

PF1 and SF1 - User Unlock / Password Reset

This article outlines on how to handle requests for User Unlock, Validity Extension and Password Reset from the users.

Identifying the Tickets :

These tickets will be clearly identified by the user requirement where the user will state if the need is for Unlock or Validity Extension or Password Reset. Few of the examples are as below :

A

PF1-050 (PRS) Unlock user MBALTHAZ

Amel.gherbia reported 6 months ago (Mon, 22 May at 8:03 PM) via Portal Meta

Hello,

Please could you unlock urgently the user MBALTHAZ from PF1_050 system ?

Kind regards,
Amel.

A

Reset password in PF1

Aleena.weerajit reported 4 months ago (Fri, 28 Jul at 9:54 AM) via Portal Meta

Dear IS Team,

Please help to reset password in PF1 for user AWEERAJ

Best Regards,



These kind of tickets must be handled like a system specific requests only unlike the user creations and modifications. eg. If the user asks for the User Unlock in the PF1 system, then the user must be unlocked only in the PF1 system and not in the SF1 system.

Approvals :

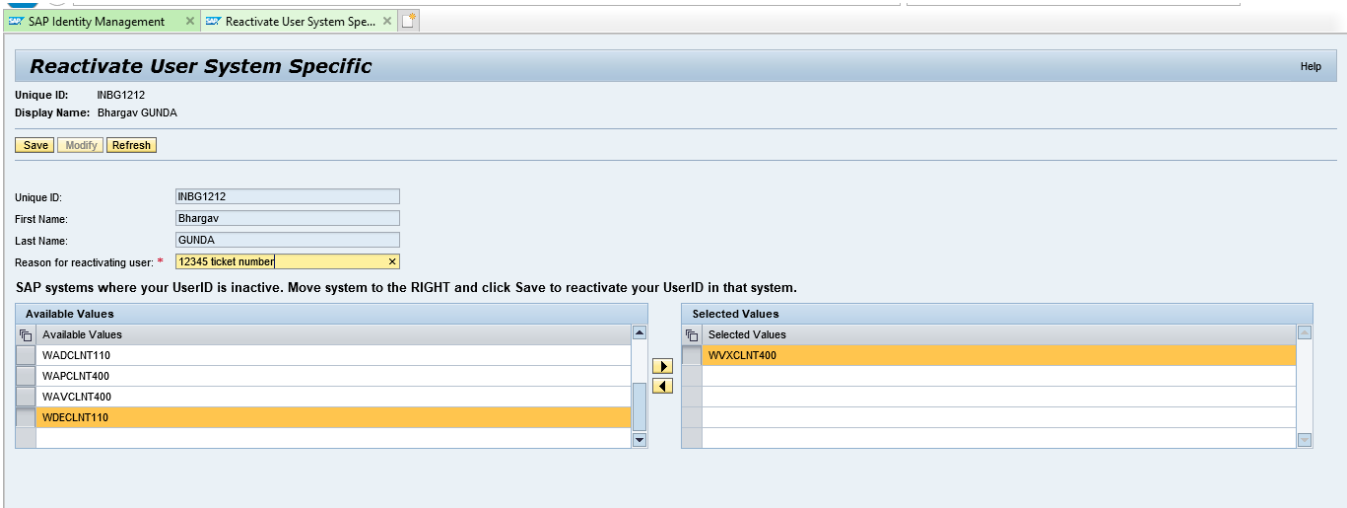
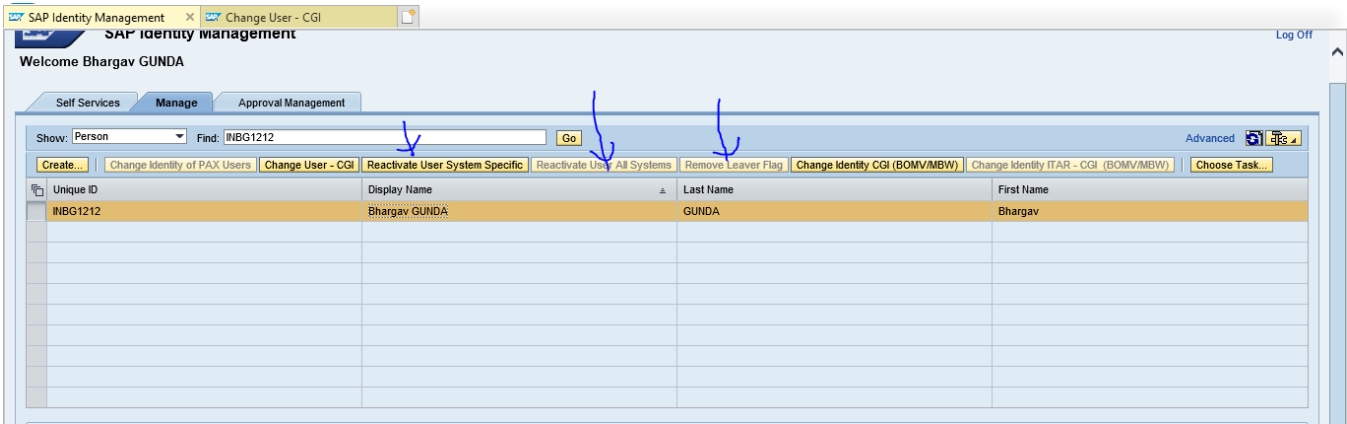
We can either find approval in ticket or we can request for manager approval to proceed further.

Providing the Access :

User Unlock and Validity Extension :

The user unlock has to be done through the IDM through the *Reactivate User system Specific or Reactivate User All systems or Remove Leaver Flag*.

1) Reactivate User System Specific : Once you select this tab it will show list of systems which are locked, you have to select systems to be reactivated and push to other side as per below screenshot, give ticket number as reason then save it. Please let know user that they have login in seven days or else they will be locked again.

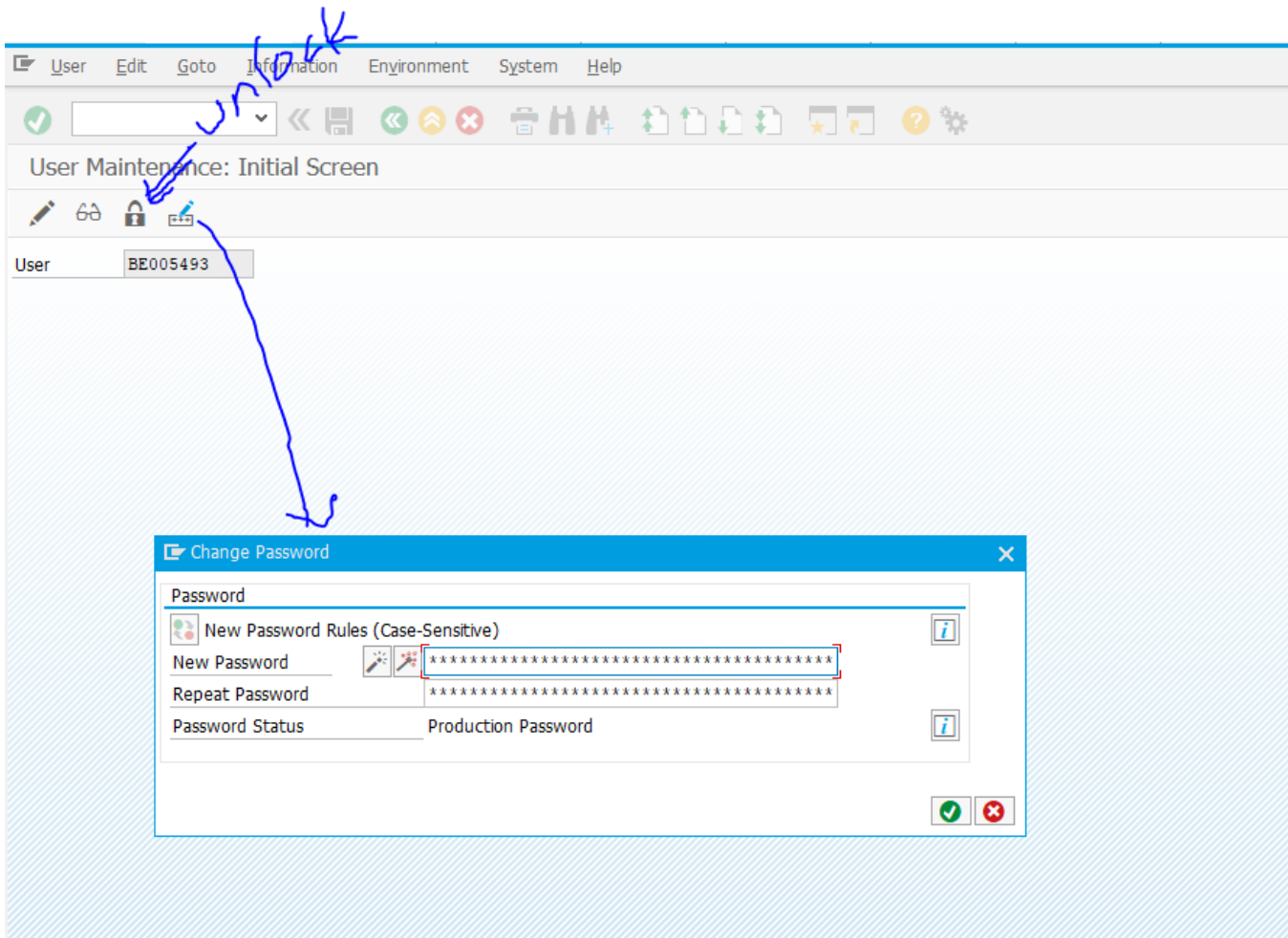


2) Either Reactivate User All systems or Remover flag Same as first point, but here we cannot select specific system, here once you execute that tabs there we need to give the ticket number and need to uncheck the checkbox which you can see in that tab.

Once done, inform the user and Resolve the ticket.

Password Reset And Unlocking :

Password Resets and User Unlock are done directly in the system using the ZCA_USER_PARAM transaction and the below highlighted button. The password must contain 1 Uppercase letter, 1 Lowercase letter and a number. Once done, it is always a good idea to check by logging in using the User Id and the password you have reset and hit close when asked to set the productive password to confirm that the new password works.



We have now finished the requests for the User Unlock and Password Reset for the user in the PF1 and SF1 system.