

User Management and Universal ID

SAP

March, 2024

Public



Agenda

- SAP For Me overview
- User and Contacts dashboard into the dashboard User and Contacts
 - How to manage S-Users
 - How to create new users
 - How to run user reports
 - How to create authorization packages
 - How to manage authorization request
- How to create your Universal ID
- How to manage Universal ID
 - How to add accounts
 - How to link accounts
 - How to reset password
- Contacting CIC
- Q&A

SAP for Me



SAP for Me is the new central entry point to SAP support and makes managing support-related task simpler and more efficient.

Overview

- SAP for Me offers a user-friendly interface, improved functionality, and will be the harmonized digital touchpoint for all SAP solutions.
- Customers & partners will perform support related tasks including the step-by-step guided 'Get Support' application and benefit from personalized content in their preferred language.
- Intelligent search leveraging AI and machine learning to get the most relevant information to self-serve across a variety of knowledge sources.

Benefits

- Central entry point for all support-related topics and questions including case management.
- Integrated and auto-suggest most suitable support channels e.g. Case, Expert Chat, Ask an Expert Peer, SAP Community, etc.
- AI automatically recommends solutions during the interaction.
- Holistic view of SAP orders, licenses, invoices, consumption, and balance statements.

Access

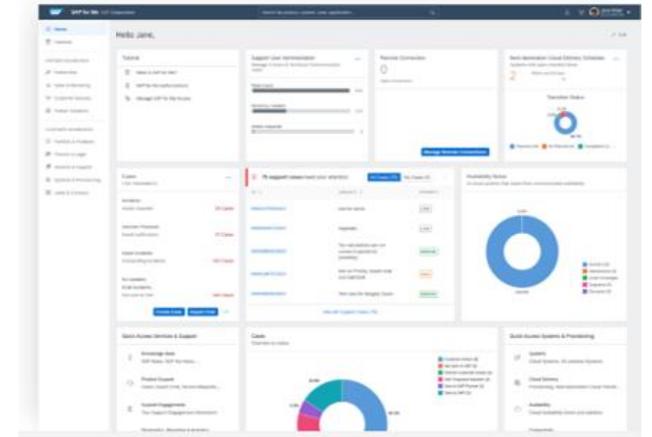
- <https://me.sap.com/home>
- Download SAP for Me mobile application via Apple/Google Play Store



Learn more:

- [SAP for Me online user help](#)
- [SAP for Me Transition](#)
- [Support webcasts with live demos](#)
- [SAP for Me Community](#)
- [SAP for Me Landing Page](#)

Preview



Available in English, German, Japanese, Chinese, French, Portuguese, Spanish

User Management

- Home
- Calendar
- Reporting
- Dashboards
- Finance & Legal
- Portfolio & Products
- Services & Support**
- Systems & Provisioning
- Users & Contacts

Services & Support

- Overview
- Knowledge Search
- KBAs & Notes
- Cases
- Service Requests
- Support Entitlements
- Diagnostics, Reporting & Analytics
- ALM
- ECS Workspace
- More Resources

Popular Tasks

Search Support Knowledge

How can we help you?

Get Support (Cases, Expert Chat, ...)

View Cases

Manage Service Requests

Restricted Card Content
It looks like you're not authorized to see the content on this card.

Request Authorization

Services & Support Reporting

- Insights into cases
- Insights into support entitlements

Contact the Customer Interaction Center (CIC)

Get help with existing cases, SAP for Me navigation, your user ID, and more

- Chat
- Phone
- E-Mail

Find Product Documentation

Manage S-Users

Download Software

Request License Keys

Manage Remote Connections

Check Cloud Service Availability

In Focus

Get Started

- Welcome to Support
- Services and Support from SAP
- How-to Videos
- Real-Time Support
- Support Webinars
- Product Support Accreditation
- For Cloud Partners: Support & Success Essentials

Upcoming

March

Nothing planned at the moment.

My SAP Notes & KBAs

I Am Interested In

0 Favorites updated

New

Updated

Support for My Software Products

0 Favorite Products

Support content for your product versions aggregated from various websites, such as SAP Knowledge Base Articles, Guided Answers, product documentation from the SAP Help Portal, and SAP Community blogs.

- Get Assistance
- Legal
- Status

Feedback

User Management

- Home
- Calendar
- Reporting
- Dashboards
- Finance & Legal
- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts**

Get Assistance

Users & Contacts

Overview My Important Contacts

SAP Contacts (0 entries)



There are no entries yet
When there are, you'll see them here.

SAP Passport

Benefit from single sign-on

0

Days to expire

Install an SAP Passport browser certificate on your computer and log on to SAP for Me and other SAP websites without your S-user ID and password.

[Renew your passport](#)

Manage Users and Authorizations

Manage S-Users & Technical Communication Users

Total Users	619
Recently created	434
Action required	66

Manage Service Partner Users

If you are a cloud customer's administrator, you can invite your partner's S-users to report cases on behalf of your company.

Important Contacts in My Company

Find colleagues in your company who have special functions such as super administrator, software recipient, or security contact.

ECS Contacts

Lets SAP Enterprise Cloud Services customers maintain their contact information by themselves.

Global SAP User Groups

Connect with SAP customers and industry and technology experts from SAP and our partners through SAP user groups.

- Get Assistance
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Feedback

User Management

- Home
- Calendar
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- Finance & Legal
- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts

Request User Manage Services

User Management

596 Users 1 Requested Users 44 Deleted Users 1201 Important Contacts Reports and Updates 26 Auth. Packages Tech. Comm. Users 61 Action Required

Users (596)

Change Expiry Date Assign Authorization Packages Change Department Delete Search

<input type="checkbox"/>	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
<input type="checkbox"/>									Never		16.02.2024		Not Linked	Active	17.02.2026	>
<input type="checkbox"/>									16.02.2024		14.02.2024		Linked	Active	15.02.2029	>
<input type="checkbox"/>									05.02.2024		05.02.2024		Linked	Active	06.02.2026	>
<input type="checkbox"/>									05.02.2024		05.02.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									02.02.2024		02.02.2024		Not Linked	Active	03.02.2026	>
<input type="checkbox"/>									01.02.2024		01.02.2024		Not Linked	Active	02.02.2026	>
<input type="checkbox"/>									12.02.2024		01.02.2024		Linked	Active	02.02.2026	>
<input type="checkbox"/>									31.01.2024		31.01.2024		Not Linked	Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>									13.02.2024		26.01.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									31.01.2024		25.01.2024		Linked	Active	26.01.2026	>
<input type="checkbox"/>									14.02.2024		19.01.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									15.01.2024		15.01.2024		Not Linked	Active	22.01.2025	>
<input type="checkbox"/>									26.01.2024		15.01.2024		Not Linked	Active	30.04.2026	>
<input type="checkbox"/>									06.02.2024		15.01.2024		Linked	Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>									15.01.2024		15.01.2024		Linked	Active	16.01.2026	>
<input type="checkbox"/>									12.01.2024		12.01.2024		Linked	Active	13.01.2026	>
<input type="checkbox"/>									01.02.2024		10.01.2024		Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									15.02.2024		09.01.2024		Linked	Active	10.01.2026	>

Feedback

- Get Assistance
- Legal
- Status

User Management

SAP for Me

596 Users, 1 Requested Users, 44 Deleted Users, 1,201 Important Contacts, Reports and Updates, 25 Auth. Packages, Tech. Conn. Users, 61 Action Required

Request User Manage Services

Users (596)

Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
								Never		16.02.2024		Not Linked	Active	17.02.2026	
								16.02.2024		14.02.2024		Linked	Active	15.02.2029	
								05.02.2024		05.02.2024		Linked	Active	06.02.2026	
										05.02.2024		Not Linked	Active	31.12.9999	User Administrator
										02.02.2024		Not Linked	Active	03.02.2026	
										01.02.2024		Not Linked	Active	02.02.2026	
										01.02.2024		Linked	Active	02.02.2026	
										31.01.2024		Not Linked	Active	31.12.9999	Cloud Administrator
										26.01.2024		Not Linked	Active	31.12.9999	User Administrator
										25.01.2024		Linked	Active	26.01.2026	
										19.01.2024		Not Linked	Active	31.12.9999	User Administrator
										15.01.2024		Not Linked	Active	22.01.2025	
										15.01.2024		Not Linked	Active	30.04.2026	
										15.01.2024		Linked	Active	31.12.9999	Cloud Administrator
										15.01.2024		Linked	Active	16.01.2026	
										12.01.2024		Linked	Active	13.01.2026	
										01.02.2024		Linked	Active	31.12.9999	User Administrator
										15.02.2024		Linked	Active	10.01.2026	

Filter Reset

Filter By

- User Type
- Authorizations
- Important Functions
- Department
- Customer Name
- Customer Number
- Last Login
- User ID

OK Cancel

Feedback

Get Assistance Legal Status

User Management

SAP for Me

Request User Manage Services

596 Users 1 Requested Users 44 Deleted Users 1202 Important Contacts Reports and Updates 27 Auth. Packages Tech. Comm. Users 61 Action Required

Users (596)

Change Expiry Date Assign Authorization Packages Change Department Delete Search

<input type="checkbox"/>	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
<input type="checkbox"/>									Never		16.02.2024		Not Linked	Active	17.02.2026	>
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<input type="checkbox"/>									05.02.2024		05.02.2024		Linked	Active	06.02.2026	>
<input type="checkbox"/>									05.02.2024		05.02.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									02.02.2024		02.02.2024		Not Linked	Active	03.02.2026	>
<input type="checkbox"/>									01.02.2024		01.02.2024		Not Linked	Active	02.02.2026	>
<input type="checkbox"/>									12.02.2024		01.02.2024		Linked	Active	02.02.2026	>
<input type="checkbox"/>									31.01.2024		31.01.2024		Not Linked	Active	31.12.9999	Cloud Administrator >
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<input type="checkbox"/>									14.02.2024		19.01.2024		Not Linked	Active	31.12.9999	User Administrator >
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<input type="checkbox"/>									06.02.2024		15.01.2024		Linked	Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>									15.01.2024		15.01.2024		Linked	Active	16.01.2026	>
<input type="checkbox"/>									12.01.2024		12.01.2024		Linked	Active	13.01.2026	>
<input type="checkbox"/>									01.02.2024		10.01.2024		Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									15.02.2024		09.01.2024		Linked	Active	10.01.2026	>

Get Assistance Legal Status

User Management

SAP for Me

Search

Request User Manage Services

619 Users 1 Requested Users 39 Deleted Users 1266 Important Contacts Reports and Updates 29 Auth. Packages Tech. Comm. Users 59 Action Required

Users (619)

	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
<input type="checkbox"/>									01.11.2023		21.12.2020		Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									26.06.2023		26.06.2023		Not Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									25.10.2022		13.10.2022		Linked	Active	14.10.2024	
<input type="checkbox"/>									26.11.2019		26.11.2019		Linked	Active	01.11.2028	
<input type="checkbox"/>									30.09.2020		30.09.2020		Linked	Active	05.01.2025	
<input type="checkbox"/>									20.02.2015		20.02.2015		Not Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									17.05.2019		17.05.2019		Linked	Active	31.12.9999	User Administrator
<input type="checkbox"/>									12.01.2023		12.01.2023		Linked	Active	13.01.2025	
<input type="checkbox"/>									13.07.2022		13.07.2022		Linked	Active	31.12.9999	Super Administrator
<input type="checkbox"/>									10.08.2021		10.08.2021		Not Linked	Active	14.07.2024	
<input type="checkbox"/>									26.05.2015		26.05.2015		Linked	Active	31.12.9999	User Administrator
<input type="checkbox"/>									11.01.2023		11.01.2023		Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									21.02.2024		01.07.2022		Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									09.10.2023		13.04.2018		Not Linked	Active	31.12.9999	User Administrator
<input type="checkbox"/>									15.01.2021		12.01.2021		Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									04.03.2024		30.10.2012		Not Linked	Active	31.12.9999	Super Administrator
<input type="checkbox"/>									18.05.2023		08.04.2022		Not Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									Never		13.10.2022		Linked	Active	14.10.2024	
<input type="checkbox"/>									15.12.2023		21.09.2023		Linked	Active	31.12.9999	Cloud Administrator

Sort Reset

Sort Order

Ascending

Descending

Sort By

Customer Number

Customer Name

First Name

Last Name

User E-Mail

OK Cancel

Feedback

Get Assistance

Legal

Status

User Management

[Request User](#) [Manage Services](#)

User Management

596 1 44 1201 26 61

Users (596)

[Change Expiry Date](#) [Assign Authorization Packages](#) [Change Department](#) [Delete](#)

<input type="checkbox"/>	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
<input type="checkbox"/>									Never		16.02.2024		Not Linked	Active	17.02.2026	>
<input type="checkbox"/>									16.02.2024		14.02.2024		Linked	Active	15.02.2029	>
<input type="checkbox"/>									05.02.2024		05.02.2024		Linked	Active	06.02.2026	>
<input type="checkbox"/>									05.02.2024		05.02.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									02.02.2024		02.02.2024		Not Linked	Active	03.02.2026	>
<input type="checkbox"/>									01.02.2024		01.02.2024		Not Linked	Active	02.02.2026	>
<input type="checkbox"/>									12.02.2024		01.02.2024		Linked	Active	02.02.2026	>
<input type="checkbox"/>									31.01.2024		31.01.2024		Not Linked	Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>									13.02.2024		26.01.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									31.01.2024		25.01.2024		Linked	Active	26.01.2026	>
<input type="checkbox"/>									14.02.2024		19.01.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									15.01.2024		15.01.2024		Not Linked	Active	22.01.2025	>
<input type="checkbox"/>									26.01.2024		15.01.2024		Not Linked	Active	30.04.2026	>
<input type="checkbox"/>									06.02.2024		15.01.2024		Linked	Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>									15.01.2024		15.01.2024		Linked	Active	16.01.2026	>
<input type="checkbox"/>									12.01.2024		12.01.2024		Linked	Active	13.01.2026	>
<input type="checkbox"/>									01.02.2024		10.01.2024		Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									15.02.2024		09.01.2024		Linked	Active	10.01.2026	>

Feedback

User Management

SAP for Me

Search

Request User Manage Services

619 Users 1 Requested Users 39 Deleted Users 1266 Important Contacts Reports and Updates 28 Auth. Packages Tech. Comm. Users 59 Action Required

Users (619)

	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
<input type="checkbox"/>									01.11.2023		21.12.2020		Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									26.06.2023		26.06.2023		Not Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>											13.10.2022		Linked	Active	14.10.2024	
<input type="checkbox"/>											26.11.2019		Linked	Active	01.11.2028	
<input type="checkbox"/>									30.09.2020		20.02.2015		Linked	Active	05.01.2025	
<input type="checkbox"/>									20.02.2015		20.02.2015		Not Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									17.05.2019		17.05.2019		Linked	Active	31.12.9999	User Administrator
<input type="checkbox"/>									12.01.2023		12.01.2023		Linked	Active	13.01.2025	
<input type="checkbox"/>									13.07.2022		13.07.2022		Linked	Active	31.12.9999	Super Administrator
<input type="checkbox"/>									10.08.2021		10.08.2021		Not Linked	Active	14.07.2024	
<input type="checkbox"/>									26.05.2015		26.05.2015		Linked	Active	31.12.9999	User Administrator
<input type="checkbox"/>									11.01.2023		11.01.2023		Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									01.07.2022		01.07.2022		Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									09.10.2023		13.04.2018		Not Linked	Active	31.12.9999	User Administrator
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<input type="checkbox"/>									18.05.2023		08.04.2022		Not Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									Never		13.10.2022		Linked	Active	14.10.2024	
<input type="checkbox"/>									15.12.2023		21.09.2023		Linked	Active	31.12.9999	Cloud Administrator

Define Column Properties

Search

Show Selected

- Select All (17/17)
- Last Name
- First Name
- User ID
- User E-Mail
- Customer Name
- Customer Number
- Country/Region
- Department
- Last Login
- Requested By

OK Cancel

Feedback

Get Assistance

Legal

Status

User Management

- Home
- Calendar
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- Dashboards
- Finance & Legal
- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Legal
- Status

[Request User](#) [Manage Services](#)

User Management

596 Users
 1 Requested Users
 44 Deleted Users
 1,202 Important Contacts
 Reports and Updates
 27 Auth. Packages
 Tech. Comm. Users
 61 Action Required

Users (596) Change Expiry Date Assign Authorization Packages Change Department Delete

<input type="checkbox"/>	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
<input type="checkbox"/>									Never		16.02.2024		Not Linked	Active	17.02.2026	>
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<input type="checkbox"/>									05.02.2024		05.02.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									02.02.2024		02.02.2024		Not Linked	Active	03.02.2026	>
<input type="checkbox"/>									01.02.2024		01.02.2024		Not Linked	Active	02.02.2026	>
<input type="checkbox"/>									12.02.2024		01.02.2024		Linked	Active	02.02.2026	>
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<input type="checkbox"/>									15.01.2024		15.01.2024		Not Linked	Active	22.01.2025	>
<input type="checkbox"/>									26.01.2024		15.01.2024		Not Linked	Active	30.04.2026	>
<input type="checkbox"/>									06.02.2024		15.01.2024		Linked	Active	31.12.9999	Cloud Administrator >
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Feedback

User Management

SAP for Me

Search

Request User Manage Services

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Users (619)

Change Expiry Date Assign Authorization Packages Change Department Delete

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<input type="checkbox"/>									13.10.2023		20.02.2015		Not Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>									23.01.2024		17.05.2019		Linked	Active	31.12.9999	User Administrator
<input checked="" type="checkbox"/>									16.01.2023		12.01.2023		Linked	Active	13.01.2025	
<input type="checkbox"/>									22.03.2023		13.07.2022		Linked	Active	31.12.9999	Super Administrator
<input type="checkbox"/>									01.10.2021		10.08.2021		Not Linked	Active	14.07.2024	
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Feedback

User Management

[Request User](#) [Manage Services](#)

User Management

596 Users
 1 Requested Users
 44 Deleted Users
 1201 Important Contacts
 Reports and Updates
 26 Auth. Packages
 Tech. Comm. Users
 61 Action Required

Users (596)

[Change Expiry Date](#)
[Assign Authorization Packages](#)
[Change Department](#)
[Delete](#)

<input type="checkbox"/>	Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
<input type="checkbox"/>									Never		16.02.2024		Not Linked	Active	17.02.2026	>
<input type="checkbox"/>									16.02.2024		14.02.2024		Linked	Active	15.02.2029	>
<input type="checkbox"/>									05.02.2024		05.02.2024		Linked	Active	06.02.2026	>
<input type="checkbox"/>									05.02.2024		05.02.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									02.02.2024		02.02.2024		Not Linked	Active	03.02.2026	>
<input type="checkbox"/>									01.02.2024		01.02.2024		Not Linked	Active	02.02.2026	>
<input type="checkbox"/>									12.02.2024		01.02.2024		Linked	Active	02.02.2026	>
<input type="checkbox"/>									31.01.2024		31.01.2024		Not Linked	Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>									13.02.2024		26.01.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									31.01.2024		25.01.2024		Linked	Active	26.01.2026	>
<input type="checkbox"/>									14.02.2024		19.01.2024		Not Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									15.01.2024		15.01.2024		Not Linked	Active	22.01.2025	>
<input type="checkbox"/>									26.01.2024		15.01.2024		Not Linked	Active	30.04.2026	>
<input type="checkbox"/>									06.02.2024		15.01.2024		Linked	Active	31.12.9999	Cloud Administrator >
<input type="checkbox"/>									15.01.2024		15.01.2024		Linked	Active	16.01.2026	>
<input type="checkbox"/>									12.01.2024		12.01.2024		Linked	Active	13.01.2026	>
<input type="checkbox"/>									01.02.2024		10.01.2024		Linked	Active	31.12.9999	User Administrator >
<input type="checkbox"/>									15.02.2024		09.01.2024		Linked	Active	10.01.2026	>

Feedback

User Management

SAP for Me

Request User Manage Services

596 Users 1 Requested Users 44 Deleted Users 1201 Important Contacts Reports and Updates 26 Auth. Packages Tech. Comm. Users 61 Action Required

Users (596)

Change Expiry Date Assign Authorization Packages Change Department Delete Search

Last Name	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
								Never		16.02.2024	🔄 🗑️	Not Linked	🟢 Active	17.02.2026	>
											🔄 🗑️	Linked	🟢 Active	15.02.2029	>
											🔄 🗑️	Linked	🟢 Active	06.02.2026	>
											🔄 🗑️	Not Linked	🟢 Active	31.12.9999	User Administrator >
											🔄 🗑️	Not Linked	🟢 Active	03.02.2026	>
											🔄 🗑️	Not Linked	🟢 Active	02.02.2026	>
											🔄 🗑️	Linked	🟢 Active	02.02.2026	>
											🔄 🗑️	Not Linked	🟢 Active	31.12.9999	Cloud Administrator >
											🔄 🗑️	Not Linked	🟢 Active	31.12.9999	User Administrator >
											🔄 🗑️	Linked	🟢 Active	26.01.2026	>
											🔄 🗑️	Not Linked	🟢 Active	31.12.9999	User Administrator >
											🔄 🗑️	Not Linked	🟢 Active	22.01.2025	>
											🔄 🗑️	Not Linked	🟢 Active	30.04.2026	>
											🔄 🗑️	Linked	🟢 Active	31.12.9999	Cloud Administrator >
											🔄 🗑️	Linked	🟢 Active	16.01.2026	>
											🔄 🗑️	Linked	🟢 Active	13.01.2026	>
											🔄 🗑️	Linked	🟢 Active	31.12.9999	User Administrator >
											🔄 🗑️	Linked	🟢 Active	10.01.2026	>

Request User

1. Company

Customer: *

2. User Details

First Name: *

Last Name: *

E-Mail: * @

Additional Note:

Language: *

Expiry Date: *

Department:

3. Authorization Packages

Assigned Authorization Packages (0)

Authorization Package Name

Submit Cancel

User Management

SAP for Me

Search

Request User Manage Services

619 Users 1 Requested Users 39 Deleted Users 1266 Important Contacts Reports and Updates 28 Auth. Packages Tech. Comm. Users 59 Action Required

Requested Users (1)

Last Name	First Name	User E-Mail	User ID	Status	Customer Name	Customer Number	Requested By	Requested On	Expiry Date
								23.09.2023	22.09.2025

End of list

Get Assistance

Legal

Status

Feedback

User Management

SAP for Me

Search

Request User Manage Services

User Management

- 619 Users
- 1 Requested Users
- 39 Deleted Users
- 1266 Important Contacts
- Reports and Updates
- 28 Auth. Packages
- Tech. Comm. Users
- 59 Action Required

Deleted Users (39)

Search

Last Name	First Name	User E-Mail	User ID	Status	Customer Name	Customer Number	Deleted By	Deleted On
-----------	------------	-------------	---------	--------	---------------	-----------------	------------	------------

Get Assistance

Legal

Status

Feedback

User Management

SAP for Me

Search

Request User Manage Services

User Management

619 Users 1 Requested Users 39 Deleted Users 1263 Important Contacts Reports and Updates 27 Auth. Packages Tech. Comm. Users 59 Action Required

Important Contacts (1263)

Search

User ID	Last Name	First Name	Customer Number of User	Function	Global	CCoE Number	CCoE Name	Customer Number	Customer Name	Installation Number	Installation Name	User E-Mail
				Security Contact	X							
				User Administrator								
				Super Administrator								
				Cloud Administrator								
				Center of Expertise Contact								
				Development Activities Contact								
				License Audit Contact								
				Partner Management								
				Technical Contact								
				Technical Contact								
				Technical Contact								
				Security Contact	X							
				Software Recipient								
				User Administrator								
				Cloud Administrator								
				Security Contact	X							
				User Administrator								
				Center of Expertise Contact								
				License Audit Contact								
				Partner Management								
				Security Contact	X							
				Super Administrator								

Feedback

Get Assistance Legal Status

User Management

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- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Legal
- Status

[Request User](#) [Manage Services](#)

User Management

619 Users 1 Requested Users 39 Deleted Users 1263 Important Contacts **Reports and Updates** 27 Auth. Packages Tech. Comm. Users 59 Action Required

Standard ▼

Hide Filter Bar Clear Restore Filters **Go**

User ID: Department: Authorizations: Customer: Installations: Users: Authorization Package**:

Selection:

**NOTE: When you select an Authorization Package, the value of Selection is set to 'Match AT LEAST ONE Filter Criteria', and choosing a different option is disabled

[Add Authorizations](#) [Delete Authorizations](#)

Users (0)

User ID	Last Name	First Name	Customer Number of User	Department	Authorizations	Installation Number/User ID	Installation/User Name	Authorization Package
---------	-----------	------------	-------------------------	------------	----------------	-----------------------------	------------------------	-----------------------

Feedback

User Management

SAP for Me

Search

Request User Manage Services

619 Users 1 Requested Users 39 Deleted Users 1263 Important Contacts Reports and Updates 27 Auth. Packages Tech. Comm. Users 59 Action Required

Standard

User ID: Department: Authorizations: Customer: Installations: Users: Authorization Package**:

Selection: Match ALL Filter Criteria

**NOTE: When you select an Authorization Package, the value of Selection is set to 'Match AT LEAST ONE Filter Criteria', and choosing a different option is disabled

Users (0)

User ID	Last Name	First Name	Customer Number of User	Department	Authorizations	Installation Number/User ID	Installation/User Name	Authorization Package
---------	-----------	------------	-------------------------	------------	----------------	-----------------------------	------------------------	-----------------------

Get Assistance Legal Status

Feedback

User Management

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- Portfolio & Products
- Services & Support
- Systems & Provisioning
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[Request User](#) [Manage Services](#)

User Management

- 619 Users
- 1 Requested Users
- 39 Deleted Users
- 1263 Important Contacts
- Reports and Updates
- 27 Auth. Packages
- Tech. Comm. Users
- 59 Action Required

Standard

Hide Filter Bar Clear Restore Filters **Go**

User ID: Department: Authorizations: Customer: Installations: Users: Authorization Package**:

Selection:

**NOTE: When you select an Authorization Package, the value of Selection is set to 'Match AT LEAST ONE Filter Criteria', and choosing a different option is disabled

Users (0)

[Add Authorizations](#) [Delete Authorizations](#)

User ID	Last Name	First Name	Customer Number of User	Department	Authorizations	Installation Number/User ID	Installation/User Name	Authorization Package
>								

Feedback

User Management

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- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts

[Request User](#) [Manage Services](#)

User Management

619 Users 1 Requested Users 39 Deleted Users 1263 Important Contacts Reports and Updates 27 Auth. Packages Tech. Comm. Users 59 Action Required

Standard

Hide Filter Bar Clear Restore Filters [Go](#)

User ID: Department: Authorizations: Customer: Installations: Users: Authorization Package**:

Selection:

[Add Authorizations](#) [Delete Authorizations](#)

**NOTE: When you select an Authorization Package, the value of Selection is set to 'Match AT LEAST ONE Filter Criteria', and choosing a different option is disabled

Users (0)

User ID	Last Name	First Name	Customer Number of User	Department	Authorizations	Installation Number/User ID	Installation/User Name	Authorization Package

- Get Assistance
- Legal
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User Management

The screenshot shows the SAP User Management interface. At the top, there is a search bar and navigation icons. The main area displays a dashboard with various user-related metrics: 619 Users, 1 Requested Users, 39 Deleted Users, 1296 Important Contacts, Reports and Updates, 28 Auth. Packages, Tech. Comm. Users, and 59 Action Required. Below this, there are filter fields for User ID, Department, Authorizations, Customer, Installations, Users, and Authorization Package. A 'Select User(s)' dialog box is open in the center, showing a search bar and a table of 619 items. The table has columns for User ID, First Name, Last Name, and Customer Number of User. Several rows are selected, indicated by checkmarks in the first column. At the bottom of the dialog, there is a 'Selected Items and Conditions (4)' field and 'OK' and 'Cancel' buttons. The 'OK' button is highlighted with a yellow box.

User Management

619 Users | 1 Requested Users | 39 Deleted Users | 1296 Important Contacts | Reports and Updates | 28 Auth. Packages | Tech. Comm. Users | 59 Action Required

Standard

User ID: 4 Items | Department: | Authorizations: | Customer: | Installations: | Users: | Authorization Package**:

Selection: Match ALL Filter Criteria

**NOTE: When you select an Authorization Package, the value of Selection is set to 'Match AT LEAST ONE Filter Criteria', and

Users (216)

User ID	Last Name	First Name	Customer Number of User
<input checked="" type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input checked="" type="checkbox"/>			
<input type="checkbox"/>			
<input checked="" type="checkbox"/>			

Selected Items and Conditions (4)

OK Cancel

User Management

User Management

619 Users
 1 Requested Users
 39 Deleted Users
 1266 Important Contacts
 Reports and Updates
 28 Auth. Packages
 Tech. Comm. Users
 59 Action Required

Standard ▼

User ID:
 Department:
 Authorizations:
 Customer:
 Installations:
 Users:
 Authorization Package**:

Selection:

[Hide Filter Bar](#)
[Clear](#)
[Restore](#)
[Filters](#)
[Go](#)

**NOTE: When you select an Authorization Package, the value of Selection is set to 'Match AT LEAST ONE Filter Criteria', and choosing a different option is disabled

[Add Authorizations](#)
[Delete Authorizations](#)

Users (216)

User ID	Last Name	First Name	Customer Number of User	Department	Authorizations	Installation Number/User ID	Installation/User Name	Authorization Package
					Edit Authorizations			Super Admin
					Report Technical Problem			Super Admin
					Support Desk Evaluation			
					Support Desk Evaluation			Super Admin
					Send Cases to SAP			Super Admin
					Customer Incident Management (Partner)			Super Admin
					Customer Incident Management (Partner)			
					Display System Data			
					Display System Data			Super Admin
					Edit System Data			Super Admin
					Edit System Data			
					Manage Installations			Super Admin
					Access License Utilization for Cloud			Super Admin
					Access License Utilization for OnPrem			Super Admin
					Request License Key			Super Admin
					Request License Key (Partner)			Super Admin
					Request License Key (Partner)			

- Home
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- Reporting
- Dashboards
- Finance & Legal
- Portfolio & Products
- Services & Support
- Systems & Provisioning
- Users & Contacts
- Get Assistance
- Legal
- Status

User Management

The screenshot displays the SAP User Management interface. At the top, there is a search bar and navigation icons. The main area is titled 'User Management' and includes a dashboard with various user-related metrics (619 Users, 1 Requested Users, 39 Deleted Users, 1256 Important Contacts, 28 Auth. Packages, Tech.). Below this, there are filter options for 'Standard' and 'Selection' (Match ALL Filter Criteria). A table lists users with columns for User ID, Last Name, First Name, and Customer Number. An 'Add Authorizations' dialog box is open, listing various authorization options. The 'Report Technical Problem' option is checked and has the text 'Granted for all customers and installations'. An 'Approve' dialog box is overlaid on top of the 'Add Authorizations' dialog, with the message: 'The selected authorizations will be added to the profiles of all users in the list. Do you want to continue?'. The 'Approve' dialog has 'OK' and 'Cancel' buttons. The 'Add Authorizations' dialog also has 'Add' and 'Cancel' buttons. On the right side, there are buttons for 'Request User' and 'Manage Services', and a table with columns for 'Installation Number/User ID', 'Installation/User Name', and 'Authorization Package'. The table contains several rows, all with 'Super Admin' in the 'Authorization Package' column. A 'Feedback' button is visible on the far right edge.

User Management

User Management

619 Users
 1 Requested Users
 39 Deleted Users
 1266 Important Contacts
 Reports and Updates
 28 Auth. Packages
 Tech. Comm. Users
 59 Action Required

Standard ▼

User ID:
 Department:
 Authorizations:
 Customer:
 Installations:
 Users:
 Authorization Package**:

Selection:

Hide Filter Bar Clear Restore Filters [Go](#)

**NOTE: When you select an Authorization Package, the value of Selection is set to 'Match AT LEAST ONE Filter Criteria', and choosing a different option is disabled

[Add Authorizations](#) [Delete Authorizations](#)

Users (216)

User ID	Last Name	First Name	Customer Number of User	Department	Authorizations	Installation Number/User ID	Installation/User Name	Authorization Package
					Edit Authorizations			Super Admin
					Report Technical Problem			Super Admin
					Support Desk Evaluation			
					Support Desk Evaluation			Super Admin
					Send Cases to SAP			Super Admin
					Customer Incident Management (Partner)			Super Admin
					Customer Incident Management (Partner)			
					Display System Data			
					Display System Data			Super Admin
					Edit System Data			Super Admin
					Edit System Data			
					Manage Installations			Super Admin
					Access License Utilization for Cloud			Super Admin
					Access License Utilization for OnPrem			Super Admin
					Request License Key			Super Admin
					Request License Key (Partner)			Super Admin
					Request License Key (Partner)			

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Feedback

User Management

SAP for Me

Search

Request User Manage Services

User Management

- 619 Users
- 1 Requested Users
- 39 Deleted Users
- 1266 Important Contacts
- Reports and Updates
- 28 Auth. Packages
- Tech. Comm. Users
- 59 Action Required

Authorization Packages (0)

Create Assign User(s) User Overview Authorization Overview Rename Copy Delete Search

<input type="checkbox"/>	Protected	Authorization Package Name	Changed By	Changed On	Manage
No authorization packages found					

Get Assistance

Legal

Status

Feedback

User Management

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Create Authorization Package

AUTHORIZATION PACKAGE DETAILS

Authorization Package Name: *

Write Protection:

Authorizations (33) *

- All
- Cases
 - Report Technical Problem
 - Close Cases
 - Send Cases to SAP
 - Display Cases
 - Display all Cases
- Remote Support
 - Open Remote Connections
 - Deactivate Remote Access Restrictions
- Edit my Login Data
- Edit all Login Data
- System Data
 - Display System Data
 - Edit System Data
- Installation Data
 - Manage Installations
- SSCR Keys
 - Register Object Keys
 - Register Object and Developer Keys

Save Cancel

Feedback

User Management

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Create Authorization Package

AUTHORIZATION PACKAGE DETAILS

Authorization Package Name: *

Cases authorizations

Write Protection: 

Authorizations (33) *

<input type="checkbox"/> All		
<input checked="" type="checkbox"/> Cases		
<input checked="" type="checkbox"/> Report Technical Problem	Granted for all customers and installations	Copy Levels >
<input checked="" type="checkbox"/> Close Cases	Granted for all customers and installations	Copy Levels >
<input checked="" type="checkbox"/> Send Cases to SAP	Granted for all customers and installations	Copy Levels >
<input checked="" type="checkbox"/> Display Cases	Granted for all customers and installations	Copy Levels >
<input checked="" type="checkbox"/> Display all Cases	Granted for all customers	
<input type="checkbox"/> Remote Support		
<input type="checkbox"/> Open Remote Connections		>
<input type="checkbox"/> Deactivate Remote Access Restrictions		>
<input type="checkbox"/> Edit my Login Data		
<input type="checkbox"/> Edit all Login Data		
<input type="checkbox"/> System Data		
<input type="checkbox"/> Display System Data		>
<input type="checkbox"/> Edit System Data		>
<input type="checkbox"/> Installation Data		
<input type="checkbox"/> Manage Installations		>
<input type="checkbox"/> SSCR Keys		
<input type="checkbox"/> Register Object Keys		>
<input type="checkbox"/> Register Object and Developer Keys		>



Save Cancel

Feedback

User Management

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[Request User](#) [Manage Services](#)

User Management

619 1 39 1263 28 59

Authorization Packages (28)

[Create](#) [Assign User\(s\)](#) [User Overview](#) [Authorization Overview](#) [Rename](#) [Copy](#) [Delete](#)

<input type="checkbox"/>	Protected	Authorization Package Name	Changed By	Changed On	Manage
<input type="checkbox"/>		Cases authorizations		07.03.2024	
<input type="checkbox"/>				27.02.2024	
<input type="checkbox"/>				14.11.2023	
<input type="checkbox"/>				24.07.2023	
<input type="checkbox"/>				10.12.2022	
<input type="checkbox"/>				17.11.2022	
<input type="checkbox"/>				19.08.2022	
<input type="checkbox"/>				04.08.2022	
<input type="checkbox"/>				02.08.2022	
<input type="checkbox"/>				20.05.2022	
<input type="checkbox"/>				25.02.2022	
<input type="checkbox"/>				10.11.2021	
<input type="checkbox"/>				10.11.2021	
<input type="checkbox"/>				08.11.2021	
<input type="checkbox"/>				27.10.2021	
<input type="checkbox"/>				20.10.2021	
<input type="checkbox"/>				08.05.2021	
<input type="checkbox"/>				03.05.2021	
<input type="checkbox"/>				19.02.2021	
<input type="checkbox"/>				15.09.2020	
<input type="checkbox"/>				15.09.2020	
<input type="checkbox"/>				16.06.2020	

Feedback

User Management

User Management

619 Users 1 Requested Users 39 Deleted Users 1263 Important Contacts Reports and Updates 28 Auth. Packages Tech. Comm. Users 59 Action Required

Authorization Packages (28) [Create](#) [Assign User\(s\)](#) [User Overview](#) [Authorization Overview](#) [Rename](#) [Copy](#) [Delete](#) Search

<input type="checkbox"/> Protected	Authorization Package Name	Changed By	Changed On	Manage
<input checked="" type="checkbox"/>	Cases authorizations		07.03.2024	
<input type="checkbox"/>			27.02.2024	
<input type="checkbox"/>			14.11.2023	
<input type="checkbox"/>			24.07.2023	
<input type="checkbox"/>			10.12.2022	
<input type="checkbox"/>			17.11.2022	
<input type="checkbox"/>			19.08.2022	
<input type="checkbox"/>			04.08.2022	
<input type="checkbox"/>			02.08.2022	
<input type="checkbox"/>			20.05.2022	
<input type="checkbox"/>			25.02.2022	
<input type="checkbox"/>			10.11.2021	
<input type="checkbox"/>			10.11.2021	
<input type="checkbox"/>			08.11.2021	
<input type="checkbox"/>			27.10.2021	
<input type="checkbox"/>			20.10.2021	
<input type="checkbox"/>			08.05.2021	
<input type="checkbox"/>			03.05.2021	
<input type="checkbox"/>			19.02.2021	
<input type="checkbox"/>			15.09.2020	
<input type="checkbox"/>			15.09.2020	
<input type="checkbox"/>			16.06.2020	

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User Management

SAP for Me

Search

Request User Manage Services

619 Users 1 Requested Users 39 Deleted Users 1263 Important Contacts Reports and Updates 28 Auth. Packages Tech. Comm. Users 59 Action Required

User Management

Authorization Packages (28)

Create Assign User(s) User Overview Authorization Overview Rename Copy Delete Search

Protected	Authorization Package Name	Changed By	Changed On	Manage
<input checked="" type="checkbox"/>	Cases authorizations		07.03.2024	   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   
<input type="checkbox"/>				   

Select: Assign User(s)

User ID: Last Name: First Name: Customer Number of User:

Items (1)

<input checked="" type="checkbox"/>	User ID	Last Name	First Name	Customer Number of User
<input checked="" type="checkbox"/>			Jessica	

Selected Items and Conditions (2)

Approve

Selected user(s) will be assigned to selected Authorization Package(s).
Do you want to continue?

Continue Cancel

OK Cancel

Feedback

User Management

User Management

619 Users 1 Requested Users 39 Deleted Users 1263 Important Contacts Reports and Updates 28 Auth. Packages Tech. Comm. Users 59 Action Required

Authorization Packages (28)

Create Assign User(s) **User Overview** Authorization Overview Rename Copy Delete Search

<input type="checkbox"/>	Protected	Authorization Package Name	Changed By	Changed On	Manage
<input type="checkbox"/>				07.03.2024	
<input checked="" type="checkbox"/>				27.02.2024	
<input type="checkbox"/>				14.11.2023	
<input type="checkbox"/>				24.07.2023	
<input type="checkbox"/>				10.12.2022	
<input type="checkbox"/>				17.11.2022	
<input type="checkbox"/>				19.08.2022	
<input type="checkbox"/>				04.08.2022	
<input type="checkbox"/>				02.08.2022	
<input type="checkbox"/>				20.05.2022	
<input type="checkbox"/>				25.02.2022	
<input type="checkbox"/>				10.11.2021	
<input type="checkbox"/>				10.11.2021	
<input type="checkbox"/>				08.11.2021	
<input type="checkbox"/>				27.10.2021	
<input type="checkbox"/>				20.10.2021	
<input type="checkbox"/>				08.05.2021	
<input type="checkbox"/>				03.05.2021	
<input type="checkbox"/>				19.02.2021	
<input type="checkbox"/>				15.09.2020	
<input type="checkbox"/>				15.09.2020	
<input type="checkbox"/>				16.06.2020	

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Feedback

User Management

User Management

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Authorization Packages (28)

[Create](#) [Assign User\(s\)](#) [User Overview](#) [Authorization Overview](#) [Rename](#) [Copy](#) [Delete](#)

<input type="checkbox"/> Protected	Authorization Package Name	Changed By	Changed On	Manage
<input checked="" type="checkbox"/>	Cases authorizations		07.03.2024	
<input type="checkbox"/>			27.02.2024	
<input type="checkbox"/>			14.11.2023	
<input type="checkbox"/>			24.07.2023	
<input type="checkbox"/>			10.12.2022	
<input type="checkbox"/>			17.11.2022	
<input type="checkbox"/>			19.08.2022	
<input type="checkbox"/>			04.08.2022	
<input type="checkbox"/>			02.08.2022	
<input type="checkbox"/>			20.05.2022	
<input type="checkbox"/>			25.02.2022	
<input type="checkbox"/>			10.11.2021	
<input type="checkbox"/>			10.11.2021	
<input type="checkbox"/>			08.11.2021	
<input type="checkbox"/>			27.10.2021	
<input type="checkbox"/>			20.10.2021	
<input type="checkbox"/>			08.05.2021	
<input type="checkbox"/>			03.05.2021	
<input type="checkbox"/>			19.02.2021	
<input type="checkbox"/>			15.09.2020	
<input type="checkbox"/>			15.09.2020	
<input type="checkbox"/>			16.06.2020	

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User Management

User Management

619 Users 1 Requested Users 39 Deleted Users 1263 Important Contacts Reports and Updates 28 Auth. Packages Tech. Comm. Users 59 Action Required

Authorization Packages (28) [Create](#) [Assign User\(s\)](#) [User Overview](#) [Authorization Overview](#) [Rename](#) [Copy](#) [Delete](#) Search

<input type="checkbox"/> Protected	Authorization Package Name	Changed By	Changed On	Manage
<input type="checkbox"/>			07.03.2024	
<input checked="" type="checkbox"/>			27.02.2024	
<input type="checkbox"/>			14.11.2023	
<input type="checkbox"/>			24.07.2023	
<input type="checkbox"/>			10.12.2022	
<input type="checkbox"/>			17.11.2022	
<input type="checkbox"/>			19.08.2022	
<input type="checkbox"/>			04.08.2022	
<input type="checkbox"/>			02.08.2022	
<input type="checkbox"/>			20.05.2022	
<input type="checkbox"/>			25.02.2022	
<input type="checkbox"/>			10.11.2021	
<input type="checkbox"/>			10.11.2021	
<input type="checkbox"/>			08.11.2021	
<input type="checkbox"/>			27.10.2021	
<input type="checkbox"/>			20.10.2021	
<input type="checkbox"/>			08.05.2021	
<input type="checkbox"/>			03.05.2021	
<input type="checkbox"/>			19.02.2021	
<input type="checkbox"/>			15.09.2020	
<input type="checkbox"/>			15.09.2020	
<input type="checkbox"/>			16.06.2020	

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Technical Communication Users

Users (20)

Change Password Create SAP Passport Activate Unlock Delete Search

Last Name	Description	User ID	User E-Mail	Active for Data Transfer	Customer Name	Customer Number	Country/Region	Department	Last Login Date	Requested On	Requested By	Status
---TECH-USER---									18.10.2023	18.10.2023		Successful
---TECH-USER---									09.08.2023	09.08.2023		Successful
---TECH-USER---									03.08.2023	03.08.2023		Successful
---TECH-USER---									09.05.2023	09.05.2023		Successful
---TECH-USER---									24.04.2023	24.04.2023		Successful
---TECH-USER---									05.03.2023	05.03.2023		Successful
---TECH-USER---									01.02.2023	01.02.2023		Successful
---TECH-USER---									19.09.2022	13.09.2022		Successful
---TECH-USER---									14.09.2022	31.08.2022		Successful
---TECH-USER---									Never	17.08.2022		Successful
---TECH-USER---									Never	17.08.2022		Successful
---TECH-USER---									03.08.2022	03.08.2022		Successful
---TECH-USER---									01.08.2022	01.08.2022		Successful
---TECH-USER---									12.07.2022	12.07.2022		Successful
---TECH-USER---									05.07.2022	05.07.2022		Successful
---TECH-USER---									06.03.2022	24.02.2022		Successful
---TECH-USER---									15.02.2022	15.02.2022		Successful
---TECH-USER---									25.01.2022	25.01.2022		Successful
---TECH-USER---									03.02.2022	25.01.2022		Successful
---TECH-USER---									11.01.2022	11.01.2022		Successful

More
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User Management

Request User

Technical Communication Users

Users (20)

Change Password Create SAP Passport Activate Unlock Delete Search

Last Name	Description	User ID	User E-Mail	Active for Data Transfer	Customer Name	Customer Number	Country/Region	Department	Last Login Date	Requested On	Requested By	Status
---TECH-USER---									18.10.2023	18.10.2023		Successful
---TECH-USER---									09.08.2023	09.08.2023		Successful
---TECH-USER---									03.08.2023	03.08.2023		Successful
---TECH-USER---									09.05.2023	09.05.2023		Successful
---TECH-USER---									24.04.2023	24.04.2023		Successful
---TECH-USER---									05.03.2023	05.03.2023		Successful
---TECH-USER---									01.02.2023	01.02.2023		Successful
---TECH-USER---									19.09.2022	13.09.2022		Successful
---TECH-USER---									14.09.2022	31.08.2022		Successful
---TECH-USER---									Never	17.08.2022		Successful
---TECH-USER---									Never	17.08.2022		Successful
---TECH-USER---									03.08.2022	03.08.2022		Successful
---TECH-USER---									01.08.2022	01.08.2022		Successful
---TECH-USER---									12.07.2022	12.07.2022		Successful
---TECH-USER---									05.07.2022	05.07.2022		Successful
---TECH-USER---									06.03.2022	24.02.2022		Successful
---TECH-USER---									15.02.2022	15.02.2022		Successful
---TECH-USER---									25.01.2022	25.01.2022		Successful
---TECH-USER---									03.02.2022	25.01.2022		Successful
---TECH-USER---									11.01.2022	11.01.2022		Successful

Request User

Customer: *

Description: *

Email: *

Language: *

Department:

More

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Feedback

User Management

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Authorization Request

Status: **Awaiting approval**
Requested On: 10.08.2023

USER DETAILS

User Information

Name: [Redacted]
User ID: [Redacted]
E-Mail: [Redacted]
Reason for request: [Redacted]

Customer Information

Customer Name: [Redacted]
Customer Number: [Redacted]
Address: [Redacted]

AUTHORIZATION DETAILS

Authorization Object	Application Name	
✓ Edit all Login Data		Granted for all customers >

Approve Reject Cancel

Feedback

User Management

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- Services & Support
- Systems & Provisioning
- Users & Contacts**

Get Assistance

Users & Contacts

- Overview
- My Important Contacts**

SAP Contacts (0 entries)



There are no entries yet
When there are, you'll see them here.

SAP Passport
Benefit from single sign-on

0
Days to expire

Install an SAP Passport browser certificate on your computer and log on to SAP for Me and other SAP websites without your S-user ID and password.

[Renew your passport](#)

Manage Users and Authorizations
Manage S-Users & Technical Communication Users

Total Users	619
Recently created	434
Action required	66

Manage Service Partner Users

If you are a cloud customer's administrator, you can invite your partner's S-users to report cases on behalf of your company.

Important Contacts in My Company

Find colleagues in your company who have special functions such as super administrator, software recipient, or security contact.

ECS Contacts

Lets SAP Enterprise Cloud Services customers maintain their contact information by themselves.

Global SAP User Groups

Connect with SAP customers and industry and technology experts from SAP and our partners through SAP user groups.

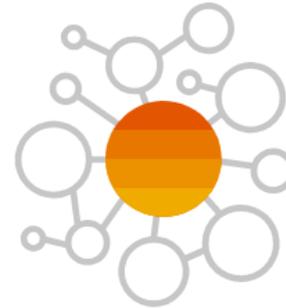
- Get Assistance
- Legal
- Status

Feedback

Universal ID

Sign in for SAP Universal ID.
We are converting all SAP accounts to SAP Universal IDs.

- ✓ Keep your account for life.
- ✓ Use one login for all of your accounts.
- ✓ Manage all accounts in the SAP Universal ID Account Manager.



Get started

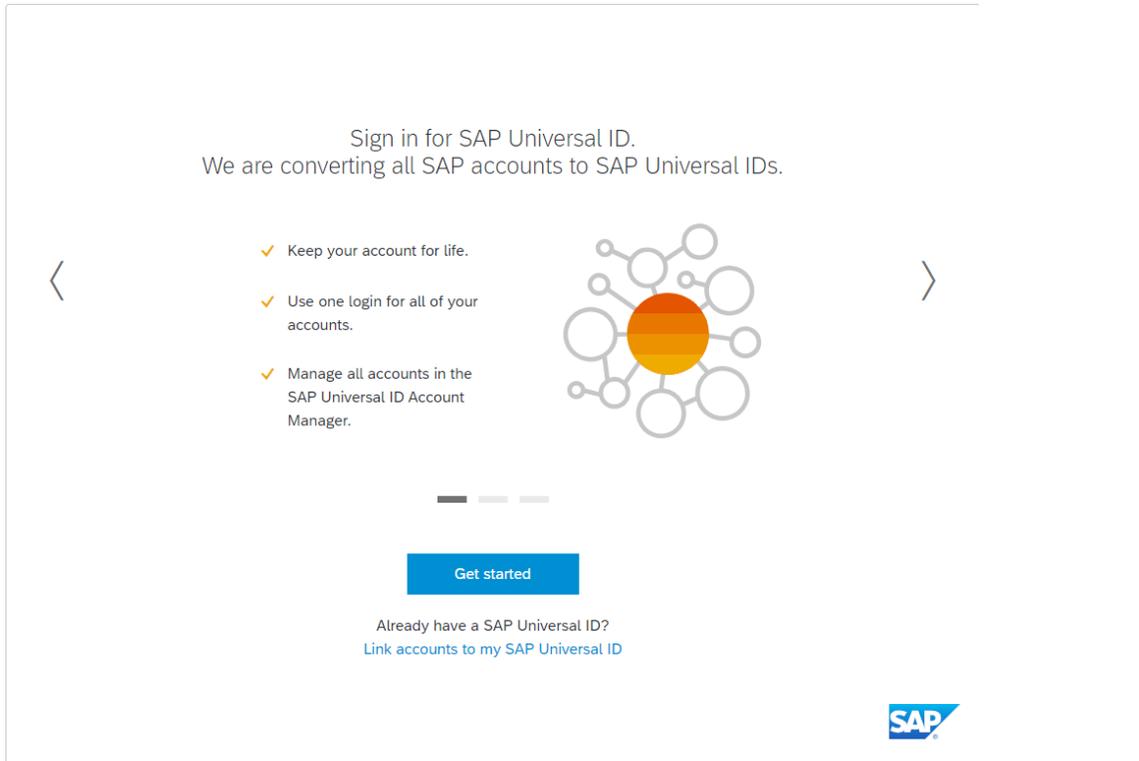
Already have a SAP Universal ID?
[Link accounts to my SAP Universal ID](#)



Universal ID

Log in to the webpage

<https://account.sap.com/core/create/landing>



Sign in for SAP Universal ID.
We are converting all SAP accounts to SAP Universal IDs.

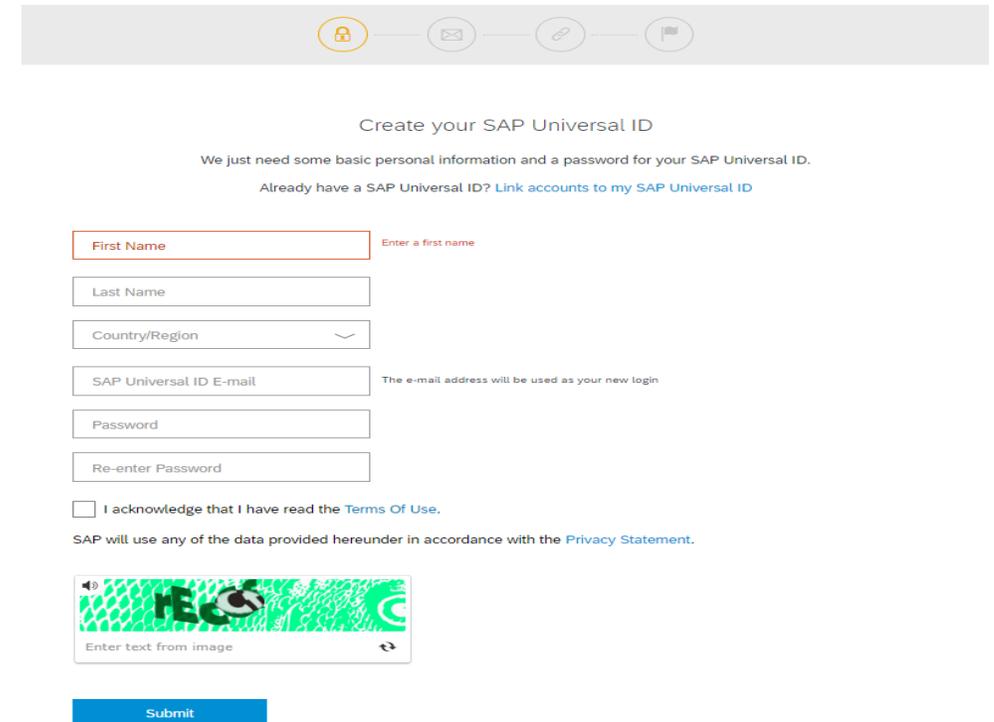
- ✓ Keep your account for life.
- ✓ Use one login for all of your accounts.
- ✓ Manage all accounts in the SAP Universal ID Account Manager.

[Get started](#)

Already have a SAP Universal ID?
[Link accounts to my SAP Universal ID](#)



Fill in your personal information and click 'Submit'



Create your SAP Universal ID

We just need some basic personal information and a password for your SAP Universal ID.
Already have a SAP Universal ID? [Link accounts to my SAP Universal ID](#)

First Name Enter a first name

Last Name

Country/Region

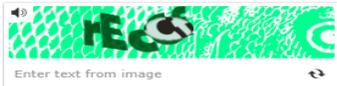
SAP Universal ID E-mail The e-mail address will be used as your new login

Password

Re-enter Password

I acknowledge that I have read the [Terms Of Use](#).

SAP will use any of the data provided hereunder in accordance with the [Privacy Statement](#).



Enter text from image

[Submit](#)

Universal ID

The system sends a verification code



Thank you for creating your SAP Universal ID. To verify your e-mail address, copy and paste or enter the following code on the e-mail verification step of the SAP Universal ID setup.

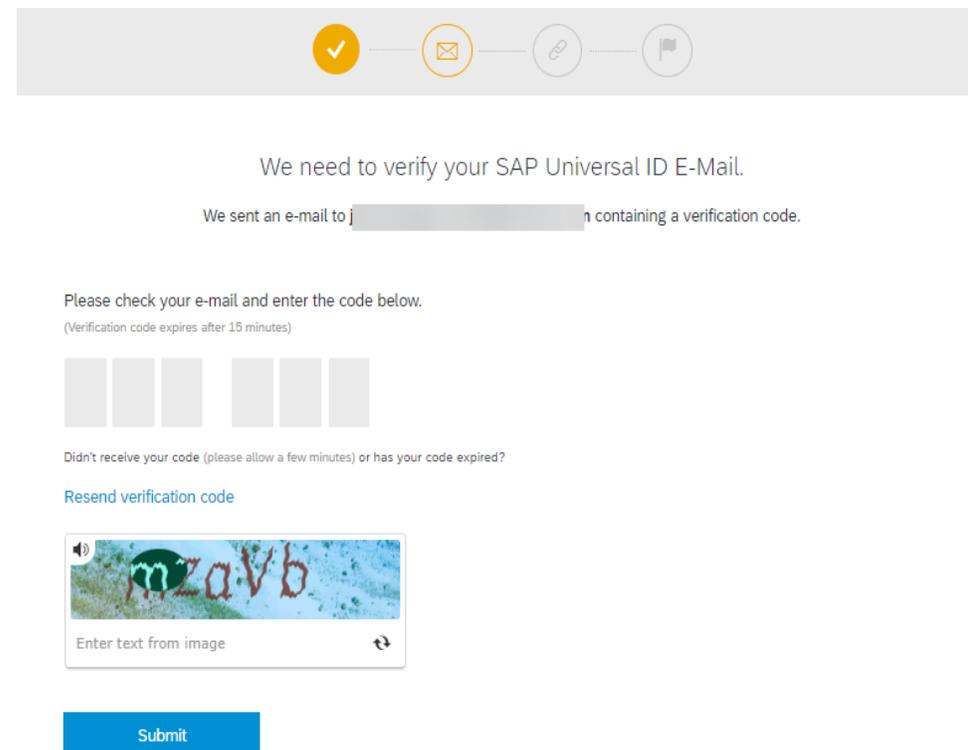
Verification code



Kind regards,
SAP Universal ID Team

This e-mail may contain trade secrets or privileged, undisclosed, or otherwise confidential information. If you have received this e-mail in error, you are hereby notified that any review, copying, or distribution of its is strictly prohibited. Please inform us immediately and destroy the original transmittal. Thank you for your cooperation.

Fill in the verification code on the U-ID page



Universal ID

Creation completed



You're all set with SAP Universal ID!

Your new log in ID is:

To link accounts or to change settings of your SAP Universal ID, please visit the [SAP Universal ID Account Manager](#).
You can now close this browser window.

Universal ID

Need Help?

Account linking

To link an account to your SAP Universal ID, click the "Link account" button below. Linking at least one is required.

Please note linking an S-user makes it visible to your respective IT company contact person by showing your first and last name

(0 of 2 linked)

	Account Nickname	Link account
	Account Nickname	Link account

+ Link additional accounts

Need Help?

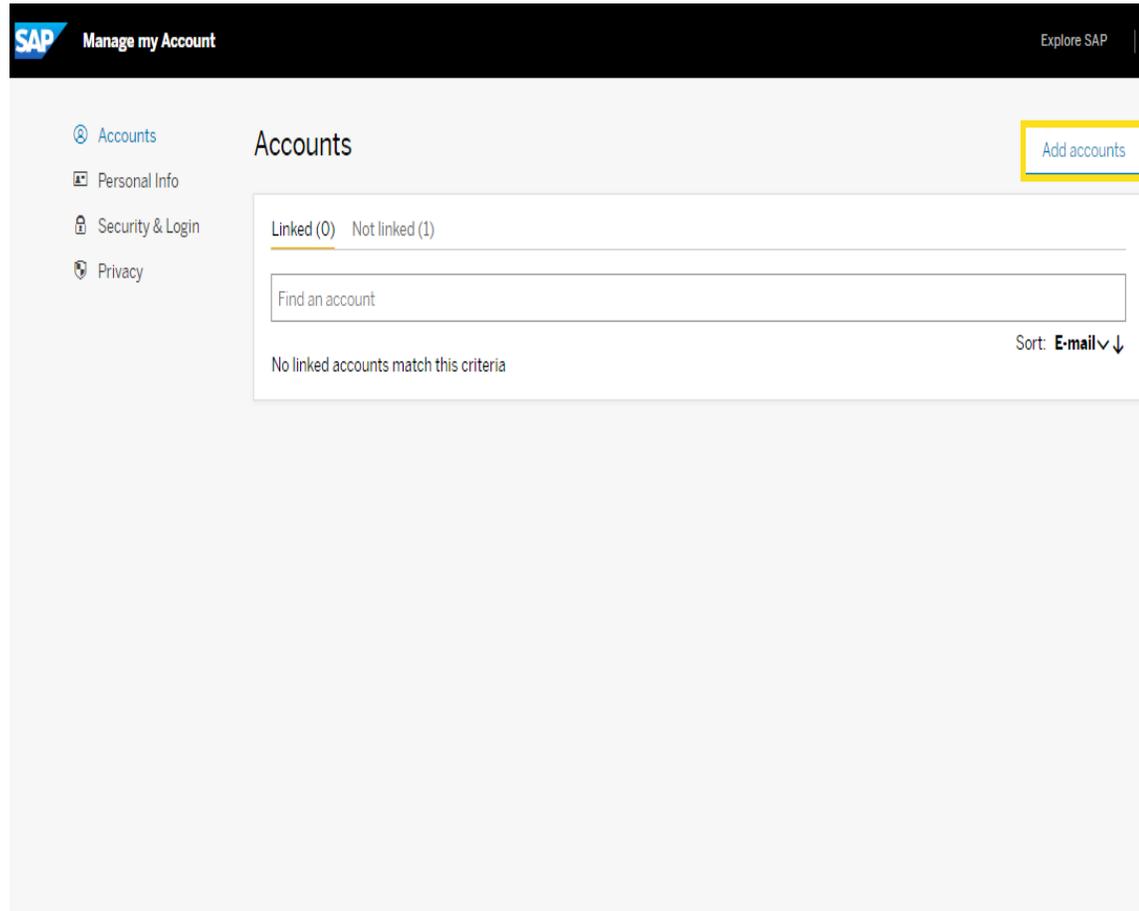
You're all set with SAP Universal ID!

Your new log in ID is: _____

To link additional accounts visit the SAP Universal ID tab within your profile.
You can now close this browser window.

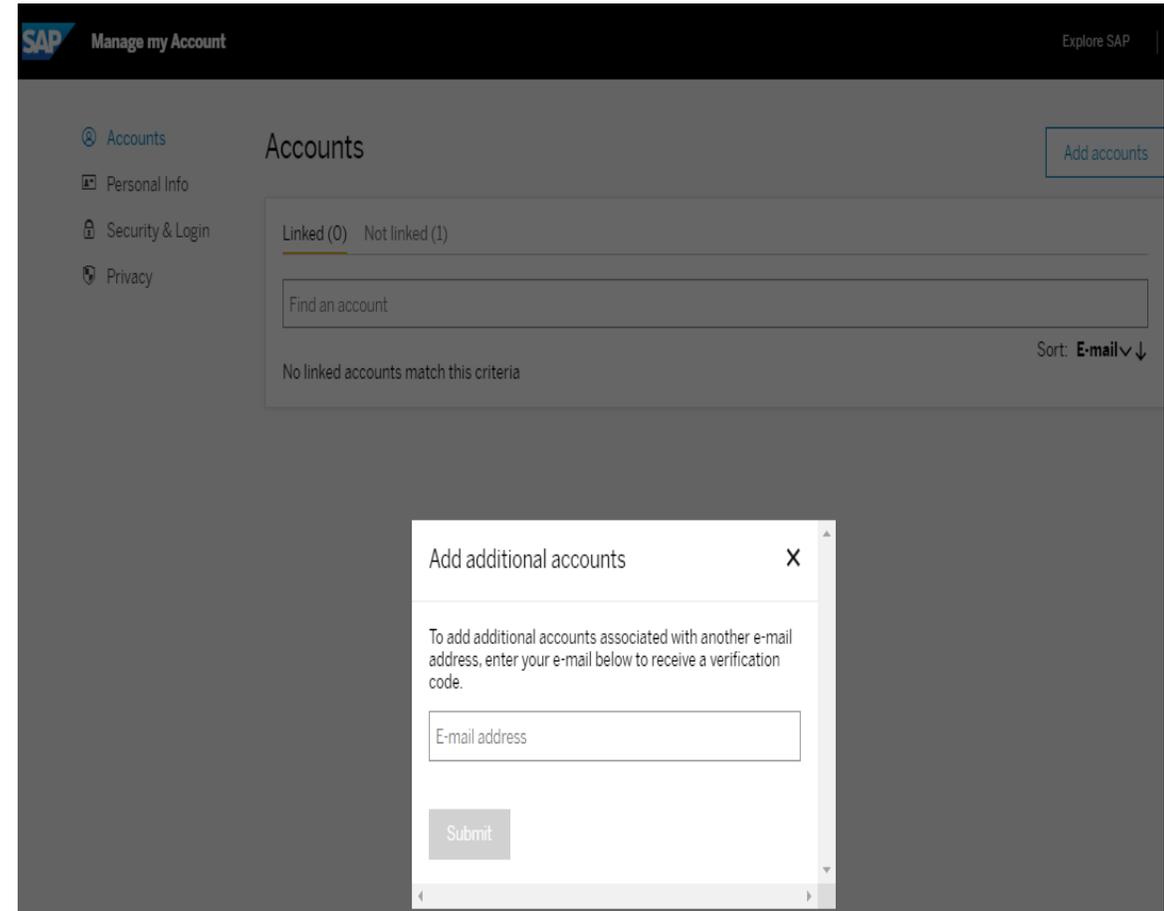
Universal ID

Click on “Add Accounts”



The screenshot shows the SAP 'Manage my Account' interface. The top navigation bar includes the SAP logo, 'Manage my Account', and 'Explore SAP'. A left sidebar contains menu items: 'Accounts', 'Personal Info', 'Security & Login', and 'Privacy'. The main content area is titled 'Accounts' and features a yellow-bordered 'Add accounts' button in the top right corner. Below the title, there are tabs for 'Linked (0)' and 'Not linked (1)'. A search input field labeled 'Find an account' is present, with the text 'No linked accounts match this criteria' displayed below it. A sort dropdown menu is set to 'E-mail' with a downward arrow.

Fill in the mailbox you want to add



This screenshot shows the same SAP 'Manage my Account' interface as the previous one, but with a modal dialog box open. The modal is titled 'Add additional accounts' and has a close button (X) in the top right. The modal's content includes the instruction: 'To add additional accounts associated with another e-mail address, enter your e-mail below to receive a verification code.' Below this text is an input field labeled 'E-mail address' and a 'Submit' button. The background of the main page is dimmed.

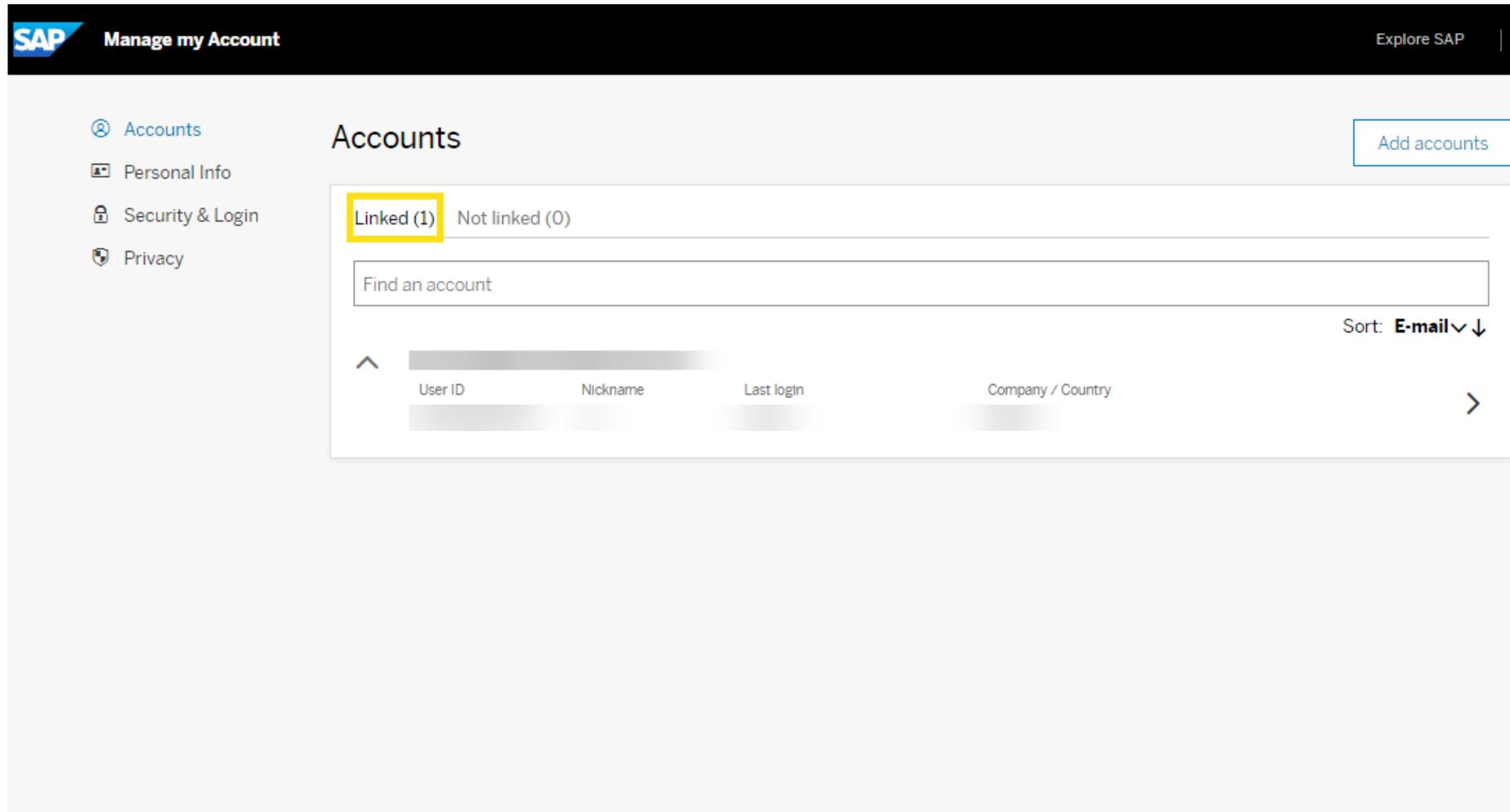
Universal ID

Send Verification Code

The screenshot shows the SAP 'Manage my Account' interface. The 'Accounts' section is active, displaying 'Linked (0)' and 'Not linked (1)'. A search bar contains the text 'Find an account', and a message states 'No linked accounts match this criteria'. A modal window titled 'Add additional accounts' is open, prompting the user to check their email and enter a 6-digit verification code. The modal includes a 'Resend verification code' link and a CAPTCHA image with the text 'tS2tAi'. A 'Verify e-mail address' button is at the bottom of the modal.

Select the connection account and bind it

The screenshot shows the same SAP 'Manage my Account' interface. The 'Accounts' section is active, displaying 'Linked (0)' and 'Not linked (1)'. A search bar contains the text 'Find an account', and a message states 'No linked accounts match this criteria'. A table with columns 'User ID', 'Nickname', 'Last login', and 'Company / Country' is visible. A 'Link' button is highlighted with a yellow border.



The screenshot shows the SAP 'Manage my Account' interface. The top navigation bar includes the SAP logo, 'Manage my Account', and 'Explore SAP'. A left sidebar contains navigation links for 'Accounts', 'Personal Info', 'Security & Login', and 'Privacy'. The main content area is titled 'Accounts' and features a yellow-bordered button labeled 'Add accounts'. Below this, there are two tabs: 'Linked (1)' (highlighted with a yellow box) and 'Not linked (0)'. A search bar with the placeholder text 'Find an account' is present. A sorting dropdown menu is set to 'Sort: E-mail' with a downward arrow. Below the search bar is a table with a header row containing 'User ID', 'Nickname', 'Last login', and 'Company / Country'. The table body contains one row of blurred data. A right-pointing arrow is located at the bottom right of the table area.

SAP Manage my Account Explore SAP

Accounts Add accounts

Linked (1) Not linked (0)

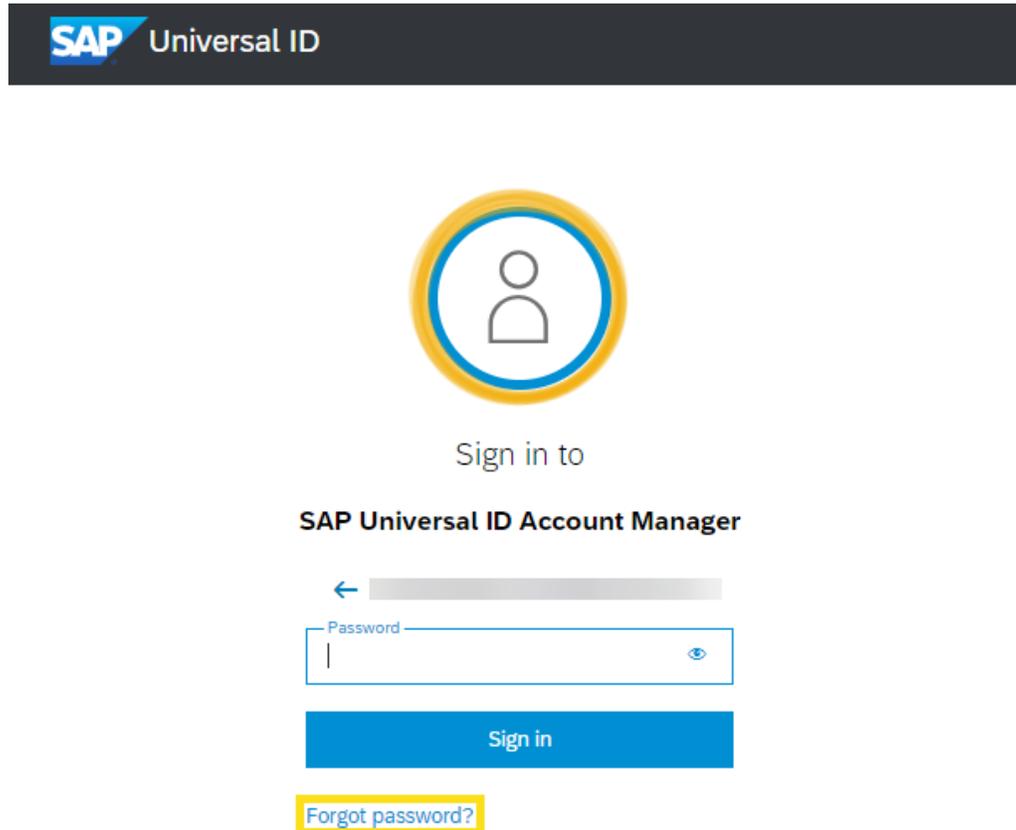
Find an account

Sort: E-mail ↓

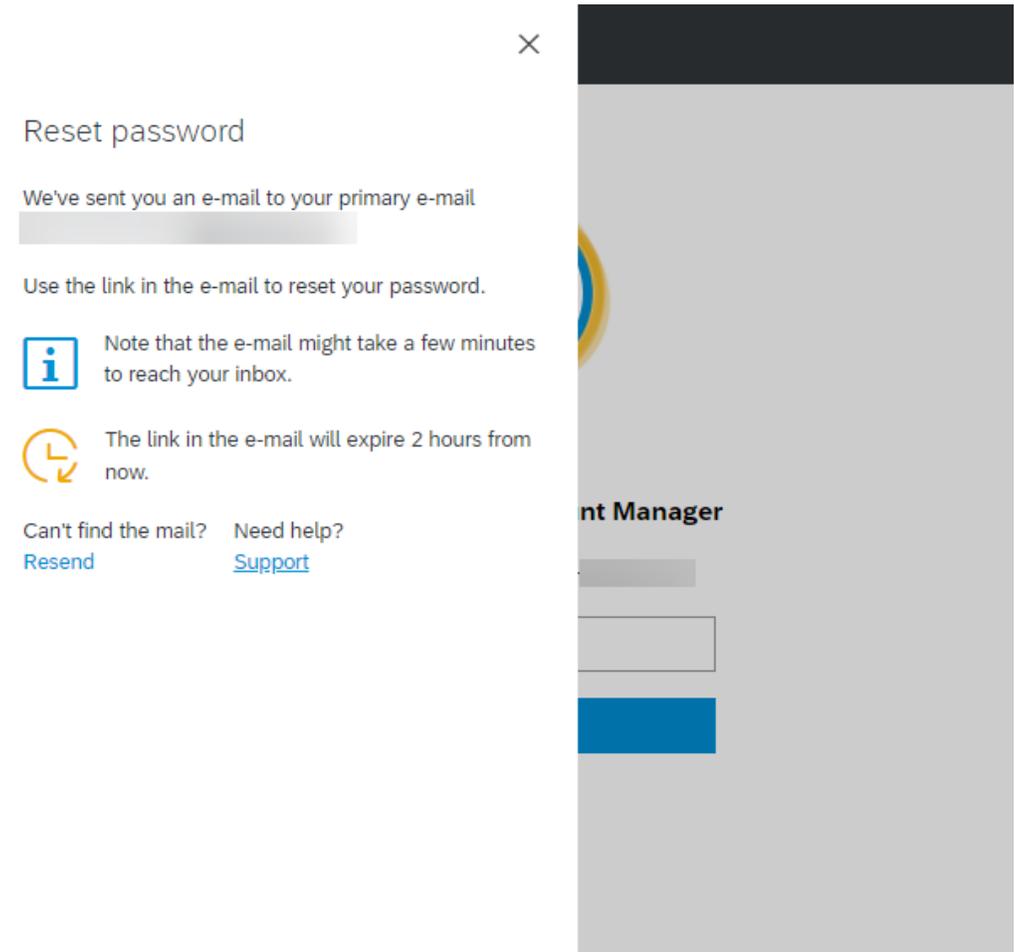
User ID	Nickname	Last login	Company / Country
[blurred]	[blurred]	[blurred]	[blurred]

Universal ID

Click the Forgot Password button



Enter your Universal ID email address to receive an email with a link to reset your password



Customer Interaction Center Overview

Customer Interaction Center (CIC) is one of the main interfaces between customers and the SAP support organization. We are available **24 hours a day, 7 days a week, 365 days a year**, and provide a central point of contact for assistance with non-technical queries.

Overview

A contact channel for non-technical questions, such as:

- Existing customer case enquiries, e.g. status requests, speed up requests, escalation requests
- SAP for Me and SAP Support Portal navigation and applications, e.g. user management, license key request, software downloads
- S-user and SAP Universal ID administration, e.g. unlocking users, authorization help, and password reset
- Remote service requests

Benefits

CIC offers customers assistance in the following ways:

- Available 24 hours a day, 7 days a week, 365 days a year
- Service menu to select a specific product area, including SAP Ariba, SAP Concur, SAP Fieldglass, SAP Success Factors
- Toll-free number accessible in most countries through landline phones and some mobile providers

Access

You can access CIC from the SAP Support Portal or through SAP for Me.

[Chat with CIC](#)

[Call CIC](#)

[E-mail CIC](#)

Learn more here:

- [SAP Support Portal](#)
- [Webcasts](#)
- [CIC Support Videos](#)
- [CIC Blogs SAP Communities](#)

Thank you.

XXXXX
CPO Team

