#42 SAP Password Reset

Submitted	**Received via**	**Requester**
May 11, 2025 at 14:05	Web Form	Zhang Wei Xu <zhang.weixu@example.com>

Status category	**Ticket status**	**Type**		**Priority**	**Group**	**Assignee**
Solved	Solved	Task	**Due date**	Low	Support	Aleeza Tabassum

Topic

Order

Aleeza Tabassum   May 11, 2025 at 14:05

Customer reached out through Slack to report login issues with SAP. Hence performing SAP password reset for the user

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Aleeza Tabassum   May 11, 2025 at 14:08

Subject: SAP Password Reset

Dear Zhang,

Thank you for contacting us regarding your SAP password reset request. We've processed your request and reset your password.

New Password
Your one-time password is: TempPass$142

Next Steps
To access SAP:

1. Enter the one-time password correctly when prompted.
2. You will be required to reset your password following our password protocol.

Important
The one-time password will expire in 15 minutes. Please reset your password within this timeframe to avoid any issues.

Password Protocol
When resetting your password, ensure it meets our security requirements:

- [Password length]
- [Complexity requirements]
- [Any other specific requirements]

If you encounter any issues or have further questions, please don't hesitate to contact us or raise a ticket.

Thank you for reaching out to us for assistance.

Best regards,

Aleeza Tabassum
Roco IT Support Team

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