

“Reset ERP Password” Form iSupplier Portal User Guide for SAR Supplier

DOCUMENT DETAILS

Requirement:

Needs to Reset/Change the password or forget your password.

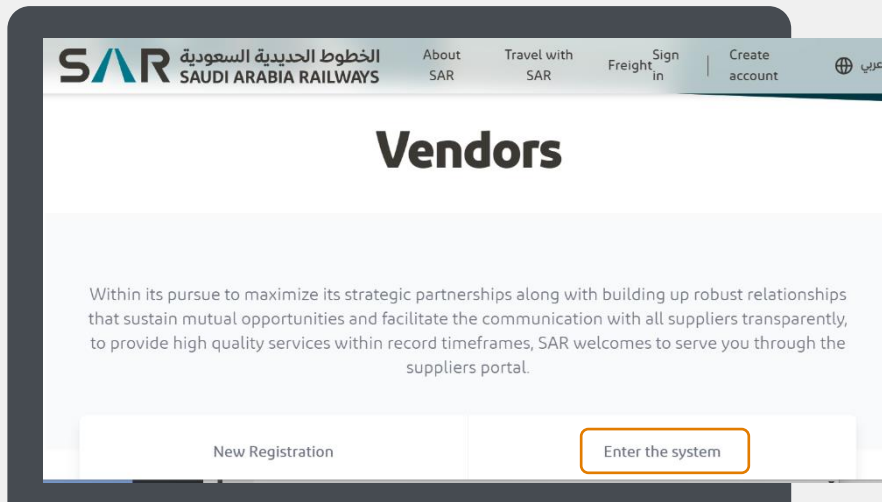
Important Notes:

If user attempts to login with wrong password for more than 5 times, User account will get locked, and the user can't be able to change the password until SAR support team Unlocks the user account. It should not attempt to login with wrong password for more than 4 times. So that you will have a chance to change the password before the user account gets locked.



Step1

→ Login to iSupplier Portal through SAR Website using the below Link www.sar.com.sa -> Vendors Portal -> Enter the System

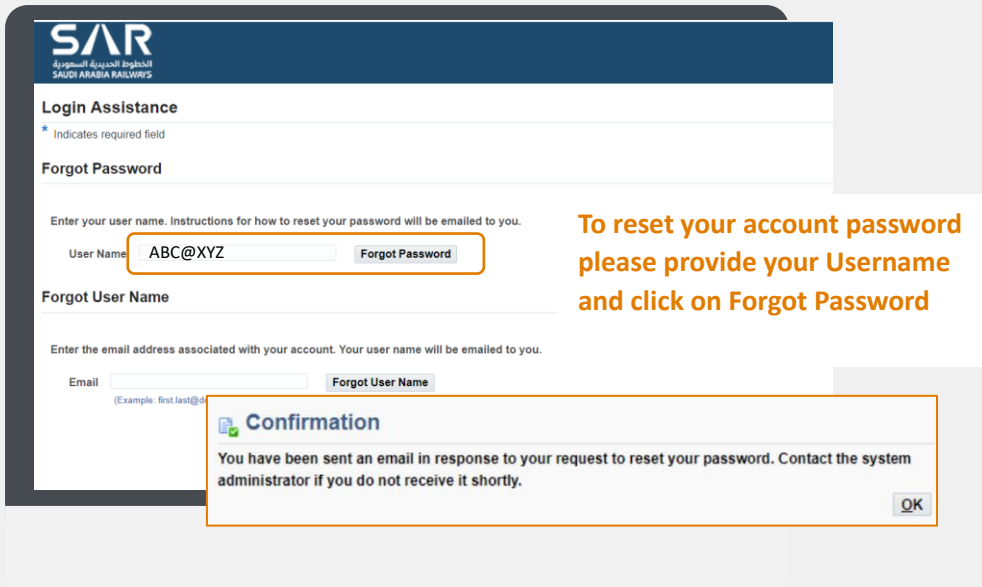


→ Once home page appears click on “**Login Assistance**” marked in orange color as below



Step2

→ It will open Login Assistance page as below. Enter your username and click on “**Forgot Password**”.

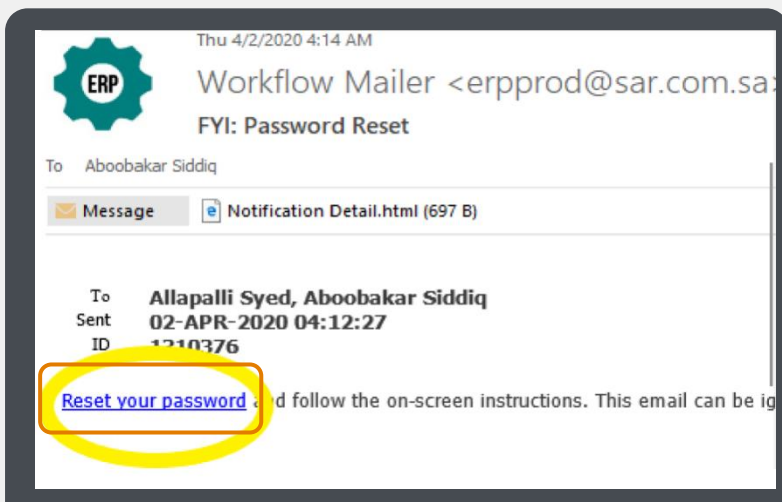


The screenshot shows the SAR (Saudi Arabia Railways) Login Assistance page. The page has a dark blue header with the SAR logo and name in Arabic and English. Below the header, there is a section titled 'Login Assistance' with a note that an asterisk indicates a required field. The 'Forgot Password' section contains a text input field for the 'User Name' with the value 'ABC@XYZ' and a 'Forgot Password' button. Below this is the 'Forgot User Name' section with an 'Email' input field and a 'Forgot User Name' button. A 'Confirmation' message box is overlaid on the page, stating: 'You have been sent an email in response to your request to reset your password. Contact the system administrator if you do not receive it shortly.' with an 'OK' button.

To reset your account password please provide your Username and click on **Forgot Password**

Step3

→ You will receive mail notification in 3 to 5 minutes. Open email and click on **Reset Your Password**.



The screenshot shows an email notification from 'Workflow Mailer <erpprod@sar.com.sa>' with the subject 'FYI: Password Reset'. The email is addressed to 'Aboobakar Siddiq'. The message content includes a 'Message' icon and a 'Notification Detail.html (697 B)' attachment. The email details are: To: Allapalli Syed, Aboobakar Siddiq; Sent: 02-APR-2020 04:12:27; ID: 1210376. A blue link labeled 'Reset your password' is highlighted with a yellow circle.



Step4

→ Please provide your Username and New Password twice as per below controls / conditions.

The screenshot shows the SAR (Saudi Airports Authority) Reset Password interface. The header features the SAR logo and the text 'الشركة السعودية للخطوط الحديدية'. The main heading is 'Reset Password'. A note states '* Indicates required field'. Below this, a message reads: 'Please enter your username and passwords below. The password you enter below will be used to replace your old password.' The form includes three input fields: 'User Name' with the value 'ABC@XYZ', 'Password' with '*****' and a note '(8 characters or more)', and 'Confirm Your Password' with '*****'. A 'Confirm Password' button is located below the confirm field. To the right, a 'Confirmation' box displays the message: 'The password has been reset; use the new password to login to the system.' with an 'OK' button.

- Password length should be minimum 8 Characters (Ex. Saremp1 would be failed as it is only 7 characters. So, use min 8 Characters like, 'Saremp123')
- Password should not contain username (Ex. If Username is 'Saremp123', Password cannot set as 'Saremp123' OR 'Saremp1234')
- Password should have at least One Letter and One Number. (Ex: 'Saremp' cannot be allowed since no number. So, Use like 'Saremp123'. And 12345678 cannot be allowed. So, use like a12345678)
- Password should not have repeated Letter or number (Ex: Saremp99 or Saaremp9 is not allowed since '9' and 'a' is repeated)
- Same password cannot reuse within 180 Days. (Ex. If one password is set on 01- 04-2020, that password can be used only after 27-09-2020 (180 days))
- Special characters like ~ ! @ # \$ % ^ & * () are allowed (Ex. Saremp#123!)
- Passwords are Case sensitive.



Thank You

if you require any clarification please contact vendor relationship
management via vendor@sar.com.sa

