# SOP for Password Reset Issues

## Purpose

To troubleshoot and resolve Password Reset issues.

## Scope

Includes Access systems and Password Reset-related services.

## Procedure

1. User reports Password Reset issue via Help Desk.  
 2. Verify the reported issue by checking system logs and configurations.  
 3. Perform initial troubleshooting steps such as restarting services, checking settings, or running diagnostic tools.  
 4. If the issue persists, escalate to the respective Access support team.  
 5. Apply the recommended solution and verify resolution.  
 6. Confirm resolution with the user and close the ticket.