

FAQ - ERP account

- Who can give me access to the ERP systems?
- I have forgot my password. Who can help me ?
- I receive an error message on my screen and I'm completely blocked. Who can help me ?
- How to modify data in my user profile :
- I have no access to transaction XXXX, how can I do to obtain it ?
- Who can give me access to the XXXX company code, to the XXXX plant , or to any other organizational level that I need ?
- In which role can I find transaction XXXX ?
- How can SOME user have access to this or that transaction ?
- What has to be done (on the SAP-ERP level) when a user has left the company definitively ?
- What are situation for account getting locked



if you are not able to find the solution here, please contact SBS Support (FRESHDESK).



Get Support

Who can give me access to the ERP systems?

For PF1 : You have to contact your key-user (after obtaining the agreement of your hierarchical responsible) who will transmit a request, via Freshdesk, to the local Ccare team.

For WP1 : You have to obtain the agreement of your hierarchical responsible. Afterthat, you have to submit your request via SBS portal ([SBS Support](#))

I have forgot my password. Who can help me ?

Contact [SBS Support](#).

I receive an error message on my screen and I'm completely blocked. Who can help me ?

First of all, take contact with your Support team who will analyze your problem.

If some roles have to be adapted (i.e. : addition or modification of authorization objects, addition of transactions, etc.), the Support team will forward the modification request to the Project Team concerned. When Infosec will receive instructions from the Project Team, they will adapt the roles concerned.

If some roles have to be assigned to your user profile, the Support team will forward the request to the Ccare team concerned (or authorization team).

How to modify data in my user profile :

- change the printer number or the tool language: launch transaction **SU0 (for PF1) or SU3 (for WP1)** and modify data concerned
- change your parameters ID on PF1 : launch transaction ZZS_SU52 and modify data
- change the telephone or fax number: via your Ccare team for PF1, **or go to transaction SU3 (for WP1)**
- change your email on WP1 : contact [SBS Support](#)

I have no access to transaction XXXX, how can I do to obtain it ?

This must be asked to your hierarchical responsible who will transmit a request to the key-user (cfr. Point 1.) for PF1.

For WP1, contact [SBS Support](#)

Who can give me access to the XXXX company code, to the XXXX plant , or to any other organizational level that I need ?

For PF1, contact your Key-User who will eventually transmit the request to the Ccare team in order to adapt you user profile.

Attention : the Key User is not allowed to grant access to data belonging to other organizational levels (purchasing organization, plant, etc.).

For WP1, contact [SBS Support](#)

In which role can I find transaction XXXX ?

For PF1, Launch the following transaction :

S_BCE_68001420 (attention : this transaction is not assigned to final users)

For WP1, contact [SBS Support](#)

How can SOME user have access to this or that transaction ?

For PF1, The Ccare Support and Project teams can find this information with transaction :

S_BCE_68001425 (attention : this transaction is not assigned to final users)

For WP1, contact [SBS Support](#)

What has to be done (on the SAP-ERP level) when a user has left the company definitively ?

For PF1, The Ccare team has to execute the following operations, via the central system (CUA), in the user's profile ::

- lock globally the user-id (for all the systems used)
- enter an end-date validity period
- change the user-group in ZZZ :DELETE
- execute tcd ZZS_CUA_LOCK_USER to remove all roles assigned (in all systems)

For WP1, submit your request to [SBS Support](#)

What are situation for account getting locked

Account get locked due to use of wrong password for 3 times or account is not used in last 90 days.

Validity date should be removed in each client to release user.