

OLD Version_User Unlock/ Password Reset/ Validity Extension in WGP system

This article is on how to handle requests for user unlock/password reset and validity extension in WGP system.

Identifying the issue:

User requirement is clear in these tickets where the user will state if the need is for Unlock or Validity Extension or Password Reset. Few of the examples are as below :



URGENT Password reset

Dorri.nolan reported 6 months ago (Sat, 15 Jul, 2017 at 12:55 AM) via Email
To: "Sbs-solvay freshdesk com" <support@solvaysbs.freshdesk.com>

Hello,

I am trying to access GTS and when I tried to re-set my password I received the following:

Password Self-Service

✗ Remove systems in which users do not have accounts or are unable to connect

Select Systems

User Name: Dorri Nolan (dnolan)

|

☐ Type	System	Short Description	Category
☐ SAP	WD1	RCS WD1 Quality - ONLY PASSWORD RESET	Non-production
☐ SAP	JD1_020	ERP Solvay Dev - ONLY PASSWORD	Production
☐ SAP	IGF1_050	ERP PRS Qsa - ONLY PASSWORD RESET	Production
☐ SAP	JD1_020	OCC Dev. - ONLY PASSWORD RESET	Production

Please advise

Dorri Nolan



Extend validity of user LMORETTI in SAP GTS (WGP)

Laressa.moretti-ext reported 7 months ago (Thu, 8 Jun, 2017 at 11:37 PM) via Portal Meta

Hello,

Could you please extend the validity of my user LMORETTI in SAP GTS (WGP) ?

Thanks.,
Laressa

Approvals:

Approvals for validity extension are got through user's manager through GRC.

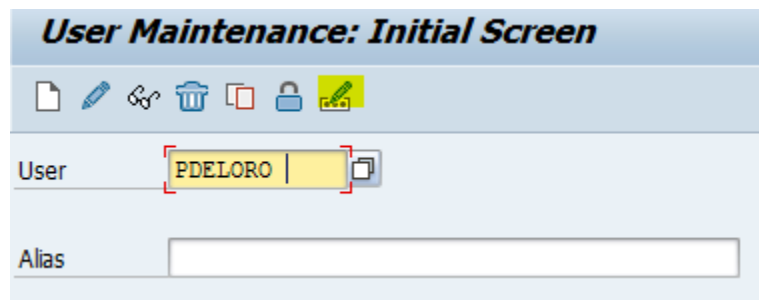
Process:

For Validity extension and account unlock, the request should be raised in GRC

You can follow the link which helps to guide you to the process in GRC [How to create User in WP1](#).

Password Reset:

For Password reset we need to go to WAP system and enter the user name and click on the Highlighted icon in yellow and reset the password.

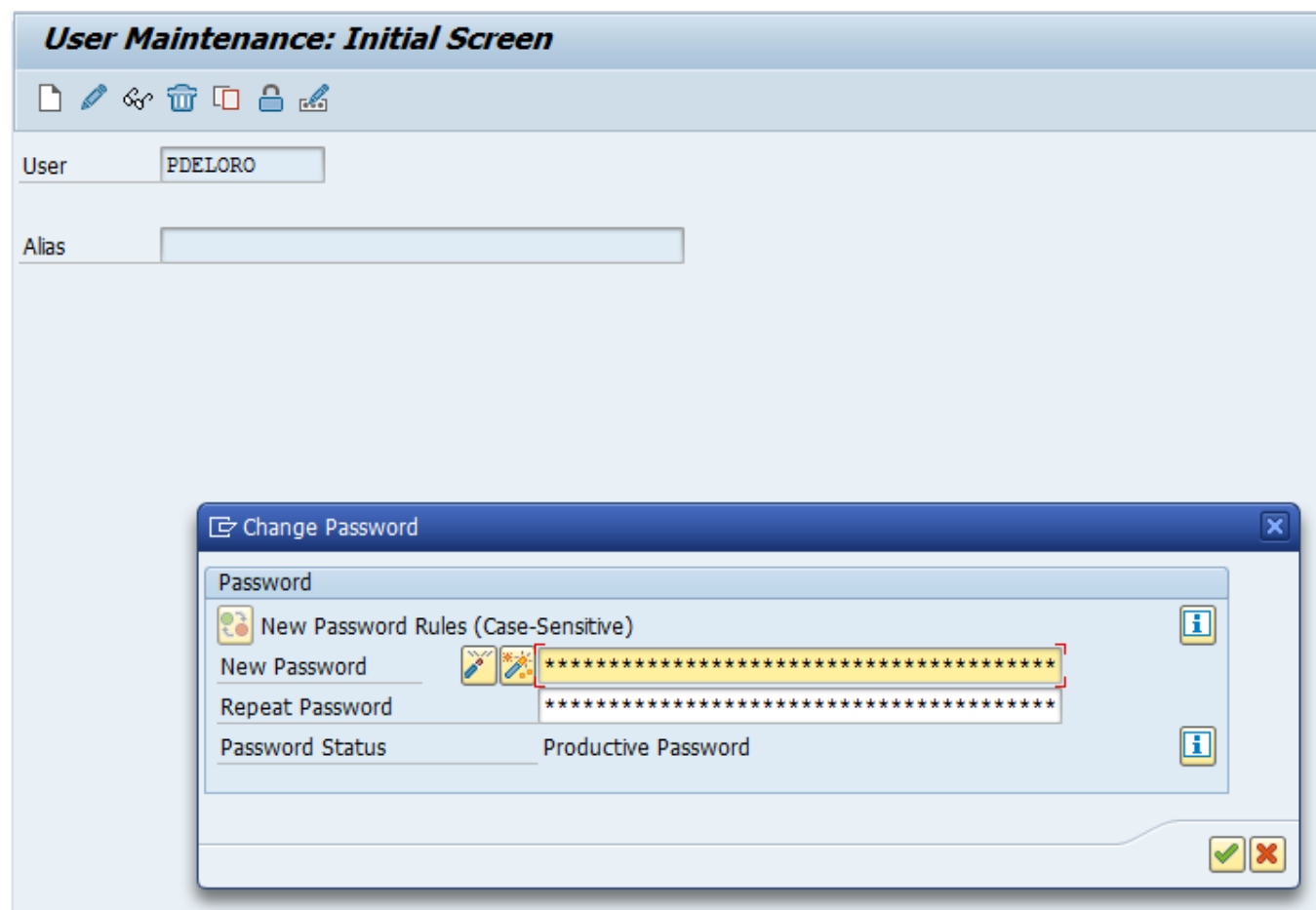


User Maintenance: Initial Screen

Icons: File, Edit, Link, Delete, Copy, Lock, Add

User: PDELOORO 

Alias:



User Maintenance: Initial Screen

User:

Alias:

Change Password

Password

 New Password Rules (Case-Sensitive) 

New Password   *****

Repeat Password *****

Password Status Productive Password 

After resetting the password inform the user and close the ticket.

Here we complete the process for user unlock/Validity reset and password reset.