# SAP – Enter employee ID message

Title

SAP – Enter employee ID message

Purpose:

Follow this procedure when a user gets message to enter employee ID.

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 the required information and troubleshooting details in the incident.

3.

Please attach any referenced knowledge articles to the Incident

4.

New SAP users will be prompted to enter their employee id after logging into SAP for the first time. This is a one time account authentication process.

5.

If the customer is a new employee, it may take up to 2-3 weeks for their employee ID to be recognized by SAP, so the customer will need to be instructed to enter "TEMP" into this field in order to get past it. The prompt to enter their employee ID will continue to pop up for the customer each time they log into SAP until their employee ID is recognized by the system, so tell them to first try their employee and then 'TEMP' until it is eventually recognized and stops popping up.

6.

Follow the resolution 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

SAP

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