

SOP for User ID Unlock & Reset Password

(User ID locked due to multiple incorrect login credentials or Forget password)

1. User ID Unlock & Reset Password

Please refer process to unlock or reset password in future for e-DCM.

For e-DCM password resetting activity, online SOP/Help is available on e-DCM portal login page. **"User ID Unlock"** tab is available on screen highlighted in check box below. Enter user id (e.g. C010501) & click on **"User ID Unlock"**. Auto mail would get triggered to Support Team at HO for necessary action.

Additionally if you need to **reset password**, please mention same in the mail body.

Note: - As a pre-requisite for auto mail trigger, MS Outlook should be configured in your system & open at your end.

PS:- Above Process has been communicated to all Commercial Officers also. For any further queries please revert to us.

Commercial Officer: Please guide Sales Team and Dealer personnel to follow above process.



2. Dealer Portal login:
SYSTEM: Enterprise Portal

The screenshot shows the Mahindra Dealer Enterprise Portal login interface. At the top, the Mahindra Rise logo is on the left, and 'Dealer Enterprise Portal' is on the right. Below the header, the text 'Welcome to Mahindra Dealer Enterprise Portal' is displayed. A red-bordered error message box contains the text: 'UserID or Password is invalid. "After 6 consecutive incorrect password attempts, ID will be locked"'. Below this, there are two input fields: 'User ID *' with a placeholder 'Enter your Dealer login ID only' and 'Password *'. A 'Log On' button is positioned below the password field. At the bottom left, there is a link for 'User ID Unlock' and a sub-link 'SOP For User ID Unlock'. On the right side of the page, a partial graphic of a smiley face and the text 'Delig' and 'DoM' are visible.

After 6 incorrect Password Attempts, account will be locked.

This screenshot shows the same Mahindra Dealer Enterprise Portal login interface as the previous one. The error message box now displays: '"Account locked. Too many invalid logon attempts. Please click on User ID Unlock button below"'. The 'User ID *' and 'Password *' fields, the 'Log On' button, and the 'User ID Unlock' link with its sub-link 'SOP For User ID Unlock' are all present and visible. The background graphic on the right remains the same.

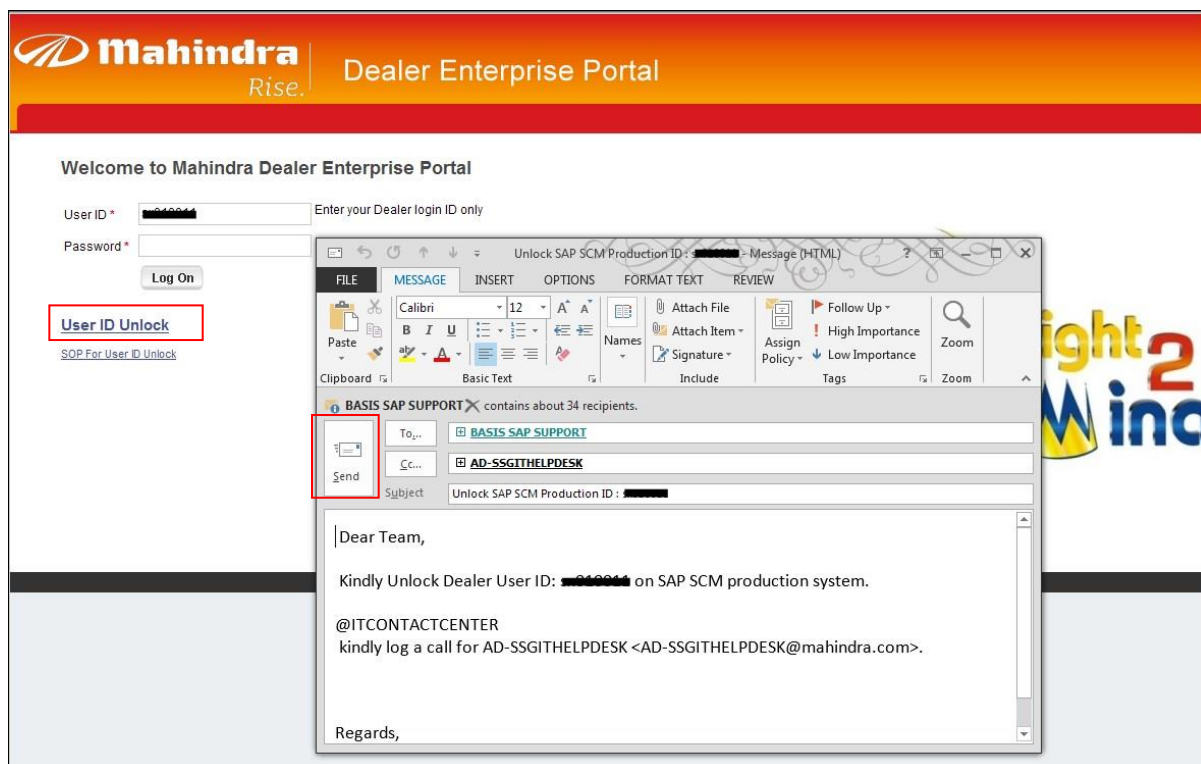
If the user ID is locked, click on link given in the page "User ID Unlock". And follow the instructions.

3. Unlock Mail trigger:

As soon as you click on the link **“User ID Unlock”**, a pop-up will be opened as shown below and the mail will be triggered to **“BASIS SAP SUPPORT <BASISSAPSUPPORT@mahindra.com>”** and **“ADSSGITHELPDESK <AD-SSGITHELPDESK@mahindra.com>”** with necessary details required for unlocking your User ID. Click on Send button, as shown in below snap-shot.

Note: Microsoft Outlook configuration is mandatory to trigger below mail.

Once the mail is sent by you, you will get an intimation through mail about User ID unlock.



4. Change Password Pop-up.

- The below screen to change password will popup
- In Old Password, enter your Existing Password or Password shared by SUPPORT TEAM.
- In New Password and Confirm Password, Enter New Password with minimum 6 characters which inclusive of 1 UPPER/lower case letter and 1 Special character & 1 Digit.

Example: Edcm@2017

DO's & DONT's as per M&M IT Password policy:

- 'Password' must be to the length of minimum of 6 a maximum of 40 characters.
- Password has to be alphanumeric with special characters as (, , @ , \$, # , % , &).
- Password should not contain any blank spaces.
- Last 3 passwords cannot be used again.

For instance: Abc@123 ,aBc\$456

Change Password

User ID: sx010011

Old Password * [masked]

New Password *

Confirm Password *

Change Cancel

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Change Password

User ID: sx010011

Old Password * [masked]

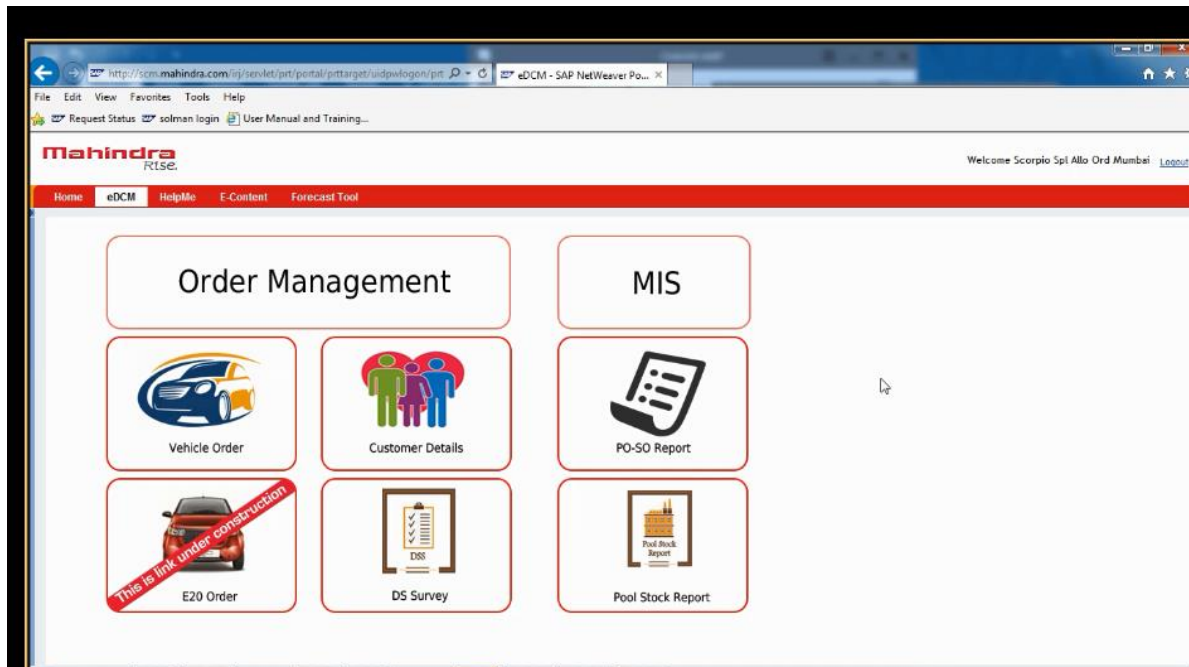
New Password * [masked]

Confirm Password * [masked]

Change Cancel

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Now you will be able to login to portal successfully.



Note: This Process will be Occurring Every 30 days as per Updated Password Policy.

As per the new policy password should be maintained as below-

- Password should be a minimum of 6 characters and a maximum of 40 characters.
- Password has to be alphanumeric with special characters as (, , @ , \$, # , %).
- '&' sign should not be used in the password.
- Password should not contain any blank spaces.
- Last 3 passwords cannot be used again.

Sample Example: Nov@2017