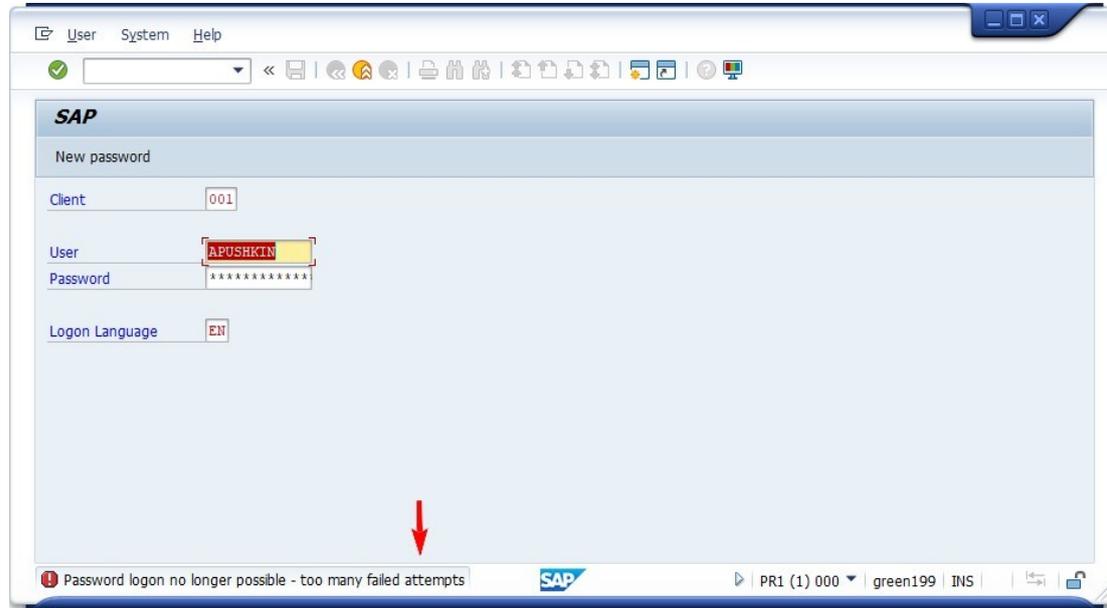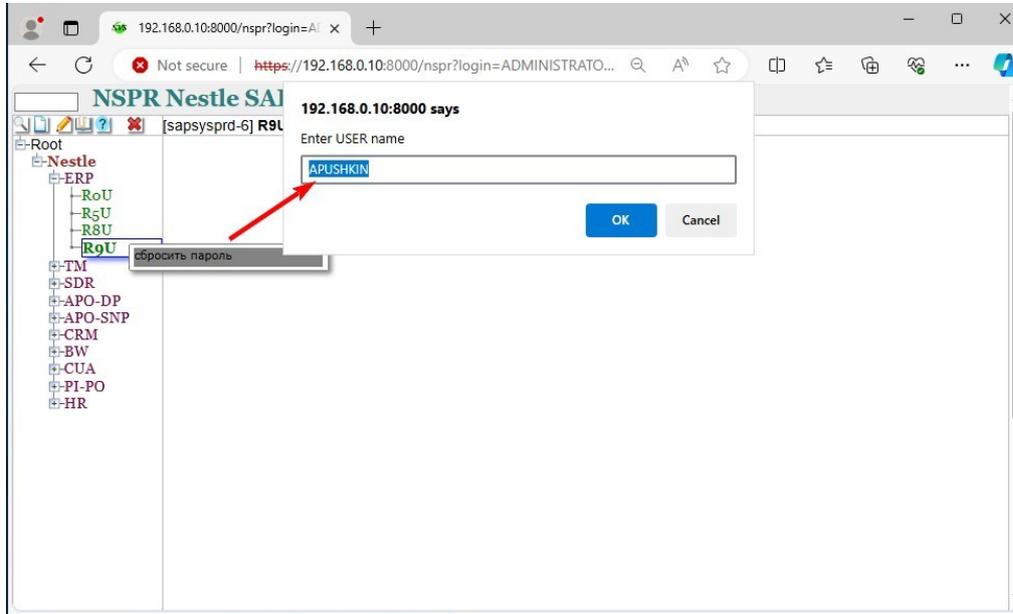# Password reset service

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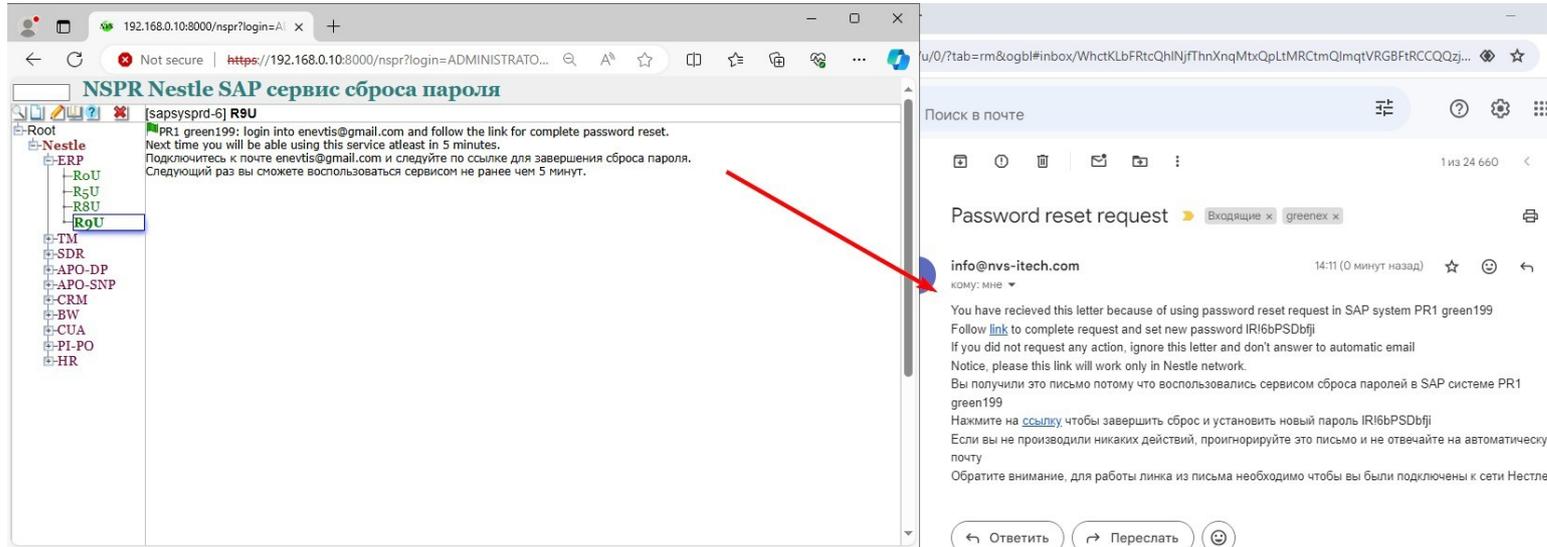
Initial situation

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.
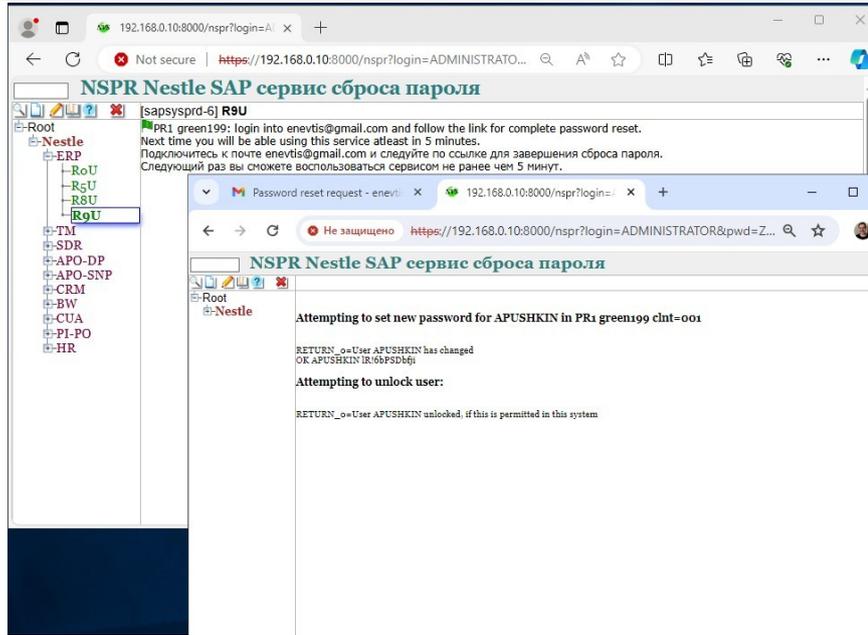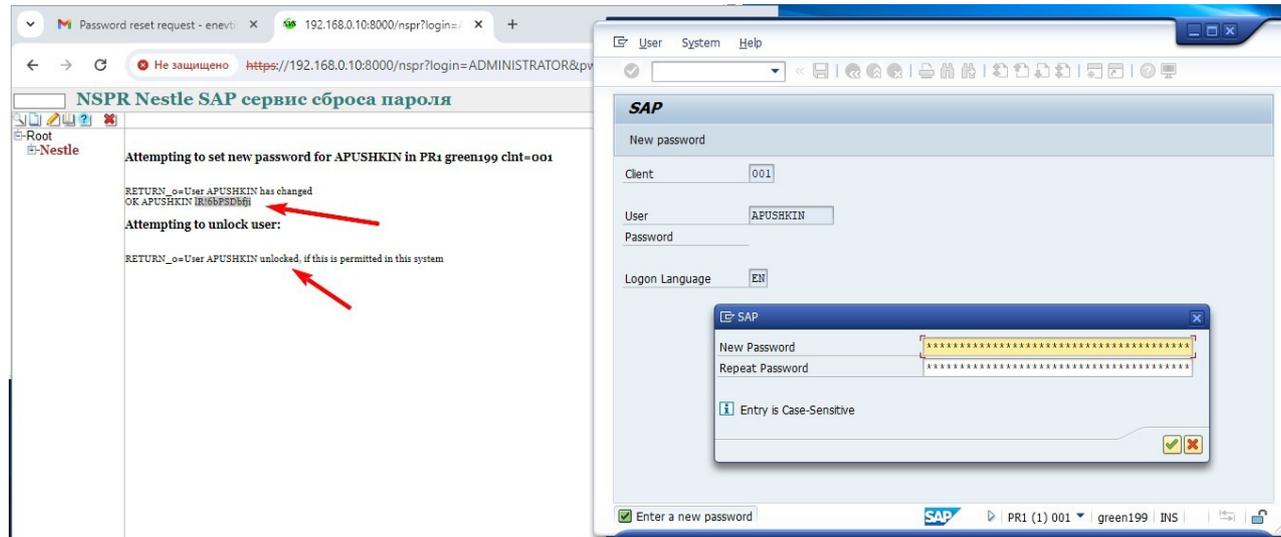
Reset Password: Step 2: Check Email

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.