

SAP - Account Unlock, Password Reset

Warning

This article applies to legacy Cytec SAP instances: production systems PE1, PB1, PG1, etc, and non-production systems.

Information

Employees can reset their SAP passwords through the SAP Self-Service site (instructions below). Logon to the website is with Solvay (EUA domain) username and password. Resetting the password also unlocks the account. Accounts are locked after 5 incorrect logons.

- Production systems: <https://cyt-grspw01.cytec.com:8400/access> (this link is also available on the Catalyst under the How Do I? section)
- Non-Production systems (QA, Dev, sandbox, etc.): <https://cyt-grssw01.cytec.com:8400/access>

Each SAP system (PE1, PB1, PG1, PX1, PS1 and their non-production counterparts) has a separate password. Username will be the same across all instances (because it matches their AD username).

SAP PE1 (ECC Production) password is also used to log on to RF handheld scanners (guns). If client has just now reset the password, before they can log on to the RF scanners they have to log on to SAP GUI and update the temporary password.

Once user unlocks their account and/or resets their password, an e-mail is sent to their Solvay e-mail with a new password, which they will need to change according to SAP Password Policy:

- Should be 8 characters in length;
- Must contain at least one number;
- Must contain at least one special character such as &, ? # \$ etc;
- Must contain at least one letter;
- Cannot be the same as the previous 5 passwords;
- Account will be locked out after 3 failed/ incorrect login attempts.

Password Reset Limit

SAP does not allow to reset password for an account through self-service portal more than once every 24 hours. If client has reached their limit, advise them to wait until the next day to reset password.

Account Unlock Through Self-Service

If client has locked their account due to too many incorrect logons (screenshot of message below), they can unlock their own SAP account (without having to reset their password) by going to Self Service and then select **Create SAP Access Requests** and then for **Request Type**, select **Unlock User** and then **Add system** and submit.

Request will then be sent to the SAP team to take action and unlock the account.

[blocked URL](#)

How to Reset SAP Password (Client Instructions)

To reset your SAP password, you have to:

1. Go **SAP Self-Service**: <https://cyt-grspw01.cytec.com:8400/access> (the link is also available on The Catalyst).
2. Log on to the SAP self-service site with your Solvay username and password - the same you use to log on to computer or email.
3. Under **My Profile**, click **Password Self-Service (Unlock and Password Reset)**.
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4. On the **Select System** screen, click **Add** to add a new system. Remember, each system has its own password.
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5. Select the system(s) where you would like to maintain or reset your password in. Click the **arrow** tab in order to move the system to the selected list. Click **OK**.
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6. Verify that the correct system(s) have been added and click **Submit**.
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7. A new one time use password will be sent to your Solvay e-mail.
8. When you log on to SAP, you will be asked to change the password from the temporary one to a permanent one.