SAP – User Account Not in Validity Date

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Title

SAP – User Account Not in Validity Date

Purpose:

Follow this procedure when account comes up User Account Not in Validity Date.

Required Information to be documented in each Incident:

Contact NameContact NumberClinic / Facility NumberSAP usernameDetailed 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.

Refer the incident to the Identity Access Management team for review.

5.

Follow the escalation 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

Enterprise & Financial Applications

Resolution Service

Access Modification

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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