



PUBLIC

SAP ID Service – How to change or reset your P- or S-user password

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SAP ID SERVICE – HOW TO CHANGE OR RESET YOUR P- OR S-USER PASSWORD

Note : The P- or S-user password can be changed and reset only once every 24 hours.

There are three ways how to change or reset the P- or S-user password:

1. Change the P-or S-user password on the SAP ID Service Profile Management
2. Change the S-user password on the SAP ONE Support Launchpad
3. Reset the password via “Forgot Password”

CHANGE THE P- OR S-USER PASSWORD ON THE SAP ID SERVICE PROFILE MANAGEMENT PAGE

1. Go to the Profile Management Page : <https://accounts.sap.com>
2. Enter your user ID for the password you would like to change
3. Enter the current password
4. Click **‘Log On’**
5. Scroll down till you reach the section: Authentication – Password

Authentication

Password 

Your password grants you access to any platform connected to SAP ID Service. Note that your password can only be changed once every 24 hours.

Biometric Authentication 

To access applications that require biometric authentication, you need to have a device activated. No devices are currently activated for biometric authentication.

SAP ID Service

Log On

E-Mail, ID, or Login Name

E-Mail, ID, or Login Name

Password

Password

Remember me

 Log On

[Forgot password?](#)

SAP ID Service

6. Click the Edit button
7. Enter your current password
8. Create a new password and make sure the password has a minimum of 8 characters, and includes 3 of the following:
 - **Lowercase letters**
 - **Uppercase letters**
 - **Number [0-9]**
 - **Symbols [!@#^&*()+_.,{}?-]**
9. Reenter Password
10. Click **‘Save’**

Authentication

Password 

Current Password *

.....

New Password *

.....

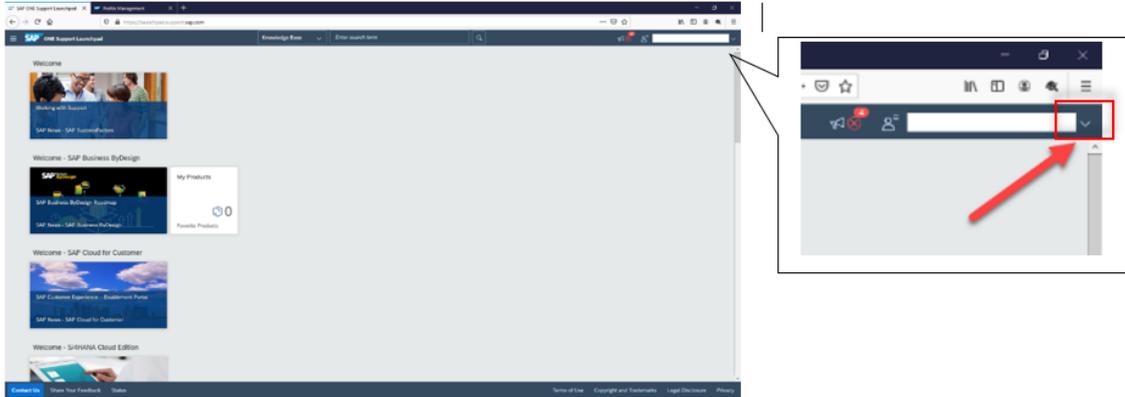
Re-enter New Password *

.....

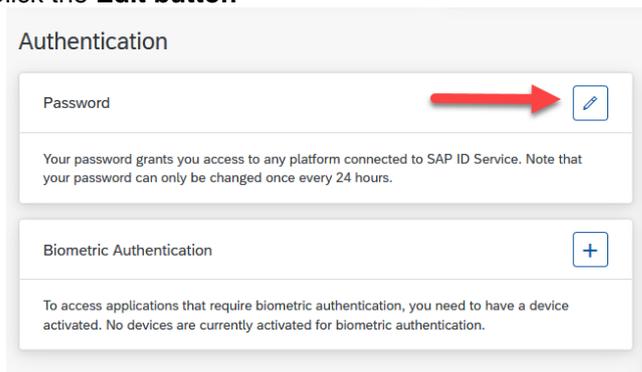
 Save 

CHANGE THE S-USER PASSWORD ON THE SAP ONE SUPPORT LAUNCHPAD

1. Go to the SAP ONE Support Launchpad: <https://launchpad.support.sap.com/>
2. Authenticate with your credentials to login into SAP ONE Support Launchpad
3. Click the dropdown in the right upper corner next to your user ID
4. Click **'Change Password'**



5. This will redirect you to the Profile Management Page
6. Scroll down till you reach the section: Authentication - Password
7. Click the **Edit button**



8. Enter your current password
9. Create a new password and make sure the password has a **minimum of 8 characters**, and includes 3 of the following:
 - Lowercase letters
 - Uppercase letters
 - Number [0-9]
 - Symbols [!@#^&*()+_.,{}?-]
10. Reenter the password
11. Click **'Save'**

Authentication

Password ✕

Current Password *

New Password *

Re-enter New Password *

←

RESET THE PASSWORD VIA “FORGOT PASSWORD”

1. Go to the Profile Management Page: <https://accounts.sap.com>
2. Click ***‘Forgot password?’***

SAP ID Service

Log On

E-Mail, ID, or Login Name

Password

Remember me

SAP® ID Service

3. Enter the e-mail or user ID for which you want to reset the password
4. **NOTE:** If you have multiple user IDs associated with an e-mail address, enter the specific user ID you are requiring the reset password.

Forgot My Password

Enter your credentials below and click Send. An e-mail with a link to a page where you can reset your password will be sent. Note that the e-mail might take a few minutes to reach your inbox.

E-Mail, ID, or Login Name *

*Required

SAP® ID Service

5. Click ***‘Send’***
6. When you receive the email, click on the ***‘Click here to reset your password’*** button or copy the provided link and paste into a browser
7. Create a new password and make sure the password has a **minimum of 8 characters**, and includes 3 of the following:
 - **Lowercase letters**
 - **Uppercase letters**
 - **Number [0-9]**
 - **Symbols [!@#^&*()+_.,{}?-]**
8. Reenter the password
9. Click ***‘Save’***

Reset Your Password

Reset the password for your account sapuniversalid+emilia@gmail.com:

New Password *

Re-enter New Password *

*Required



Save

SAP® ID Service

SUPPORT

If you have issues performing the password reset (e.g. don't receive the SAP ID Service: How to reset your SAP password e-mail or receive errors), please contact the SAP ID Service Support via e-mail: sso@sap.com and the team will work directly with you.

See Also

[SAP Cloud Identity Services – Identity Authentication Help](#)

www.sap.com/contactsap

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