

SAP – How to log onto SAP

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Title

SAP – How to log onto SAP

Purpose:

Follow this procedure when a user needs to log into 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 guide the customer through double-clicking the SAP logon icon from their desktop. If the customer does not see the SAP logon icon on their desktop, they should be directed to go to their Start menu\Programs\SAP Front End, and click on the SAP logon program from there.


NOTE: If the SAP program is not found there, the Help Desk Specialist will need to obtain the IP address of the PC and refer the incident to DTI-EUX-HCL-HelpDesk-L1 for further escalation to the field system support team.

5.

The SAP logon pad seen below should launch. If so, the Help Desk Specialist will guide the customer through double clicking on the desired module to log onto.

6.

The Help Desk Specialist will need to guide the customer through entering their username and password at the login screen.

After the customer enters their username and password, he/she can press the Enter key or click on the  icon to login in.

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

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