

SAP - SAP Ariba R2P Account Access Issues

Article ID: KB0025040

Created: 2023-05-15 13:15:41

Updated: 2023-05-15 13:18:09

Author: {'link':

'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b',

'value': '234709da6fb2464070404a950d3ee44b'}

Category: {'link':

'https://fmcnadev.service-now.com/api/now/table/kb_category/1fa569bc47fa6150c4bfdd3f136d432f',

'value': '1fa569bc47fa6150c4bfdd3f136d432f'}

Title

SAP Ariba R2P Account Access Issues

Purpose:

Follow this procedure when a user reports an issue with SAP Ariba R2P Account Access.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process

1.

Confirm with user that the issue matches the issue reported.

2.

Please document the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

Ask the user if this is a new account or an existing account?

New Access

Requires and eAccess request for SAP.R2P eAccess Request

User forgot login information

R2P Helpdesk 866-576-8324 R2P login 855-457-3375 R2P AskR2P@fmc-na.com

User account is locked

R2P Helpdesk 866-576-8324 R2P lockout 855-457-3375 R2P AskR2P@fmc-na.com

5.

Follow the resolution process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Identity & Access

Resolution Subcategory

Cannot Login

Resolution Service

N/A

Published by

DTI-EUX-HCL IAM-L1