

SAP – How to look up a SAP account

Article ID: KB0025046

Created: 2023-05-15 18:37:00

Updated: 2023-05-15 18:37:25

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 – How to look up a SAP account

Purpose:

Follow this procedure when a user needs to find a SAP account.

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.

The Help Desk Specialist will first log into SAP and use transaction code su01 to access the User Maintenance function.

5.

Click on the button shown below:

6.

At this next screen, you can perform a search for any account with whatever information you have. Usually the last name will suffice.

7.

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 (Permanently)

Resolution Category

Software & Applications

Resolution Subcategory

Inquiry / Help

Resolution Service

SAP

Published by

DTI-EUX-HCL IAM-L1