

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 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 :

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:



The screenshot shows a 'Password Self-Service' interface. At the top, there is a warning: 'Remove systems in which users do not have accounts or are unable to connect'. Below this is a 'Select Systems' section with the user name 'Dorri Nolan (dnolan)'. There are buttons for 'Add', 'Remove', and 'Add All Systems'. A table lists several systems with checkboxes for selection.

Type	System	Short Description	Category	
<input type="checkbox"/>	SAP	WD1	RCS WD1 Quality - ONLY PASSWORD RESET	Non-production
<input type="checkbox"/>	SAP	JD1_020	ERP Solvay Dev - ONLY PASSWORD	Production
<input type="checkbox"/>	SAP	JGF1_050	ERP PPS Qsa - ONLY PASSWORD RESET	Production
<input type="checkbox"/>	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.

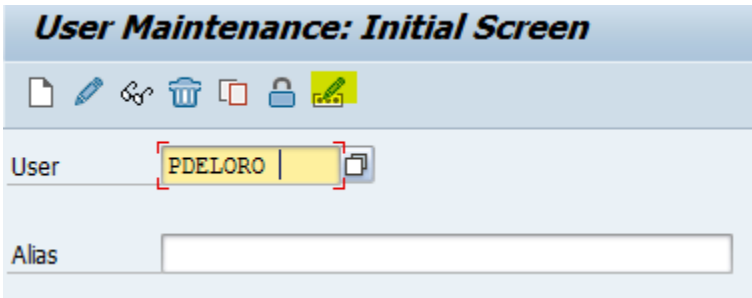
Process:

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.

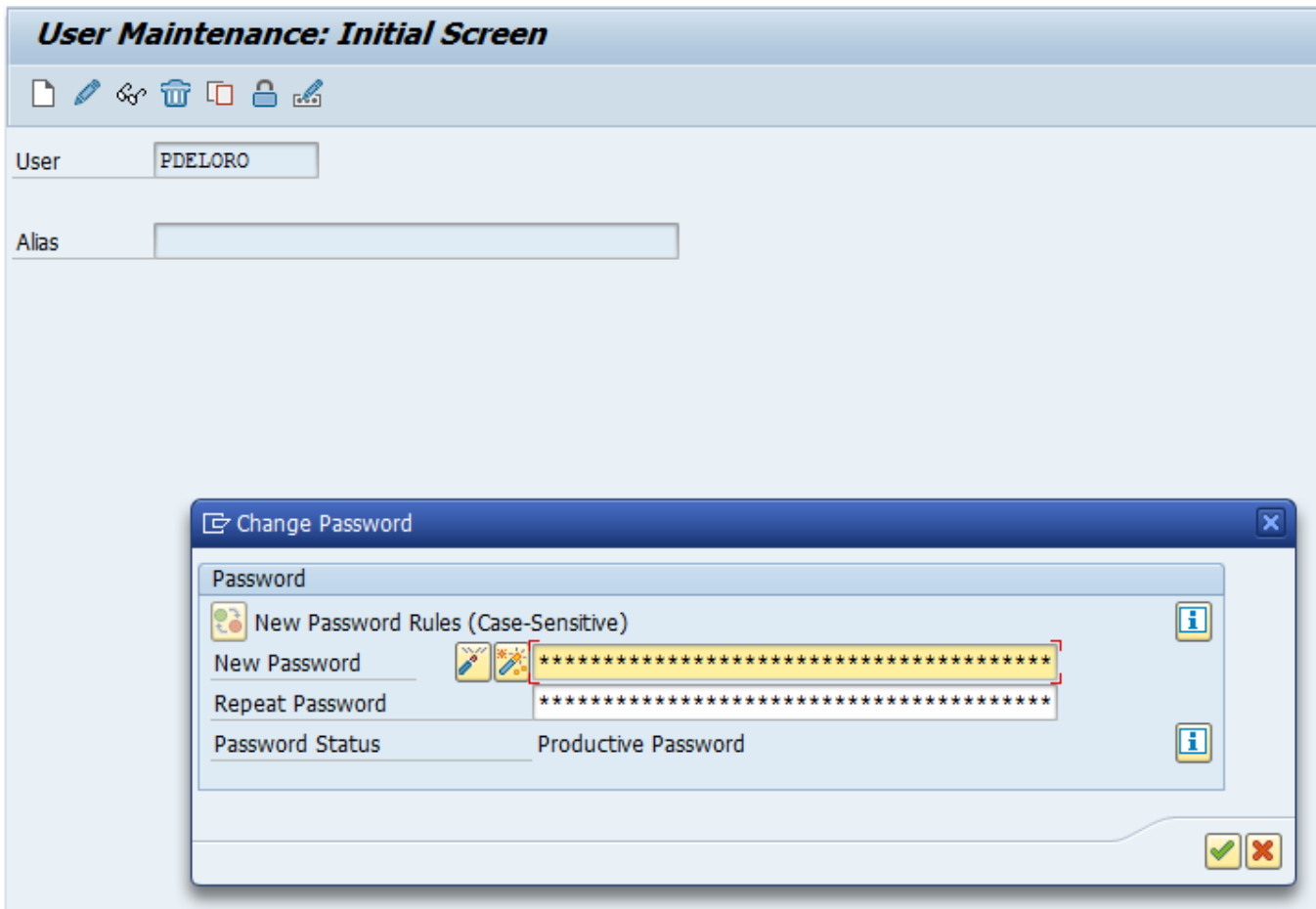


User Maintenance: Initial Screen

Icons: File, Edit, Copy, Delete, Paste, Lock, Unlock

User: PDELORO

Alias:



User Maintenance: Initial Screen

Icons: File, Edit, Copy, Delete, Paste, Lock, Unlock

User: PDELORO

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.