

PI1 and SI1 - User Unlock / Validity Extension / Password Reset

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

If we receive request related to unlock/ Validity Extension / Password Reset , in this case we need to ask user to use self reactivation tool:

Please ask user to follow the below steps:

The ["Self-service reactivate"](#) tool is now available to unlock by yourself your own SAP userID(*). Nothing could be simpler: When you receive the notification that your SAP userID is inactivated for a SAP system, you have to:

1. Click on the link corresponding to the "Self-service reactivate"
2. Verify that the flag "inactive in all systems" is not tagged (it means you can unlock by yourself)(*)
3. Select the SAP system(s) that you would like to unlock
4. Move to the right the SAP system(s)
5. Add Reason for reactivating user
6. Save... and that's all !