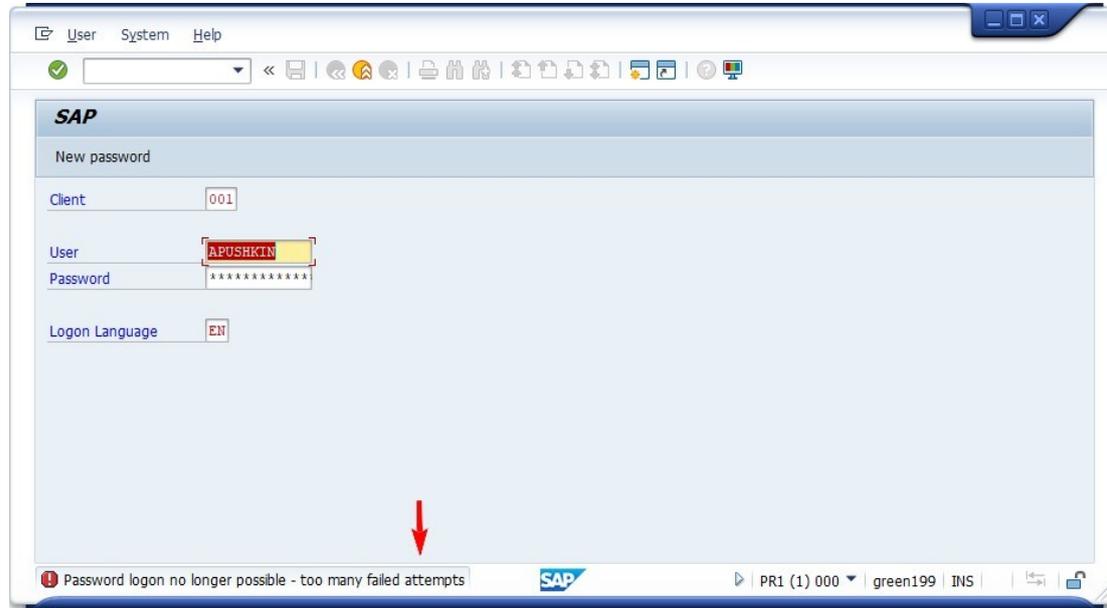


Password reset service

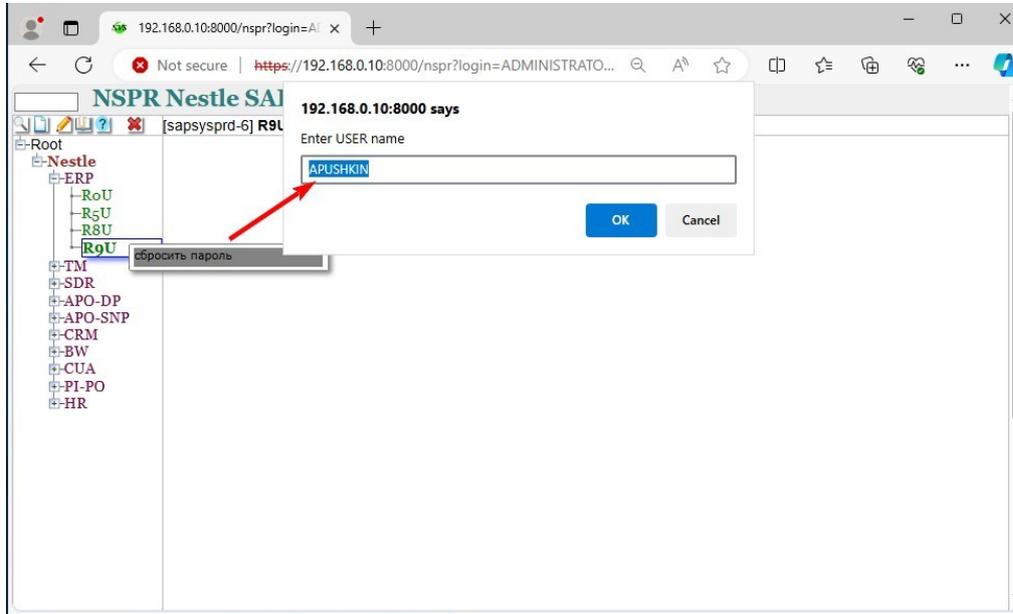
Purpose: to provide information about the operation of the service.

Initial situation



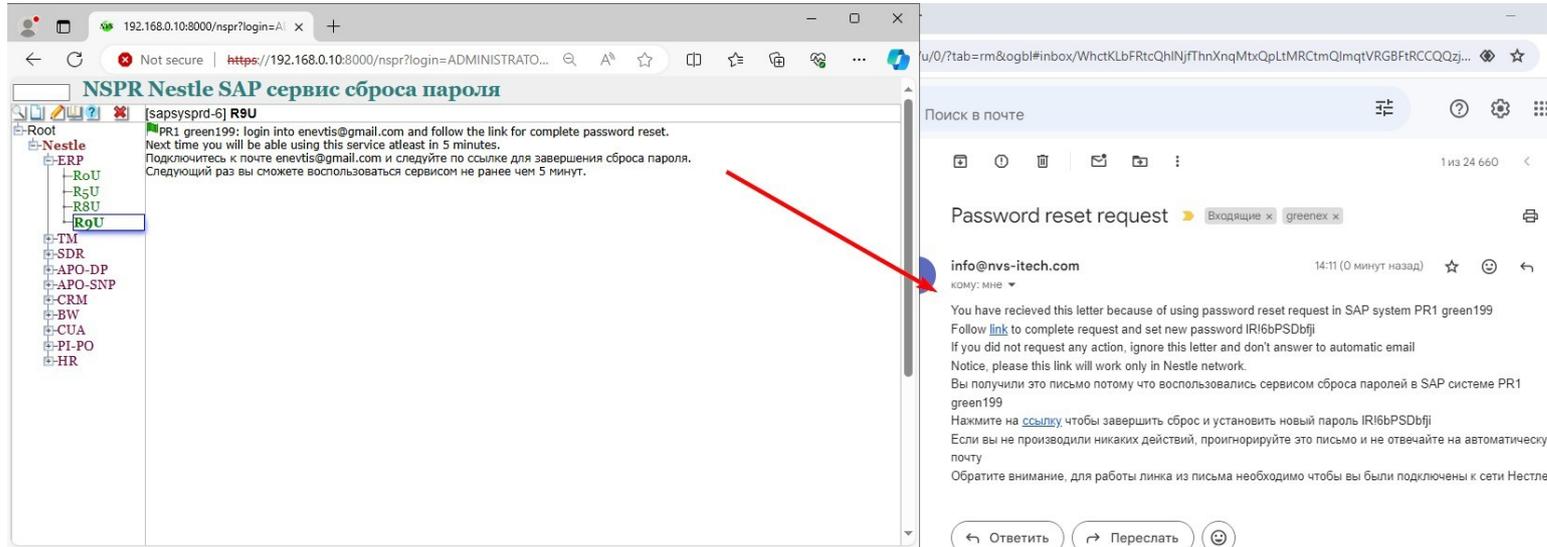
User is locked out of SAP due to entering an incorrect password:

Password Reset: Step 1: Create a Request



The user follows the link to the service and selects the system in which to reset the password and username.

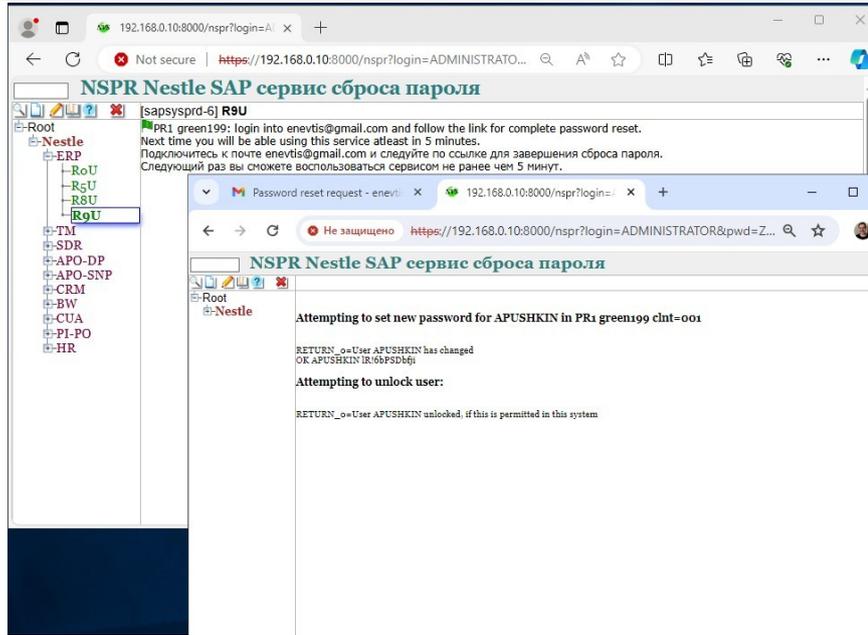
Reset Password: Step 2: Check Email



The image shows two browser windows side-by-side. The left window displays the SAP NSPR (Nestle SAP Password Reset) service interface. The title bar reads "NSPR Nestle SAP сервис сброса пароля". The main content area shows a message in Russian: "PR1 green199: login into enevtis@gmail.com and follow the link for complete password reset. Next time you will be able using this service atleast in 5 minutes. Подключитесь к почте enevtis@gmail.com и следуйте по ссылке для завершения сброса пароля. Следующий раз вы сможете воспользоваться сервисом не ранее чем 5 минут." A red arrow points from this message to the right window. The right window shows an email inbox with a message titled "Password reset request" from "info@nvs-itech.com" received 14:11 (0 minutes ago). The email body contains the same message as the SAP interface, including the instruction to follow a link to complete the request and set a new password (IRI6bPSDbfj). The email also includes a warning to ignore the message if no action was requested and a note that the link only works in the Nestle network.

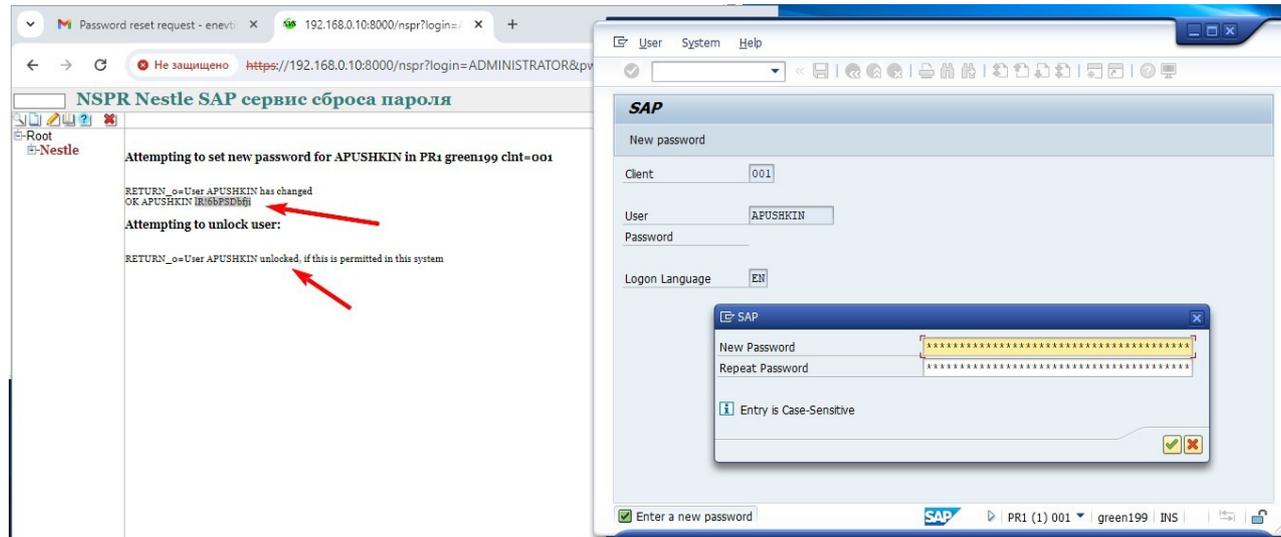
An email with the reset key in the form of a link will be sent to the email address specified in SU01.

Password reset: step 3: follow the link



After clicking on the link, a new password will be set.

Password Reset: Step 4: Login to SAP



The password lock will be removed.

Password reset: restrictions

For security reasons, a number of restrictions have been introduced:

You cannot reset a user's password more than once every 60 minutes.

You cannot reset the password if the user is blocked by the administrator.

You cannot reset the password if you do not have access to the mail specified for the user in SU01.