Wind Chill Password

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Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/5f1816f8db31b45010acd855ca96196f', 'value': '5f1816f8db31b45010acd855ca96196f'}

Purpose:

Follow this procedure when a user reports

Need to reset Windchill passwordPassword not workingPassword is expired

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberDetailed Description of the issueScreen 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.

Please see below steps that the users would perform to reset their Windchill account Password.

5.

Users are automatically redirected to this URL. http://rwl-wc11a-p01.dc.fmcna.com

The user will need to hit "cancel" on the Windchill login prompt to initiate the password reset.

Also, visiting URL below manually will also let them initiate the password reset.

http://rwl-wc11a-p01.dc.fmcna.com/Windchill/netmarkets/password/passwordpage.jsp?

6.

User would enter the Windchill (Network) login ID, click on "Reset password."

This message will appear

7.

The user should check their email, see example below, they should click on "Reset your Password"

8.

The user should now be prompted to enter a new password and confirm the password.

9.

Follow the resolution process.

10.

If additional assistance is needed please follow the escalation process.

Incident Classification Requirements

Category

Identity & Access

Subcategory

Expired Password

Service

APP--Windchill

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

Identity & Access

Resolution Subcategory

Expired Password

Resolution Service

Windchill

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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