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## Purpose

Use this procedure to reset your CCC (Customer Care Center) portal user ID.

## Trigger

Perform this procedure when you forget your CCC user ID.

## Prerequisites

- You must have already registered yourself on the CCC portal

## Menu Path

Use the following menu path(s) to begin this transaction:

- **Internet Browser → Customer Care Center Portal → Forgot User ID**

## Transaction Code

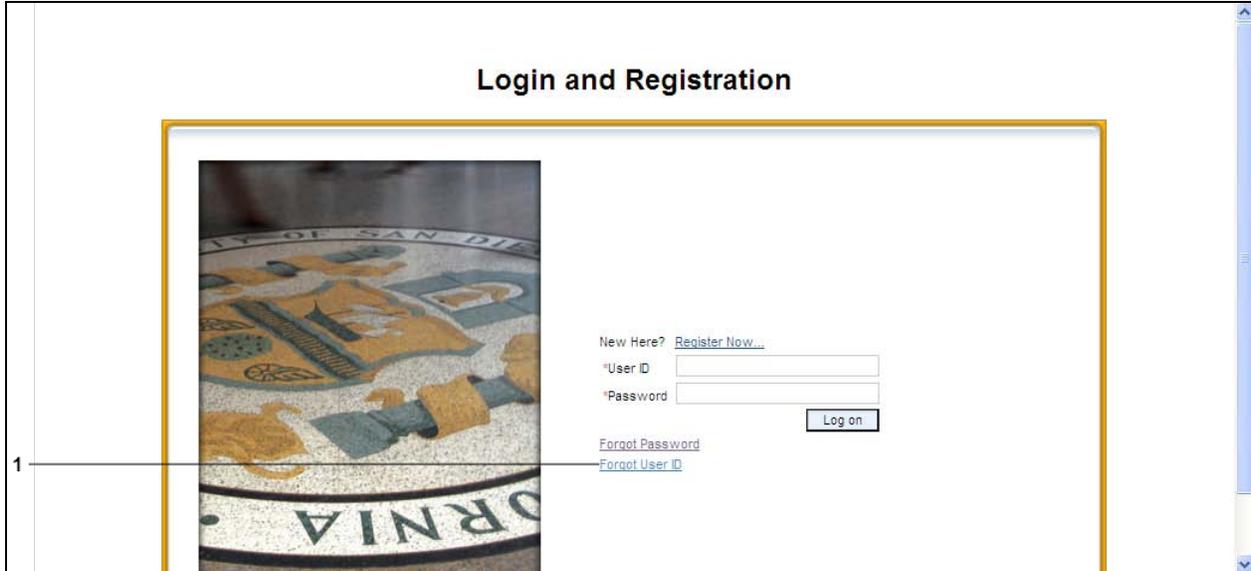
Customer Care Center

## Helpful Hints

- When prompted to provide details (Account Number, Account Name, Zip Code, E-Mail Address), enter the information exactly as it appears on the bill.

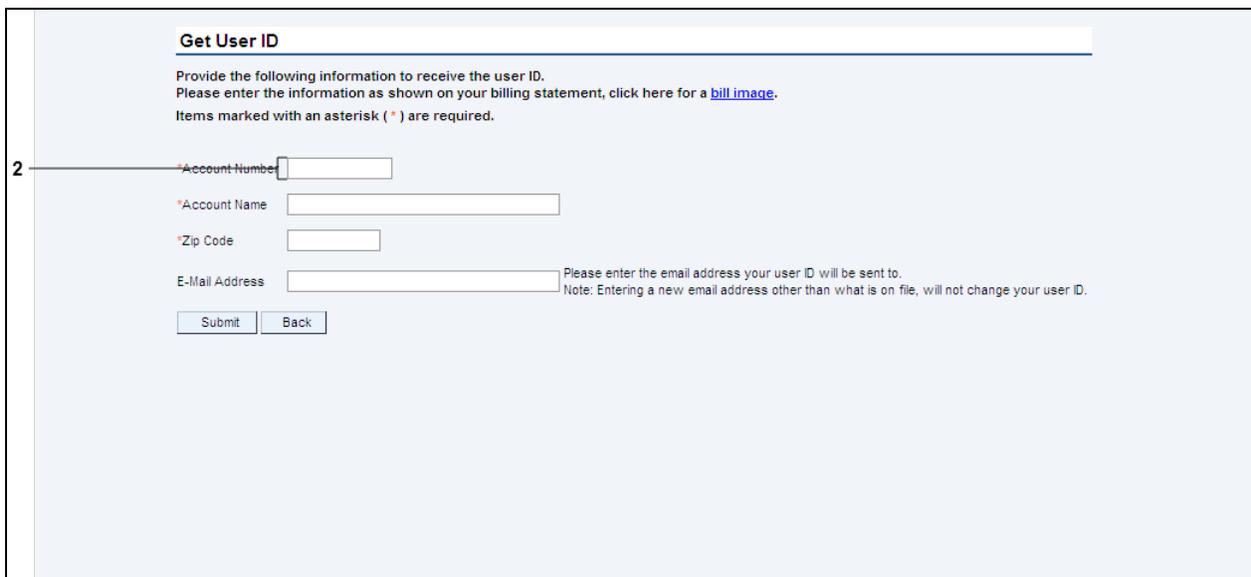
**Procedure**

**User Management, SAP AG**



1. If you have forgotten your CCC (Customer Care Center) user ID, go to the CCC portal and click the **Forgot ID** link [Forgot User ID](#).

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2. As required, complete/review the following fields:

Field	R/O/C	Description
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Field	R/O/C	Description
* Account Number	R	Your account number  <b>Example:</b> 610000004009

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3. As required, complete/review the following fields:

Field	R/O/C	Description
* Account Name	R	Your name, as it shows on the bill  <b>Example:</b> Joe Smith

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4. As required, complete/review the following fields:

Field	R/O/C	Description
* Zip Code	R	Your zip code, as it shows on the bill <b>Example:</b> 92101

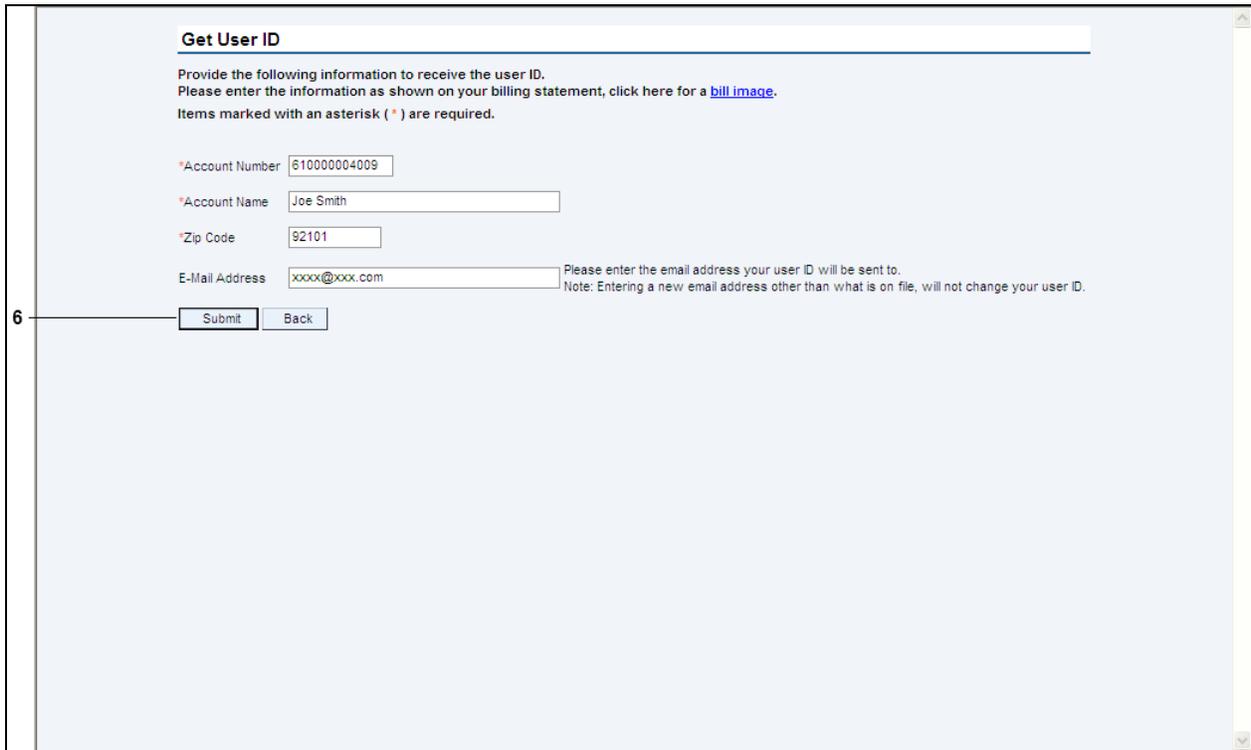
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5. As required, complete/review the following fields:

Field	R/O/C	Description
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Field	R/O/C	Description
E-Mail Address	R	The e-mail address that your user ID will be sent to <b>Example:</b> arawal@sandiego.gov

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**Get User ID**

Provide the following information to receive the user ID.  
Please enter the information as shown on your billing statement, click here for a [bill image](#).  
Items marked with an asterisk ( \* ) are required.

\*Account Number

\*Account Name

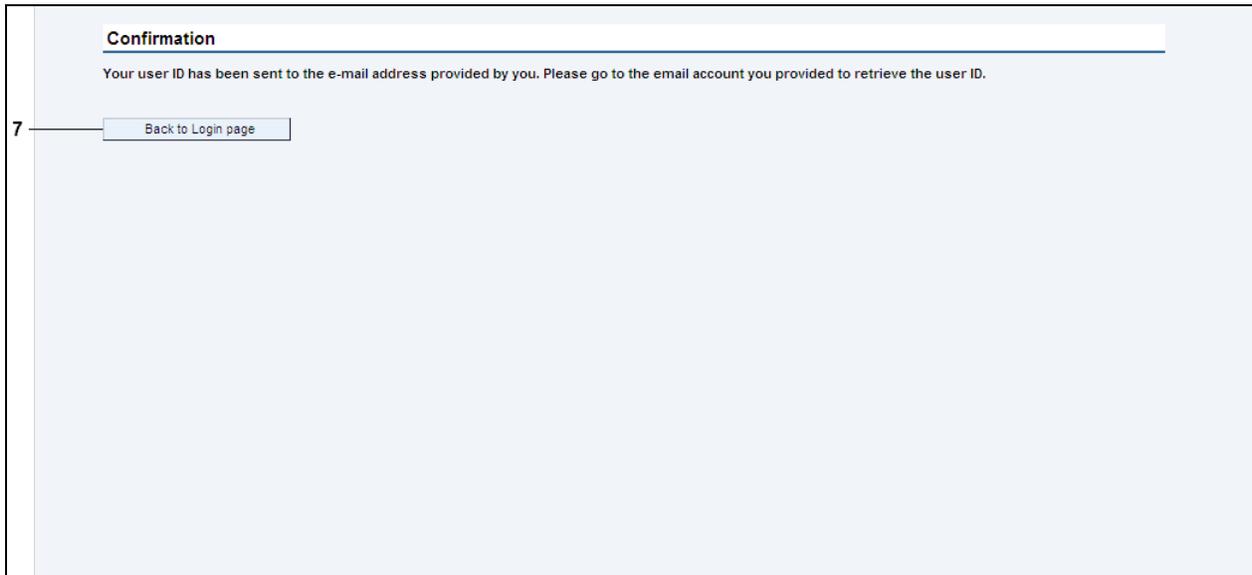
\*Zip Code

E-Mail Address  Please enter the email address your user ID will be sent to.  
Note: Entering a new email address other than what is on file, will not change your user ID.

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6. Click the **Submit** button

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7. The screen will display a confirmation message. After reviewing the message, click the **Back to Login page** button . Once your user ID is reset, try logging into the portal again.

**Result**

You have successfully reset your CCC user ID.