

# BUNDL TECHNOLOGIES Pvt. Ltd

## IT Operations



### Password Reset Standard Operating Procedure

|                |   |                           |              |
|----------------|---|---------------------------|--------------|
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| Description:   | Password Reset SOP will give details for Password reset procedure | Reviewed by:              | InfoSec Lead |
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## DOCUMENT CONTROL INFORMATION

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**REFERENCES:** Requirement of ISO/IEC 27001:2013, SSAE 16, SOC 1, SOC2.

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## 1. Objective:

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Email ID, Active directory (Domain) & Applications are essential to our day to day activities. We are In line to ensure that our employees understand the standard process of resetting password of their email accounts, AD accounts and Swiggy applications.

## 2. Purpose

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As an enterprise, we should work on continuous improvements of the current processes by understanding future risks. Purpose of this document is to streamline and create flow for password reset activities to reduce risk of password misuse and data theft.

### 3.Password Reset Guidelines & Procedure

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- Respective Employee shall use the password reset link to reset the password themselves. Applicable only for Swiggy Email and Domain account password reset. Alternatively, user shall also email to IT-Support or can raise an IT Ticket using Ticketing tool
- Below links shall be used for mentioned operations:

To change AD Password: <https://account.activedirectory.windowsazure.com/ChangePassword.aspx>

To Reset AD password: <https://passwordreset.microsoftonline.com/>

IT Ticketing tool: <https://helpdesk.bundl.in/otrs/customer.pl>

- Swiggy applications (internal dashboards) users shall email to IT-Support or raise an IT Ticket using Ticketing tool to submit password reset request.
- Upon receiving the request, IT team shall verify the request by calling the employee on their registered mobile number to confirm the password change request.
- Employees shall also request for password reset over the phone by calling IT Helpdesk. Request shall be taken forward by confirming the request with the reporting Manager.
- New password shall be shared over the email or in person and the same will be confirmed over the email by the IT Team.

## 4.0 Disclaimer

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## 5.0 Acronyms Used

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| Acronym | Expanded Form                     | Acronym | Expanded Form                        |
|---------|-----------------------------------|---------|--------------------------------------|
| AD      | Active directory                  | BTPL    | Bundl Technologies Pvt Ltd. (Swiggy) |
| IT Team | IT Ops team & Access control team |         |                                      |
| IT Head | Heading BTPL IT                   |         |                                      |
| Swiggy  | BTPL                              |         |                                      |

**END**