



# PASSWORD SELF-SERVICE

Also known as 'PSS'

# I FORGOT MY SAP PASSWORD!



We have all been there – a long vacation, haven't logged into the system and simply cannot recall what the password is.

You could call the Service Desk - or you can reset it yourself!  
Any time – Any day!

The following will show you how to do it.

# I FORGOT MY PASSWORD!



**SAP NetWeaver**

System:

Client: \*

User: \*

Password: \*

Language:

☐ Accessibility

[Change Password](#) [Forgot your password?](#)

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➔ Welcome to Municipality of Anchorage

ERP - ECC (Production)

➔ SAP ERP 6.0 EHP7 / NW 7.4 SPS 20

➔ HANA 2.0 SPS 03 Rev. 34

⚠ Client 100 - Production

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You get to this screen and realize you don't remember your password OR you are locked out and need to reset your password. That's OK!  
Select "Forgot Your Password".

# THIS IS WHERE YOU GO!



1. You will need to type in your MOA/AWWU Network Credentials. This would be the same Userid that You would use to login to your MOA computer.


Userid (Network ID)

Example: JOHN.DOE, IDxxx or wwXXX

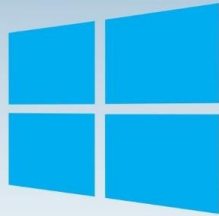
2. Enter your password that you would use to Access your MOA/AWWU computer.

3. Click on 'Log On'

### FORGOT SAP PASSWORD



Please enter your **NETWORK ID & Password** to start the SAP password reset process.




Logon with your MOA NETWORK credentials below:

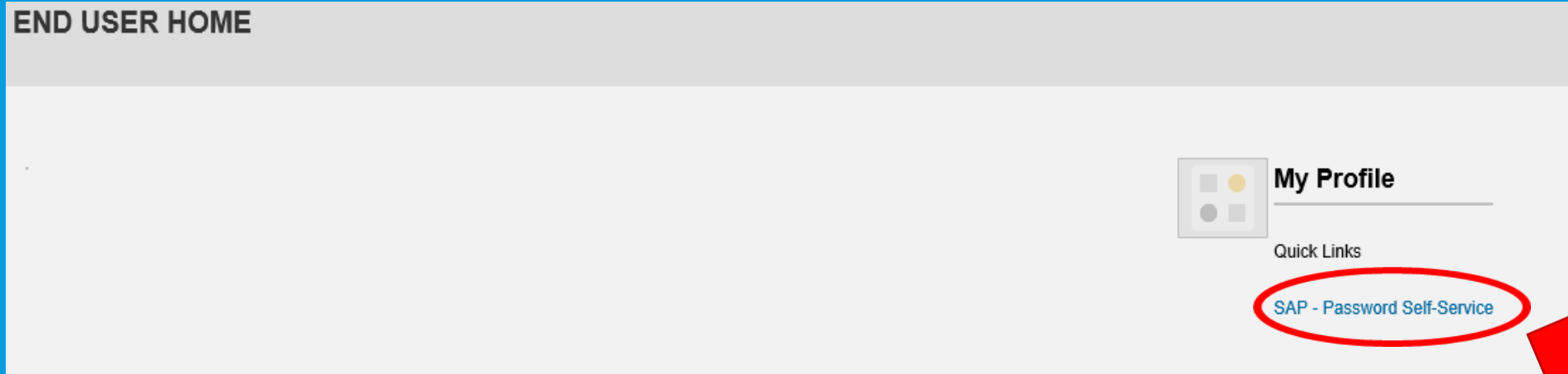
\* USERID (Network ID)

\* PASSWORD (Network Pwd)

[HELP](#)



# WELCOME HOME!



Now that you have proven who you are, you can access the 'Password Self-Service'.  
Click to begin!

# STEP 1



Reset Password: Step 1 (User Registration) - Internet Explorer

### Reset Password: Step 1 (User Registration - Minimum 3 Questions)

< Previous Next > Submit

1 2 3

User Registration Answer Security Questions Select Systems

User

#### Questions

Add Remove

Question	Answer	Confirm Answer	Status

You are going to set up your personal identifier questions. Click 'Add' to begin!  
This is a one time set up of the questions, in the future, these questions will be asked to verify your identity.

# STEP 1



Reset Password: Step 1 (User Registration) - Internet Explorer

### Reset Password: Step 1 (User Registration)

< Previous Next > Submit

1 2 3  
User Registration Answer Security Questions Select Systems

User

#### Questions

Add Remove

	Admin Defined Questions	Answer	Confirm Answer	Status
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

Select the 'Admin Defined Questions'

# STEP 1



Reset Password: Step 1 (User Registration) - Internet Explorer

### Reset Password: Step 1 (User Registration)

< Previous Next > Submit

1 2 3  
User Registration Answer Security Questions Select Systems

User

#### Questions

Add Remove

Question	Answer	Confirm Answer	Status
WHAT IS YOUR PET NAME ?			Active
WHAT IS YOUR PET NAME ?			
WHAT IS YOUR MOTHER'S MAIDEN NAME ?			
WHAT IS YOUR FIRST CAR MAKE ?			
WHERE WAS YOUR BEST FAMILY VACATION AS A KID?			
WHO WAS YOUR CHILDHOOD HERO?			
WHAT ELEMENTARY SCHOOL DID YOU ATTEND?			
WHAT IS THE NAME OF THE TOWN WHERE YOU WERE BORN?			

Pick the question that you know an answer to that you can remember!



# STEP 1



Reset Password: Step 1 (User Registration) - Internet Explorer

Reset Password: Step 1 (User Registration)

< Previous Next > Submit

1 2 3  
User Registration Answer Security Questions Select Systems

User [REDACTED]

Questions

Add Remove

Question	Answer	Confirm Answer	Status
WHAT IS YOUR PET NAME ?	....	....	Active

Security Questions Table

1. Type the answer to the question, then confirm by typing it again.

2. Repeat 'Add' to add a total of three questions. After three personal questions and answers are added, click 'Next' located at the top. Congrats! You have completed Step 1!

Reset Password: Step 1 (User Registration) - Internet Explorer

Reset Password: Step 1 (User Registration)

< Previous Next > Submit

1 2 3  
User Registration Answer Security Questions Select Systems

User [REDACTED]

Questions

Add Remove

Question	Answer	Confirm Answer	Status
WHAT IS YOUR PET NAME ?	....	....	Active
WHAT IS YOUR FIRST CAR MAKE ?	.....	.....	Active
WHO WAS YOUR CHILDHOOD HER...	....	....	Active

# STEP 2



Reset Password: Step 2 (Answer Security Questions) - Internet Explorer

### Reset Password: Step 2 (Answer Security Questions)

< Previous **Next >** Submit

✓ Security Questions registered successfully

1 User Registration 2 **Answer Security Questions** 3 Select Systems

User [REDACTED]

#### Answer 3 Questions

Question 01:	Answer
WHAT IS YOUR FIRST CAR MAKE ?	.....
Question 02:	Answer
WHAT IS YOUR PET NAME ?	....
Question 03:	Answer
WHO WAS YOUR CHILDHOOD HERO?	....

Remember those answers you created in Step 1? You are now going to answer those questions in Step 2! Type your answers in and then select 'Next' at the top.

# STEP 3



Reset Password: Step 3 (Select Systems) - Internet Explorer

### Reset Password: Step 1 (User Registration - Minimum 3 Questions)

< Previous   Next >   **Submit**

1   2   3

User Registration   Answer Security Questions   **Select Systems**

User

#### Systems

Name
ERPCLNT100

Select Submit.

# SUCCESS!!



Reset Password - Internet Explorer

### Reset Password: Step 1 (User Registration - Minimum 3 Questions)

User [REDACTED]

Password reset successfully in all the selected systems.  
For successful resets, Email has been sent to your mail box containing the password details.

Password reset successfully in : ERPCLNT100

**Details**

	System name	Description	Status	Reason
<input checked="" type="checkbox"/>	ERPCLNT100	ECC connection for GRC	Success	
<input type="checkbox"/>				
<input type="checkbox"/>				
<input type="checkbox"/>				

This message means you have successfully reset your SAP password!

# CONFIRMATION



Go check your email.....

1. You will receive an email confirmation your password has been reset.
2. Click on the link noted in the email.
3. **Copy this password** as it will be used to login – this is a system generated email and you will be able to change it in the next step. (if you are using CAMP as a remote worker, the copy/paste will only work in the same browser screen, you cannot toggle between browsers within CAMP. It is recommended that you manually type the password when using CAMP)

From: WF-BATCH <[SAPITSMSecurity@anchorageak.gov](mailto:SAPITSMSecurity@anchorageak.gov)>

Sent: Thursday, September 10, 2020 7:05 AM

To: [REDACTED]

Subject: SAP Password Reset Notification

Hi [REDACTED]

Your password has been reset. Please find the details below:

The generated password is [REDACTED]

**SAP Login** - Click [here](#) to access SAP

**\*\*You will be prompted to change the password at logon\*\***

**\*\*Your password cannot be one of your last five passwords and should be at least eight characters long and contain a capital letter, a lower case letter, a number, and a special character.**

**FAQ's:** - [SAP Password Self Service](#)

**Best Regards,**  
SAP ITSM Security

# TIME TO LOGIN!



**SAP NetWeaver**

System:

Client: \*

User: \*

Password: \*

Language:

☐ Accessibility

[Change Password](#) [Forgot your password?](#)

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➔ Welcome to Municipality of Anchorage

ERP - ECC (Production)

➔ SAP ERP 6.0 EHP7 / NW 7.4 SPS 20

➔ HANA 2.0 SPS 03 Rev. 34

⚠ Client 100 - Production

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In the 'User' field type in your SAP username (this is your Employee ID number) and the Password that you were emailed (recommended that you copy/paste the password into the 'password' field). Select 'Log On'.

# TIME FOR A NEW PASSWORD

A screenshot of the SAP NetWeaver password change interface. The page has a white background with a yellow header bar. The title 'SAP NetWeaver' is in bold. Below it, a green checkmark icon and the text 'This is an initial password that must be changed' are displayed. The form includes fields for 'User:' (with a blacked-out value), 'Current Password:' (with a masked value of dots), 'New Password:' (with a single character visible), and 'Repeat Password:' (empty). A yellow 'Change' button is below the fields. At the bottom, there is a 'Welcome to Municipality of Anchorage' message and system information: 'SAP ERP 6.0 EHP7', 'HANA 2.0 SPS 03 Rev. 34', and 'Refresh Backup 01/08/2019'. The SAP logo and copyright notice 'Copyright © 2020 SAP SE. All rights reserved.' are at the very bottom.

Paste the password you were emailed into the 'Current Password' field.

Then TYPE in a new password – remember your password cannot be one of your last five passwords and:

- should be at least eight characters long
- contain at least one capital letter
- contain at least one lower-case letter
- contain a number
- contain special character.

Select 'Change'

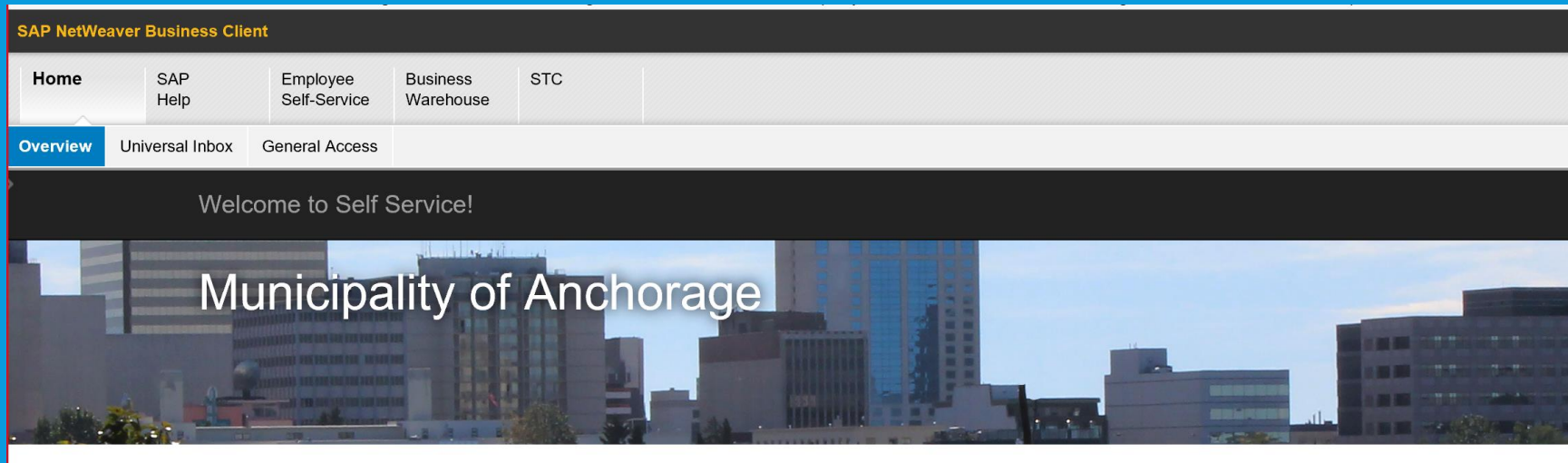
# ALL DONE!



Your SAP Password has been changed, select 'Continue'.



# WELCOME TO SAP!



Now that your password has been reset you will now have access.  
\*\*You can only use the "Forgot Password" feature once a day. \*\*

# WHO SHOULD I CONTACT FOR QUESTIONS?



If you cannot reset your password, please call: **907-343-6854 option 1**  
Comments/Feedback , please email **SAPITSMSecurity@anchorageak.gov**