**Citrix/SAP**

**Password**

**Citrix/SAP**

A yellow school bus

Description automatically generated Dept. of Public Instr.

Transportation

**Procedure:**

Policy

New/Reinstate Employee Citrix/SAP Access Request

<http://www.ncbussafety.org/BSIP/SupportRequest.html>

Citrix/SAP Password Reset Request

<http://www.ncbussafety.org/BSIP/SupportRequest.html>

**Website Applications:**

**Note(s):**

* Password creation and resets are completed at Citrix and SAP. DPI serves as the conduit between them and the LEA’s.
* If you do not log into your account for 30 days, you will be locked out.
* If you leave a session of SAP open, it will time out after one hour of inactivity and you will need to log on again.
* To receive your initial password, you will need to complete the application New/Reinstate Employee Citrix/SAP Access Request at <http://www.ncbussafety.org/BSIP/SupportRequest.html>
* Once the application is received at DPI
  + Request for User ID and password creation will be sent to both Citrix and SAP.

**About the Password**

1. The first time you log on to the Production system, you will be required to change your password.
2. Create a password that will be easy for you to remember.
3. Password must contain 8 – 12 characters from all the below listed categories:

* English lowercase characters (a through z)
* English uppercase characters (a through z)
* Numerical characters (0 through 9)
* Non-alphabetic characters (for example, !, $, #, %)
  + SAP (BSIP) will not allow you to use an exclamation point (!) or a question mark (?) as the first character in your password.
  + You can use the following list of special characters in your SAP (BSIP) password ! " @ $ % & / ( ) = ? ' ` \* + ~ # - \_ . , ; : { [ ] } \ < > .
  + You may also have a space in the password. i.e. password

1. The Don’ts
   * Do not pick a dictionary word or common name
   * Do not share your password with others
2. For additional security, you will be prompted to change your password every 90 days.

**Message Invalid Credentials**

1. It is an indicator that your password has been keyed three times unsuccessfully. To correct complete the application Citrix/SAP Password Reset Request at <http://www.ncbussafety.org/BSIP/SupportRequest.html>

Updated

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