

Instructions: using a One Time Password (OTP) to log into SAP (SuccessFactors)

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Contents

What is a One Time Password (OTP)?	1
Setting your password using a “forgotten your password” request.....	1
How to log into your new SAP account using a One Time Password (OTP)	8
How to view your payslip in SuccessFactors (once you’ve logged in)Error! Bookmark not defined.	

What is a One Time Password (OTP)?

A one-time password (OTP) is a short, temporary eight-digit number that is sent to your email address when you sign in to your SuccessFactors account (where you’ll view your new payslips) You enter this number to prove that you are really you. The code can only be used once and will stop working after a short time. This extra step helps keep your account safe, even if someone else knows your usual password.

Every time you want to view your payslip, you will need to request a new OTP. An eight-digit passcode will be sent to your email address, and you must enter it on the screen to securely access your payslip.

Setting your password using a “forgotten your password” request

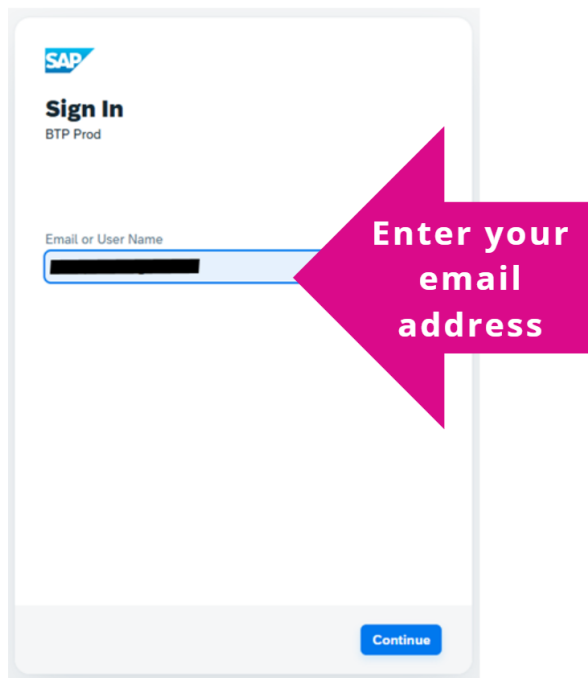
Step 1

We’ve now activated your new SAP account for you. First, you need to complete a “forgotten your password” to set your password.

Click on the link - [SuccessFactors](#)

Step 2

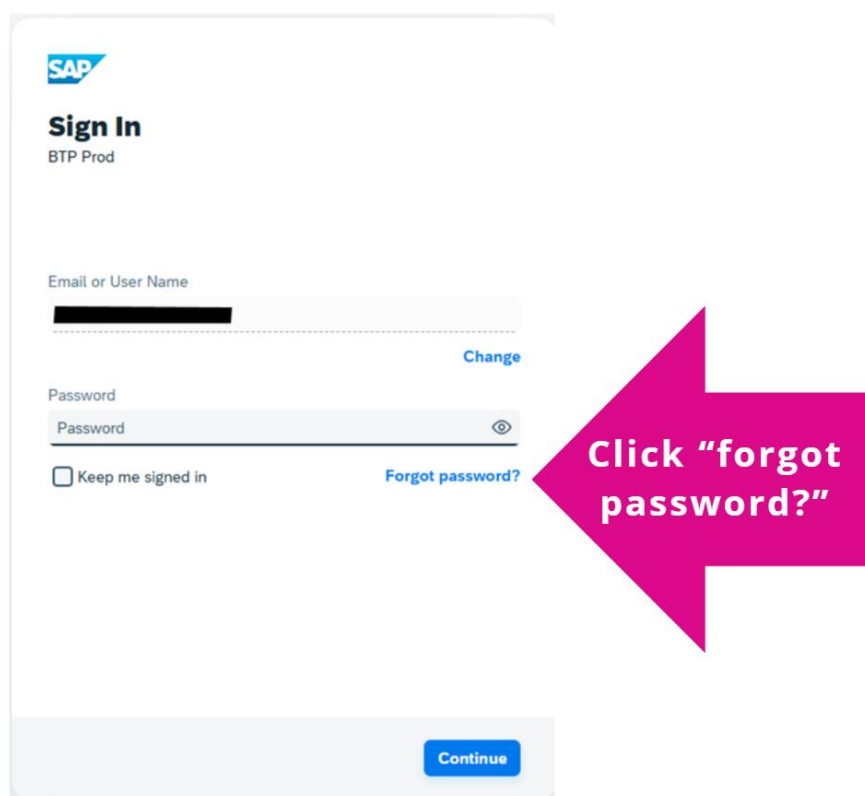
Type in your email address and hit 'continue'.



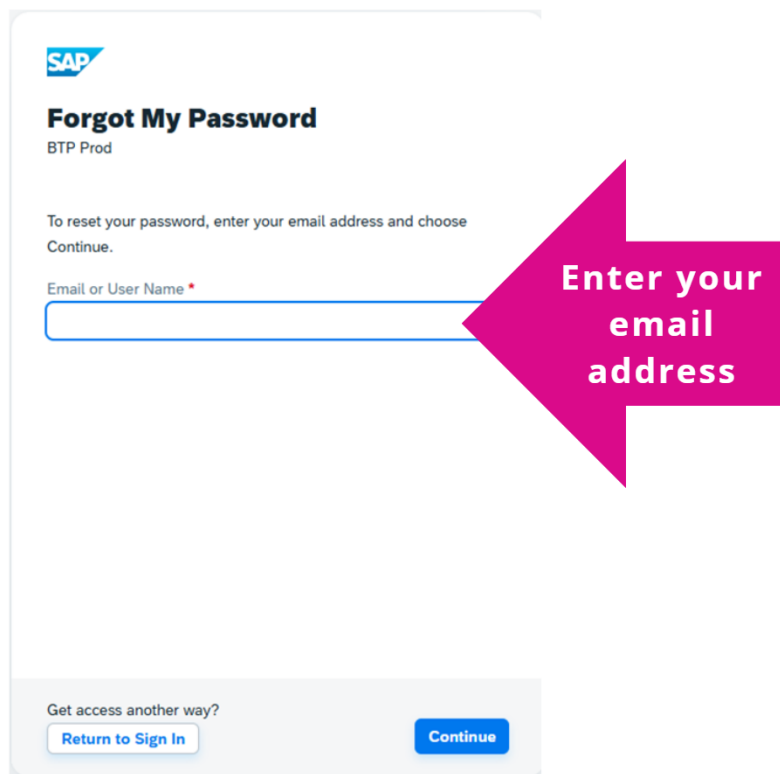
The screenshot shows the SAP Sign In BTP Prod interface. At the top, the SAP logo is followed by 'Sign In' and 'BTP Prod'. Below this is a text input field labeled 'Email or User Name' containing a blacked-out email address. A large pink arrow points from the right towards this field with the text 'Enter your email address'. At the bottom right, there is a blue 'Continue' button.

Step 3

Click 'Forgot password?'



The screenshot shows the SAP Sign In BTP Prod interface with additional options. The 'Email or User Name' field is at the top, followed by a 'Change' link. Below is the 'Password' field with a toggle icon. Underneath the password field is a checkbox labeled 'Keep me signed in' and a 'Forgot password?' link. A large pink arrow points from the right towards the 'Forgot password?' link with the text 'Click "forgot password?"'. At the bottom right, there is a blue 'Continue' button.



SAP

Forgot My Password

BTP Prod

To reset your password, enter your email address and choose Continue.

Email or User Name *

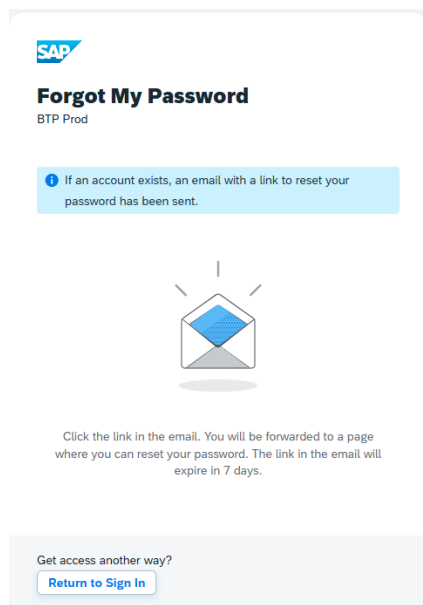
Enter your email address

Get access another way?

[Return to Sign In](#) [Continue](#)

Step 5

You'll see this page. Now open your email inbox.



Step 6

In your email inbox (or your junk mail folder) you'll see an email that looks like this:

Dear |

Someone requested a password reset / activation for your SAP account. If this wasn't you, you can ignore this email. To reset your password, click the link below within 7 days of receiving this email.

[Click here to reset your password](#)

If you need to authenticate and login to your new account

What you need to do :

1. Click the link above
2. [Follow these instructions](#) (from Step 3) to activate your account and create a password

If you've already logged into SAP before and have forgotten your password

What you need to do :

1. Click the link above to log in
2. Create a new password (you'll need to enter this twice)

Make sure you login to the right account once you've activated your account

- If you use SAP to complete payroll and/or administration, please login using the [Workzone](#) , you'll view your payslips there too.
- If you're only using SAP to view your payslip, book annual leave and check your details [click here](#) .

If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser.

<https://aaxdo6thvo.accounts.ondemand.com/ids/activation?token=12414141414447615854386F38253242585475767375253246384D3345532532424B6E5A79593766704FE6A6D69483956E597A646A75374D776D4871553270684A7553505454315931766445474132253246334>

Click
here

Click the blue button that says, 'click here to reset your password'.

If this doesn't work, please copy and paste the URL at the bottom and the email and paste into your internet browser (Chrome, Safari, Edge etc).

That will open up a page titled 'Two-Factor Authentication'.



Two-Factor Authentication

Account: [REDACTED]
BTP Prod

We have sent you a code by email. Please enter this code and choose Continue.

Email Code *

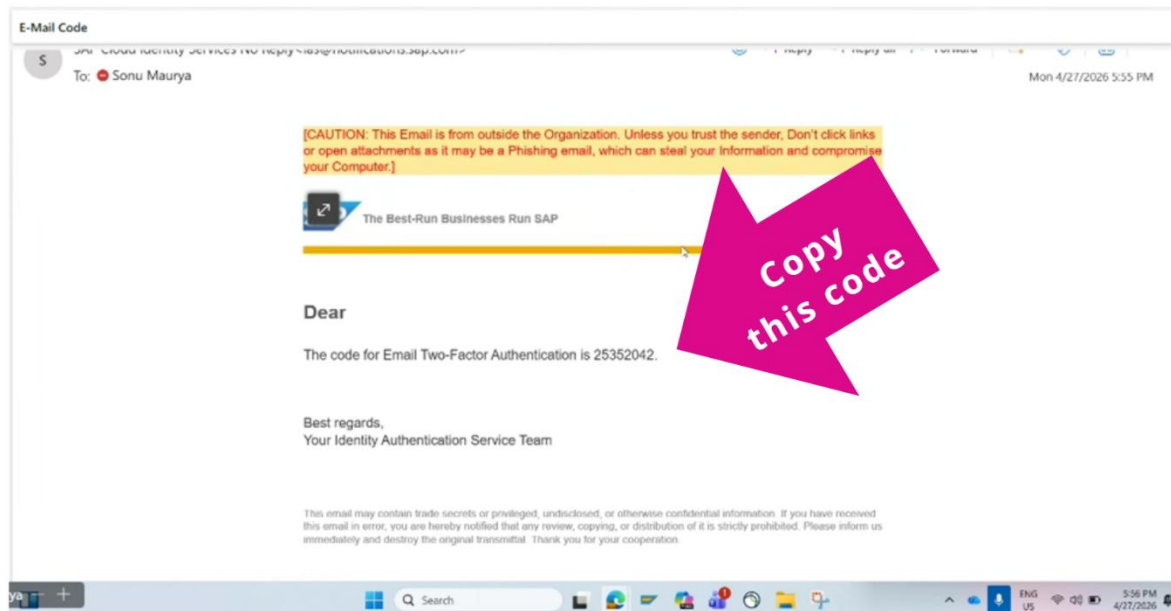
Not receiving texts?

[Request New Code](#)

[Continue](#)

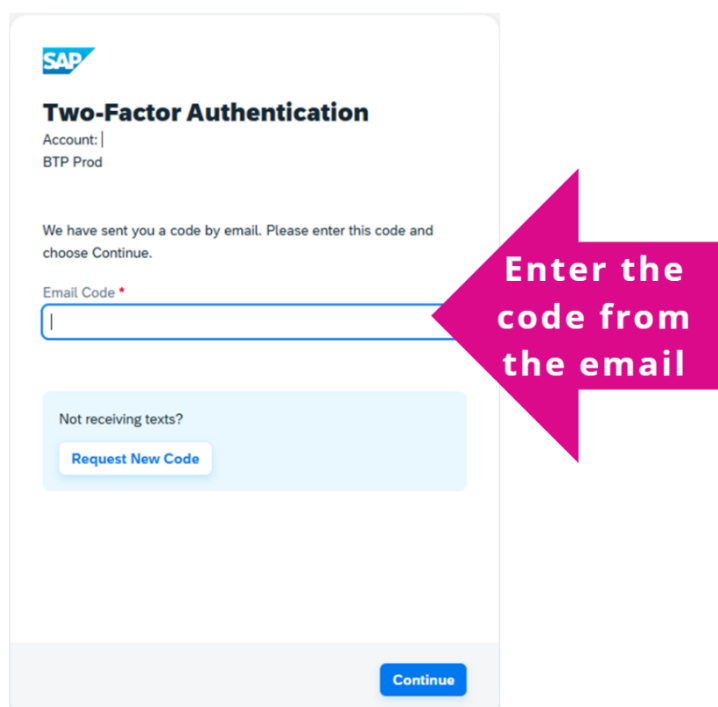
Step 7

When you hit 'click here to reset your password in Step 6, it will generate another email to be sent to your email inbox (or junk folder). This email will contain an eight-digit code.



Step 8

Paste or type the 8-digit code into the box on the other page and hit 'continue'.



Step 9

Enter a password into the first box. You must type exactly the same password into the second box to confirm your password.

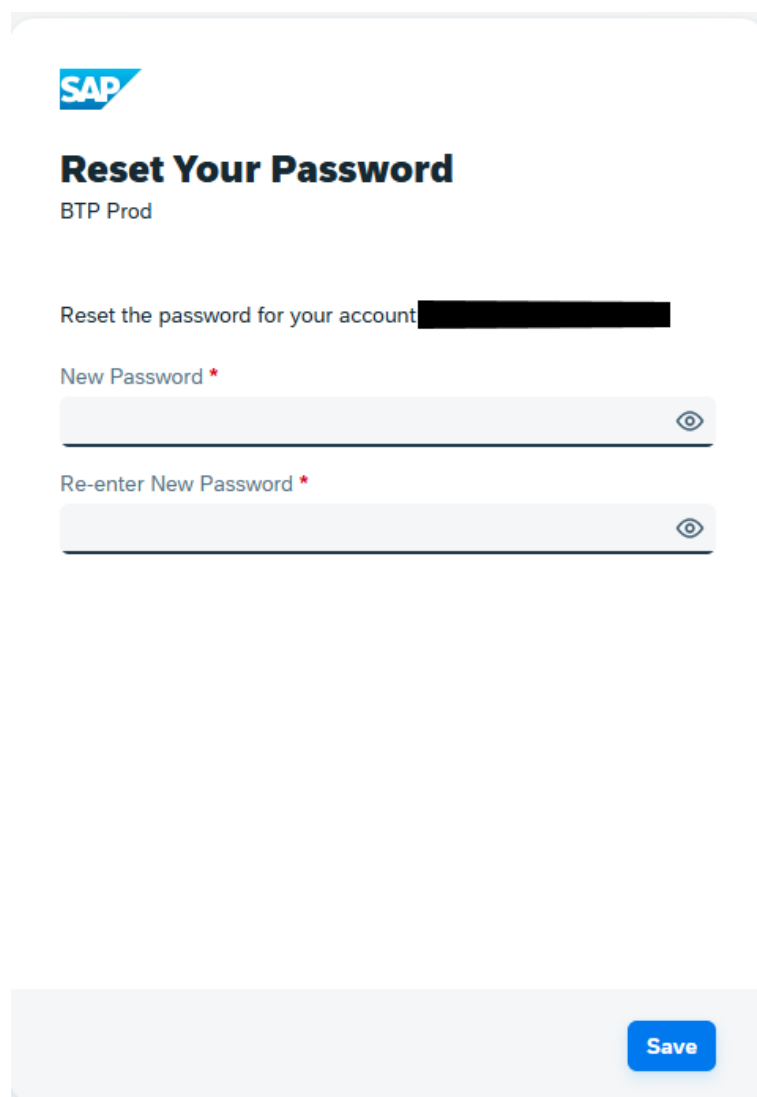
You can click the little eye icon to view your password as you're typing.

Please note:

Your password must be between 8 and 255 characters long and include 3 of the following:

- Uppercase letters
- Lowercare letters
- Numbers
- Symbols (eg !,\$,£,%,&*,@)

Click 'save' once you're done.



The screenshot shows the SAP 'Reset Your Password' interface. At the top left is the SAP logo. Below it, the title 'Reset Your Password' is displayed in bold, followed by 'BTP Prod'. The main content area contains the text 'Reset the password for your account' followed by a blacked-out username. Below this are two password input fields. The first field is labeled 'New Password *' and the second is labeled 'Re-enter New Password *'. Both fields have a light gray background and a small eye icon on the right side to toggle password visibility. At the bottom right of the form is a blue 'Save' button.

Step 10

You'll be automatically redirected to SuccessFactors .

How to continue to log into your new SAP account using a One Time Password (OTP) once you have set up your password.

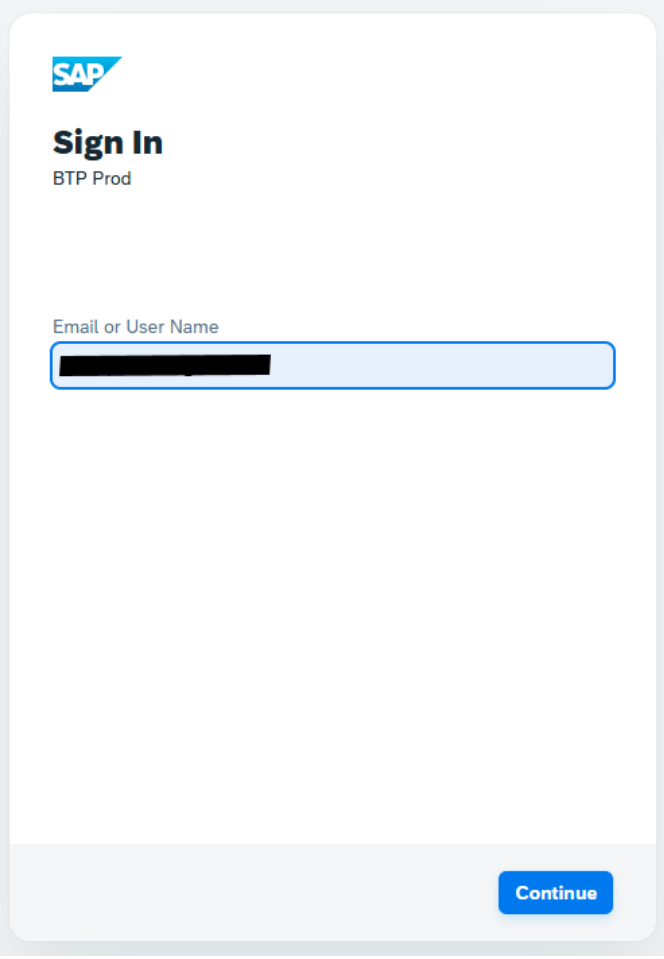
Step 1

It's very important you click the right link when logging into SAP.

- **SuccessFactors**: If you're only using SAP to view your payslip, login to SuccessFactors (this the correct link for most users).

Step 2

Enter you email and press continue

The image shows a screenshot of the SAP Sign In interface for BTP Prod. At the top left is the SAP logo. Below it, the text "Sign In" is displayed in a bold font, with "BTP Prod" underneath in a smaller font. There is a label "Email or User Name" above a text input field. The input field contains a blacked-out email address. At the bottom right of the form, there is a blue button with the text "Continue".

SAP

Sign In
BTP Prod

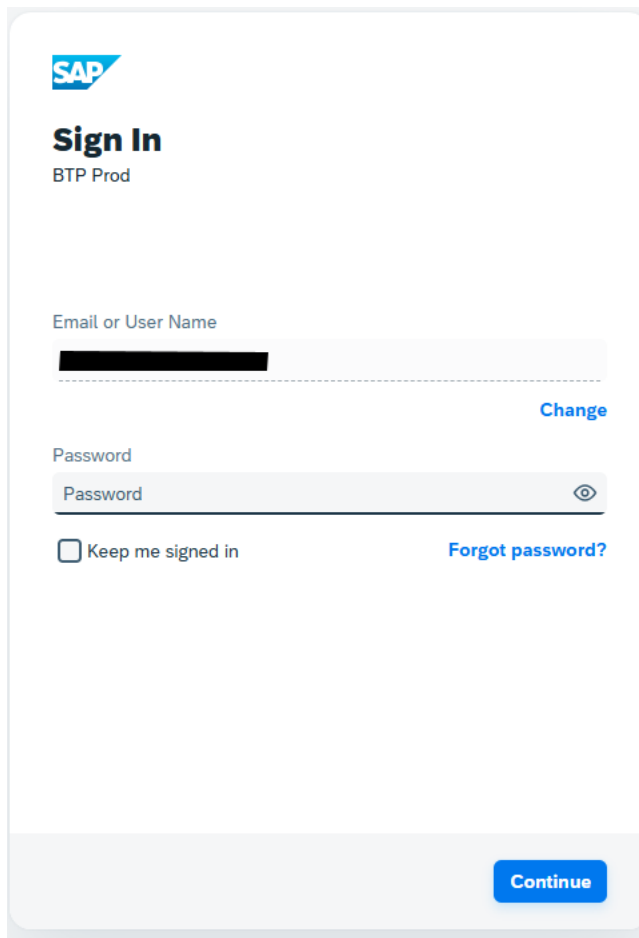
Email or User Name

[Redacted Email Address]

Continue

Step 3

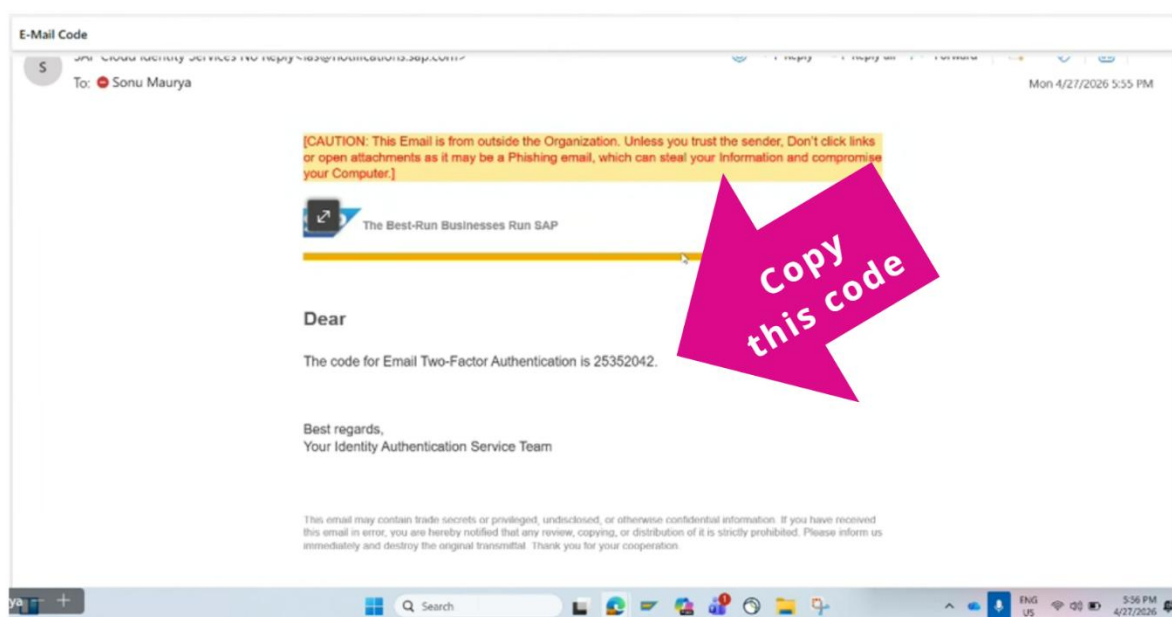
Enter your password you set originally and click continue



The image shows the SAP Sign In BTP Prod login page. At the top left is the SAP logo. Below it, the text "Sign In" is in bold, followed by "BTP Prod". There are two input fields: "Email or User Name" and "Password". The "Email or User Name" field contains a redacted black box. To the right of the "Email or User Name" field is a blue "Change" link. Below the "Password" field is a blue "Forgot password?" link. There is a checkbox labeled "Keep me signed in". At the bottom right is a blue "Continue" button.

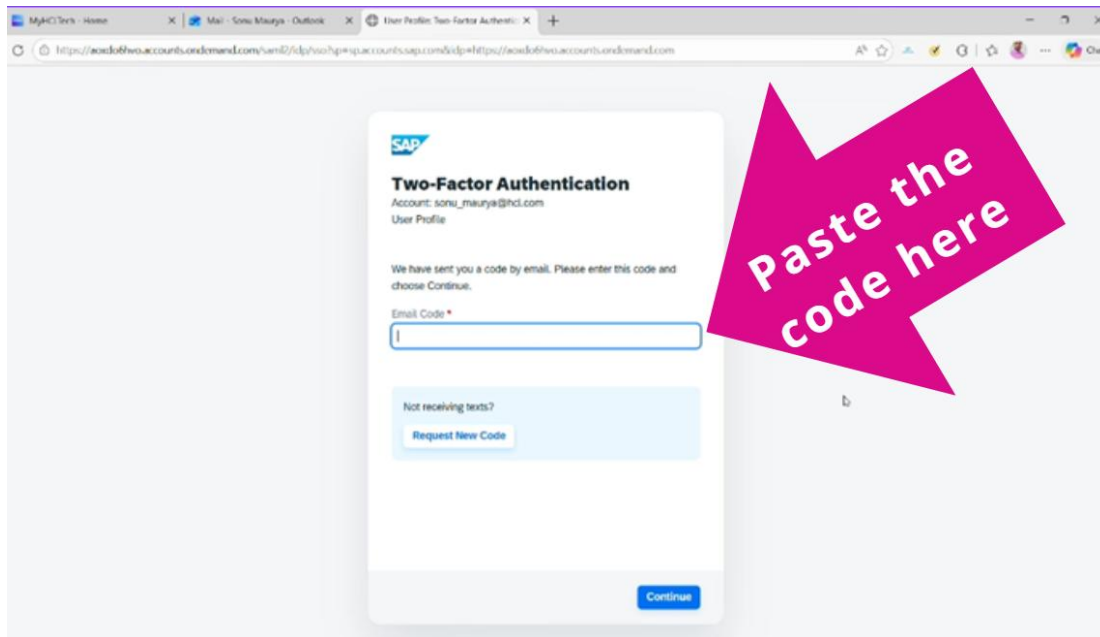
Step 4

Once you've clicked the continue button, it will send an email to your email inbox (or junk folder) with your eight-digit OTP code.



Step 5

Paste or type the 8-digit code into the box and click 'continue'.

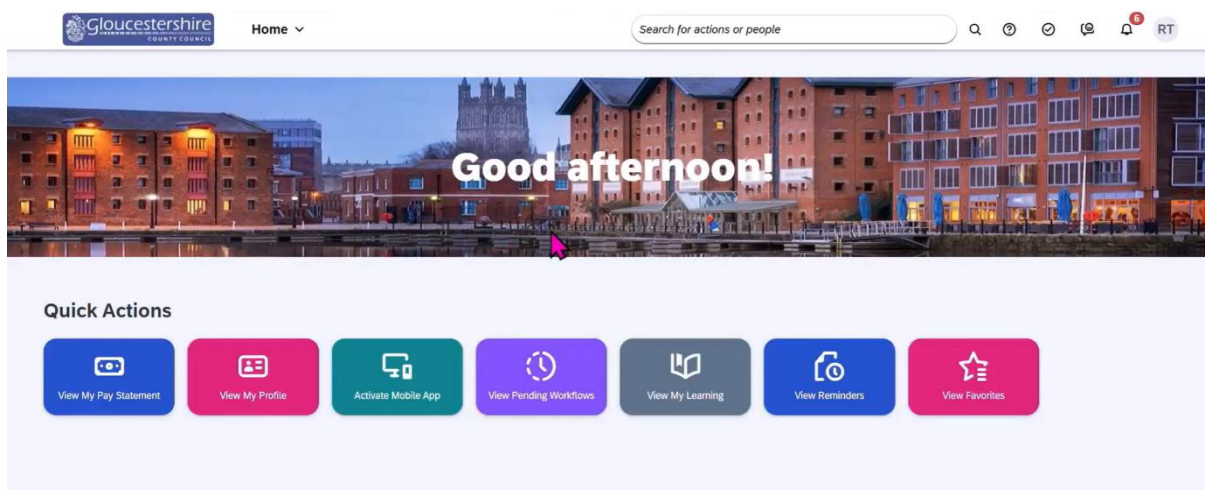


Reminder – each time you log on

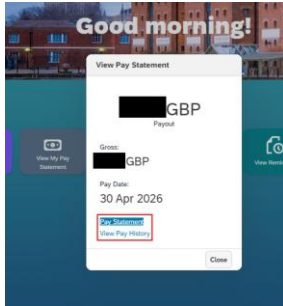
Remember to 'bookmark' the URL you use to login so it is easy to find it easily when you need to view your payslip.

Each time you login to your SAP account, you'll receive an email with a One Time Password (OTP) in the same way you did between Steps 2 and 5.

When you log on you will see the screen below



Click on 'view my pay statement' to show the most recent payment.



Click on 'Pay Statement' or 'View Pay History' for those functions.