Reset Oracle Password

1. **Purpose**
    1.1. To have a standard navigational instruction to IT in the **Reset Oracle Password.**
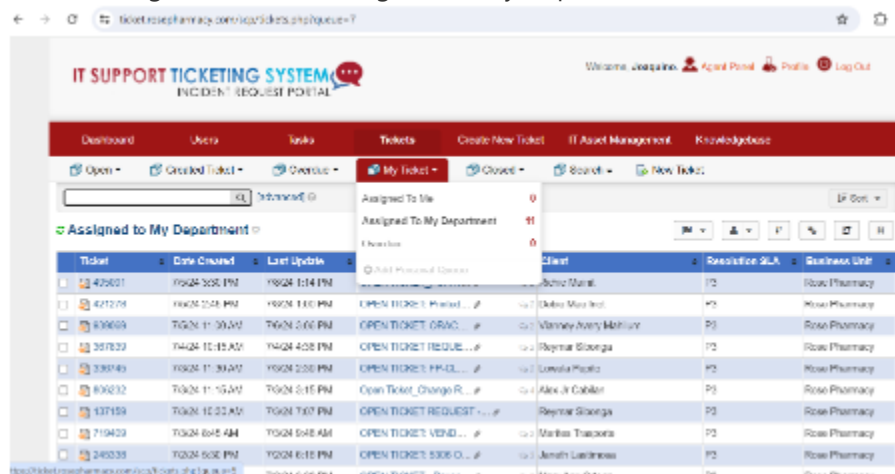2. **Scope**
    2.1. IT users
3. **Implementing Guidelines**
   3.1. Refer manual for detailed policy.
4. **Navigation Procedures**
    4.1. Go to IT Support Ticketing System Incident Request Portal for IT agents. Go to My Ticket > Assigned To Me or Assigned To My Department.
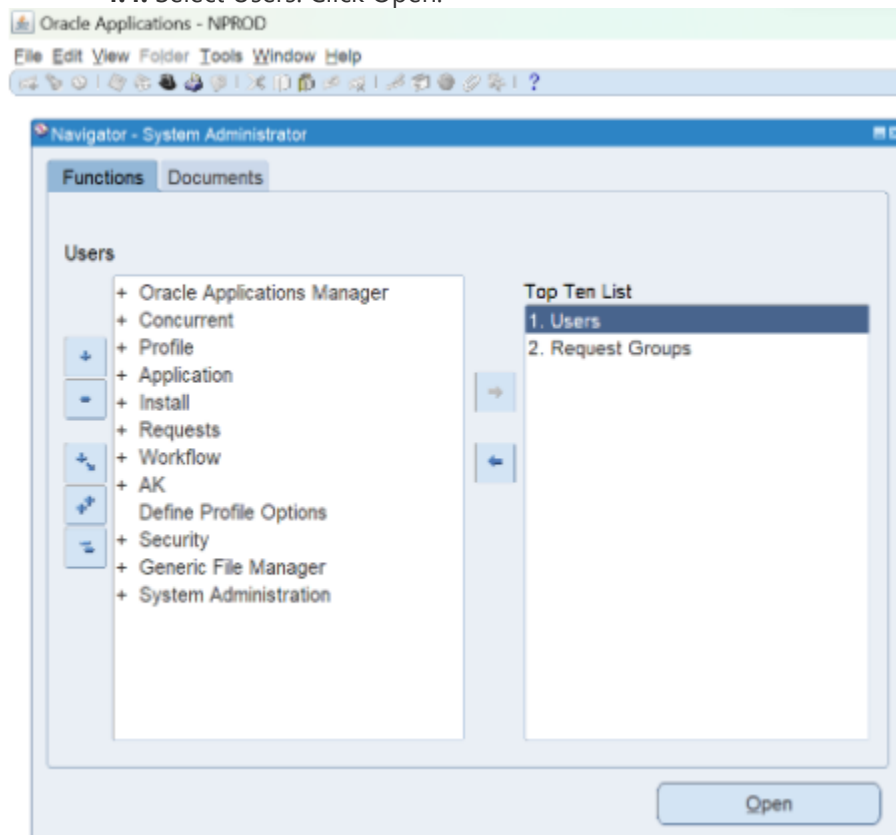

    4.2. Oracle user sends an open ticket to IT Helpdesk to assist in resetting their Oracle password. Click Ticket number or Incident Description to open this ticket.
    4.3. Go to Oracle > System Administrator. Click OK.
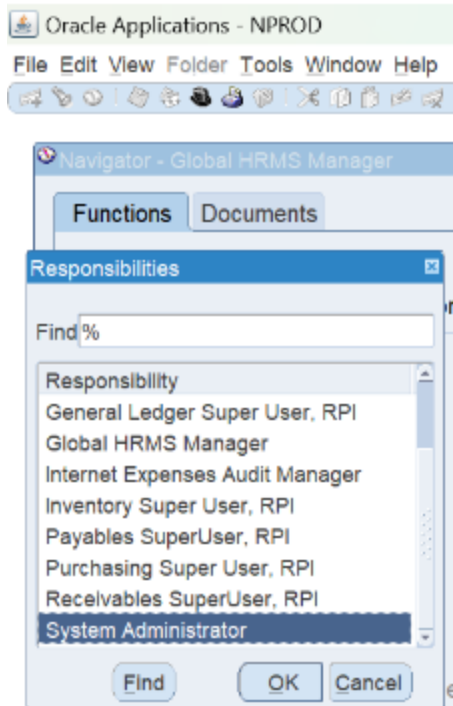
4.4. Select Users. Click Open.

4.5. The Users window will open. In keyboard, **press F11**. Use %user name/last name% and **press Ctrl + F11** to search.

4.6. In Password field, input new temporary password. Press Tab. Input password again. Click Save.

- o Usual temp password = ORACLE123

4.7. Notify employee of new temporary password via email.
4.8. Go to IT Support Ticketing System Incident Request Portal > Ticket. Close the ticket.

4.8.a. In Response, Select a canned response. Choose Close/Resolve Ticket Message.
4.8.b. The close message with the survey link shall appear. Post Reply.

4.8.c. Input Resolution Code.

Click Select Resolution Code.

Choose Business Application. Click Update.

4.8.d. Input Resolution Details - the steps to close/fulfill the user request

4.8.e. Change Status. Click Assign. Choose Closed (if no user feedback needed)/ Resolved (if user may provide feedback).
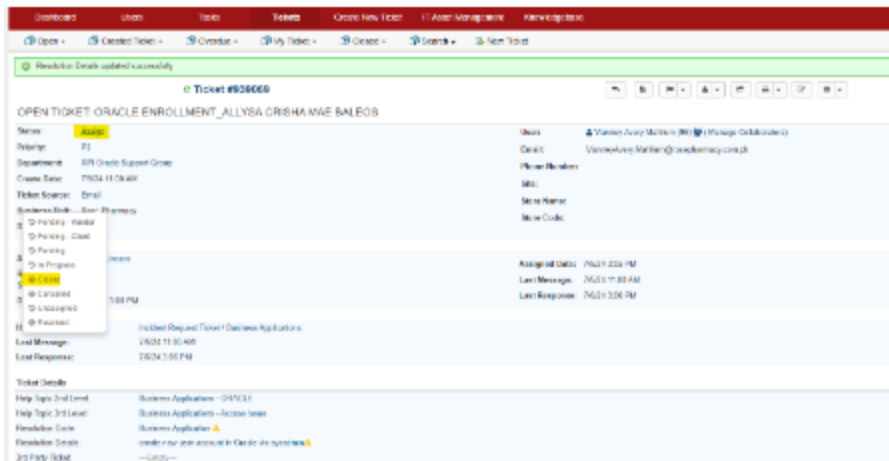
*The emailed response to the ticket is added to the thread in the ticket in the portal.

**The ticket is transferred to Closed tickets.

5. Access Permissions

5.1. IT Support Ticketing System Incident Request Portal user credentials are provided by Rey Castro (IT Manager).

5.2. Oracle credentials (user and password) are provided by IT - Oracle Applications team via email.

5.3. User must have access to the System Administrator responsibility to be able to update Oracle password. This is assigned by IT - Oracle Applications team.
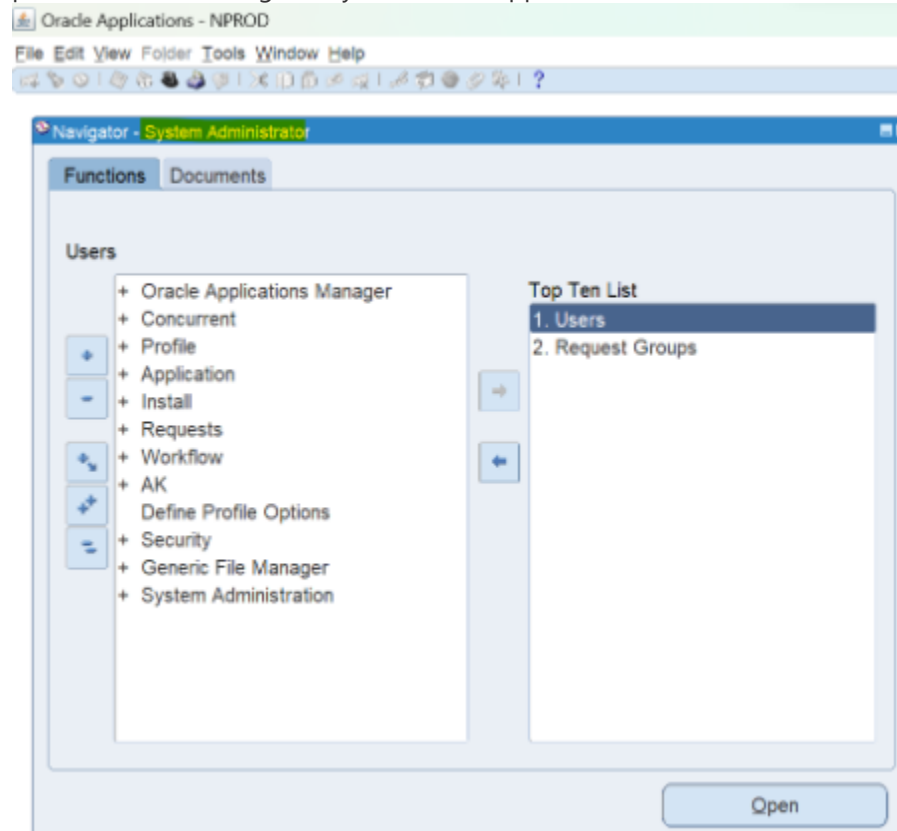
6. File Structure

6.1. N/A

Y = required field

7. Schedule

      7.1. Oracle password reset is performed **per request (open ticket).**

      7.2. Oracle password reset is done after receiving ticket from HR/requestor. SLA = P2 (turnaround time = 1 day)

8. Troubleshooting

      8.1. For technical issues, contact IOM for support by submitting a ticket to iOM Help in https://support.iomphilippines.com/help/135183837 and sending an email to Oracle EBS Support <ebs.support@iomphilippines.com>