

# Frequently Asked Questions

Answers to FAQs can be found in the list below. If you are unable to find what you are looking for, please submit your feedback to [atford@ford.com](mailto:atford@ford.com). Questions in this inbox are answered frequently. However, if your questions are technical in nature, please contact the [Corporate Help Desk](#) (1-888-317-4957 or x74957 internally). If you have specific benefits questions, contact the NESC at 1-800-248-4444 or visit [myfordbenefits.com](http://myfordbenefits.com).

## What is @Ford Online?

@Ford Online is the portal for employees and retirees of Ford Motor Company. The site can be seen as 'one-stop shopping' with links to work tools and thorough global news coverage about the company and the industry for all employees, retirees and agency/contract personnel.

## About the next-generation of @Ford Online

### What is changed in this next-generation of @FordOnline?

@Ford Online is the portal for employees and retirees of Ford Motor Company. The next-generation of the site moves to a new platform. Some changes include:

- *Responsive design*: the site is now 'responsive,' meaning it will adjust to look great on any device – PC, tablet or smartphone.
- *Key links*: key links are moved to the main navigation bar of the site and also can be found in the footer.
- *Localizing your information*: The site is global, but offers a substantial amount of local information when you first log in when compared to our last generation. Information on much of the site is determined by your geographic location.
- *Search*: This function is a simple black button, but when you click, it immediately expands. This enables us to put a great deal more information on top without taking up too much space.
- *Quick Links*: The ability to create a list of personalized links still exists – and it's simpler to use. Please click on your name in the Welcome box and choose My Quick Links. It functions like a simple SharePoint page.
- *CDS Lookup*: Please note that the people icon is the new location for your CDS Lookup.

### Why did you make changes to the site?

There are several reasons we made changes to the site. One was because a change in platform was necessary. We also took the opportunity to move toward a much more localized approach.

### How can I get in touch with someone from @Ford Online?

Employees can submit comments and concerns to @Ford Online using the [Feedback](#) link.

### Can I change the cities in the world clock?

Not at this time. However, it is a feature we will be working to add.

### How can I put information up on the site?

If you have an article idea, announcement, group or event you'd like to submit for publication or promotion on @Ford Online, email [atford@ford.com](mailto:atford@ford.com).

### Where do I find Key Links?

Key Links were moved to the @Ford Global Navigation. As a result, Key Links are accessible from all pages within the @FordOnline site.

### Where do I find my personalized My Links?

Although My Links no longer appear on the @FordOnline home page, they remain on your personal My Site. My Links can be conveniently accessed from the @FordOnline header section by clicking on your name and selecting "My Quick Links". On your MySite, you have the ability to create links and organize them in groups.



### What is a My Site?

A My Site is your individual home page on SharePoint that allows you to easily create and personalize your online workspace. With a My Site, you can build your profile with information about yourself, share your profile the way you want as well as connect with colleagues at Ford quickly and easily. To obtain a My Site, click your name in the @FordOnline header section and select "My Site."

### How do I get something in @Ford notes?

This new section highlights a variety of notable items, which may include surveys, benefits information, key announcements and memorable dates in Ford's history. If you have something you'd like to be considered for publication in this section, email [atford@ford.com](mailto:atford@ford.com).

### Does everyone around the globe see the same information?

The site is designed to default to a person's home region, but all tabs are viewable to anyone inside the firewall and a great deal is available outside the firewall as well. Occasionally, some of content can only be accessed by internal users.

### Why don't we see any competitive stock information?

To be efficient, we are utilizing the same service our Investor Relations group uses.

### **Why don't you have likes and/or sharing on every story?**

This is a choice made by the editorial. Most articles will have the comment option, but this action may not be appropriate for all stories.

### **Can I access the entire @Ford Online site from Home?**

You can access all the Information found in the Inside Ford drop down and much of the News & Clipsheet drop down from any computer with Internet access. There is still some content that is confidential or private demand a log-in authentication.

### **Why is the site different when I access it from home?**

We prioritized company news and key HR information. We've also made items such as the Discount Marketplace accessible to a broader base of employees and retirees. In addition, some information is licensed only for internal use or is proprietary in nature.

### **What is Blue Oval Connect (BOC)?**

Blue Oval Connect is a valuable communications tool used to connect with Ford Motor Company's U.S. retiree population. Retirees can elect to sign up for this free service for weekly emailed Ford news updates. While information is geared toward a U.S. audience, any Ford retiree, retiree spouse or retiree family member is welcome to subscribe.

To register, click to [www.BlueOvalConnect.com](http://www.BlueOvalConnect.com).

### **What is the Discount Marketplace?**

Discount Marketplace provides information on the latest discounts available to **U.S. employees, U.S. retirees and U.S. agency/contract personnel**. Discounts ranging from electronics, travel and entertainment, as well as other products and services are posted on the Discount Marketplace webpage. To access Discount Marketplace:

- All users must to log in.
- Salaried employees and agency/contract personnel should use your normal CDS ID and password.
- Hourly employees and retirees should use the same user ID and password that you used if you have visited Employee Network. If you don't have an ID and password, [click here](#).
- To go directly to the Discount Marketplace, simply go to either the Employee Landing Page or the U.S. Retiree Landing Page after you've logged in.

### **What does End Date mean in the Discount Marketplace? Is this discount going away?**

This shows how long the discount is in effect with the partner company. Often, these discounts are renewed when they expire. Expired discounts will not appear, so you can be assured that the discounts you are viewing are active.

### **What does the restrictions column mean in Discount Marketplace?**

Sometimes discounts have restrictions, such as being active only in a certain geographic area or requiring an active Ford e-mail address to redeem. This column will make any such restrictions clear to you prior to trying to redeem it.

### **I don't like the order the discounts are shown within Discount Marketplace.**

While the categories are fixed, you can show or hide all items within a category by clicking on the box to the left of the category. You can also click on most column headers to sort the discounts by that field.

### **How Do I...**

#### **How do I find a Skill Team Portal?**

Skill Team Portals can be accessed from the @FordOnline navigation via "RESOURCES"

#### **How do I create a My Site?**

To request a SharePoint My Site, click your name in the @FordOnline header and select "My Site."

#### **How do I get @Ford Online on my smartphone?**

From your smartphone please enter the following url <http://m.at.ford.com>.

#### **Can I post pictures and videos to @Ford Online?**

This ability is coming soon. Meanwhile, please submit story ideas to [atford@ford.com](mailto:atford@ford.com)

#### **How do I know which search to use?**

@Ford Online supports multiple searches for all websites sponsored by Ford Motor Company. There are multiple search options to support the multiple site types.

- **One Ford** will search all sites that are part of the Ford intranet
- **@Ford** will search only @Ford Online
- **People** is the search used to search only @Ford Online.

#### **How do I perform an advanced search?**

To access the advanced search tools, first perform a search then use the advanced tools on the search results page to fine-tune your search.

#### **There is so much information on the Ford A-Z Index. Can you make it easier to find what I am looking for?**

A new search has been added to the Ford A-Z Index page that will only search the content within the A-Z Index.

#### **How do I add a site to the Ford A-Z Index?**

On the Ford A-Z Index page, click the 'Add Link to Index' button. Enter the title, description, and URL. Click 'Submit'. The new entry may take up to 24 hours to be displayed on the site.

**How do I perform a CDS lookup?**

To perform a CDS Lookup, please click on the People icon in the top header.

**How can I get something on the front page of @Ford Online?**

If you have a story idea, please submit it in feedback on the home page. You can also email [atford@ford.com](mailto:atford@ford.com). Ideas will be considered. There is no longer a gadget for placing corporate announcements.

**How do I post a comment to an article?**

Click the 'Add Comment' button located at the bottom of the article.

**Can I post comments without being logged in?**

No. Only authenticated viewers will be allowed to post comments. Viewers accessing the site from home without logging in will not be able to post comments to articles.

**Can I add a comment anonymously?**

Our policy is to have people identified. We often respond directly to comments.

**How do I report an inappropriate comment?**

Click the 'Report Abuse' link next to the appropriate comment. Our editorial staff will be alerted and review the comment.

**How do I log in?**

If you are accessing the site from inside the Ford firewall, you will automatically be logged in. If you are accessing the site from the Internet outside the Ford firewall, there is no need to log-in at this time.

**Why isn't the login available on the main page?**

Since @Ford Online is available both inside the Ford firewall as well as from the public Internet, there were some restrictions. Also, many people will only log in when accessing the secured content. On the pages where secured content may appear, the option to log in is shown in the instructions above.

**I don't have a User ID – how do I get one?**

On the log in page, there are links to where you may obtain your User ID. You may go from there to obtain your ID or you can also simply [click here](#).

**Can I bookmark a specific area within @Ford Online, such as the Discount Marketplace?**

Yes. If you are using Internet Explorer, simply click on 'Favorites' in the main menu and then 'Add to Favorites'. For other browsers, please see the associated help for that browser.

**What if I can't find something I expect to find?**

This is a difficult question to answer within a FAQ. Please try the search function and if you still can't find something, please submit '[Feedback](#)' or contact the [Corporate Help Desk](#) at 1-888-317-4957 or x74957 internally.

**I'm a retiree who has come back to work at Ford through an agency – why can't I see my retiree information?**

When you came back to Ford to work through an agency after retirement, your CDSID was updated to identify you as an agency. To regain your retiree information access, please contact the [Corporate Help Desk](#).

#### **May I send my friends to this site?**

@Ford Online is primarily intended for employees and retirees. However, all the information on the site that does need a login may be shared freely.

#### **I have a question about my benefits - who can I contact?**

For questions about benefits, you may contact the NESC at 1-800-248-4444 or visit [myfordbenefits.com](http://myfordbenefits.com). For different topics, please use one of the email addresses below:

- For questions about HR policies and programs, email [hrpolpgm@ford.com](mailto:hrpolpgm@ford.com)
- For questions about salaried payroll, email [spayroll@ford.com](mailto:spayroll@ford.com)
- For questions about salaried payroll deductions (garnishments, levies, Friend of the Court), email [pdeducts@ford.com](mailto:pdeducts@ford.com)
- For questions about hourly payroll, email [hpaid@ford.com](mailto:hpaid@ford.com)
- For questions about verification of employment for adoptions or Visas, email [verify@ford.com](mailto:verify@ford.com)

#### **How do I get to the online compliance training site?**

The link to the online compliance training site is <http://www.integrity.ford.com>.

#### **What do I do if I become aware of something I think is a violation of company policy or the law?**

Report it promptly to one of the following:

- Human Resources/Personnel Relations
- The General Auditor's Office
- The Office of the General Counsel or your local Legal Office
- Corporate Security (formerly Executive Operations in the United States). Report a Suspected Law/Policy Violation <https://comm.sp.ford.com/sites/Security/GlobalInvestigations/Pages/LawPolicyViolation.aspx>.
- One of our free, 24-hour hotlines. Helpful Phone Numbers <https://comm.sp.ford.com/sites/Security/GlobalInvestigations/Pages/LawPolicyViolation.aspx>.
- Regional Investigation Coordinator (see list on the Security Website) <https://comm.sp.ford.com/sites/Security/GlobalInvestigations/Pages/RegionalInvCoordList.aspx>.
- Local Incident Coordinators (where applicable) (see list on the Security Website) <https://comm.sp.ford.com/sites/Security/GlobalInvestigations/Pages/LocalIncidentCoordList.aspx>.
- Recipients authorized under local procedures

#### **Where Is...**

**Where is Clipsheet?**

Clipsheet can be accessed inside the Ford firewall through the use of the @Ford Online Navigation drop down News & Clipsheet > Clipsheet.

**Where is CDS Lookup?**

To perform a CDS Lookup on the Ford Intranet, use the People icon in the top header section.

**Where is my benefit information?**

Benefit information can be accessed from the U.S. Employees Landing Page or the U.S. Retiree Landing Page.

**Where is Blue Oval Connect?**

Blue Oval Connect can be found in the Publications section of @ Ford Online. In the main menu select drop down News & Clipsheet > Publications. To register for the Blue Oval Connect email, click to [www.BlueOvalConnect.com](http://www.BlueOvalConnect.com).

**Where is the Discount Market Place?**

Discount Market place can be located on the Employee Landing Page or the U.S. Retiree Landing Page.

**Is there a Site Map so that I can see how everything is organized on the site?**

There is not a site map.

**Where can I find company policies and directives?**

You can access all company policies and directives at <https://dept.sp.ford.com/sites/fordlegal/Pages/CompanyPoliciesandDirectives.aspx>. If additional information is necessary, send a note to [fordlaw@ford.com](mailto:fordlaw@ford.com).