Password Reset / Unlock

Category: Access/Account

Sub-Category: User Account

Group: Password Reset / Unlock

Step No.	Action	Description	Expected Outcome
1	Verify User Identity	- Confirm caller via **registered phone/email/employee ID**. - Enter the Code or click the link sent to your email to verify the request.	User identity verified successfully.
2	Guide Self-Service Reset	- Click on self-service reset portal. - Create a strong new password with a mix of letters, numbers, and symbols.	User resets password without admin intervention.
3	Check Account Status	- Validate if account is **locked, disabled, or expired**. - In AD (Active Directory): Go to Account tab → User must change password → Unlock Account checkbox. - In SAP: run SU01 transaction.	Root cause of issue identified.
4	Unlock Account	- In AD/Portal: Right-click → **Unlock Account**. - Save and confirm. - For SAP: in SU01, choose **Unlock** option.	User account unlocked.
5	Generate Temporary Password	- Create password following organisation security policy (length, complexity, history rules). - Example: 12+ characters, mix of upper/lower, numbers, symbols.	Temporary password generated.
6	Deliver Temporary Password Securely	- Send via encrypted email, one-time SMS. - Never share plaintext via chat/phone.	User receives temporary password securely.

7	Force Password Change	- In AD (Active Directory): check User must change password at next login. - In SAP: set initial password flag.	User forced to set new password on next login.
8	User Instruction	- Inform user: "Use temporary password to log in and create a new password." - Share **password rules**: no dictionary words, avoid reuse, min length, special chars.	User is aware and prepared to reset password.
9	Validate Policy Compliance	- Ensure new password complies with: → SAP security rules → AD/SSPR rules → Organizational password standards. - Reject weak passwords.	Password accepted and compliant.
10	Backend Validation	- If repeated failures occur, check: → Synchronization scripts → Password sync connectors → Security policies.	Config corrected, preventing recurring issue.
11	Close & Document	- Confirm with user that login is successful. - Document actions taken . - Tag ticket as Resolved – Password Reset / Unlock.	Ticket closed, resolution documented.