

KPA ICT User Guide

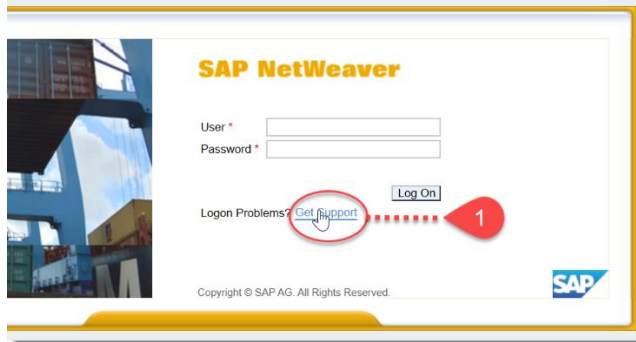
Self-Service Password Reset for SAP ERP and Portal (ESS)

Self-service password reset (SSPR) is a process or technology that allows users who have either forgotten their password or triggered an intruder lockout to authenticate with an alternate factor, and repair their own problem, without calling IT help desk.



Step 1

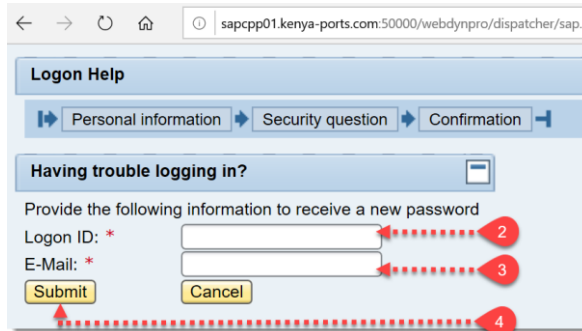
Open internet browser and navigate to ESS/MSS portal as shown below then click on **Get Support** ❶



Step 2

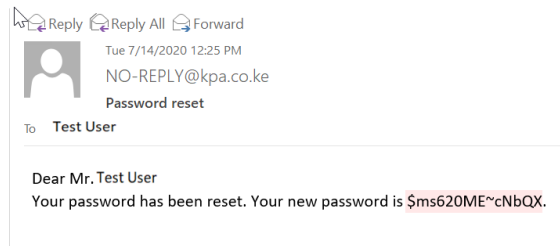
Logon Help page will appear.

While on this page insert your correct SAP User ID on tab ❷ it can either be a KPA***** or E*****, your email address on text box ❸ and then click on submit button ❹.



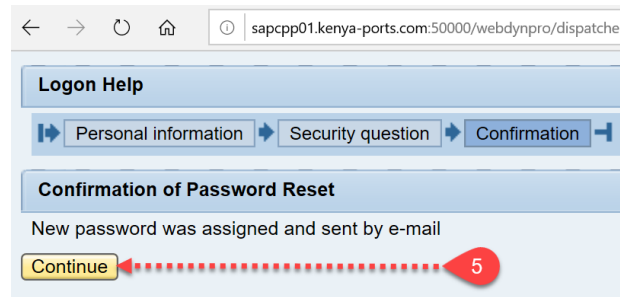
Step 3

Immediately you click on **Submit** button an Email is sent to you with a new password from **NO-REPLY@kpa.co.ke** as shown below.



Step 4

Click on continue ❺, this will take you back to the log on screen.



Step 5

On the logon screen, insert your User ID e.g KPAxxxxx or Exxxxx and copy paste the temporary password sent on your email and click logon.



Step 6

While on this page insert the temporary password sent to you on email on the Old Tab, then insert your new password on New Password Tab and Confirm it.

The password should be a complex i.e. it must contain alphanumeric and special character or symbol e.g. @\$%&* etc.

Lastly, click on **Change** and proceed to use the Portal or SAP ERP GUI.



THANK YOU