

User Help Guide

PROJECT SAKSHAM

V0.1

Document History

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Review/ Approval Detail

Role	Name	Signature and Date	Comments
Review			
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Introduction

Purpose of the document is to list down procedure for User Id Creation, New Role assignment, Password reset steps, Helpdesk content details etc.

1. New User Id Creation

Purpose of this section is to list down step by step procedure for New User Id creation.

Step 1:

Fill the user creation form attached below.



UPPCL_SAP_ERP_Pro
ject_SOP_User_ID_Cre

Step 2:

Get User Creation form signed & approved by Employee's DDO & DISCOM SE IT/DISCOM ERP Nodal Officer both.

Approver should be higher authority of requestee employee with minimum level mentioned above.

Step 3:

Email of scanned copy to be send to DISCOM ERP Nodal officer.

Step 4:

DISCOM ERP Nodal officer will send email of scanned copy to DISCOM ERP Accenture manager.

Step 5:

DISCOM ERP Accenture Manager will send that form to below ERP Helpdesk email id. Please mention in the e-mail body to raise ticket for ID creation
Helpdesk Email ID: **uppcl.erp@gmail.com**

Step 6:

Once Ticket has been generated by help desk, ticket number will be shared on email. After ERP User ID creation, ID and password will be replied at the same mail. You can also call Helpdesk on **180-0102-1578** to get update on your ticket.

2. Authorization/Role Request

Purpose of this section is to list down step by step procedure for any new Role assignment or authorization addition to a user.

Step 1:

Fill the Authorization Request form attached below.



UPPCL_SAP_ERP_Pro
ject_SOP_User_Role_M

Step 2:

Get User – Role mapping form approved by DDO/ SE IT.
Approver should be higher authority of requestee employee with minimum mentioned above.

Step 3:

Scan the approved form and email to Helpdesk Mail with attached scan copy.
Please mention in the e-mail body to raise a ticket for Authorization
Helpdesk Email ID: **uppcl.erp@gmail.com**

Step 4:

Once Ticket has been generated by help desk, ticket number will be shared on email.
After approved Roles/Authorization request assignment, You will be intimated either by email
of phone.

3. Password Reset

Purpose of this section is to list down steps to reset your ESS System User Id's password on your own.

Step 1:

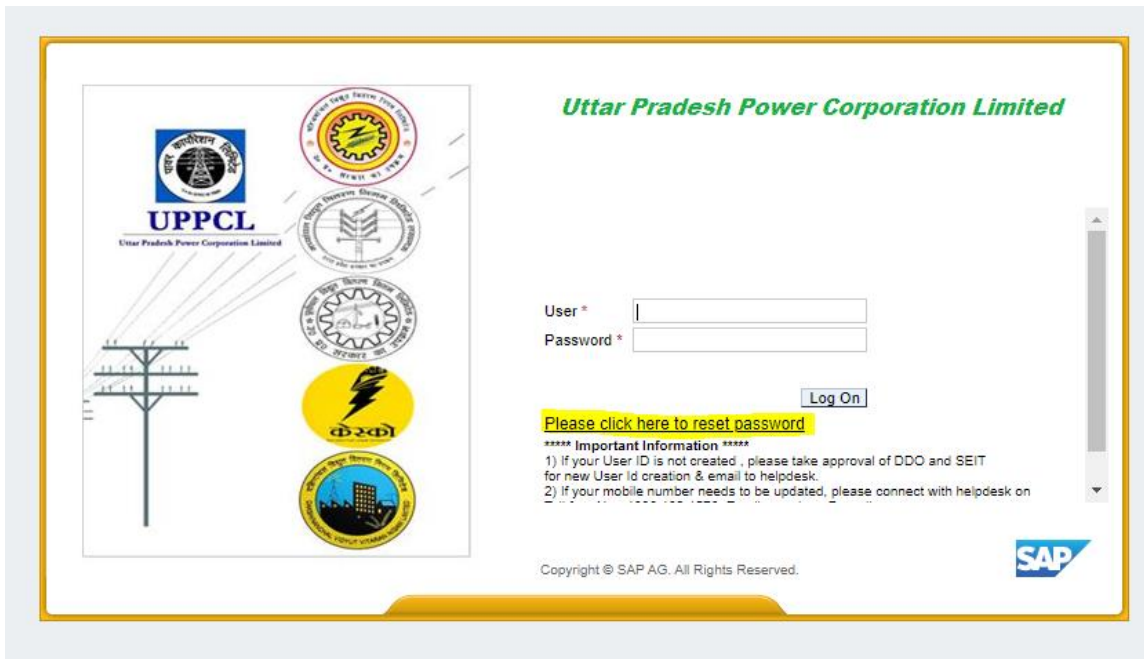
Open ESS Portal URL on your system internet browser
<https://ess.erp.uppclonline.com>

Below Screen will open on your browser



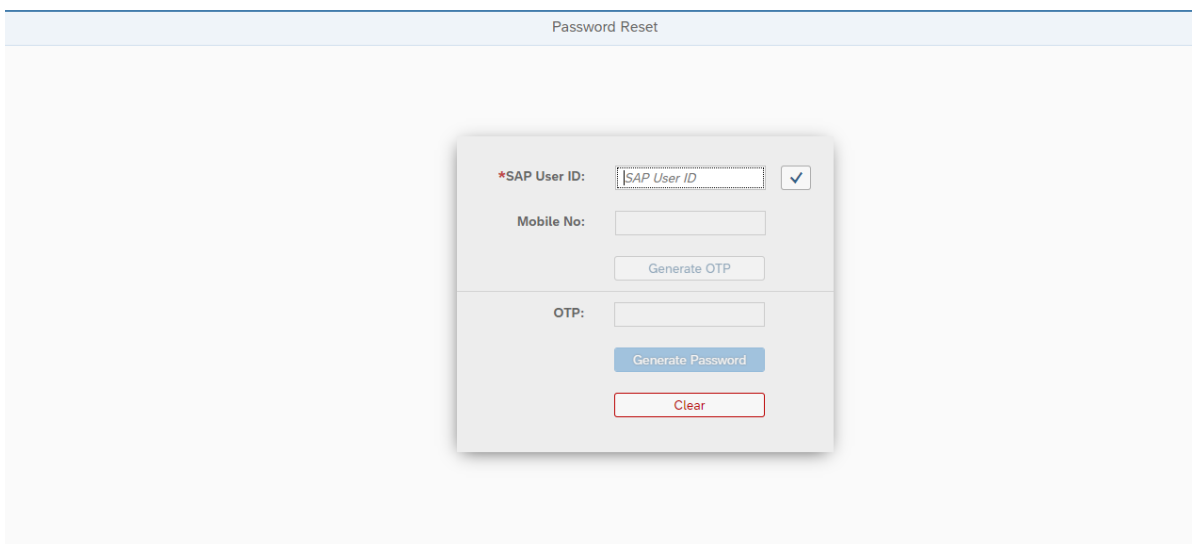
Step 2:

Click on the link mark in yellow (**Please click here to reset password**).



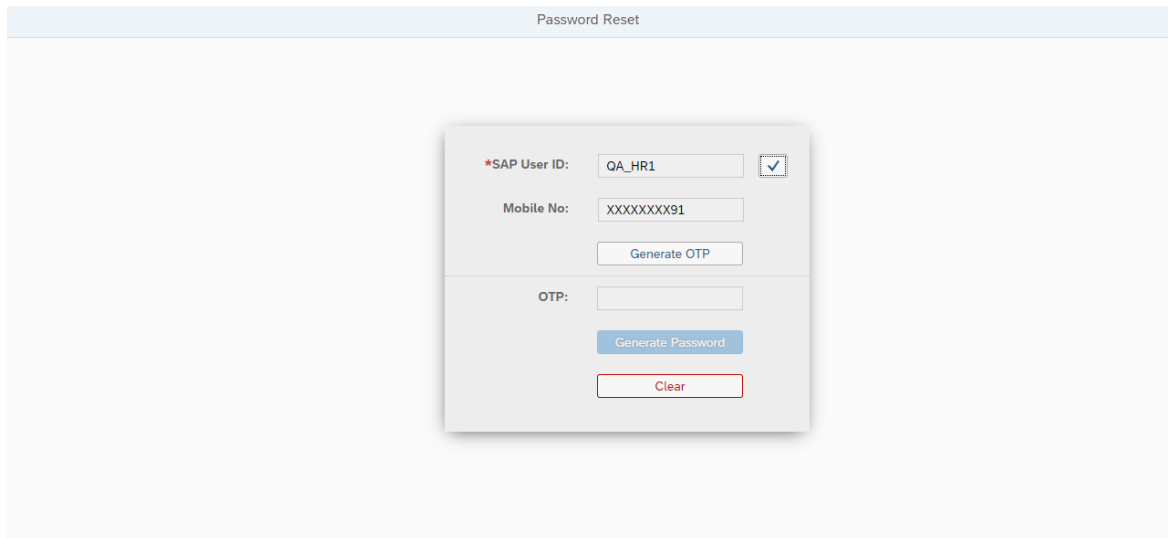
Step 3:

After clicking on link, browser will redirect you to another browser window of Password Reset as shown below.



Step 4:

Enter your SAP Employee ID and you will automatically get your phone number as shown.



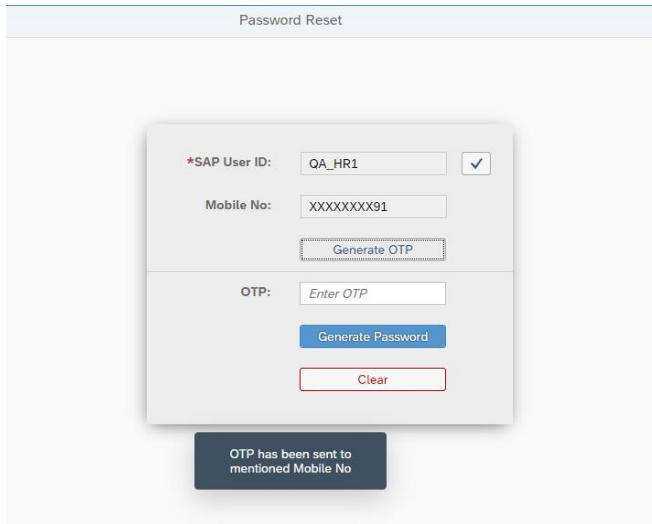
In case the mobile number shown is not updated or not in use, please call Helpdesk and provide PAN number and date of birth.

1. If provided personal data is verified, then helpdesk will record User's mobile number and forward it to technical team to update the data – A ticket will be logged for updating the data.
2. If provided personal data doesn't match with our records, then helpdesk will request employee to get DOB and PAN number corrected in SAP system by their DDO with circle level support resource.

Step 5:

Click on **Generate OTP**.

Text message will be delivered on registered Phone Number.



The screenshot shows a 'Password Reset' form with the following fields and buttons:

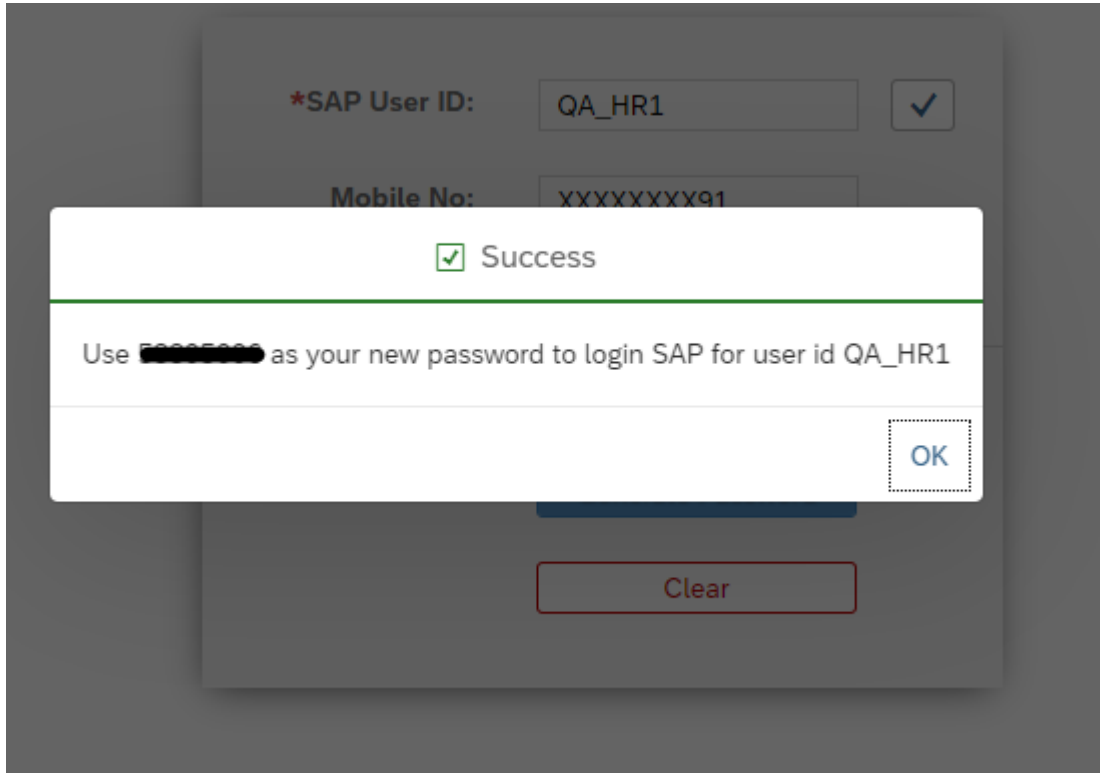
- *SAP User ID: QA_HR1 (with a checkmark icon)
- Mobile No: XXXXXXXX91
- Generate OTP button
- OTP: Enter OTP
- Generate Password button
- Clear button

A dark blue notification box at the bottom of the form states: "OTP has been sent to mentioned Mobile No".

Step 6:

Enter the OTP and click on **Generate Password**

New Password will be generated, it will be shown as pop-up message on the screen as below.



Password has been reset and you can use this generated password as your new password to login. One you login with this initial password, System will ask you to change the password again.

4. Personal Data update

Purpose of this section is to list down steps required for User's Personal data updating in ERP System, For ex. Mobile Number, Email Id etc.

User requiring his/her Personal details to be updated in ERP System, needs to call helpdesk on Toll Free number & raise a request for Data updating.

For User's data security & verification purpose, Helpdesk will ask any of 3 below Personal details to verify user's identity.

1. SAP ID
2. Employee Name
3. Date of Birth
4. PAN CARD Number

If calling user gets his/her identity ascertained, Helpdesk will create an Incident & assign to required technical team to update data in ERP System.

Ticket details & it's progress will be updated with user over email/phone.

5. Helpdesk Contact details

For any technical issues, which you require assistance with,

Please contact helpdesk on uppcl.erp@gmail.com
or call them on Toll-Free No. [180-0102-1578](tel:180-0102-1578)

THANK YOU