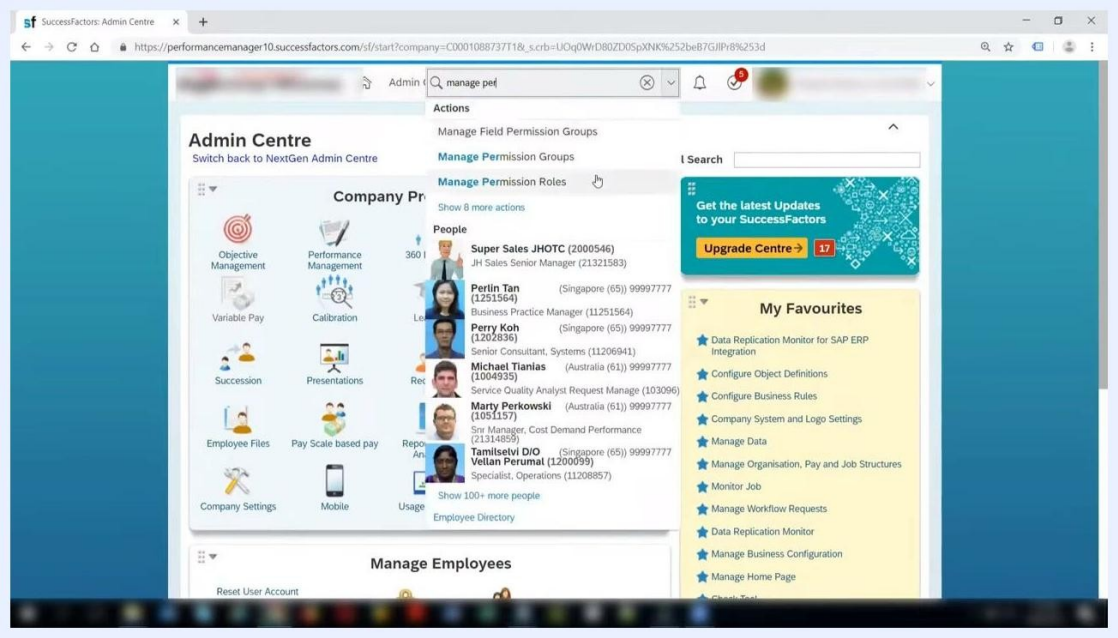
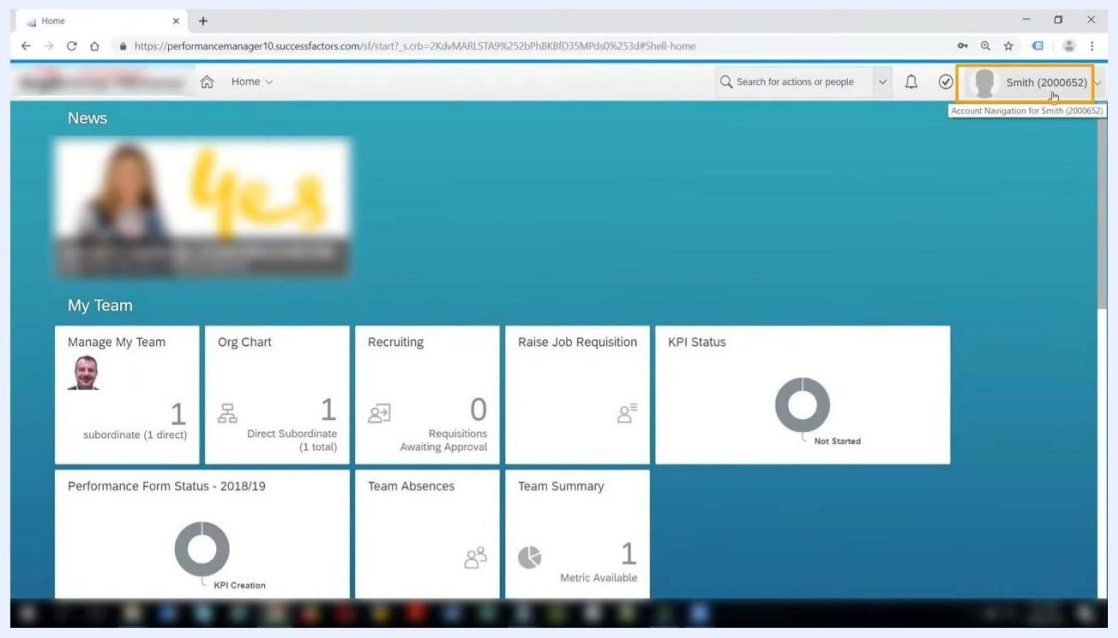
How to reset a user's password in SuccessFactors

This guide explains how to reset a user's password in SAP SuccessFactors Employee Central. You first confirm that your permission role allows password resets, then find the employee, set a new password, and test the login.



Title screen showing "SAP SuccessFactors How To Reset Password?"



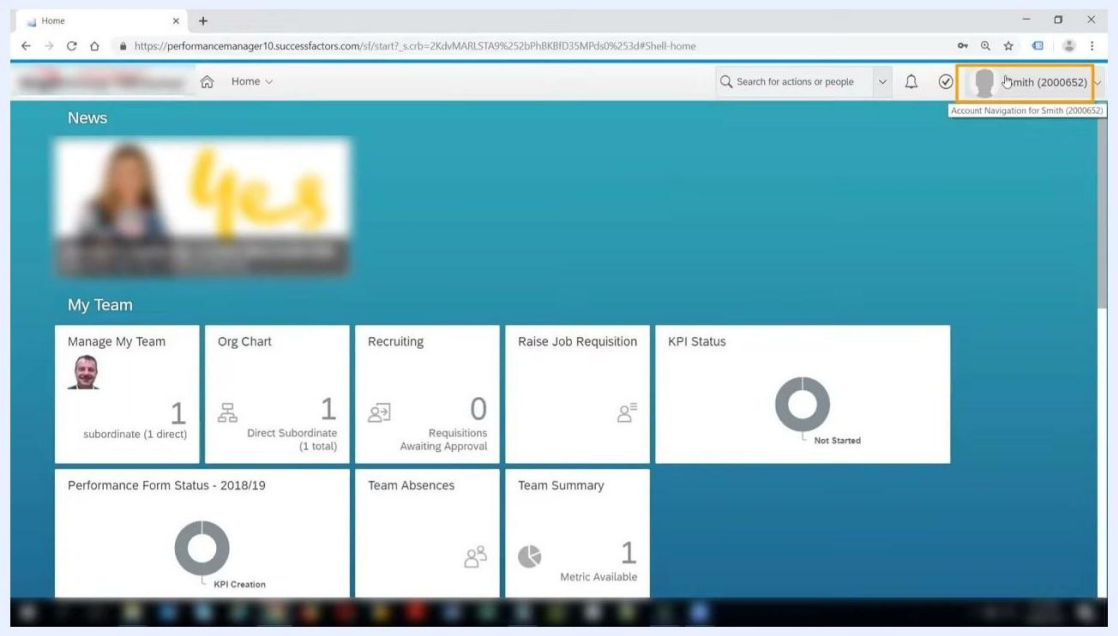
End screen with "SAP SuccessFactors How To Reset Password?" title

Prerequisites

Before you begin, make sure you have the following:

- Credentials to log in to your SAP SuccessFactors test or production system.
- A permission role that includes **Reset User Passwords** under **Manage User**. Step 2 shows you how to check.

- The username or Employee ID of the employee whose password you want to reset.



SAP SuccessFactors dashboard with user Smith (2000652) and team information visible

Step 1: Log in to SAP SuccessFactors

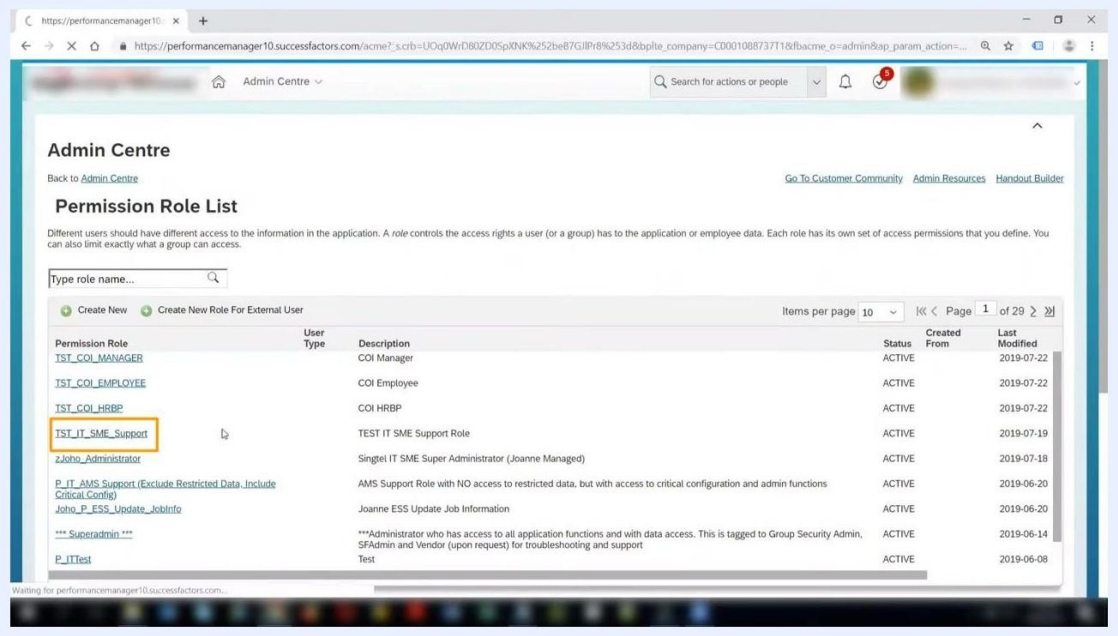
1. Go to your SAP SuccessFactors login page.
2. Enter your credentials and log in to your test or production system.

Step 2: Verify you have permission to reset user passwords

Before you reset a user's password in SuccessFactors, confirm that your permission role allows it.

1. In the Admin Centre, locate the search bar at the top of the screen.

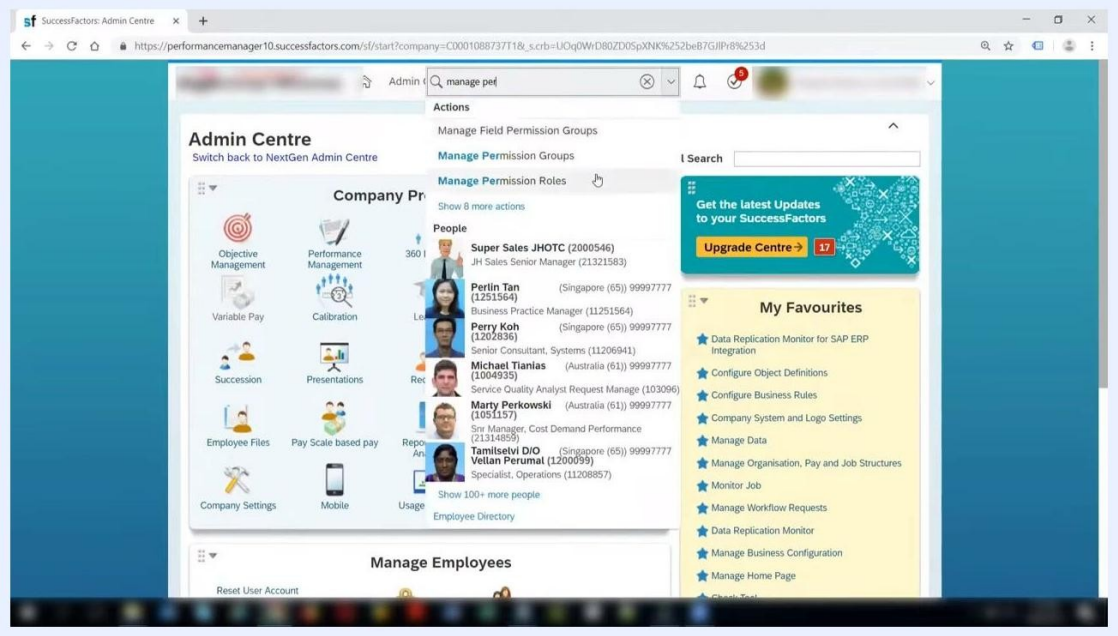
2. Type "manage permission roles" into the search bar, and then select **Manage Permission Roles** from the dropdown list.



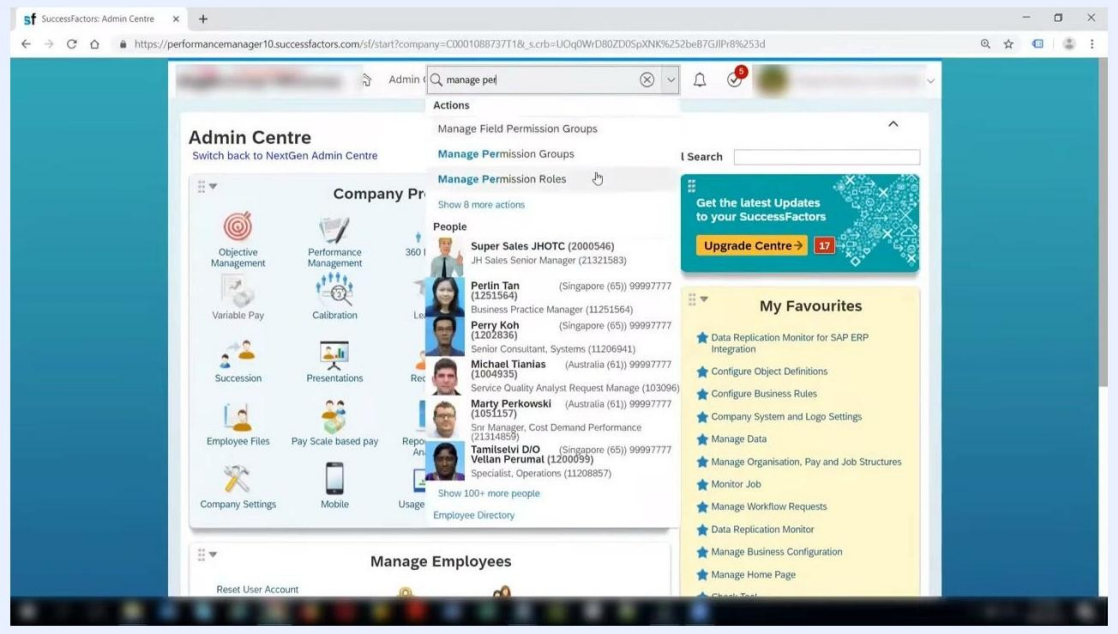
Permission settings showing Reset User Passwords checked under Manage User

3. In the Permission Role List, find and select the permission role you belong to (for example, "TST_IT_SME_Support").
4. In the Permission Role Details, click **Permissions** to view the permission settings.
5. Under **Administrator Permissions**, scroll to **Manage User**.

6. Confirm that the **Reset User Passwords** box is checked. This indicates you have the required permission.



Admin Centre main dashboard with the search bar and menu options visible

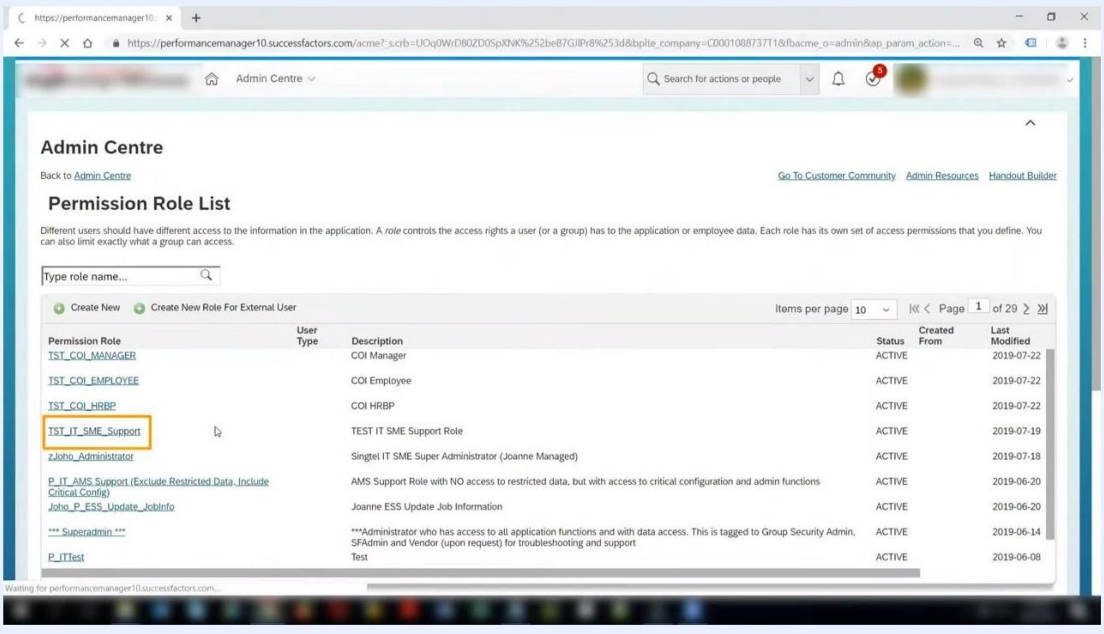


Search results for "manage permission roles" with the option selected from the dropdown

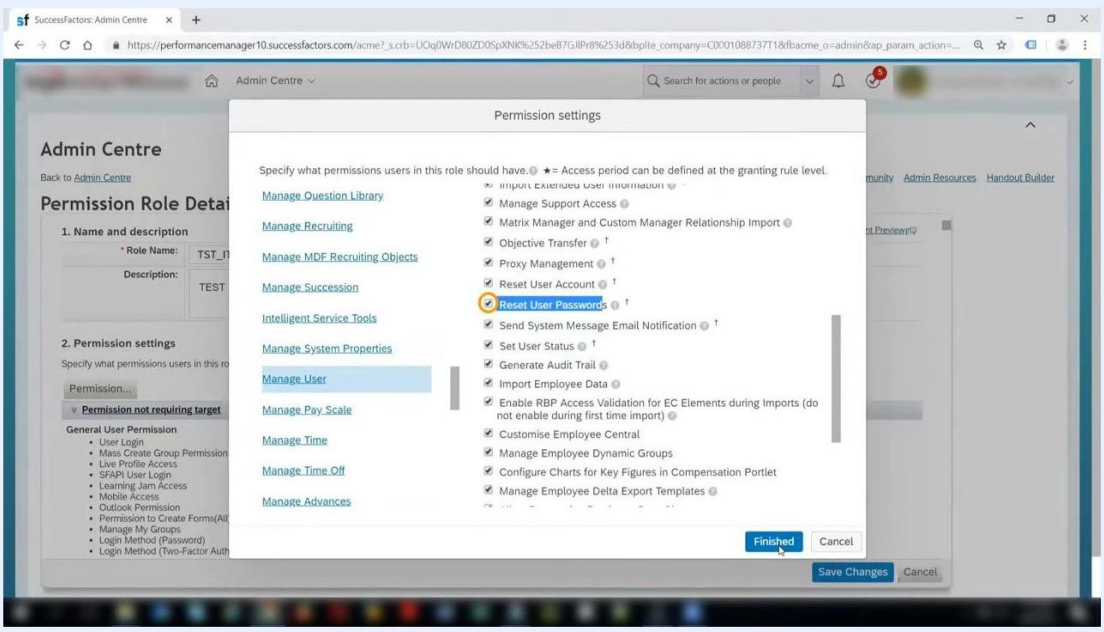
Step 3: Open the Reset User Passwords tool

1. In the Admin Centre, go to the section for resetting user passwords.

2. Select **Reset User Passwords** to open the reset tool.



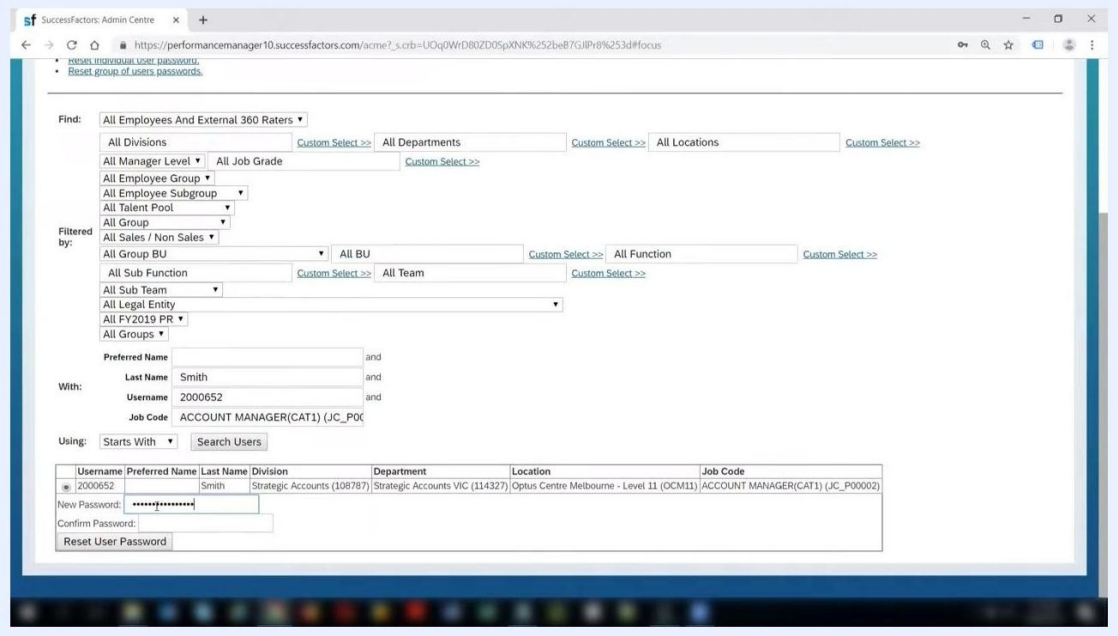
Permission Role List with several roles, highlighting "TST_IT_SME_Support"



Permission settings dialog with "Reset User Passwords" checked and "Finished" button highlighted

Step 4: Search for the employee

1. On the "Resetting User Passwords" page, use the search filters to locate the employee. You can search by criteria such as manager level, division, legal entity, employee group, or subgroup.
2. For a direct search, enter the **Username** or **Employee ID** (for example, 2000652) in the appropriate field.



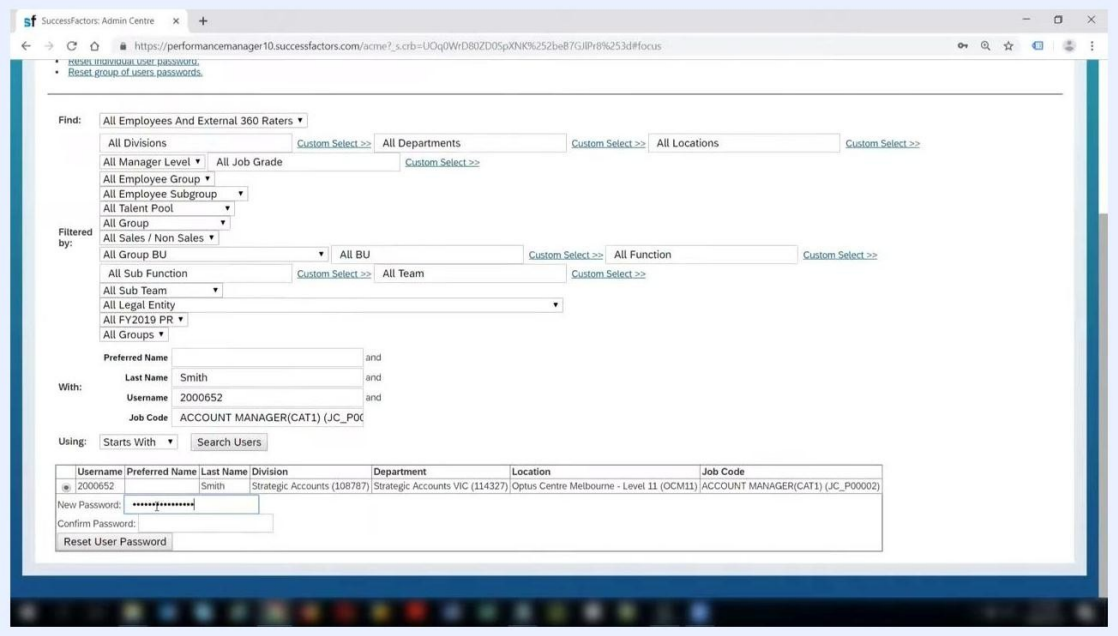
Resetting User Passwords page with the username 2000652 entered in the search field

3. Click **Search Users** to display the employee details.

Step 5: Reset the user's password

1. In the search results, locate the employee (for example, Username: 2000652, Last Name: Smith).
2. Enter the new password in the **New Password** field.

3. Re-enter the same password in the **Confirm Password** field to make sure it matches.

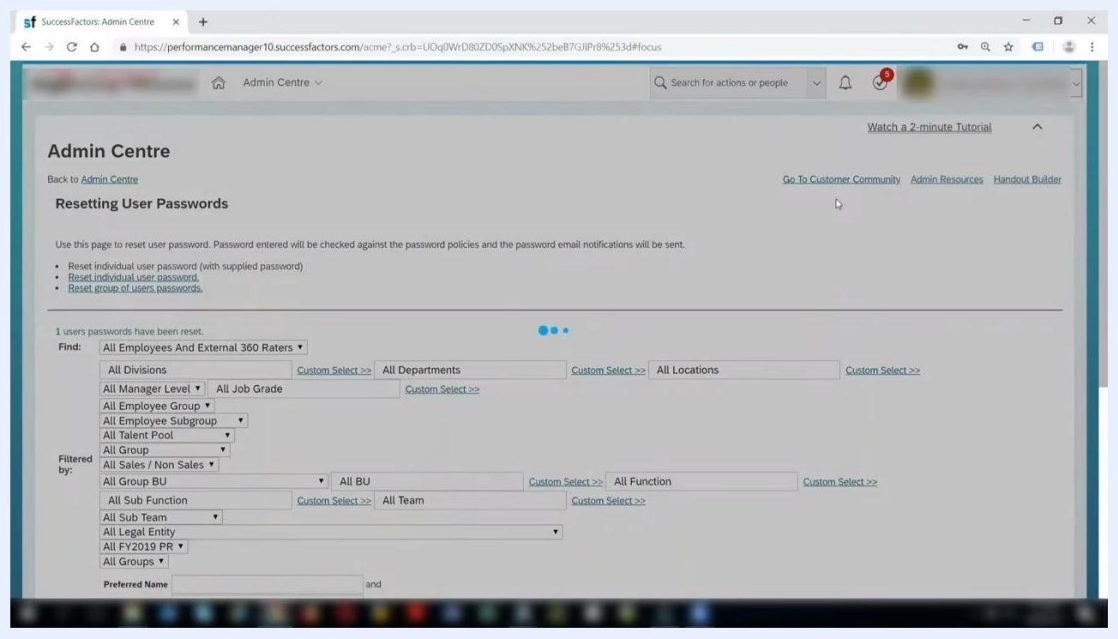


Resetting User Passwords page with the New Password and Confirm Password fields filled in for user 2000652

4. Click **Reset User Password** to complete the reset.

Step 6: Confirm the password reset

After you click **Reset User Password**, look for the confirmation message at the top of the "Resetting User Passwords" page. It reads: "1 users passwords have been reset." This confirms the reset was successful.

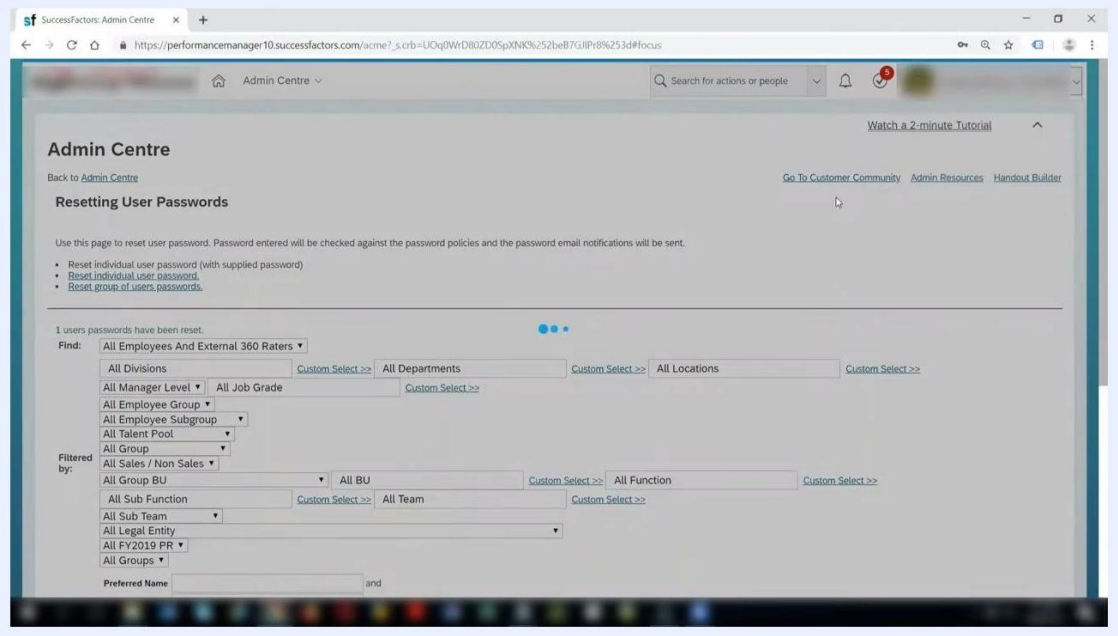


SAP SuccessFactors login screen with the username and password fields filled in, ready to log in

Step 7: Test the new login

1. Log out of SAP SuccessFactors to test the new credentials.
2. On the login page, enter the employee's username (for example, Employee ID 2000652).
3. Enter the new password you just set.

4. Click **Log in**.

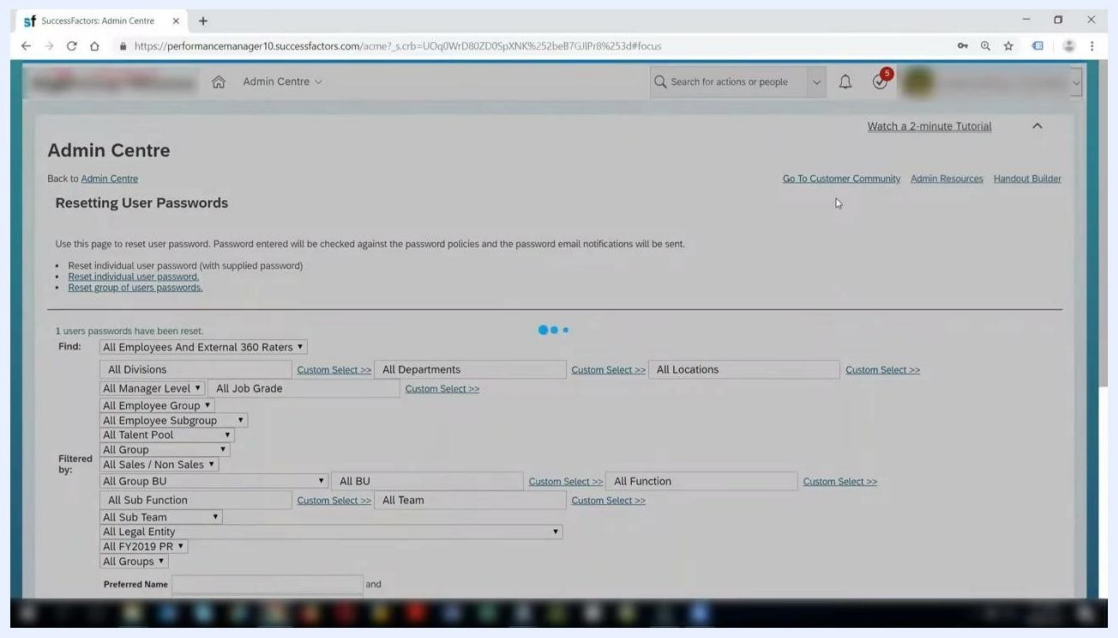


Admin Centre showing the message "1 users passwords have been reset." after the password reset

5. After you log in, check the top right-hand corner of the dashboard for the employee's name (for example, "Smith (2000652)"). This verifies that you are logged in as the correct user.
6. Confirm that the dashboard loads correctly and shows the user's information, including team details and other dashboard tiles.

Summary

You have now reset a user's password in SAP SuccessFactors Employee Central and verified that the new credentials work. The process has five parts: check your permissions, open the reset tool, find the employee, set and confirm the new password, and test the login.



SAP SuccessFactors dashboard showing user Smith (2000652) logged in at the top right corner

What's next

- Make sure the new password meets the system's password criteria.
- Communicate the new password securely to the user.
- Check that the user can log in as expected.