

Reset Oracle Password

1. Purpose

1.1. To have a standard navigational instruction to IT in the **Reset Oracle Password**.

2. Scope

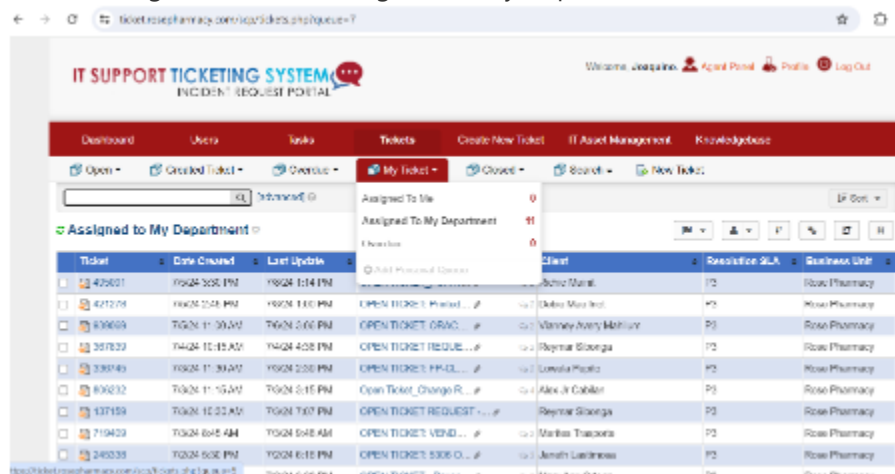
2.1. IT users

3. Implementing Guidelines

3.1. Refer manual for detailed policy.

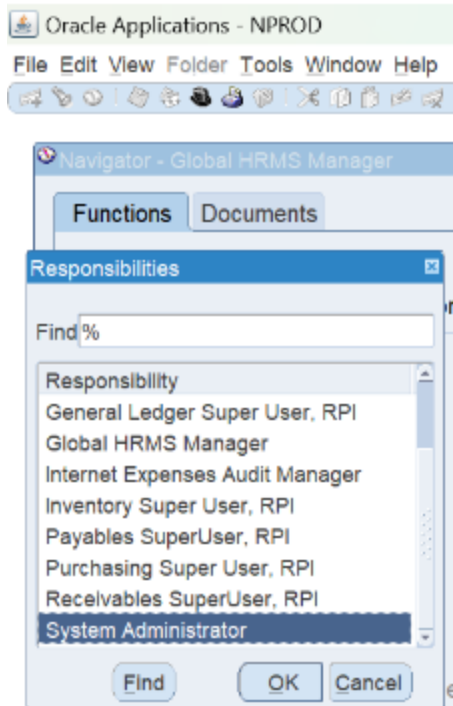
4. Navigation Procedures

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.

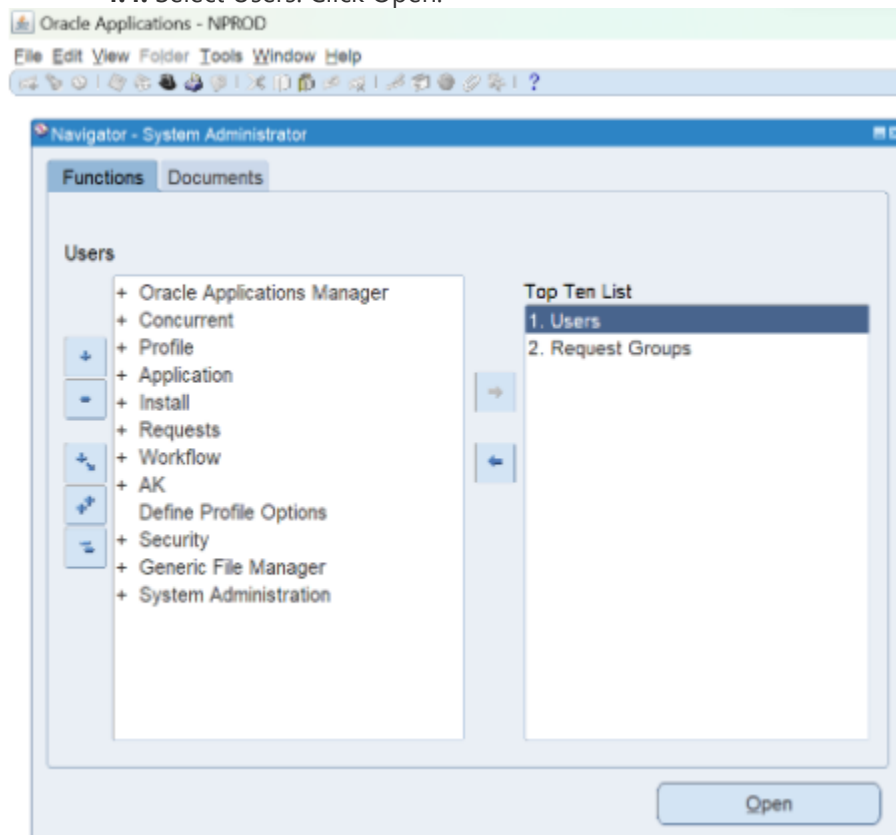


4.2. Oracle user sends an open ticket to IT Helpdesk to assist in resetting their Oracle password. Click Ticket number or Incident Description to open this ticket.

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.

Oracle Applications - NPICOD

File Edit View Folder Tools Window Help

Users

User Name: %CM%

Password:

Description:

Status:

Password Expiration:

- ☐ Days
- ☐ Accesses
- ☐ None

Person:

Customer:

Supplier:

E-Mail:

Fax:

Effective Dates:

From:

To:

Direct Responsibilities Indirect Responsibilities Securing Attributes

Responsibility	Application	Description	Security Group	Effective Dates From	Effective Dates To

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

- o Usual temp password = ORACLE123

Oracle Applications - NPICOD

File Edit View Folder Tools Window Help

Users

User Name: CMAJOAQUINO

Password:

Description: FINANCE SYSTEM ANALYST

Status: Active

Password Expiration:

- ☒ Days: 90
- ☐ Accesses
- ☐ None

Person: JOAQUINO, Ms. CRISSA MAE ALICA

Customer:

Supplier:

E-Mail: Crissa.JOAQUINO@rosepharmacy.com

Fax:

Effective Dates:

From: 05-APR-2021

To:

Direct Responsibilities Indirect Responsibilities Securing Attributes

Responsibility	Application	Description	Security Group	Effective Dates From	Effective Dates To
System Administrator	System Administration		Standard	13-OCT-2022	
General Ledger Super User,	General Ledger		Standard	05-APR-2021	
Fixed Assets, RPI	Assets		Standard	25-JUN-2021	
Internet Expenses Audit Man	Payables		Standard	22-DEC-2022	
Payables SuperUser, RPI	Payables		Standard	05-APR-2021	

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.

Ticket #939069: Update Resolution Code

Resolution Code:

— Select Resolution Code —

Optional reason for the update

Cancel Update

Choose Business Application. Click Update.

Ticket #939069: Update Resolution Code

Resolution Code:

— Select Resolution Code —

- Business Application
- Cloud Server Issue
- Computer Hardware
- Computer OS
- End User
- Network Device Issue
- Network ISP Issue
- Network Link Issue
- O365
- Peripheral
- Physical Server Issue
- Printer
- Process
- Server OS Issue
- Server OS Service Issue
- Third Party Application / Website
- Virtual Machine

Update

Last Response: 7/6/24 3:06 PM

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

Ticket #939069: Update Resolution Details

Resolution Details:

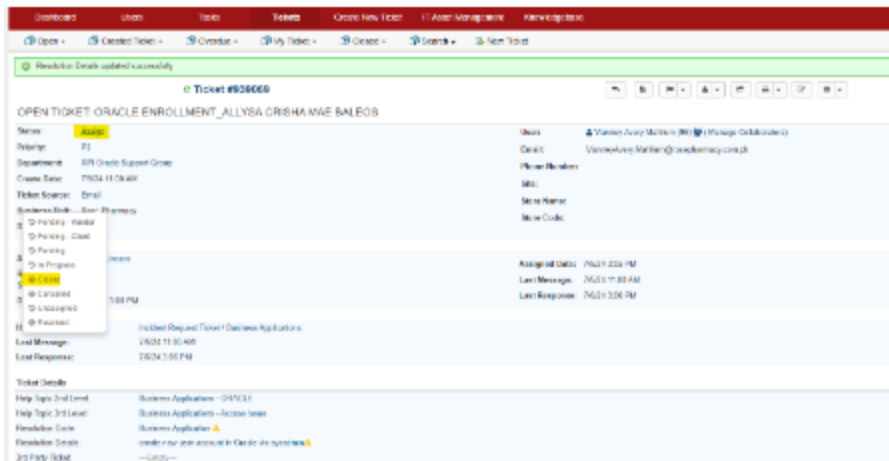
Please write here why this ticket you want to closed

Resolution

Optional reason for the update

Cancel Update

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.

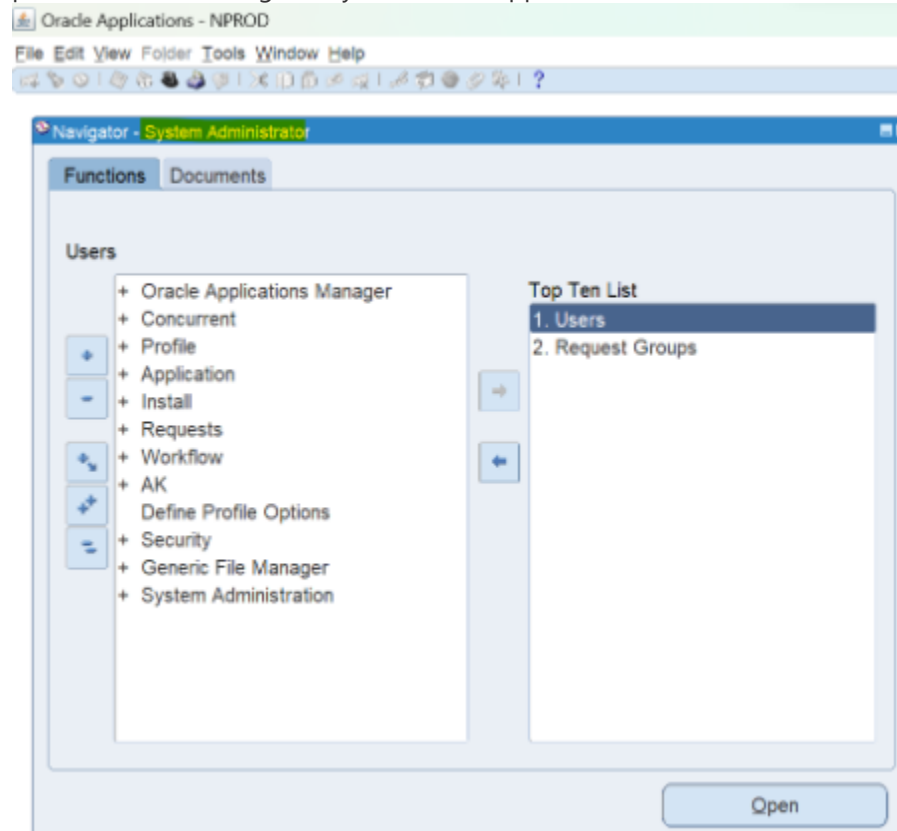
**The ticket is transferred to Closed tickets.

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>