

Shikhar User Access Issues

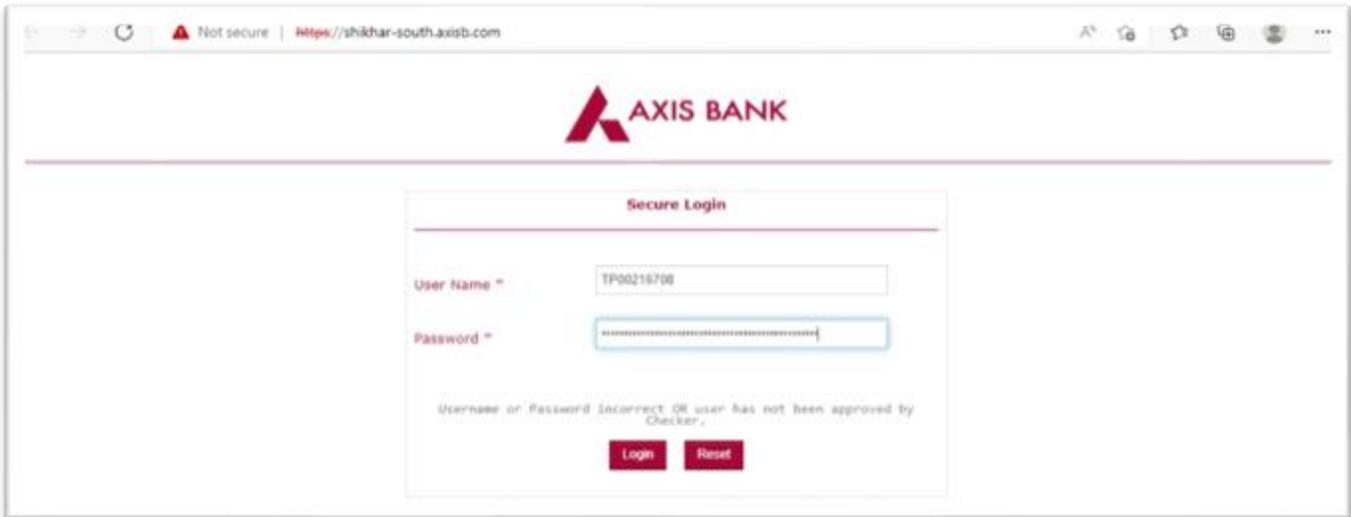
This is a self-service handbook to help you resolve your Access issues in Shikhar

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User Deactivated

Issue: On Application login, user gets a message “User Name or Password incorrect or user has not been approved by Checker”.

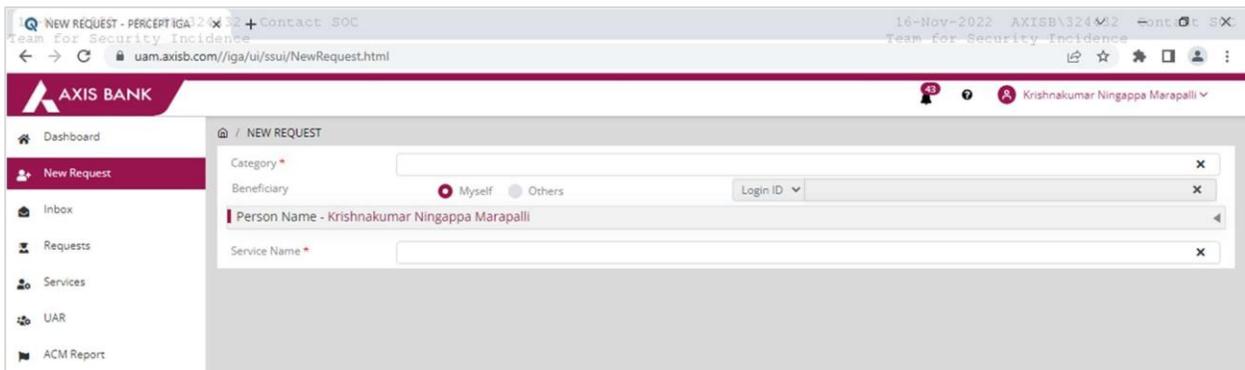


Reason: User gets deactivated in the following scenarios:

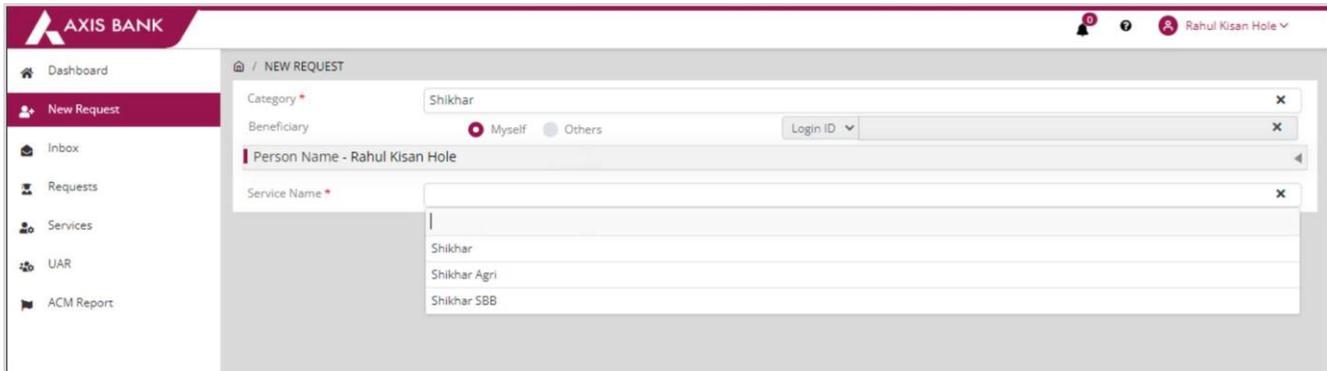
1. If the user has self-revoked the access in UAM.
2. If supervisor has revoked the user's access or missed to retain the access, as part of UAR process every 3 months.

Action: For Axis Employee - Create Activation Request in UAM

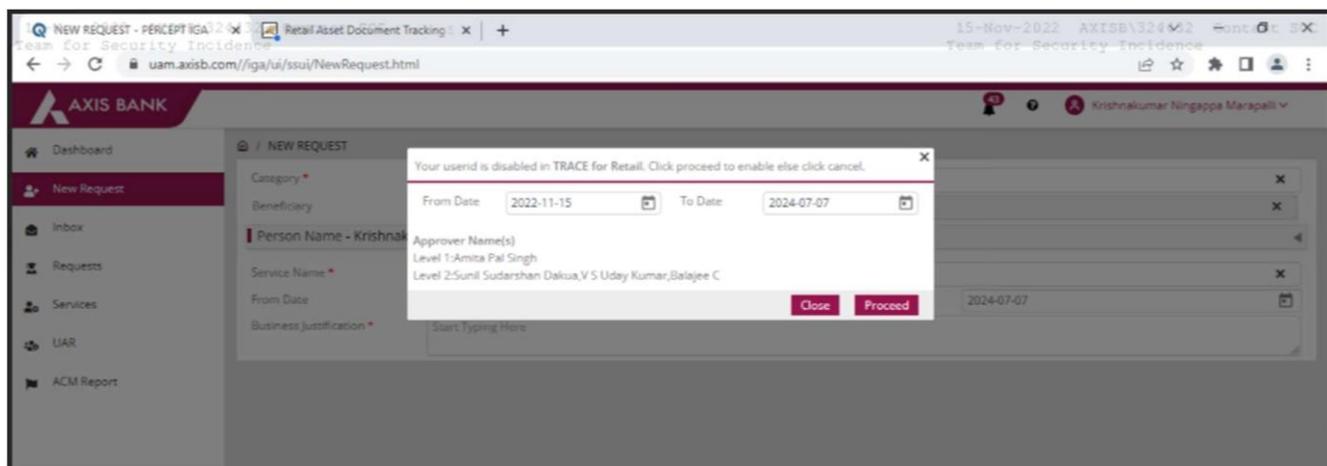
1.1. Login to <https://uam.axisbank.com> & Select “New Request” in the left pane



1.2. In the right pane, Select Category as “Shikhar”, select Service name correctly for access in Retail, Agri or SBB, select Beneficiary as “MySelf”



1.3. Once the service is selected, a popup will be displayed for dates selection. Enter the dates correctly and click on Proceed



1.4. The User activation request will be sent to the user’s supervisor and business for approval. Once the request is approved by level 1 (supervisor) & level 2 (business user), user will be able to access the application.

Action: For Vendors - Create Activation Request in Unidesk

1.1. Login to <https://unidesk.axisb.com> → Click on “User View” → Click on “Submit Request” in left pane.

Submit Request x

Issue Description

Service type* --- Select Service Type ---

Category*

Issue*

Contact Information

Service recipient TP000003974 (Shruti1 Rao)

Location* Mumbai

Department* C002:Information Technology

Notify by* EMAIL

E-mail address* V-Shruti1.Rao@axisbank.com

Notification Email Email ids separated by comma(,)

1.2. Select Service type as “RA-SHIKHAR,OMNI,FESA Query Desk”, Category as “SHIKHAR” and Issue as “ID Unlock / Reset”

Submit Request x

Issue Description

Service type* RA-SHIKHAR,OMNI & FESA Query Desk

Category* SHIKHAR

Issue* ID Unlock/Reset

Contact Information

Service recipient TP000003974 (Shruti1 Rao)

Location* Mumbai

Department* C002:Information Technology

Notify by* EMAIL

E-mail address* V-Shruti1.Rao@axisbank.com

Notification Email Email ids separated by comma(,)

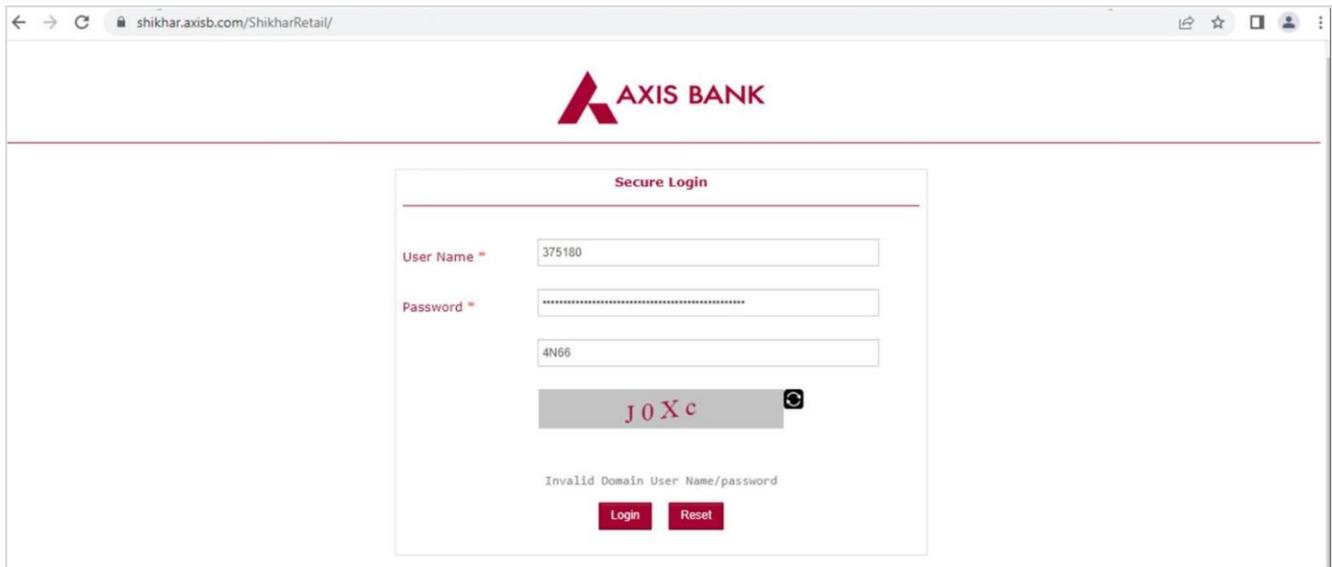
1.3. Enter “Title” & “Description”, attach the approval email from your supervisor and click on Submit.

The screenshot shows a web browser window with the URL <https://unidesk.axisbank.com/unidesk#>. The page contains a form for requesting access. At the top right, there are three fields: "Notify by*" with a dropdown menu set to "EMAIL", "E-mail address *" with the value "V-Shruti1.Rao@axisbank.com", and "Notification Email" with the placeholder "Email ids separated by comma,()". Below these is a link for "Approver Matrix for Shikhar Access". The main form has three sections: "Title*" with a text input field, "Description*" with a larger text area, and "Add files" with a drag-and-drop area containing the text "Drag & drop files here ...". A "Browse..." button is located at the bottom right of the file upload area. At the bottom of the form, there are two buttons: "Submit" and "Cancel".

1.4. Request will be approved by Business and then user should get access to the application

User Locked:

Issue: On Application login, user gets a message “Invalid Domain User Name / Password”.



The screenshot shows a web browser window with the URL `shikhar.axisb.com/ShikharRetail/`. The page features the Axis Bank logo at the top. Below the logo is a "Secure Login" form. The form contains the following fields and elements:

- User Name:** A text input field containing the value "375180".
- Password:** A password input field with masked characters (dots).
- OTP:** A text input field containing the value "4N66".
- OTP Verification:** A grey box displaying "J 0 X c" with a refresh icon to its right.
- Error Message:** The text "Invalid Domain User Name/password" is displayed below the OTP verification box.
- Buttons:** Two buttons labeled "Login" and "Reset" are located at the bottom of the form.

Reason: User tried to login the application with incorrect password >6 times

Action: Unlock password in self-service tool

2.1. - Login to adselfservice.axisb.com & click on “Unlock Account:” Axis Employee & Vendors, both can follow the same steps.

adselfservice.axisb.com:9251/showLogin.cc

AXIS BANK

Welcome to Password Self-Service Management

Please Sign In Using Your EMP ID/Domain ID

Log In

Username
Password
AXISB

Log In

Reset Password
Reset your forgotten password

Unlock Account
Unlock your locked out account

Account locked out?
To unlock your account, start by entering your domain username and selecting your domain.

Enter Username: 324432 (Example : Jsmith)
Select Domain: AXISB

Cancel Continue

2.2. Enter Username and click on “Continue”.

2.3. Select mobile no. to receive SMS for verification.

adselfservice.axisb.com:9251/accounts/authVerify?operation=unlock

AXIS BANK

324432 (AXISB) 04:48

Get a verification code via SMS

Select your mobile number
91*****13

Cancel Continue

2.4 . Enter the OTP received via SMS and click on “Continue”

adselfservice.axisb.com:9251/accounts/authVerify?operation=unlock

AXIS BANK

324432 (AXISB) 04:38

Verification code has been sent to 91***13**

Once you have received the code, Please enter it in the textbox below

Resend Code

Cancel Continue

2.5. Only after the Authentication is successful, the Unlock Button will be enabled. Click on the “Unlock Account” button.



2.6. Account will be unlocked & User can login to the application with the current domain password.

