

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

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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

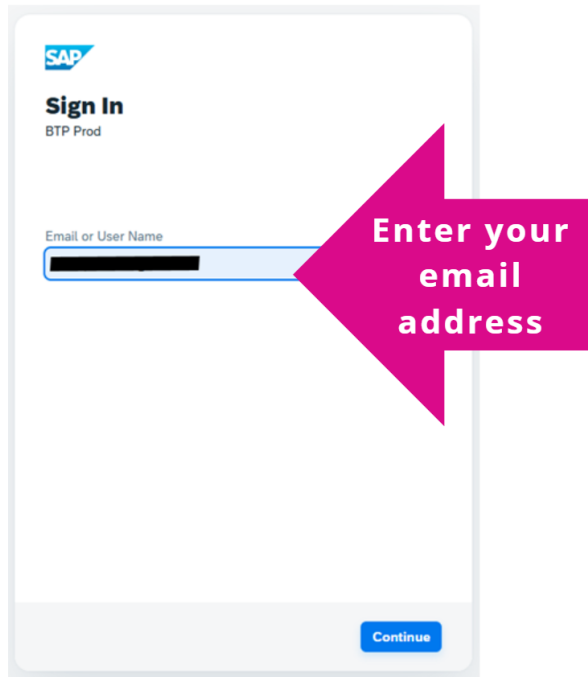
We’ve now activated your new SAP account for you. First, you need to complete a “forgotten your password” to set your password.

It’s very important you click the right link when accessing SAP reset your password.

- **SuccessFactors:** If you're only using SAP to view your payslip, login to [SuccessFactors](#) (this the correct link for most users).
- **Workzone:** If you use SAP for your job, for example to complete payroll or finance administration, please login to [Workzone](#). You’ll view your payslips there too.

Step 2

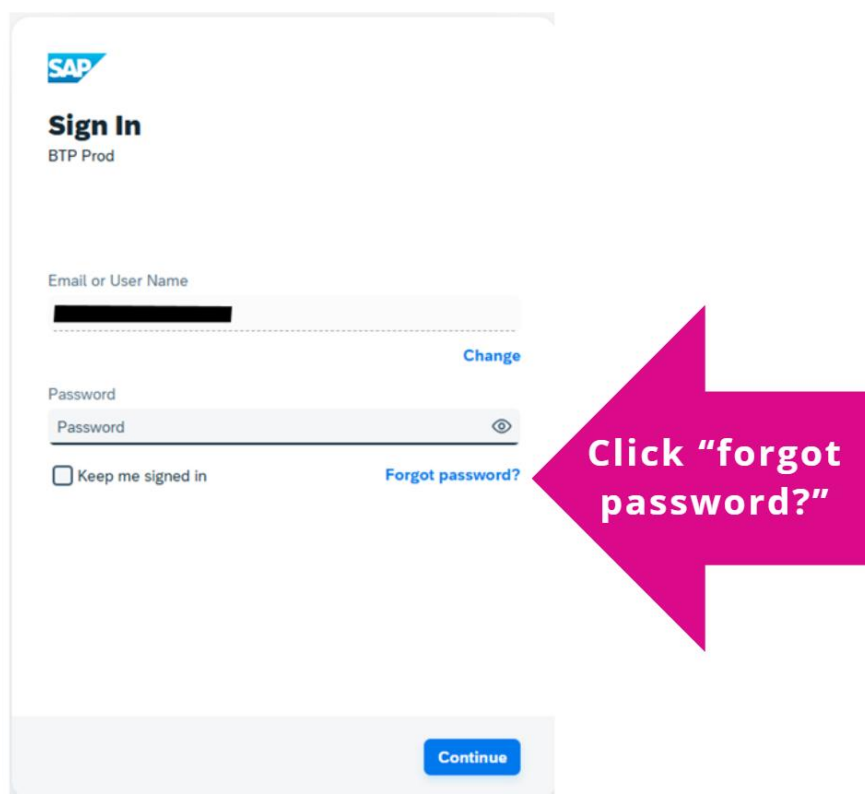
Type in your email address and hit 'continue'.



The screenshot shows the SAP Sign In page for 'BTP Prod'. At the top left is the SAP logo. Below it, the text 'Sign In' and 'BTP Prod' is displayed. There is a text input field labeled 'Email or User Name' containing a redacted email address. A large pink arrow points from the right towards this input field with the text 'Enter your email address'. At the bottom right of the form is a blue 'Continue' button.

Step 3

Click 'Forgot password?'



The screenshot shows the SAP Sign In page for 'BTP Prod' with additional options. The 'Email or User Name' field is filled with a redacted address and has a 'Change' link to its right. Below it is the 'Password' field, which is currently empty and has an eye icon to its right. Under 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 of the form is a blue 'Continue' button.

Step 4

Enter your email address and click 'continue'.

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.

SAP

Forgot My Password

BTP Prod

i If an account exists, an email with a link to reset your password has been sent.



Click the link in the email. You will be forwarded to a page where you can reset your password. The link in the email will expire in 7 days.

Get access another way?

[Return to Sign In](#)

Step 6

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



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).

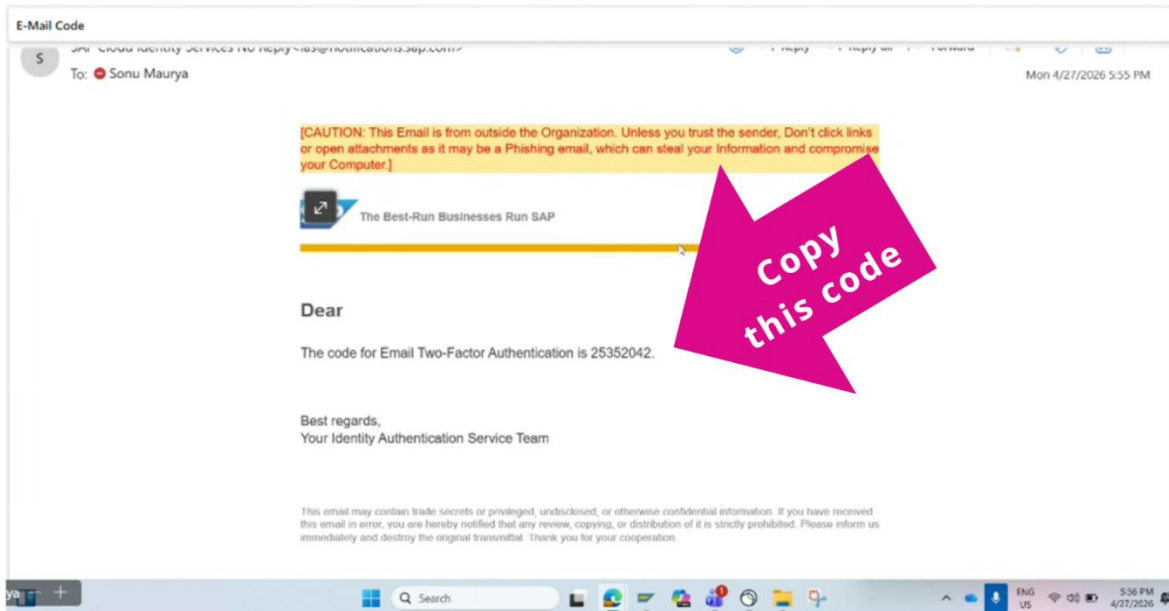
That will open up a page titled 'Two-Factor Authentication'.

The image shows a screenshot of the SAP Two-Factor Authentication page. The page includes:

- SAP logo
- Section: "Two-Factor Authentication"
- Text: "Account: [redacted] BTP Prod"
- Text: "We have sent you a code by email. Please enter this code and choose Continue."
- Text: "Email Code *"
- Text input field for the code
- Text: "Not receiving texts?"
- Button: "Request New Code"
- Button: "Continue"

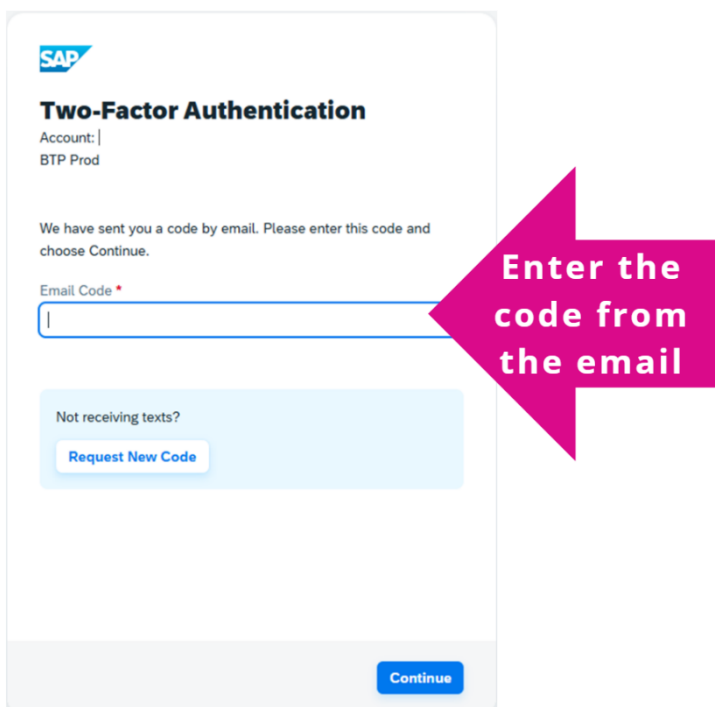
Step 7

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.

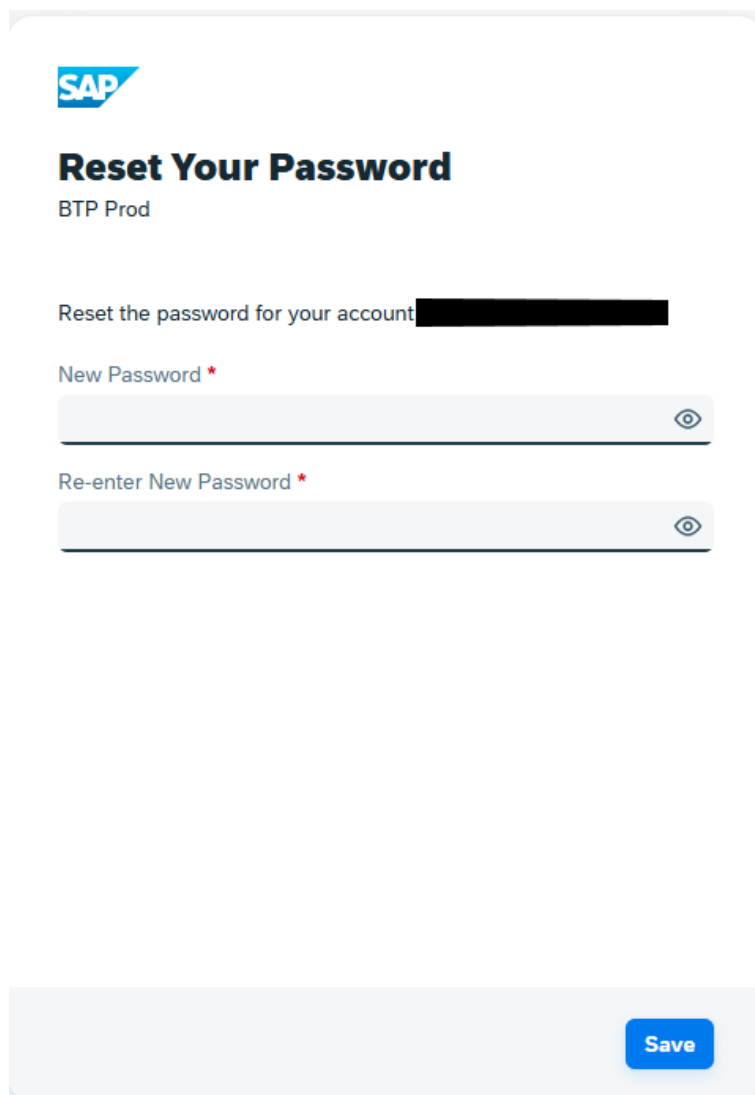
You can click the little eye icon to view your password as you're typing.

Please note:

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

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

Click 'save' once you're done.



SAP

Reset Your Password

BTP Prod

Reset the password for your account [REDACTED]

New Password *

Re-enter New Password *

Save

Step 10

You'll be automatically redirected to either WorkZone or SuccessFactors depending on which link you selected in the first step.

As a reminder:

- **SuccessFactors** is for viewing your payslip, login to [SuccessFactors](#) (this is the correct link for most users).
- **Workzone**: If you use SAP for your job, for example to complete payroll or finance administration, you'll use [Workzone](#). You'll view your payslips there too.

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

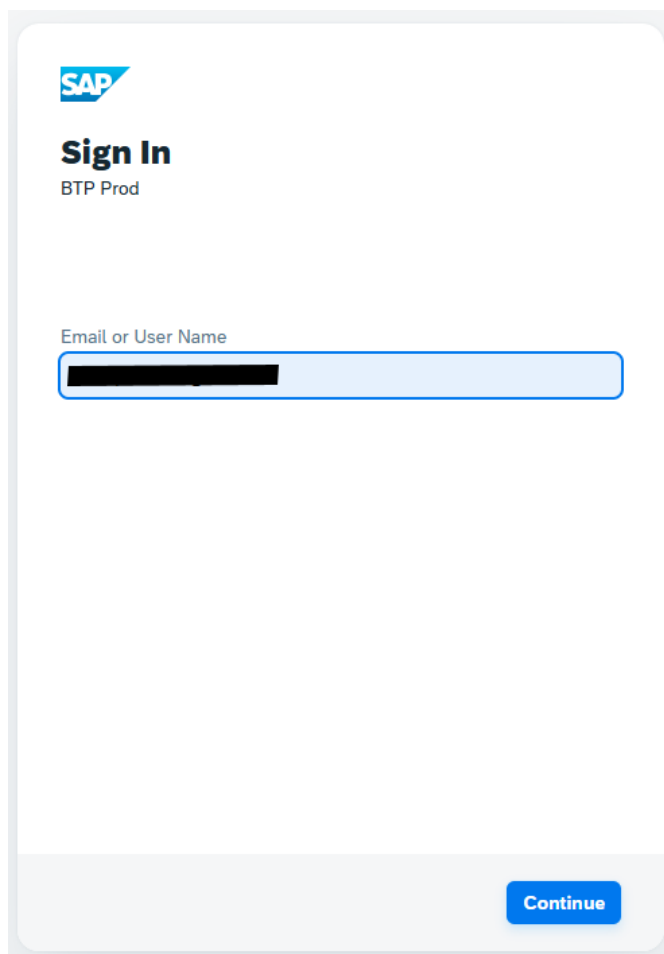
Step 1

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).
- **Workzone**: If you use SAP for your job, for example to complete payroll or finance administration, please login to [Workzone](#). You'll view your payslips there too.

Step 2

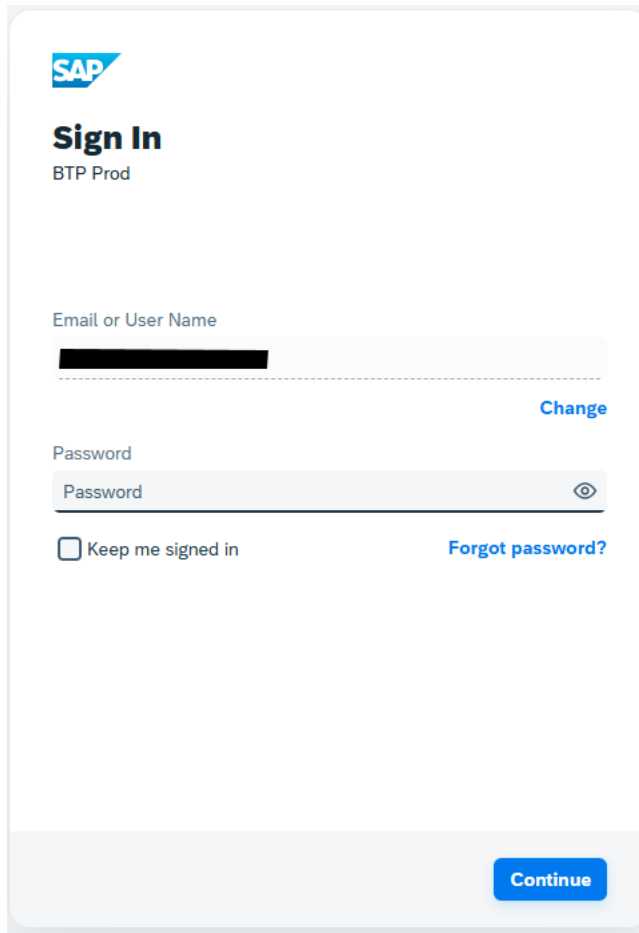
Enter you email and press continue



The screenshot displays the SAP login interface. At the top left is the SAP logo. Below it, the text 'Sign In' is prominently displayed, with 'BTP Prod' underneath. A text input field is labeled 'Email or User Name' and contains a redacted email address. At the bottom right of the form, there is a blue button labeled 'Continue'.

Step 3

Enter your password you set originally and click continue



SAP

Sign In

BTP Prod

Email or User Name

Change

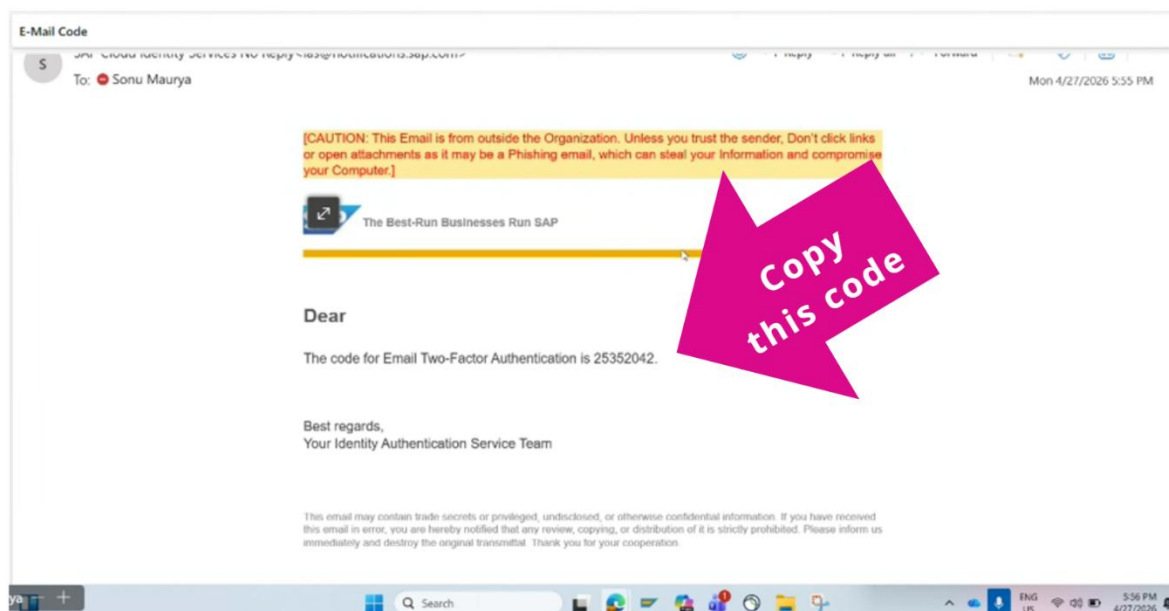
Password

Keep me signed in [Forgot password?](#)

Continue

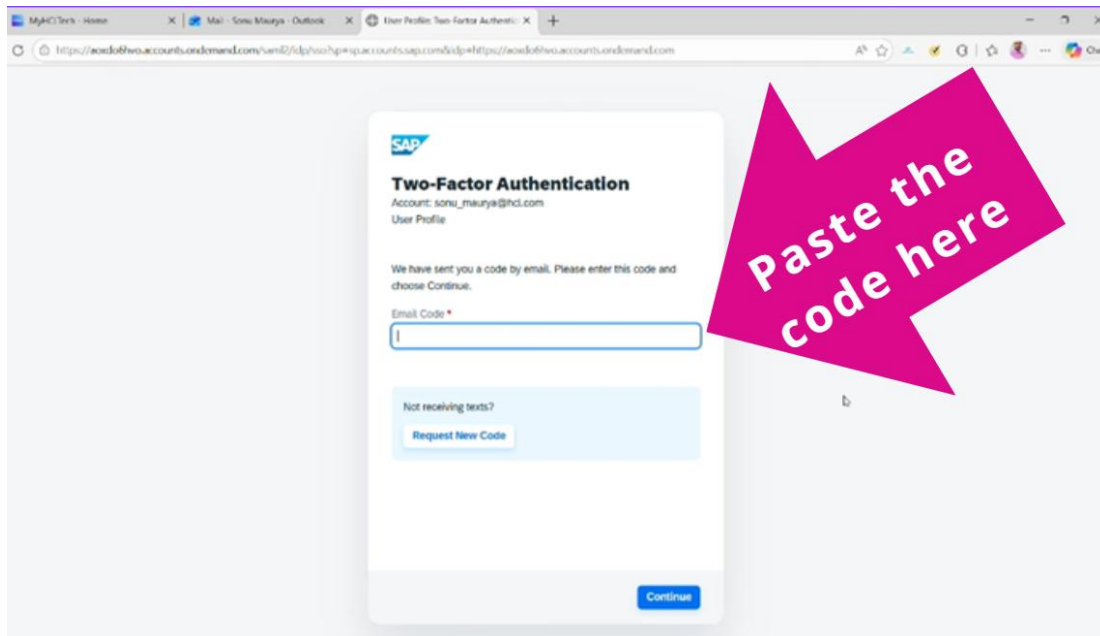
Step 4

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'.

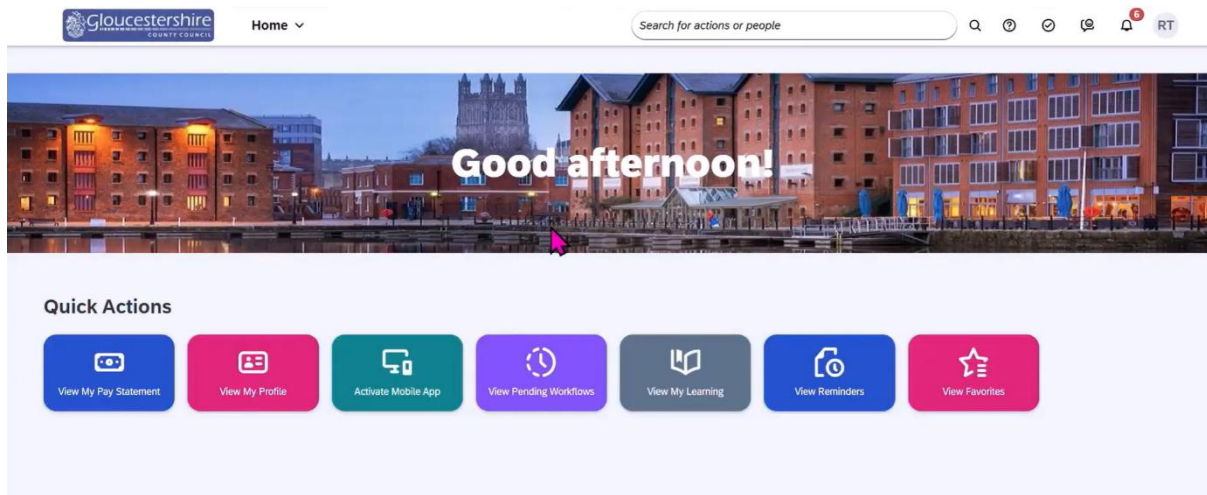


Reminder – each time you log on

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.

How to view your payslip in SuccessFactors (once you've logged in)



Click on 'view my pay statement' to login to view your payslip.