

GWP Neptune Reactivation Procedure

For all reactivation in GWP Neptune accounts – 2 cases:

Case 1: Please suggest the users to use [GWP Neptune Password Link](#) for both reactivation and password reset as well in first instance. And wait for 24 hours for user confirmation.

NEPTUNE - Reset GWP Password Self Service

Unique ID: INMP1010
Display Name: Mahender PALREDDY

Enter a new password below and click Save to reset the user's password in the Neptune - GWP Client 020

IMPORTANT: If the box below is ticked, you will also need to unlock your user via 'Self Service Reactivate User System Specific'
Click 'Help' in the top right corner then click 'How to Unlock your SAP Account'

Inactivity Status in GWPLNT020:

The password must be minimum 12 characters, one uppercase, one lowercase, one number and one special character
The following special characters are the only permitted values: @#\$%&*()?!
Password:*
Confirm Password:*

Case 2: If user is still facing an issue with the link, please proceed to reactivate and provide the password.