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.

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2. Dealer Portal login:

SYSTEM: Enterprise Portal

**After 6 incorrect Password Attempts, account will be locked.**

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.
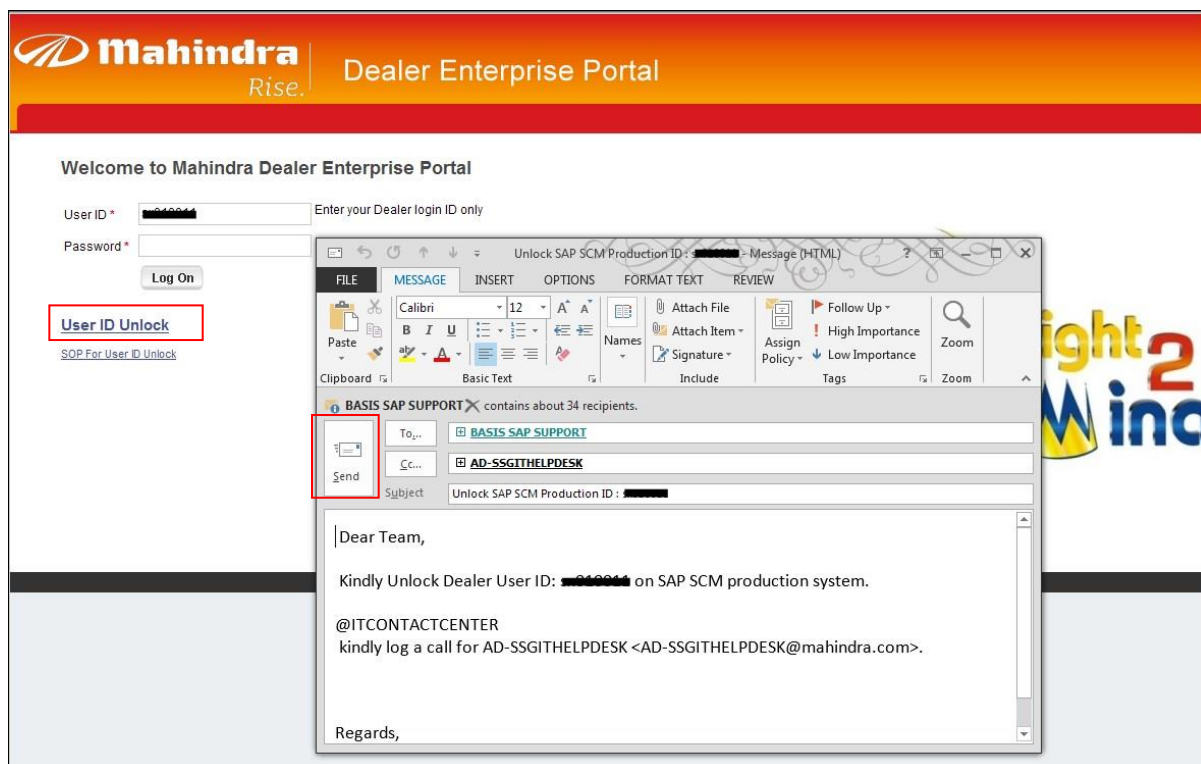
4. Change Password Pop-up.

    a. The below screen to change password will popup

    b. In Old Password, enter your Existing Password or Password shared by SUPPORT TEAM.

    c. 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**

Enter the same password which used to login to portal

Enter New password using special character

Click on change button

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Now you will be able to login to portal successfully.
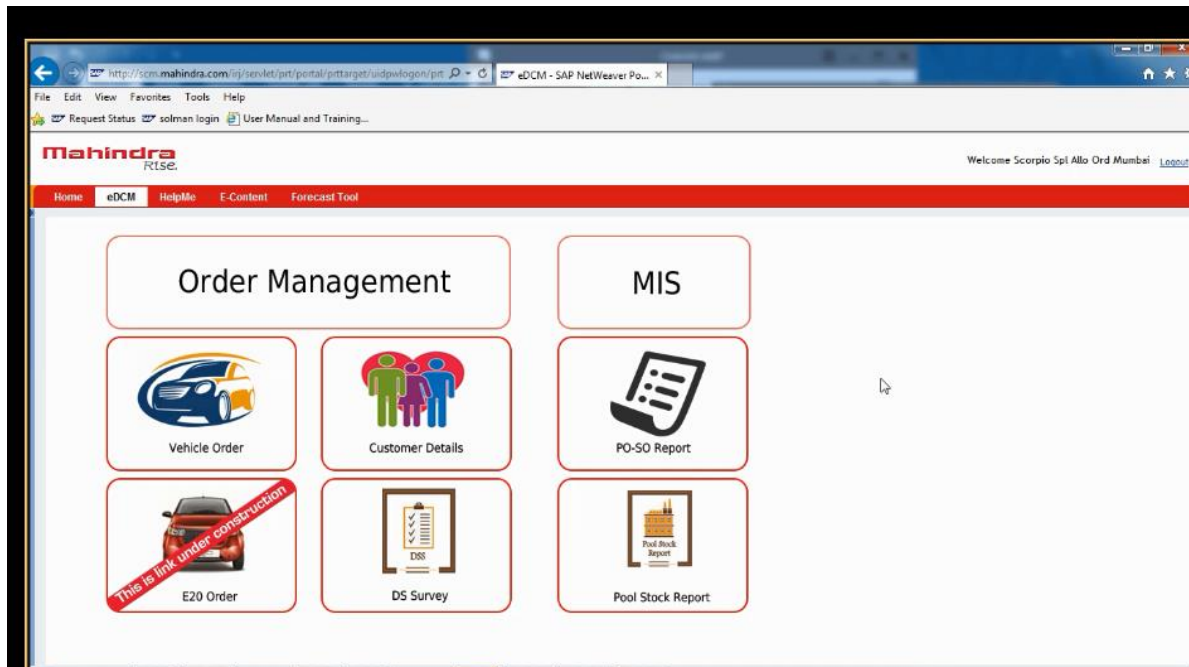
Note: This Process will be Occurring Every 30 days as per Updated Password Policy.

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**