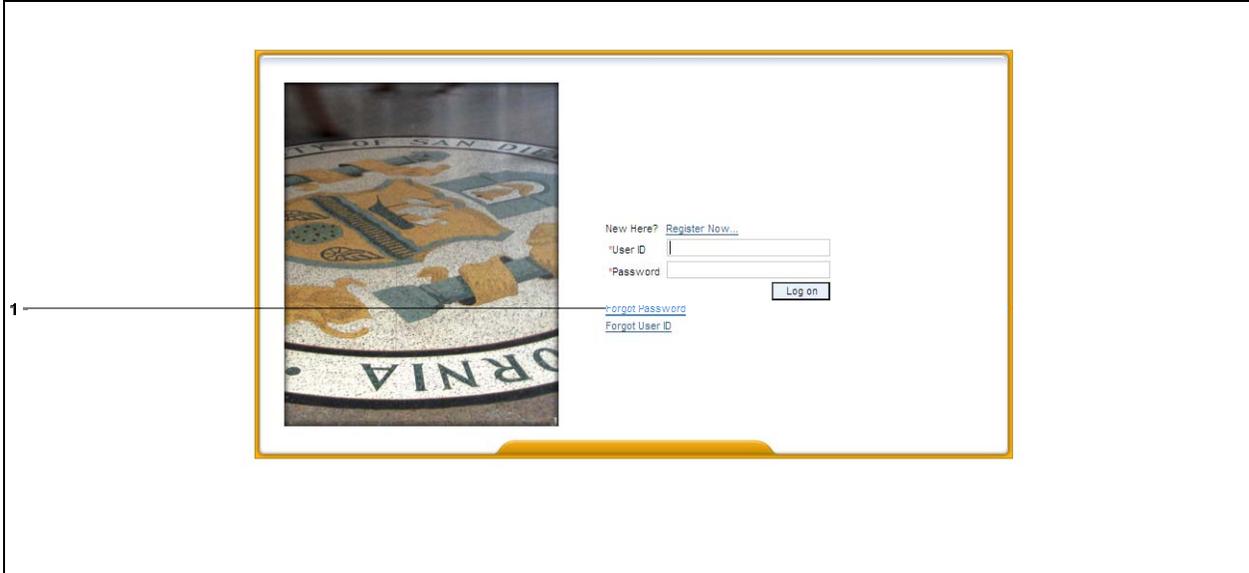


Purpose

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

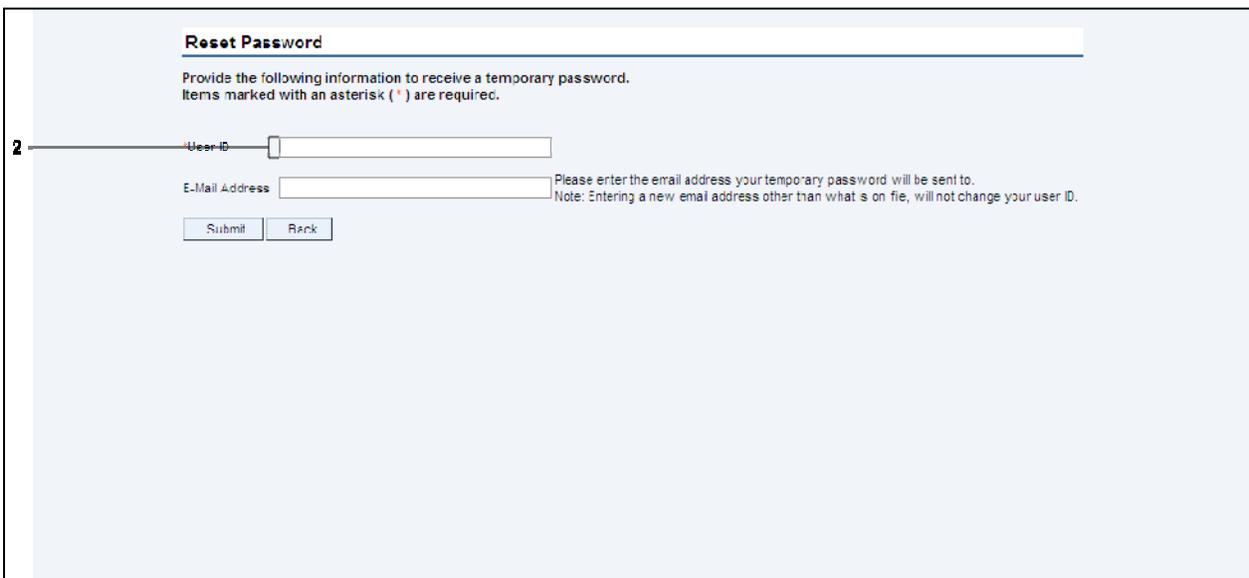
Procedure

User Management, SAP AG



1. If you have forgotten your password to log into the CCC (Customer Care Center) portal, you will need to reset your password. Go to the CCC portal and click the **Forgot Password** link [Forgot Password](#).

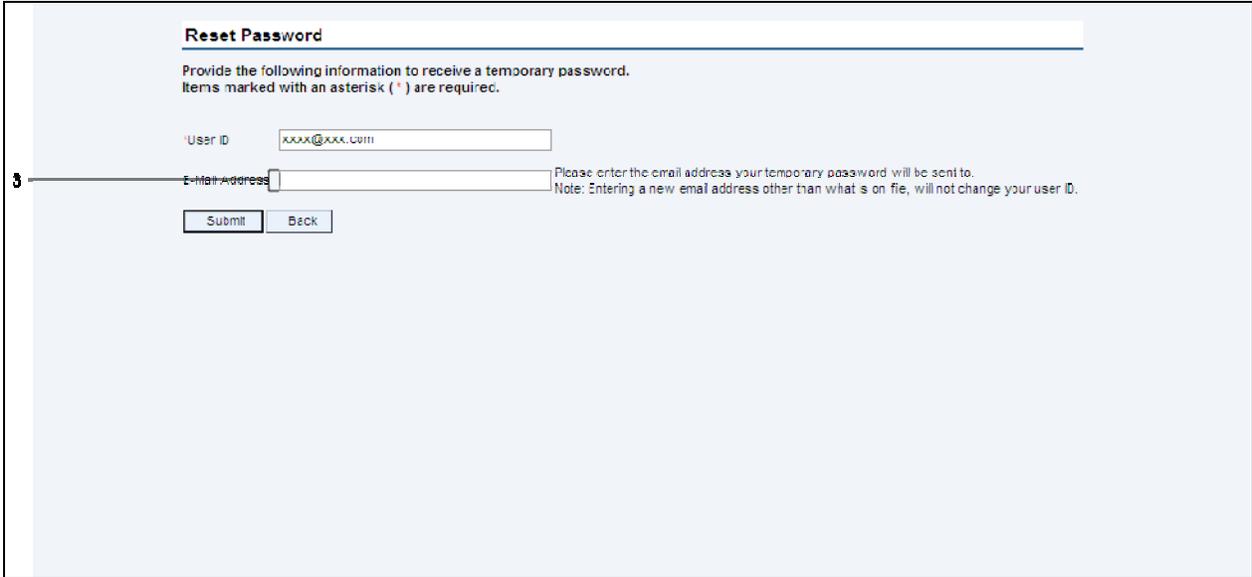
SAP Biller Direct



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

Field	R/O/C	Description
* User ID	R	The user ID to a CCC account Example: xxxx@xxx.com

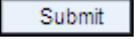
SAP Biller Direct



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

Field	R/O/C	Description
E-Mail Address	R	The e-mail address on which your temporary password would be sent Example: xxxx@xxx.com

SAP Biller Direct

4. Click the **Submit** button .

SAP Biller Direct

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

Field	R/O/C	Description
* Security Answer	R	The answer to the security question Example: *****

SAP Biller Direct

6. Click the **Submit** button .

SAP Biller Direct

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

Field	R/O/C	Description
* Security Answer	R	The answer to the security question Example: *****

SAP Biller Direct

8. Click the **Submit** button .

SAP Biller Direct

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

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

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

Field	R/O/C	Description
* Account Name	R	The name on your account Example: Joe Smith

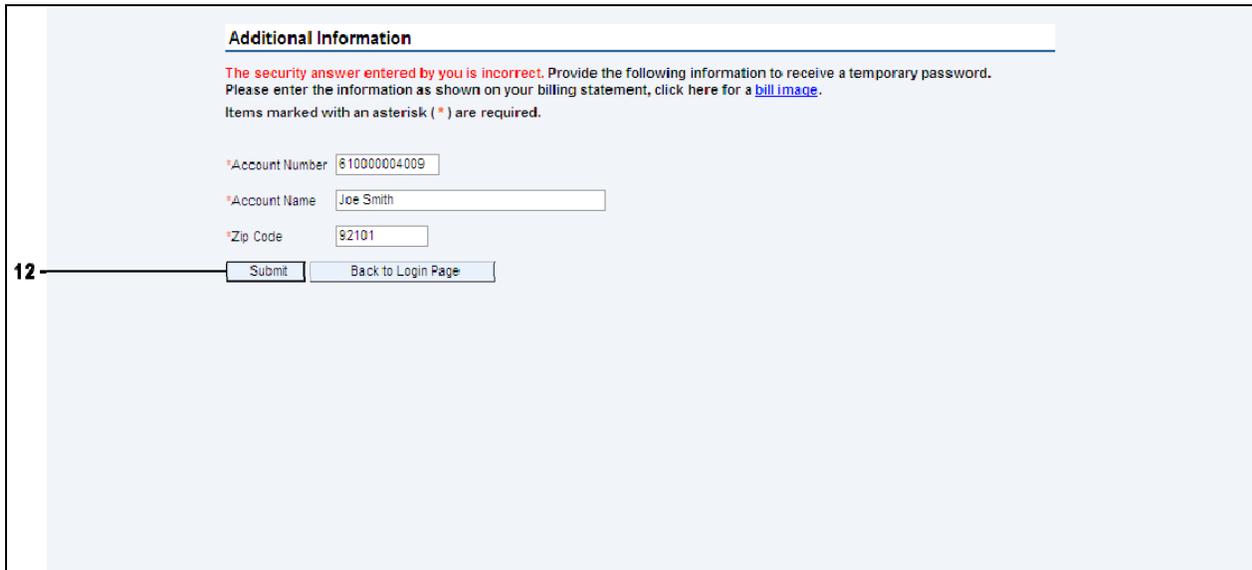
SAP Biller Direct

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

Field	R/O/C	Description
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Field	R/O/C	Description
* Zip Code	R	The zip code on your account Example: 92101

SAP Biller Direct



Additional Information

The security answer entered by you is incorrect. Provide the following information to receive a temporary password. 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

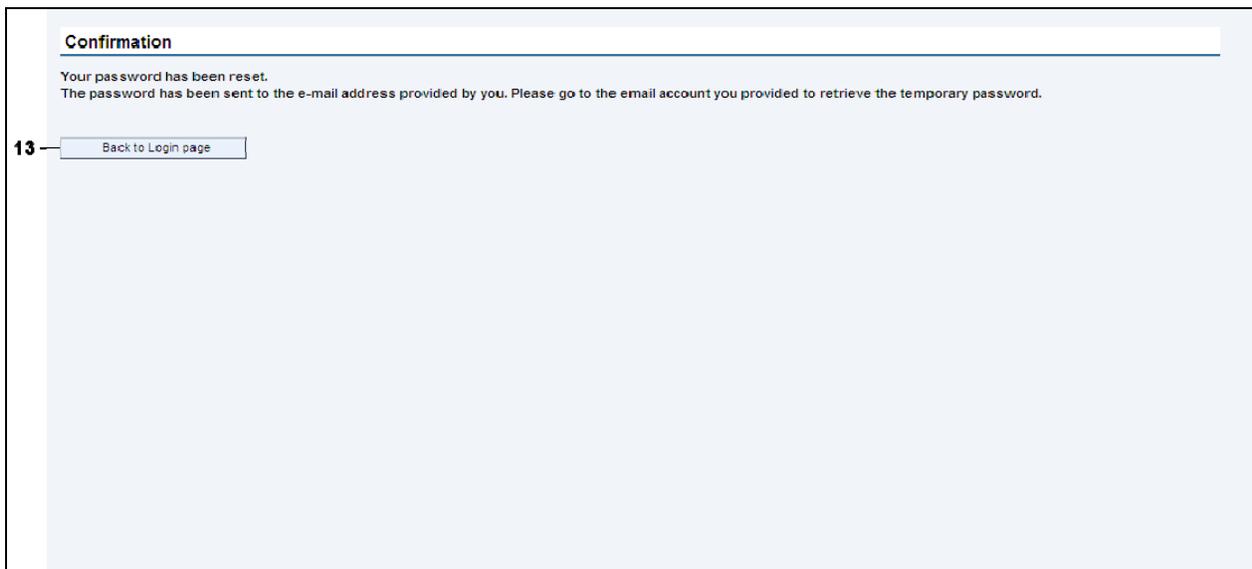
*Account Name

*Zip Code

12 —

- 12.** After entering the details, click the **Submit** button .

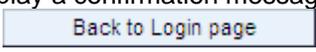
SAP Biller Direct



Confirmation

Your password has been reset.
The password has been sent to the e-mail address provided by you. Please go to the email account you provided to retrieve the temporary password.

13 —

- 13.** The system will display a confirmation message. After reviewing the message, click the **Back to Login page** button . After you receive an e-mail message confirming your password was reset, try logging into the CCC portal again.

Result

You have successfully reset your password.