How to reset your SAP password or unlock your account

1. Go to IT Service Portal

2. Click I Need Something

3. Enter SAP Password Reset in search bar and select SAP Password Reset catalog item

4. Enter your SAP user name, the system and the client and press submit

The most used SAP production systems and their respective clients are:

SAP ERP

SystemClientComment

P11

001

Prod. System Europe

P15

030

Prod. System Australia

P22

100

Prod. System South America

P23

001

Prod. System China/Korea

P37

100

Prod. System FNC

P55

100

Prod. System North America

SAP HR

System	Client	Comment
P13	001	FSE Germany
CHR	023	Kabi Sweden
HR1	00	Helios
104	FME Spain	
HR1	05	Kabi Netherlands
HR3	00	FME Gulf
VAE	500	MTK
Prod. System HR Europe		

SAP Other

System	Client	Comment
P12	100	Prod. System ELVIS
P24	002	Prod. System EBP Europe
P25	001	Prod. System APO
P32	001	Prod. System Solutionmanager
P67	100	Serialization
P70	001	Prod. System GRC
P83	100	Prod. System EWM
P92	001	Prod. System BW on HANA (Europe)

SAP HANA

System	Client	Comment
P94	001	

Prod. System Nucleus

P96

100

Prod. System Nucleus

If the system you are looking for is not listed above, you can find the information on the SAP logon screen.

5. After some time you will receive a mail with the new password

HINT: If copy & paste does not seem work...

The minus character ("-") before the new password is NOT part of the new password. Toggle the input mode of the SAPGUI window from "OVR" to "INS" (or vice versa) by clicking on it