Password Manager Quick Reference

Password Manager is available from any computer with internet access. Enter the following URL address in your web browser (Internet Explorer or Mozilla Firefox) to navigate to the Password Manager Login screen: https://idm.cae.com.

You must have a registered Password Manager account to use the self service for changing your forgotten password and unlocking your account. This simple process requires that you answer a minimum of 5 of the 15 provided user authentication challenge questions.

1. Navigate to the Password Manager/Login screen
2. Enter your cae.ca Montreal domain user name
3. Enter your cae.ca Montreal domain Password
4. Click **Log in** button
5. Select the **Manage my Challenges** list item

Note: Challenge questions may be answered in French or English. Click the **Language** button to sort the questions according to your preference.

6. Select the challenge question you want to register (only one question may be selected at a time)
7. Click the **Edit** button
8. Enter your **Response**
9. Re-enter your response to confirm
10. Click **OK**
11. Repeat steps 6-10 four more times to fulfill the minimum registration security requirements

1. Navigate to the Password Manager/Login screen
2. Enter your cae.ca Montreal domain user name
3. Enter your cae.ca Montreal domain Password
4. Click on the **Log in** button
5. Click the **Change my password** link
6. Type your new password
7. Re-enter your new password to confirm
8. Click the **Change Password** button
9. The system will confirm the update

1. Navigate to the Password Manager/Login screen
2. Click the **Forgot Your Password?** link
3. Enter your cae.ca Montreal domain user name
4. Click **Proceed**
5. Enter the correct responses to your challenge questions

Note: Password Manager will randomly display three of your registered challenge questions. After five unsuccessful attempts, your account will be locked. Please contact the IT Help Desk to re-activate your Password Manager account.

6. Click the **Log in** button
7. Click the **Change my Password** link
8. Enter your **New Password**
9. Re-enter your new password to confirm
10. Click the **Change Password** button
11. The system will confirm the update

If you exceed the maximum number of login attempts to your cae.ca Montreal domain account but then recall your password, navigate to Password Manager to unlock your account and maintain your current password.

1. Navigate to the Password manager/Login screen
2. Enter your cae.ca Montreal domain user
3. Enter your cae.ca Montreal domain Password
4. Click the **Log in** button
5. Click the **Unlock my Account** link
6. Select the Locked account (highlighted in red in the status column)
7. Click **OK**

Once the account is unlocked, a confirmation message will be displayed on the **Unlock my Account** page. The status will now read **Enabled**.

- Password Manager on line training material is available on CAEvox/Employees Corner/ Training and Development/Password Manager

- For additional support, contact the Global IT Help Desk at +1 514-341-2000 Ext: 2555 or email us at HelpDesk@cae.com

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