

# SAP Password Reset

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'https://fmcnaddev.service-now.com/api/now/table/sys\_user/75fea801db677c18c65b6e03ca961934',

'value': '75fea801db677c18c65b6e03ca961934'}

**Category:** {'link':

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'value': '29d8b50f87332914fa7474c9cebb3560'}

Title

SAP – Password Reset

Purpose:

Follow this procedure when a user needs the SAP Password Reset. Required Information to be documented in each Incident:

Contact NameContact NumberEmployee IDSAP User IDClinic / Facility NumberDetailed 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.

Using UIDMS verify the User's security question.

5.

Verify the user has approved access in eAccess / OOB.

6.

Click on the SAP logon

7.

Select the connection p1605

8.

Log into SAP

9.

Select User Administration.

10.

User Administration folder will expand. Scroll down to User Maintenance.

11.

This will take you to the page where you will be able to reset SAP Password and Unlock/Lock SAP Account. Enter the users SAP ID provided.

12.

Select the lock icon to unlock/lock the account.

13.

Select the circled icon below to reset the password.

14.

Confirm the user can log in successfully.

15.

Follow the resolution process.

16.

If there is an application error / issue with resetting the account please 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

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

SAP

Escalation Process

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

Escalation Group

DTI-ADEX-ENT-SOP SAP Basis Security - L2

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