SAP Disable Users

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Purpose:

Follow this procedure when a user needs to be disabled.

Required Information to be documented in each Incident:

Employee NameEmployee IDSAP UsernameUIDMS status of the userReason of Disabling of the user

Details/Scenarios/Notes

We usually receive email which contains a list of users from the client side for disabling the users which are Inactive in UIDMS.

Troubleshooting Process

1.

Confirm if the User ID is disable in UIDMS.

2.

The required information to perform the termination is to check the UIDMS status of the user.

3.

Check 1 - User disabled in SAP where Alias is removed, User group is marked as Leavers, Valid through is changed to Current date, SNC is removed from the account and lastly user SAP ID is locked.

Incident Classification Requirements

Category

Software & Applications

Subcategory

Clinical 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 Remotely (Permanent

Resolution Category

Software & Applications

Resolution Subcategory

Clinical Applications

Resolution Service

SAP