:** It is important that the number of your cellphone is available in MyApps. How you can set your cellphone number is explained in section 2.3.
After receiving the code on your cellphone, you should enter the code in MyApps. Also choose a new password and confirm the new password:

![Password Management Form]

Press “Save”.

**Note:** For the creation of new passwords, an NXP Password Policy applies. See chapter 4.

Now saving the password is confirmed. The saving time can take up to 2 minutes.

![Password Confirmation]

When the reset was successful, you receive the following message:

![Success Message]

In addition, you receive an e-mail:
Your password has now been reset successfully.

2.1.4 Unlock

When you require to unlock your password, a 2FA is required. The code can be texted or called to your cellphone.

**Note:** It is important that the number of your cellphone is available in MyApps. How you can set your cellphone number is explained in section 2.3.

For the options, see paragraph 2.1.2 Forgot Password.

2.2 Password reset inside MyApps

Go to MyApps: [https://myapps.nxp.com](https://myapps.nxp.com) and click on your username:
Select “Update Password”

### 2.2.1 Update Password

First, choose your strong authentication mechanism and select “Remember my preference”, to avoid being prompted again:

Now you can change your password:

You receive a confirmation that your password is updated:
2.3  How to set your cell phone number?

To change/reset your password in MyApps 2FA is required. In MyApps you can use two cellphone numbers for 2FA:

- **Alternate Phone**: you can set this number in MyApps. This number is only known in MyApps and is not used elsewhere in NXP.
  
  **Note**: if you want to change it, you need your phonenumber for 2FA.

- **Work Phone**: you can set this number in NewCo. This number is known to WBI and is used in NXP.
  
  **Note**: this may take one day before you see this new workphone number in MyApps.

2.3.1  Change Alternate Phone number

If you want to change an existing Alternate Phone number follow the next steps:

Login to MyApps ([https://myapps.nxp.com](https://myapps.nxp.com)) and click on your username.

Click ‘Preferences’. The following sceens opens:
Click ‘Edit’:

Please set your strong preference to “Text to alternate phone”, select “Remember my preference” and click ‘Continue’:

Enter the verification code you received on your cellphone and click ‘Authenticate’. Now you can edit your Alternate Phonenumber:
Click ‘Save’.

Also the Service Desk can change your Alternate phonenumber for you in MyApps. Please contact the Service Desk for this.

### 2.3.2 Change Work Phone Number

If you want to change an existing Work Phone number follow the next steps:

Go to MyApps: [https://myapps.nxp.com/ui/main#launch:pad](https://myapps.nxp.com/ui/main#launch:pad)

Select NXP Identity Manager:

Click on the sidebar menu in the upper left corner, the button with the three horizontal stripes:

Now you see the task bar:
Click on “Manage Identity”. Then click on “Edit your information”:

Here you can edit your Work Phone number.

Click on “Submit” at the bottom of the form:

Now the work phone number is changed.

“Phone” is used as Work Phone. “Mobile” is not used by MyApps.
3  Password reset by Service Desk

If you are, for what reason, not able to change your password yourself (e.g. you do not have a cellphone), the Service Desk should be able to force a password reset for you.

You have to log in to MyApps again and then you will see the following screen:

![Password reset form]

Now you can enter a new phone number:

![Contact Information form]

Click on ‘Save’ to continue.

Now you have your cell phone number changed and can change your password as described in section 2.
4 Password Policy

For the creation of new passwords, a Password Policy applies. According to the NXP Password Policy a password must contain:

- At least 8 characters
- The password contains characters from the following four categories:
  - Your password must have at least 1 Latin uppercase letter (A through Z)
  - Your password must have at least 1 Latin lowercase letter (a through z)
  - Your password must have at least 1 Base 10 digits (0 through 9)
  - Your password must have at least 1 Non-alphanumeric character such as: exclamation point (!), dollar sign ($) or number sign (#)
- You may use numbers in your password
- The password is case sensitive
- You may use special characters in your password

Note: passwords will no longer be synchronized to NxDI.

When the new password did not meet the NXP Password Policy, the new password is not accepted by MyApps and you receive the following feedback:

In addition, you receive the following e-mail notification:
- From
  • noraply@iam.nxp.com
- Subject!
  • ATTENTION: Your NXP Identity Now (SSO) password update failed
- Body
  • Dear ______________,
  • Your password failed to update for all the systems which also share the password.
  • Please try to change your password again. This change will apply to all systems and apps that share your password.
  • If you did not make this change please contact your IT administrator immediately.
  • Thanks,
    The NXP Identity Now (SSO) Team

If this is the case, please choose a new password in MyApps and make sure it meets the NXP Password Policy.