

Submitted Received via Requester

May 10, 2025 at 20:49 Web Form Steve Smith <steve.smith@manulife.com>

Status category Ticket status Type Priority Group Assignee

Solved Solved Task **Due date** Low Support Aleeza Tabassum

Topic

Other

Aleeza Tabassum May 10, 2025 at 20:49

Handled a customer support request via Google Chat for an SAP password reset

Aleeza Tabassum May 10, 2025 at 20:50

Dear Steve.

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: YuHg@432

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

Support Software by Zendesk