

PASSWORD SELF SERVICE

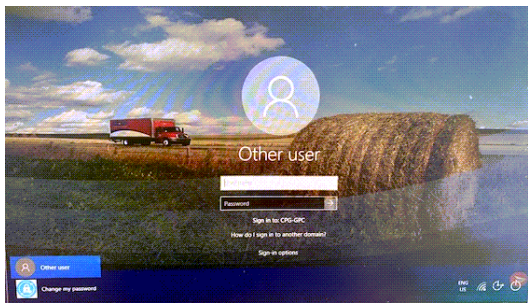


CHANGED SAP PASSWORDS FAILED

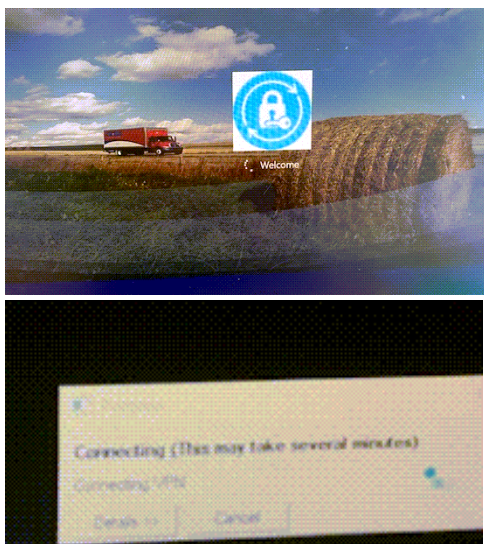
1. One or more of your recently changed SAP passwords failed.

Log off your computer.

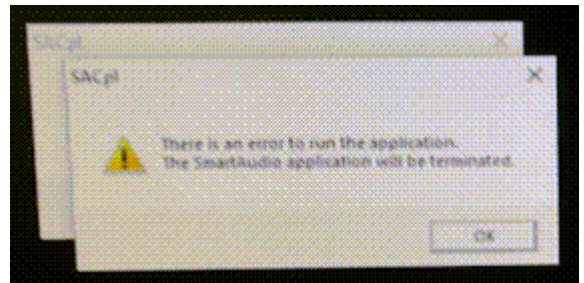
2. Click **Change my password** from the bottom left of your computer logon screen.



A **connecting popup message** will appear. This may take several minutes to connect.



Several smart audio popup error messages may appear when you connect. **Please ignore them** as there is no impact on your ability to access Password Self Service. It is a known issue and we are working as quickly as possible to resolve it.



3. Enter your **User ID** (same User ID used to login to your computer). Click the **Continue** button.

Enter User ID:

Continue

4. Click **Answer security questions**.

DO NOT select Use Password even if you know it.

Authentication methods:

Use password

Answer security questions

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- Two random questions appear. Enter the **answers for each**. Then click the **Continue** button.

What street did you grow up on?

Which is your favourite web browser?

Continue

- Under **My Profile** click **Change passwords**.

My profile

- Change passwords
- Unlock accounts
- View profile
- Update security questions
- Attach other accounts
- Register mobile devices
- Personal vault

- Your computer logon and SAP accounts are grouped together at the top. Click the **blue chevron** on the right.

Default target system group

Account	Target system
CPG-GPC\userid	AD
USERID	R/3 Production (PR1)
USERID	SAP External Portal Innovapost (PPE)
USERID	SAP Internal Portal (PP1)

- Please use a **completely new password** that has **NOT been used in SAP** for the last **24 passwords**.

- Enter your new password in the **New password** field. Re-enter your new password in the **Confirm** field. Click the **Change passwords** button.

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th upper and lowercase letters
least 1 special character
least 1 number
y not contain restricted words i.e.: Welcome1, Spring2020
t be the User ID or name
t contain the User ID or name
sword must be changed every 86 days
t be one of last 24 passwords

ed password:

New password: *

Confirm: *

Change passwords

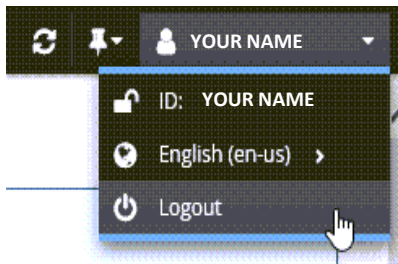
- If you continue to receive an error notification, repeat steps 6 to 9 with a new password.

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11. Click your **name** in the top right corner and select **Logout** from the dropdown.



12. Log into your computer with your new password.

NOTE:

If you do not see the **Change my password link** on your logon screen, please call the Service Desk to request the Hitachi ID Password Manager software. Once you have the software installed, please follow the steps above.

If you have **NOT YET** set up your security questions, please log into **Password Self Service** using your **current computer logon password**. Set up your security questions and then log out. Follow the steps above **using your security questions** in order to successfully reset your password.