SAP T&E; – How to set up challenge questions

Title

SAP T&E; – How to set up challenge questions

Purpose:

Follow this procedure when a user needs assistance to set up SAP T&E; challenge questions.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / 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 required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident.

4.

The system does not initiate setting up challenge questions, it must be done manually for password resets.

5.

Once logged in, select the Manage Password link in the upper right-hand corner.

6.

Select the Modify button.

7.

Complete the information and click Save.

8.

Follow the resolution process.

9.

If assistance is still needed follow the escalation process.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Enterprise & Financial Applications

Service

SAP T&E;

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 (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Enterprise & Financial Applications

Resolution Service

Should generally be identical to Service

Escalation Process

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

Escalation Group

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