RELIANCE INDUSTRIES LIMITED

SAP - HR

STANDARD OPERATING PROCEDURE

Facility to reset password of ESS

(HR Operations)

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Version	Date	Approved & Checked by	Prepared By

This SOP is to be used to reset password of ESS incase employee forgets the existing password or if ESS ID is locked for any reason.

Following are the steps to reset ESS password:-

Click on Forgot Password button to reset your ESS password.
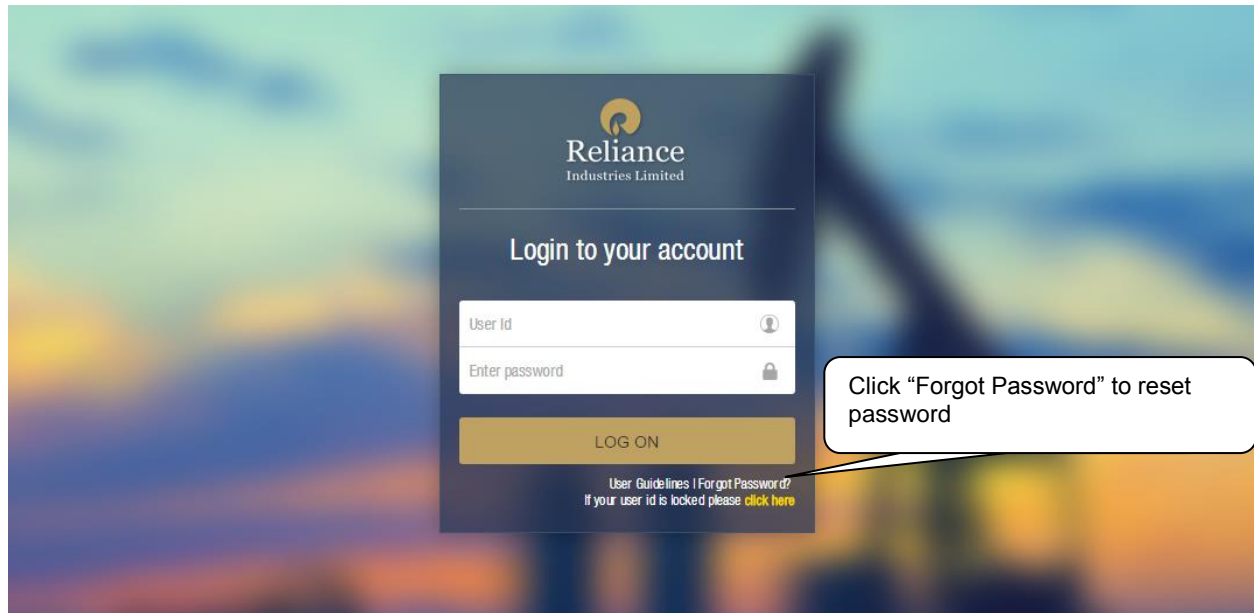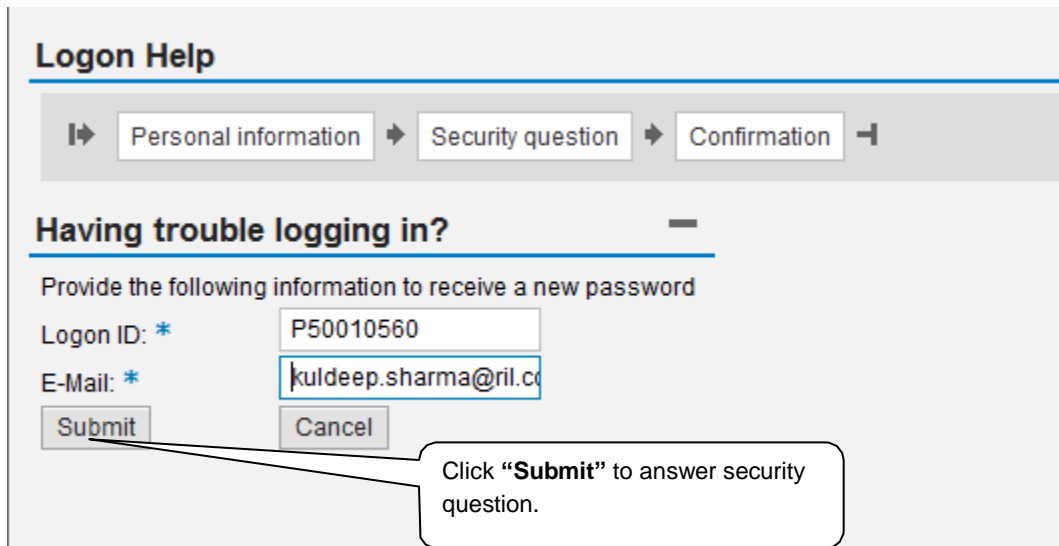
Screen for generate password is displayed and following mandatory details are to be entered by employee for receiving new system default password through e-mail.

- Logon ID
- E-mail ID

Note: - Please do not enter wrong **'Logon ID'** or **'E-mail ID'** as system checks correctness with employee data maintained in database.

Click on Submit button to get security question screen.
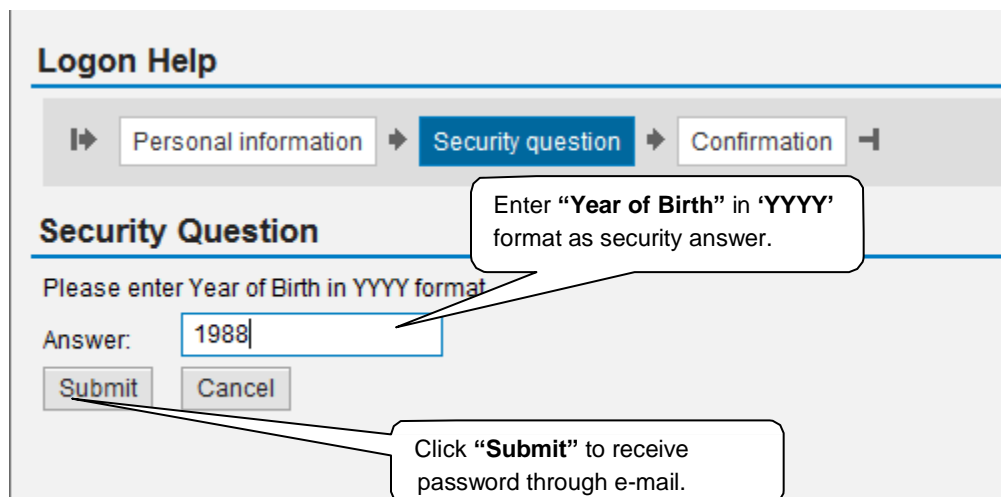
The security question screen is displayed and year of birth has to be entered to proceed further.

Enter **'Year of Birth'** in **'YYYY'** format as a security answer and click Submit button to receive system default password through e-mail.

A screen on **'Confirmation of Password Reset'** is displayed as an acknowledgement and auto generated mail is sent to employee's e-mail id.

Click on Continue button to receive a system generated auto mail.
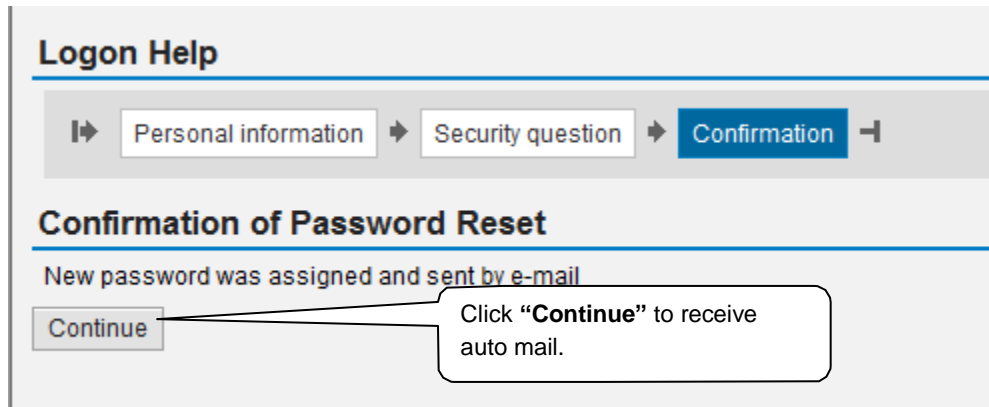
An auto-generated mail with subject **'Password reset'** will be appearing in your mail – Inbox. Copy the password mentioned in mail and login to ESS using the new system default password.
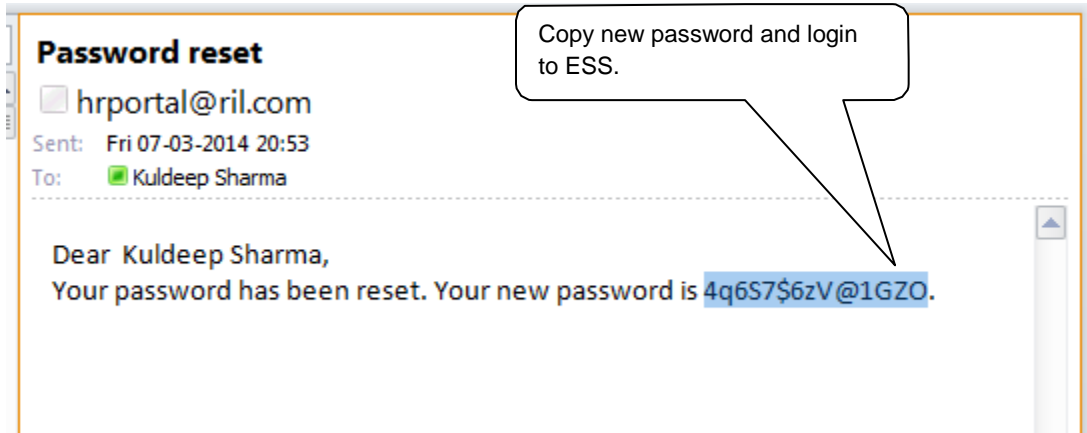
Login to ESS by entering your **'Employee Login'** and **'Password'** which is mentioned in an auto-mail.

Press Enter button to login to ESS.
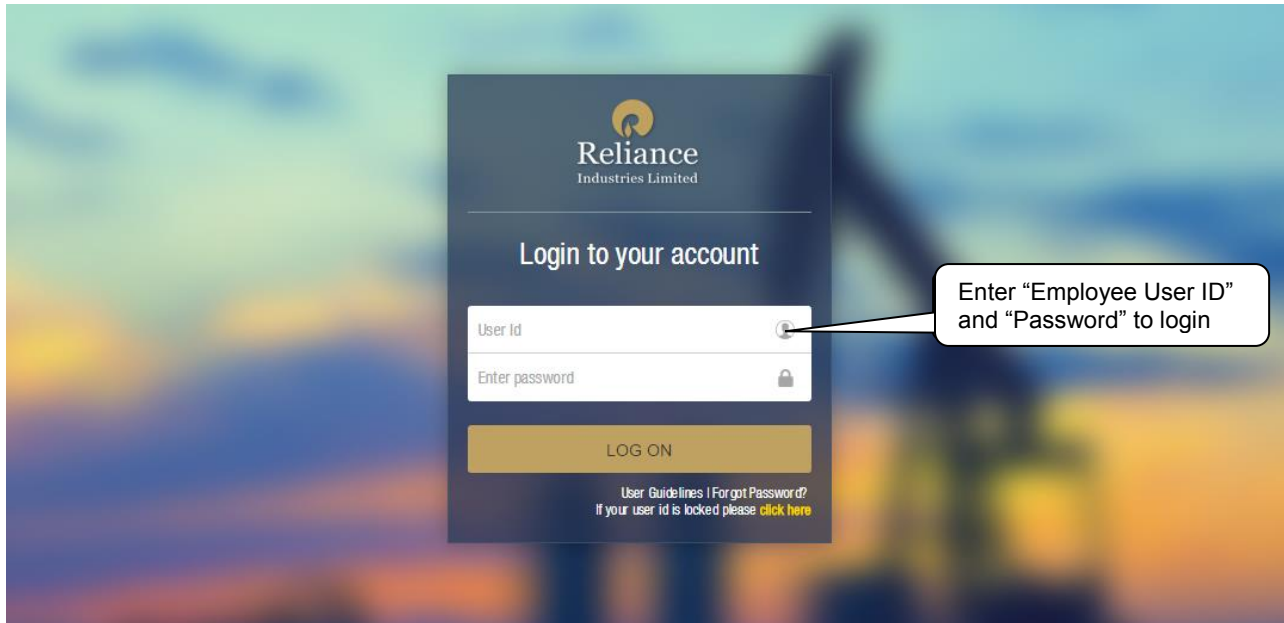
A screen of **'Change Password'** is displayed to employees for changing their ESS login password.

To personalize your new ESS password following details are to be filled:-

- **Old Password** – The one which is sent to employee through an auto mail.
- **New Password** – Type password of your choice. New password must be alphanumeric having upper and lower cases. For example **"User123"**.
- **Confirm Password** – Repeat the password that is been entered in option **'New Password'**.

New Employees:

First time ESS login credential for new employees, if Single sign on not activated, will be as follows

Login ID – P + Employee code (For Eg.P50010560)
Default Password – Hr + DOB in "YYYYMMDD" format (For Eg.Hr19881231)

In case you do not receive any system generated auto mail for default password then please contact **MyHR** for help.

Contact details are;

Email ID - rilhr.helpline@ril.com (MyHR)
Help line no. - 022-447 76947 (Between 11 to 17:30 hours on RCP working days).

Separated Employees:

After Separation ESS login credential will be as follows;
Login ID – S + Employee code (For Eg.S50010560)
Default Password – Hr +DOB in "YYYYMMDD" format (For Eg.Hr19881231)

Ensure to update personnel mail ID in separation request which will help to reset your ESS password after your last working date.

For reset password please click on Forgot Password->Enter employee code prefix with S for Eg.S500010560" ->Enter personal email ID as provided in separation request->Enter security question – year of birth e.g.1988 >Reset password will be communicate to your personal mail ID.

In case you are unable to recover your password, please contact Separation team on mail ID HRSSO.SEPARATION@ZMAIL.RIL.COM