**SOP for System Login Issues**

Purpose

To ensure timely resolution of user login issues while maintaining security compliance.

Scope

Covers all login-related problems for domain accounts, VPN, and application access.

Procedure

User reports login failure via Help Desk or email.

Verify username and password correctness.

Check if the account is locked or disabled.

Unlock or reset password if needed (following security policy).

Verify network connectivity and domain synchronization.

Escalate to IT Security if unauthorized access attempts are suspected.

Confirm resolution with the user and close the ticket.

Escalation

P1 (Critical): Multiple users affected (Escalate to IT Security immediately).

P2 (High): Individual user unable to access critical applications.

P3 (Medium): User experiencing intermittent login failures.