## 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 selfserve 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.
- Al automatically recommends solutions during the interaction.
- Holistic view of SAP orders, licenses, invoices, consumption, and balance statements.

#### Access

- <u>https://me.sap.com/home</u>
- 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

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	2 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.		

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									18.05.2023		08.04.2022	© 🗃	Not Linked	Active	31.12.9999	Cloud Administrator	>
⑦ Get Assistance									Never		13.10.2022	6	Linked	Active	14.10.2024		>
Legal →		LUIU	00010101010						15.12.2023		21.09.2023	िि्ति	l inked	(2) Active	31.12.9999	Cloud Administrator	>

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Home	User Management														Reque	st User Manage Service	es
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Dashboards	Users (596) (1)	First Name	User ID	User E-Mail	Customer Name	Customer Number	Country/Region	Department	Last Login	Requested By	Created On	Assign Authonization Packa	Universal ID	Status	Expiry Date	Function	*
島 Finance & Legal									Never		15.02.2024		Not Linked	Active	17.02.2026		
Services & Support									Nevel		10.02.2024		Not Linkeb	Ø Active	17.02.2020		
Systems & Provisioning									16.02.2024		14.02.2024	6	Linked	Active	15.02.2029		>
Users & Contacts									05.02.2024		05.02.2024	@ <b>1</b>	Linked	Active	06.02.2026		>
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									31.01.2024		31.01.2024	6 1	Not Linked	Active	31.12.9999	Cloud Administrator	
									13.02.2024		26.01.2024	@ <b></b>	Not Linked	Active	31.12.9999	User Administrator	>
									31.01.2024		25.01.2024	© 💼	Linked	Active	26.01.2026		>
									14.02.2024		19.01.2024	Q <b>1</b>	Not Linked	Active	31.12.9999	User Administrator	>
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									26.01.2024		15.01.2024	@ <b>=</b>	Not Linked	Active	30.04.2026		>
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									15.01.2024		15.01.2024	© 1	Linked	Active	16.01.2026		>
									12.01.2024		12.01.2024	© 💼	Linked	Active	13.01.2026		>
									01.02.2024		10.01.2024	© 🖬	Linked	Active	31.12.9999	User Administrator	>
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al	Last Name	First Name	User ID	User E-Mail Customer	Name Customer Number	Country/Region Depart	ment Last Login	Requested By	Created On	Manage	Universal ID	Status	Expiry Date	Function
ducts							Never		16.02.2024	@ 💼	Not Linked	Active	17.02.2026	
port				Request User							Linked	Active	15.02.2029	
ts											Linked	Active	06.02.2026	
				1. Company							Not Linked	Active	31.12.9999	User Administrator
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[				2. User Details							Linked	Active	02.02.2026	
											Not Linked	Active	31.12.9999	Cloud Administra
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				Last Name:* Douser		Additional Enter add     Note:	ditional user information	Expiry Date:*	12/15/2025		Linked	<ul> <li>Activa</li> </ul>	26.01.2026	
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				Assigned Authorization Paci	kages (0)					+	Not Linked	Active	22.01.2025	
				Authorization Package Nam	e						Not Linked	Active	30.04.2026	
										Submit Cance	Linked	Active	31.12.9999	Cloud Administra
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■ Users & Contacts	**NOTE: When you select an Authorization Package, the value of Selection is set to 'M Users (0) User ID Last Name	atch AT LEAST ONE Filter Criteria', and choosing a c	different option is disabled	Department	Authorizations	Installation Number/User ID	Add Authori Installation/User Name	Zations     Delete Authorizations     1     Image: Constraint of the second s
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	User ID	Last Name	First Name	Items (619)	Prove Marcola Provide Arrivation	1	a contraction of the second seco	ser ID Installation/User Name	Authorization Package	
	and the second sec				First Name	Last Name	Customer Number of User		Super Admin	
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Users & Contacts	**NOTE: When you select an Authorization P Users (216)	ackage, the value of Selection is set to 'Mate	ch AT LEAST ONE Filter Criteria', and choosing a	different option is disabled				Add Authorization	Delete Authorizations	↑↓ ⊚	<u> </u>
	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 (Partne	r)		Super Admin		>
						Customer Incident Management (Partne	r)				>
						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		>
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₩ Systems & Provisioning	**NOTE: When you select an Authorization Pa Users (216) User ID	ackage, the value of Selection is set to 'Match	AT LEAST ONE Filter Oriteria', and choosing a different of the second seco	option is Display all Cases	7	Add A	uthorizations Delete Authorizations 1 1 🛞 🛓
				Open Remote Connections  Deactivate Remote Access Restrictions  Edit my Login Data	>		Super Admin > Super Admin >
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				SSCR Keys Register Object Keys Register Object and Developer Keys	>		Super Admin > Super Admin >
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⑦ Get Assistance					Request License Key (Partner)		Super Admin >

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,II Reporting Dashboards 合도 Finance & Legal	Standard <sup>*</sup> ✓ User ID: Department: Authorizations:	Cases	Hide Filter Bar Clear Restore Filters Go
<ul> <li>Portfolio &amp; Products</li> <li>Services &amp; Support</li> <li>Systems &amp; Provisioning</li> </ul>	Selection:	Send Cases to SAP > Display Cases >	
읍 Users & Contacts	"NOTE: When you select an Authorization Package, the value of Selection is set to 'Match AT LEAST ONE Filter Criteria', and choosing a different op Users (216) User ID Last Name First Name Custom	tion is Display all Cases  Remote Support  Sr Num  Deen Remote Connections	Add Authorizations Delete Authorizations 1 🗘 🎯 🛓
		Oper Remote Contectoris     Oper Remote Access Restrictions     Oper Remote Access Restrictions     Oper Remote Access Restrictions	Super Admin >
		Edit The selected authorizations will be added to the profiles of all users in the list. Do you want to continue?	Super Admin S
		Cancel	ther) Super Admin >
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mi regat >		Request License Key (Partner)	7.

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						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	>
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	Send Cases to SAP				Granted for all customers and installations Copy Levels >
	✓ Display Cases				Granted for all customers and installations Copy Levels >
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	Deactivate Remote Access Restrictions				>
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₿\$ Finance & Legal	Protected	Authorization Package Name	Changed By	Changed On	Manage	
Portfolio & Products		Cases authorizations		07.03.2024		>
🖺 Services & Support				27.02.2024		>
Systems & Provisioning				14.11.2023		>
(2) Users & Contacts				24.07.2023	A B & R	>
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Dashboards S Finance & Legal Portfolio & Products Services & Support Systems & Provisioning Users & Contacts	SAP Contacts (0 entries) There are no entries yet. When there are, you'll see them here.								
	SAP Passport	Manage Users and Authorizations          Manage S-Users & Technical Communication Users       619         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.					
	2= 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.							

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## Log in to the webpage <a href="https://account.sap.com/core/create/landing">https://account.sap.com/core/create/landing</a>

#### Fill in your personal information and click 'Submit'



#### The system sends a verification code

# THE BEST RUN SOLUTION

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



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.



You're all set with SAP Universal ID! Your new log in ID is: To link additional accounts visit the SAP Universal ID tob within your profile. You can now close this browser window.

+ Link additional accounts

49

#### Click on "Add Accounts"

Manage my Account		Explore SAP
Accounts Personal Info	Accounts	Add accounts
Security & Login	Linked (0) Not linked (1)	
Privacy	Find an account	
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#### Fill in the mailbox you want to add

Manage my Account		Explore SAP
Accounts     Personal Info     Security & Login	Accounts Linked (0) Not linked (1)	Add accounts
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#### Send Verification Code

SAP	Manage my Account		Explore SAP
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#### Select the connection account and bind it

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		User ID Nickname Last login Company / Country	Link

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#### Click the Forgot Password button



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

	×
Reset password	
We've sent you an e-mail to your primary e-mail	
Use the link in the e-mail to reset your password.	
Note that the e-mail might take a few minut to reach your inbox.	ites
The link in the e-mail will expire 2 hours from now.	om
Can't find the mail? Need help? Resend <u>Support</u>	nt Manager

**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 nontechnical 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



## Thank you.



