

User Unlock/ Password reset/ Validity Extension in WAP system

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

Identifying the issue:

User requirement in 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 :

Approvals:

Approvals for validity extension are mandatory and they are to be brought by L0 team as below:

[blocked URL](#)

Unless we get their confirmaiton we cannot proceed further.

Processing:

Generally Validity reset and account unlock are done through IDM.

Unlock user:

For user unlock we can uncheck the checkbox and save it and it will be replicated in the system.

Validity Extension:

For Validity extension the date need to mentioned in IDM in the Logon Data tab in the below screen enter the validity date and save it.

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.

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