SAP® Certified
Integration with SAP S/4HANA®

Password Reset
Self service password reset

24/7 Self-Service SAP Password Management

Password Reset from ComplianceNow is a self-service workflow for requesting a new password for SAP-users. Password Reset also covers the unlocking of users after too many failed login attempts. The business case is clear. The average time for unlocking the user, including ticket processing, etc., is approximately 15 minutes per incident. Password Reset helps you significantly reduce the production time loss caused by password issues so that you can spend your time on more prioritised and important organisational tasks. Password Reset will not only deliver self-service SAP password reset, but it will also extend your administration support of password services from standard office hours to 24/7. Finally, the satisfaction of end-users being able to rely on an efficient and automated process might be the prime value.

How does a locked user or a missing password influence the organization?

The key challenge around password resetting is the ability to have the password reset right away. Waiting to have your password reset will first prevent the user from working/accessing the system. A manual process can require understanding the actual process, creating a ticket, and perhaps following up with the user administration team. Figuring out how resolve the password issue and waiting for a new one to be provided will often generate frustrations. Finally, the process of resetting the password manually will involve different teams making the combined workload time consuming and costly.

How does Password Reset from ComplianceNow work?

The Password Reset from ComplianceNow is tool implemented in each SAP system in scope. Users requesting new passwords are authenticated against their SAP user profile information. The tool allows for configuring various security options. The Password Reset request page is a HTML5 page created by the SAP system. The link to this page can be displayed either in the SAP logon or in the intra web or similar. Accessing this link will display the password reset request page and allow the user to a password change. The user will be unlocked as part of the process.
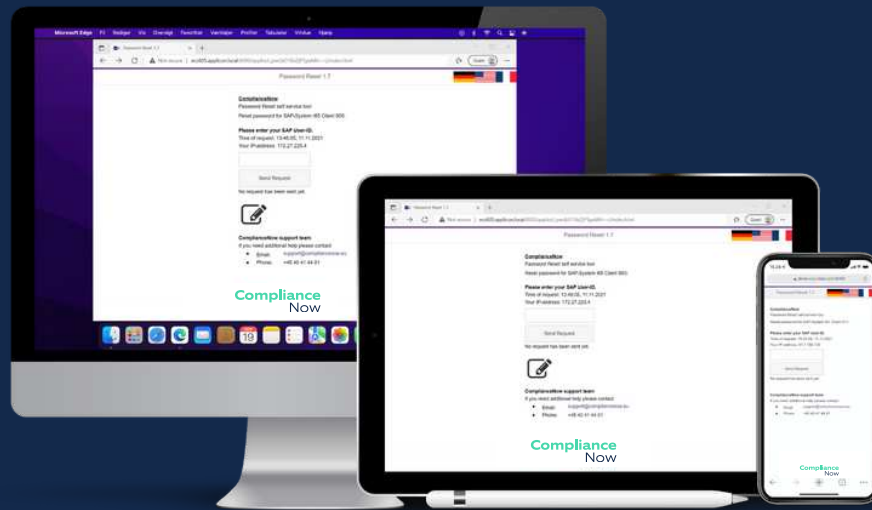
The password request process

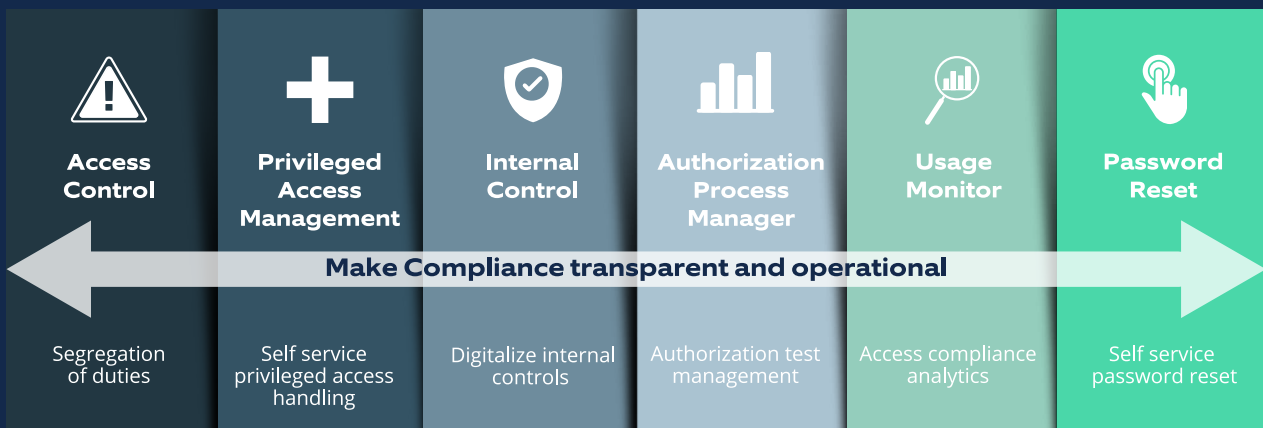| Users accesses a request page which is created by the SAP system	→	A request is made and sent to the system	→	The user receives an email with a link to reset password	→	The user logs on and resets their password

Modification and user experience

Supporting improved user experience, you can personalize the Password Reset request page to the individual need of the company. It is possible to modify areas like request screen, email content and contact/service desk information. To brand the process as an integrated company application and increase the level of trust for the end-users the company logo can be added to the request screen.

Password Reset is available in the following languages: English, German and French. The application is HTML5 compliant and can be accessed from different devices (browser, tablet, phone).

The ComplianceNow Suite

ComplianceNow Suite is a high-end compliance solution in SAP to increase the productivity, efficiency and transparency of compliance processes in companies and organizations with SAP. The product Suite includes components supporting areas such as test management, internal control, segregation of duties and compliance analytics.

Access Control	Privileged Access Management	Internal Control	Authorization Process Manager	Usage Monitor	Password Reset
Make Compliance transparent and operational					
Segregation of duties	Self service privileged access handling	Digitalize internal controls	Authorization test management	Access compliance analytics	Self service password reset

The objectives for the present six different components are to innovate, simplify, and offer our customers SAP-Certified products delivering a low TCO. ComplianceNow has a wide customer base including all industry segments and has performed more than 250 installations worldwide.

ComplianceNow can be implemented as the CN Suite or be implemented individually. Implementation of a single component is estimated at 2-3 days and, for the entire CN Suite, at less than 10 days. ComplianceNow is an SAP add-on from Nagarro, an innovative full-service SAP provider for critical enterprise applications and complex ERP landscapes.

Compliance
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