SAP Password Reset

A. <u>First Time Through Password Maintenance</u>

(Personal Question/Answer Not Previously Stored)

1. Go to the LEO Portal at https://leo.louisiana.gov/.
2. Click on **PASSWORD MAINTENANCE** or **Forgot Your Password**.
3. Click in the field to the right of **Personnel Number,** and type in your HR userid.
   Note: Your HR userid consists of the letter **P** and your 8 digit **personnel number** (e.g. P00123456). If your personnel number is less than 8 digits, add zeros after the **P**. If you do not know your personnel number, check with the person who inputs your time sheet (time administrator).
4. Click on Next>> button.
5. Verify **your** name is displayed at the top.
   Note: If **your** name is not displayed, click on quit button and repeat steps 1 thru 4.
6. The first time that you use Password Maintenance in the LEO portal the **Identity Validation Page** will be displayed.
   - Click in the fields to the right of **Date of Birth MM/DD/YYYY:** and select your Month, Day and Year of Birth from the dropdowns.
   - Click in the field to the right of **Last 4 digits of SSN (XXXX):** and enter the last 4 digits of your Social Security Number.
   - Click Next>> button.
7. The **Store Personal Question** page will be displayed.
8. Select a personal question and answer following the guidelines in Section **C**.
   - Click in the field to the right of **Enter your question:** and type in the personal question of your choice.
   - Click in the field to the right of **Enter one word answer:** and type in the one word answer to the personal question you entered above. You can omit spaces to combine words and/or numbers into "one word".
   - Click in the field to the right of **Re-enter one word answer:** and type the one word answer to the personal question you entered above again.
   - Click in the field to the right of **Enter mother's maiden name:** and enter your mother's maiden name.
   - Click in the field to the right of **Re-enter mother's maiden name:** and enter your mother's maiden name again.
   - Click the Next>> button.
9. The **Store New Password** Page is displayed.
   Select a new password following the guidelines in Section **D**.
   - Click in the field to the right of **Enter new password:** and type in the new password you selected.
   - Click in the field to the right of **Re-enter new password:** and type the new password you selected again.
   - Click Submit button.
10. Click on quit button to return to the main **LEO** page. Close the LEO page, return to the **SAP Logon Pad** and log into SAP.

SAP Password Reset

B. Forgotten Password Or Locked Userid

(Personal Question/Answer Previously Stored)

1. Go to the LEO Portal at https://leo.louisiana.gov/.
2. Click on **PASSWORD MAINTENANCE** or **Forgot Your Password**.
3. Click in the field to the right of **Personnel Number,** and type in your HR userid.
4. Click on Next>> button.
5. Verify **your** name is displayed at the top.
   - Click in the field to the right of **Enter one word answer:** and type answer to your personal question.

   Note: Your answer **must not have any spaces**.
   - Click the Next>> button.

   Note: You are allowed **3** attempts to answer your personal question after which you will receive a locked message. Contact the HR Help Desk, 225-342-2677 options 3 then 1 to have your userid unlocked. You will have to redo your personal question after being unlocked.
6. The **Store New Password** page is displayed.
   Select a new password following the guidelines in Section **D**.
   - Click in the field to the right of **Enter new password:** and type in the new password you selected.
   - Click in the field to the right of **Re-enter new password:** and type the new password you selected again.
   - Click Submit button.
7. Click quit button to return to the main **LEO** page. Close the LEO page, return to the **SAP Logon Pad** and log into SAP.

C. Personal Question & Answer Guidelines

1. Question:
   - Easy for you to remember but difficult for someone else to guess.
2. Answer:
   - Information is not included in your human resource records.
   - Is at least 6 and no more than 134 characters (letters and/or numbers).
   - Does not contain any spaces (e.g., May 12, 2003, should be May122003).
   - Is unique to you.

D. Password Restrictions & Guidelines

1. Passwords **cannot:**
   - Be less than six (6) or more than eight (8) characters (letters and/or numbers).
   - Contain any characters repeated more than once sequentially (e.g., AAA, 22222, etc.).
   - Contain series of characters (e.g. 3456, DEFG, etc.).
   - Be the same as the last 5 passwords assigned to your User ID.
   - Begin with abbreviations of months (e.g., JAN, MAR, JUL, etc.).
   - Be computer or system related terms (e.g., ISISHR, COMPUTER, KEYBOARD, PASSWORD, TERMINAL, etc.).