

# End User Guide for Password Reset/Account Unlock

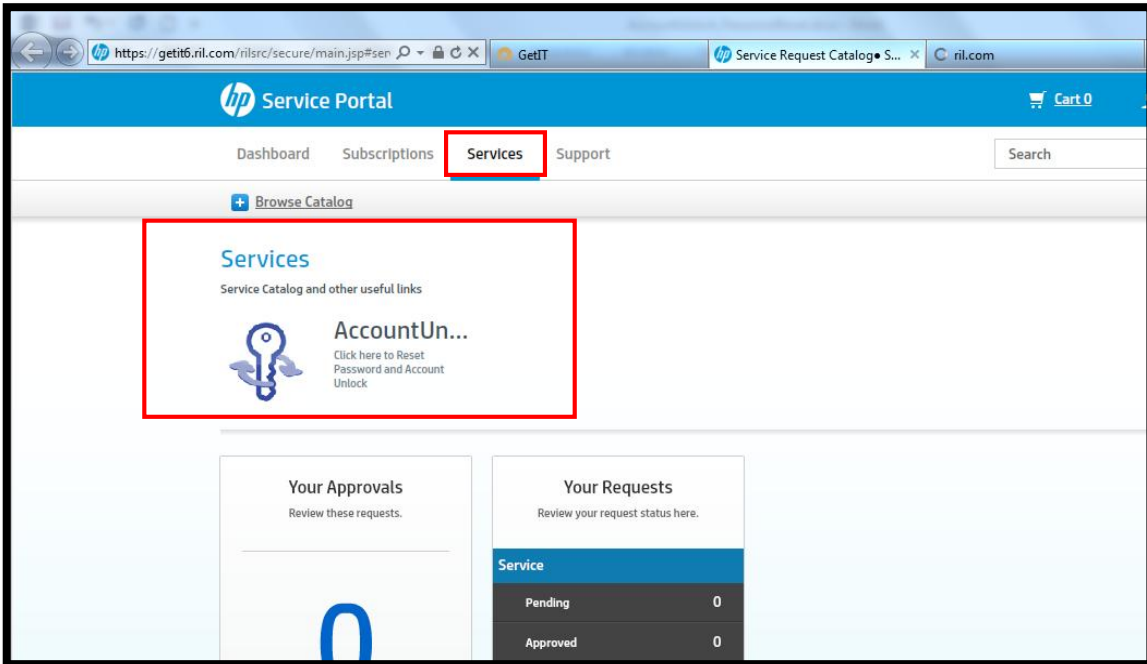
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## End User Guide for Password Reset/Account Unlock

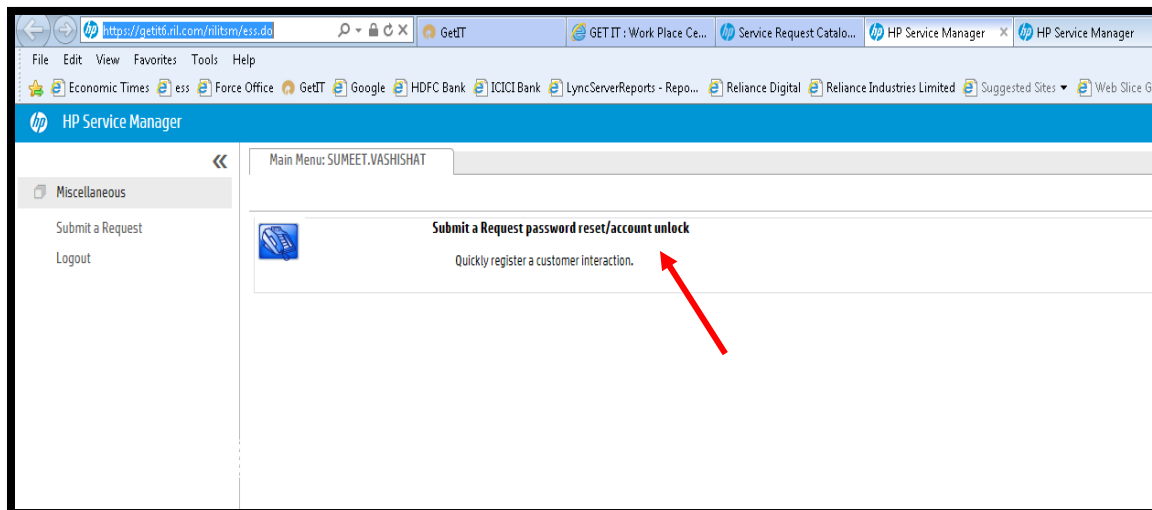
1. Login to Service Request Catalog portal : <https://getit6.ril.com/rilsrc/>

Click on account unlock and Password Reset icon as shown below (available in **Services** tab).



2. ESS page (Create a Request)

On click, it will route to ESS page. Click on Submit a Request.



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HP Service Manager

Miscellaneous

Submit a Request

Logout

New Interaction

A red asterisk (\*) indicates required information.

**Contact Information**

Incident ID : SD663703

Category: Request (Others)

Service Requested : [dropdown]

Requested For: \* SUMEET.VASHISHAT [link icon] <---Click on the link and then on Submit button to proceed

Requested For Email

Select any of the below two options available in dropdown:

1. Account Unlock
2. Password Reset

### 3. Account Unlock

In “Requested For” field select the name for whom the Account Unlock or Password Reset has to be requested for, by default it will be Logged In operator name. Click on the link next to Requested for text box and submit the request as shown in below screen

HP Service Manager

Miscellaneous

Submit a Request

Logout

New Interaction

A red asterisk (\*) indicates required information.

**Contact Information**

Incident ID : SD1043033

Category: Request (Others)

Service Requested : Account Unlock [dropdown]

Requested For: \* SUMEET.VASHISHAT [link icon] <---Click on the link and then on Submit button to proceed

Requested For Email: \* SUMEET.VASHISHAT@RIL.COM

\* For Citrix users, call GetIT for password reset/ account unlock

\* For laptop users, please connect to LAN before submitting the request.

OTP will be sent to registered mobile number , if your mobile number is not updated, kindly do it from "http://myprofile.ril.com/".

Submit Back

## End User Guide for Password Reset/Account Unlock

After submitting the request, User whose name is in “Requested For” field will get an SMS with 7 digit OTP from IM-EGETIT. Input the OTP in the field shown in below screen and click on “Save & Exit” button

The screenshot shows a mobile application interface for IM-EGETIT. At the top, there's a header bar with a back arrow and the text "Interaction: S0803688". Below this, there's a "Details" tab. The main content area features a large text input field for the OTP, which is highlighted with a red rectangle. Below the input field, there's a red instruction: "Enter OTP in 'OTP Validation' field and Click 'Save&Exit' to proceed...". At the bottom of the screen, there's a navigation bar with four buttons: "Save", "Back", "Save & Exit", and "Modify case". The "Save & Exit" button is highlighted with a red rectangle.

### 4. Password Reset

Same process is to be followed for Password Reset as well. For Password Reset, user will receive one more SMS with new Password once OTP is submitted.

#### Important Note:

1. OTP should be used within 15 minutes else the Ticket gets Closed automatically in SM. User will have to raise new ticket in that case.