



Support Webcast: **Introduction to SAP for Me and Get Support Application**

Ryan Kristopher Gacute & Herms Valeza
November 29, 2023

Public





Agenda

Introduction to **SAP for Me** and **Get Support** application

- | |
|--|
| <input type="checkbox"/> Introduction |
| <input type="checkbox"/> DEMO: Walkthrough – SAP for Me framework & support applications |
| <input type="checkbox"/> Q & A |



Your digital companion on the journey
to the intelligent enterprise.

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

Capabilities
YOUR DASHBOARDS

Benefits
YOUR ADVANTAGES

Access
YOUR EXPERIENCES

Knowledge
YOUR EXPERTISE

Portfolio & Products	Finance & Legal	Services & Support	Systems & Provisioning	Users & Contacts	Knowledge & Learning
Get a 360-degree view of your products, including road maps and innovations.	Review your SAP orders, licenses, invoices, consumption, and balance statements.	Review support cases and manage maintenance and support topics across your company.	Manage your cloud and on-premise systems, as well as their availability and status.	Access SAP contacts and manage roles in your company with self-service tools.	Explore opportunities to enhance your product skills.
<p>Log in to SAP for Me with your S-User and experience the benefits of the portal in supporting you with daily challenges on the journey to the intelligent enterprise. The portal is also accessible via tablet or mobile phone:</p> <p>iOS link in Apple Store</p> <p>Android link in Google Play</p>					
SAP for Me Landing Page		SAP for Me Community		SAP ONE Support Launchpad Transition to SAP for Me	

SAP for Me is now available in 7 languages: English, German, Japanese, Simplified Chinese, French, Portuguese, and Spanish.

Support Applications **Key Features**

Get instant solutions to solve your product issues or engage with us using the **Get Support** application.

Issue Description

Issue Categorization and
Prioritization

Support Channel
Recommender

Auto-proposed
Solutions

Personalized
Case Management

Omnichannel
Support

AI Predictor
Services

Best Action

Top Suggested
Knowledge

New
Case List

- Cross platform support interactions, e.g. start on SAP for Me portal and pick up on your mobile

- Product & Product Function categorization for faster routing
- Business impact guidance and definition

- Based on your issue, the most suitable support channel will be recommended (Submit Case, Expert Chat, Ask an Expert Peer, Schedule an Expert, SAP Community)

- Improved search and suggested knowledge (combine hot and trending solutions, and new search engine)

- Easy to use tabular lists (My Cases, Open Cases, Sessions, Drafts, etc)
- Personalized filters and sorting

Digital Support Experience

Support Applications



The '**Get Support**' application provides a step-by-step guided support experience by using artificial intelligence to predict the right product categorization and recommends the most suitable support channel.

Overview

- SAP for Me is the central-entry point for SAP support.
- Optimized and improved '**Get Support**' application.
- Get instant solutions to solve your product issue or avail of the guided support experience to define your issue
- Allow the embedded artificial intelligence services to recommend most suitable support channel (Expert Chat, Schedule an Expert, Ask an Expert Peer, SAP Community, Case)

Benefits

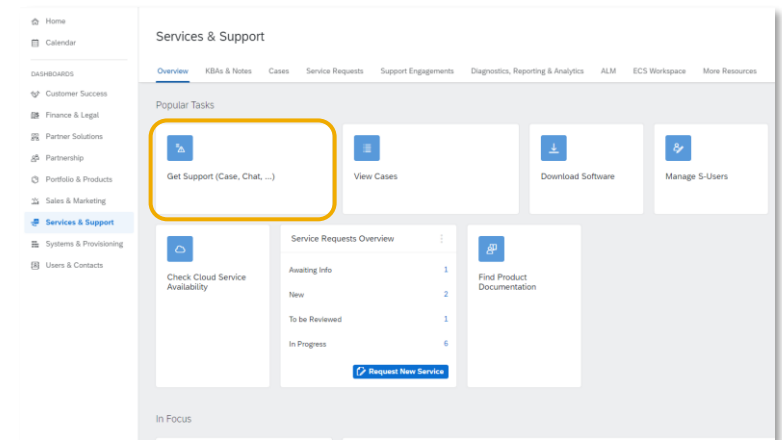
- Simplified and intuitive user-led design to get faster and more efficient product support
- Seamless omnichannel support experience across SAP for Me portal and mobile app.
- Tailored business impact to report very high issues effectively.
- AI-enabled product predictor and support channel recommender for an effortless experience.
- Integrated support decision trees to help you narrow down the problem area.

Access

- <https://me.sap.com/home>
- '[Service and Support](#)' [dashboard](#) → '**Get Support**' application in SAP for Me your customer portal
- Direct link QR Code



Preview





Agenda

Introduction of **SAP for Me** and how to use the **support applications**

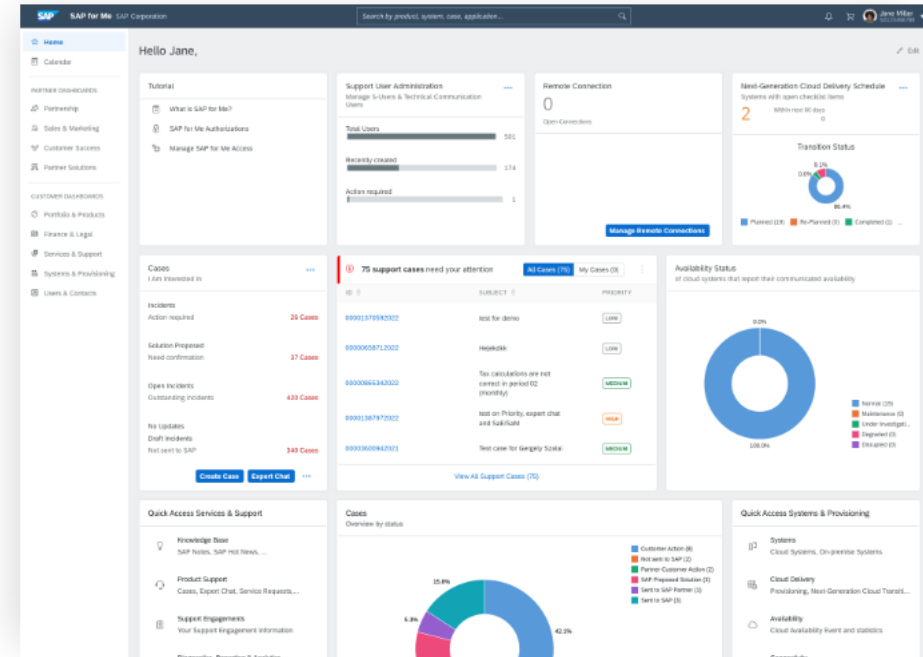
- ☐ Introduction
- ☒ Walkthrough – SAP for Me framework & support applications
- ☐ Q & A

SAP for Me - Is made for You

Say hello to your digital companion

Sign In

Try our Demo



It's made for you

Comprehensive transparency about your SAP product portfolio, in one place.

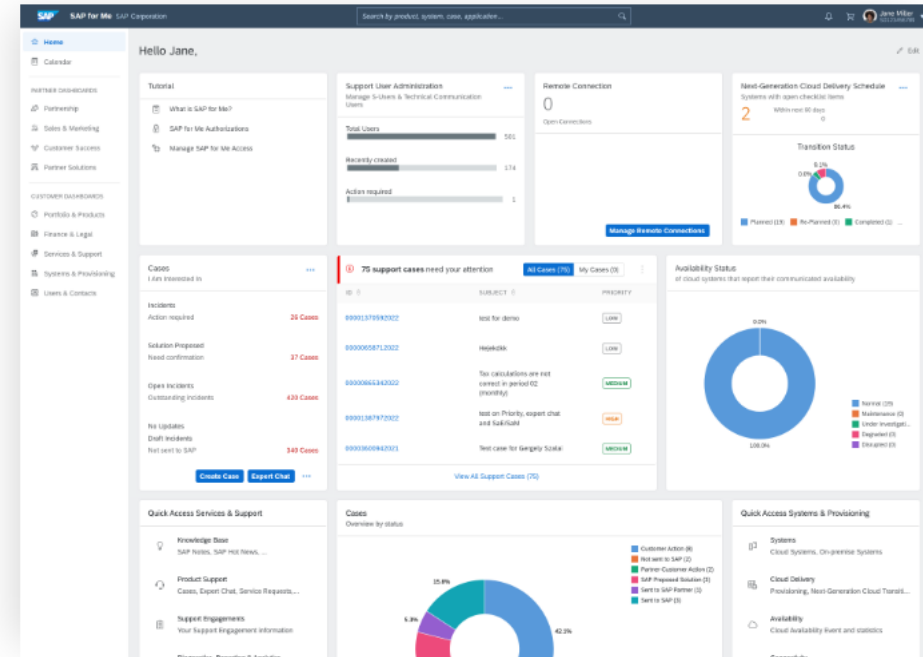
In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best

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It's made for you

Comprehensive transparency about your SAP product portfolio, in one place.

In today's 24/7 business environment, time is an organization's most precious resource. SAP for Me is your digital companion to easily interact with SAP and get immediate guidance to the best



This is what we found!

We believe that the following topics might interest you.
Feel free to select as many topics as you want to setup your **SAP for Me Home Page**.

My Solution Areas

Customer Relationship Management

Enterprise Management

Financial Management

Human Capital Management

Product Lifecycle Management

Spend Management

Supply Chain Management

Technology Platform

My Interests

Create or Edit Support Cases

Manage Users and Authorisations

Purchase

Check Usage Consumption

License Keys

Pay and Administer Invoices

Download Software

Support Knowledge Base and SAP Notes

Remote Connections

Monitor System Availability

Create Service Requests

System Management

My Interests as a Partner

Manage Competencies & Specializations

Manage Deals and Quotes

Customer Management

Register and Manage Projects

Manage Consultant Certifications

Manage Partnership

Solution Development

You will be able change your selection at any time.

[Back to previous step](#)

[Start using SAP for Me](#)

Welcome Demo,



Welcome Back to SAP for Me

You can now tell us your interests to better personalize your home page!
Try it out, and as always we welcome your feedback.

Edit My Interests

Search Support Knowledge

How can we help you?

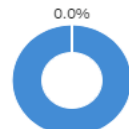
Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support
- Get the App

Availability Status

of cloud systems that report their communicated availability

All



Normal (86) Maintenance (0)
Under Investigation (0) ...

Cases

I Am Interested In

All Cases

Show a list of all cases

Draft Cases

Show cases not sent to SAP

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

Favorites (0 entries)

All Favorite Types



Welcome Test,



Get Started

- What is SAP for Me?
- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support
- Get the App

Select interests

My Interests

- Check Usage Consumption
- Create Service Request
- Create or Edit Support Cases
- Download Software
- License Keys
- Manage Users and Authorisations
- Monitor System Availability
- Pay and Administer Invoices
- Purchase
- Remote Connections
- Support Knowledge Base and SAP Notes
- System Management

My Interests as a Partner

- Customer Management
- Manage Competencies & Specializations
- Manage Consultant Certifications
- Manage Deals and Quotes
- Manage Partnership
- Register and Manage Projects
- Solution Development

My Solution Areas

- Customer Relationship Management
- Enterprise Management
- Financial Management
- Human Capital Management
- Product Lifecycle Management
- Spend Management
- Supply Chain Management
- Technology Platform

Cancel

Save & See recommendations

Quick Access Systems & Provisioning

- Systems
Cloud Systems, On-premise Syste...
- Availability
Cloud Availability Event and statistics
- Provisioning
Provision your cloud systems
- Cloud Delivery
Next-Generation Cloud Transition
- Connectivity
Remote Connection, Remote Acces...
- Keys
License Keys, SAP Key Migration

Welcome Amanda,

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Cases

I Am Interested In

Incidents

Action required 49 Cases

Solution Proposed

Need confirmation 36 Cases

Open Incidents

Outstanding incidents 447 Cases

No Updates

Within last 7 days 520 Cases

High Priority

P1 & P2 incidents 74 Cases

Draft Incidents

Not sent to SAP 339 Cases

Create Case

Expert Chat

Schedule an Expert

Tutorial

What is SAP for Me?

SAP for Me authorizations

Manage SAP for Me access

Get started with SAP Support

Favorites (11 entries)

All Favorite Types

TITLE TYPE

★ (A11) Systems

★ (AA1) Systems

★ (AAA) Systems

★ (AAA) Systems

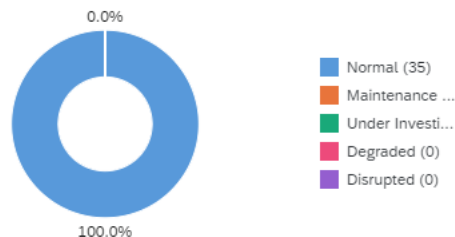
★ (DDD) Systems

★ AAA(AAA) Systems

★ Joris Test(AAA) Systems

Availability Status

of cloud systems that report their communicated availability



Software Download

items in basket

Access the SAP Software Center to download software.

Software Download

License Keys

Activate your SAP software by requesting or renewing license keys for your products.

Quick Access Systems & Provisioning

Systems
Cloud Systems, On-premise Systems

Cloud Delivery
Provisioning, Next-Generation Clou...

Availability
Cloud Availability Event and statistics

Connectivity
Remote Connection, Remote Acces...

Keys
License Keys, SSCR Keys, Migratio...

System Measurement
System Measurement Relevancy fo...

Quick Access Services & Support

Knowledge Base
SAP Notes, SAP Hot News, ...

Product Support

Feedback

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

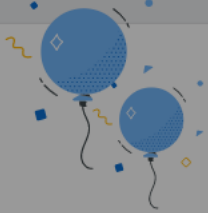
Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Welcome Test,



Get Started

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Card Catalog

Search

☐ Include not authorized cards

SAP Cards

- ☒ **Favorites**
Lists all your Favorites.
- ☒ **Get Started**
Get Started with SAP for Me
- ☒ **Manage Users and Authorizations**
Lets user administrators request and administer S-user IDs and technical communication users for the... [More](#)
RECOMMENDED
- ☒ **My SAP Notes & KBAs**
Provides an at-a-glance view on updates of SAP Notes & KBAs that you have marked as a favorite. The ... [More](#)
RECOMMENDED
- ☒ **Quick Access Services & Support**
Quick Access to Services & Support Dashboard with direct access to the different detail areas.
RECOMMENDED
- ☒ **Quick Access Systems & Provisioning**
Quick Access to Systems & Provisioning Dashboard with direct access to the different detail areas.
- ☒ **Quick Access Users & Contacts**
Quick Access to Users & Contacts Dashboard with direct access to the different detail areas.
RECOMMENDED
- ☐ **SAP HotNews**
Access a full list of priority-1 (very high) SAP Notes which explain how to resolve or avoid

Done

Quick Access Systems & Provisioning

- Systems**
Cloud Systems, On-premise Systeme...
- Availability**
Cloud Availability Event and statistics
- Provisioning**
Provision your cloud systems
- Cloud Delivery**
Next-Generation Cloud Transition
- Connectivity**
Remote Connection, Remote Acces...
- Keys**
Manage Your SAP Key Migration



Welcome Amanda,

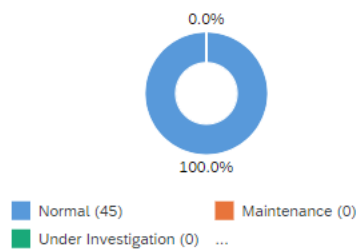


Get Started

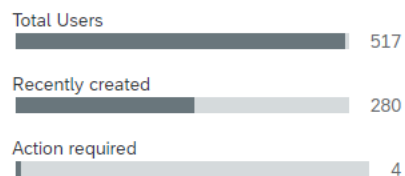
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- Manage SAP for Me access
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- Systems
Cloud Systems, On-premise Systeme...
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Next-Generation Cloud Transition
- Connectivity
Remote Connection, Remote Acces...
- Keys
User Keys, SAP Key, Master Key

Availability Status
of cloud systems that report their
communicated availability

Support User Administration

Manage S-Users & Technical
Communication Users

Cases

I Am Interested In

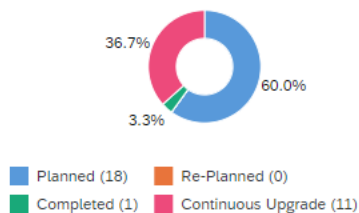
Incidents

Action required **23 Cases**Next-Generation Cloud Delivery
Schedule

Systems with open checklist items

1 Within next 60 days
1

Transition Status



License Keys

Activate your SAP software by requesting or
renewing license keys for your products.[Request License Key](#)

Favorites (11 entries)

All Favorite Types

TITLE

TYPE



🏠 Home

📅 Calendar

DASHBOARDS

🔗 Customer Success

💰 Finance & Legal

👥 Partner Solutions

👤 Partnership

📦 Portfolio & Products

📈 Sales & Marketing

🛠️ Services & Support

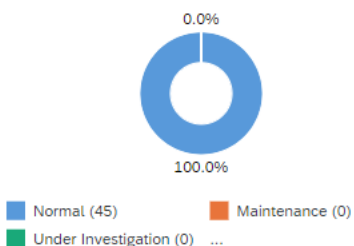
⚙️ Systems & Provisioning

👤 Users & Contacts

🔒 Collapse Sidebar

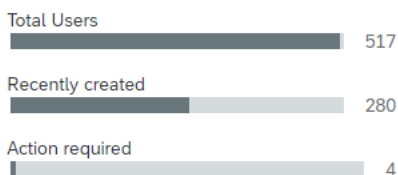
Welcome Amanda,

Availability Status
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Support User Administration

Manage S-Users & Technical Communication Users



Cases

I Am Interested In

Incidents

Action required **23 Cases**

Get Started

- 📋 What is SAP for Me?
- 🔑 SAP for Me authorizations
- ⚙️ Manage SAP for Me access
- 🎧 Get started with SAP Support
- 📱 Get the App

Quick Access Systems & Provisioning

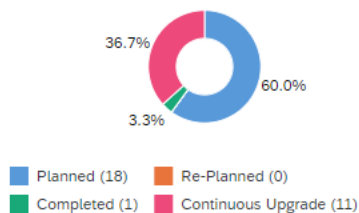
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Remote Connection, Remote Acces...
- 🔑 Keys
...

Next-Generation Cloud Delivery Schedule

Systems with open checklist items

1 Within next 60 days **1**

Transition Status



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Request License Key

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Quick Access Services & Support

- 💡 Knowledge Base
SAP Notes, SAP Hot News, ...
- 🎧 Product Support
Cases, Expert Chat, Service Reque...
- 📋 Support Engagements
Your Support Engagement informati...
- 📊 Diagnostics, Reporting & Analytics
SAP EarlyWatch Alert, Service Mes...
- 💻 Application Lifecycle Management
Roadmap Viewer, Maintenance Pla...
- 🛠️ ECS Workspace
Tools for SAP Enterprise Cloud Ser...
- 📘 Related Information
SAP Trust Center, Product Availabili...

Welcome Amanda,

Get Started

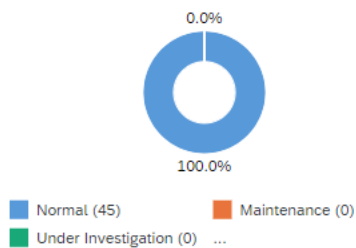
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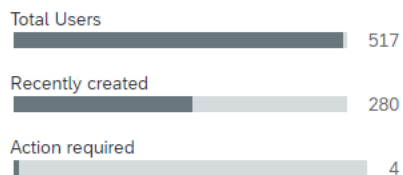
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Support User Administration

Manage S-Users & Technical Communication Users



Cases

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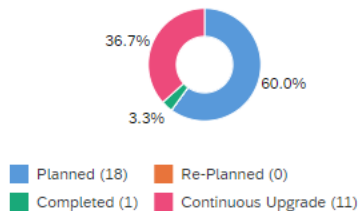
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Next-Generation Cloud Delivery Schedule

Systems with open checklist items

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Favorites (11 entries)

All Favorite Types

TITLE

TYPE

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

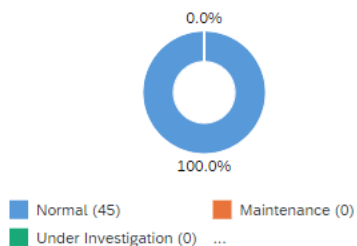
Users & Contacts

Collapse Sidebar

Welcome Amanda,

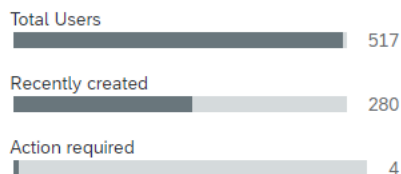
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Get Started

- What is SAP for Me?
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- Get the App

Quick Access Systems & Provisioning

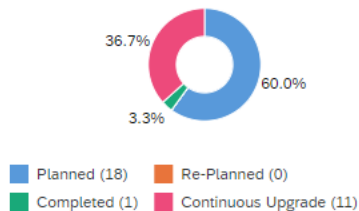
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Keys

Next-Generation Cloud Delivery Schedule

Systems with open checklist items

1 Within next 60 days 1

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- Knowledge Base
SAP Notes, SAP Hot News, ...
- Product Support
Cases, Expert Chat, Service R...
- Support Engagements
Your Support Engagement info...
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SAP EarlyWatch Alert, Service Mes...
- Application Lifecycle Management
Roadmap Viewer, Maintenance Pla...
- ECS Workspace
Tools for SAP Enterprise Cloud Ser...
- Related Information
SAP Trust Center, Product Availabili...

SAP Test Account

My Account

My Settings

My Company Info

My Learnings

What's new on SAP for Me?

Logout

Feedback

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

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Collapse Sidebar

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Availability Status
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Normal (45)
Under Investigation

Support User Ad...
Manage S-Users &
Communication Us...

Total Users

Recently created

Action required

Cases

I Am Interested In

Incidents

Action required

SAP KNOWLEDGE BASE (96756)

Show more

2896775 - test

Released on 25.02.2020 in LOD-SF-RMK-INT

1445886 - Test

Released on 17.03.2010 in CRM-IU-IC

3106727 - Test

Released on 11.10.2021 in BC-SYB-ASE

DASHBOARDS AND PAGES (2)

Overview

Partner Dashboards > Partnership > Overview

Diagnostics, Reporting & Analytics

Customer Dashboards > Services & Support > Diagnostics, Reporting & Analytics

CONTACTS (518)

Show more

Test01 CES

S0024308978

FCMS Test30

S0019895137

FCMS Test31

S0019895138

DOWNLOADS (2)

SAP Test Data Migration Server

Software Product

SAP Test Data Migration Server, business process library extension

Software Product

SYSTEMS (67)

Show more

SAP Test Account - aPaul Pharma Test-Acc (SCP)

Quick Access Services & Support



Knowledge Base

SAP Notes, SAP Hot News, ...



Product Support

Cases, Expert Chat, Service Reque...



Support Engagements

Your Support Engagement informati...



Diagnostics, Reporting & Analytics

SAP EarlyWatch Alert, Service Mes...



Application Lifecycle Management

Roadmap Viewer, Maintenance Pla...



ECS Workspace

Tools for SAP Enterprise Cloud Ser...



Related Information

SAP Trust Center, Product Availabili...

All Favorite Types

TYPE

- Home
- Calendar
- DASHBOARDS
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Users & Contacts
- Collapse Sidebar

Welcome Amanda,

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- What is SAP for Me?
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✕ 🔍

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Software Product

SAP Test Data Migration Server, business process library extension
Software Product

SYSTEMS (67)

SAP Test Account - aPaul Pharma Test-Acc (SCP)

Show more

Show more

Show more

Show more

Show more

Show more

- ### Quick Access Services & Support
- Knowledge Base
SAP Notes, SAP Hot News, ...
 - Product Support
Cases, Expert Chat, Service Reque...
 - Support Engagements
Your Support Engagement informati...
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 - Application Lifecycle Management
Roadmap Viewer, Maintenance Pla...
 - ECS Workspace
Tools for SAP Enterprise Cloud Ser...
 - Related Information
SAP Trust Center, Product Availabili...

All Favorite Types

TYPE

Feedback



Search In: SAP Notes & KBAs

SAP Notes & KBAs	96766
SAP Community	317280
SAP Support Wiki	8
SAP Support Portal	230
Product Documentation	25+
Guided Answers	351
SAP Litmos Training Cloud	

Filter By

More Filter Options

Clear

Component

<input type="checkbox"/> XX* (Miscellaneous)	13203
<input type="checkbox"/> BC* (Basis Components)	12166
<input type="checkbox"/> PY* (Payroll)	7554
<input type="checkbox"/> FI* (Financial Accounting)	5690
<input type="checkbox"/> SV-SMG* (SAP Solution Manager)	5435

Show More

96766 document(s) found

Sort By: Relevance



- ☐ **2088117 - New Instance Creation, **Test** Instance, Instance Refresh and Clone - Platform**
 This KBA provides an overview of the processes to have a new BizX instance, whether is a new Production or Test environments (test site); as well as refresh or clone of an existing instance....How do we get a new instance?...How do we refresh our test ins
 LOD-SF-PLT-REF (Instance Refresh) 14.07.2022 SAP Knowledge Base Article (15 people found this document helpful)
- ☐ **2249479 - Customer Vulnerability Assessment/ Penetration **Test** request - SAP SuccessFactors**
 How can Customers request for approval of Penetration Testing/ Vulnerability Assessment/ Vulnerability Management?
 LOD-SF-PLT-SEC (Security Reports) 02.08.2021 SAP Knowledge Base Article (4 people found this document helpful)
- ☐ **1955591 - NAST: How to **test** with standard and troubleshoot print / smartform output issues in MM-PUR**
 Various problems occur when you print/preview in Materials Management:...Message output...related issue in a purchase order....Short Dump...MOVE_CAST_ERROR...when clicking the Back button after previewing the Purchase Order Form....Purchase order is...not
 MM-PUR-GF-OC (Message determination and printing) 19.04.2022 SAP Knowledge Base Article (7 people found this document helpful)
- ☐ **1899365 - How to setup self-signed **test** SSL with ASE, SDK, SRS - SAP ASE**
 This is a "How To" guide to generate SSL certificates and encrypt traffic to SAP ASE.
 BC-SYB-ASE (Sybase ASE Database Platform (non Business Suite)) 12.07.2022 SAP Knowledge Base Article (3 people found this document helpful)
- ☐ **2269677 - OB52 | TK430 Client XXX has status 'not modifiable' in **test** system**
 Message TK430 Client XXX has status 'not modifiable' appears in a test system
 FI-GL (General Ledger Accounting) 08.02.2022 SAP Knowledge Base Article (10 people found this document helpful)
- ☐ **2836996 - How to **test** https connection for SAP Note download after the execution of task list SAP_BASIS_CONFIG_OSS_COMM configuration**
 Task list SAP_BASIS_CONFIG_OSS_COMM (according the SAP Notes...2827658...or...2793641) was used to setup/configure the new https based Support Backbone Communication connection s . One of this configured connection is used by Note Assistant transaction..
 BC-INS-TC-CNT (Automation Content) 09.02.2022 SAP Knowledge Base Article (6 people found this document helpful)
- ☐ **1657731 - How to find Cookbook "Settlement Control" / How to **test** a clearing variant in transactions FP06/FPCJ**
 Where can I find additional information about clearing control?...
 XX-PROJ-FI-CA (obsolete: Please use Component FI-CA instead) 05.02.2020 SAP Knowledge Base Article (6 people found this document helpful)

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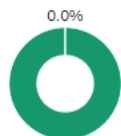
Next-Generation Cloud Delivery Schedule

Systems with open checklist items

3

Within next 60 days
3

Transition Status



Planned (0) Re-Planned (0)
Completed (28) Continuous Upgrade (0)

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Activate your SAP software by requesting or renewing license keys for your products.

Request License Key

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- Manage SAP for Me access
- SAP for Me authorizations
- Get started with SAP Support
- Get the App

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- Systems
Cloud Systems, On-premise Syste...
- Availability
Cloud Availability Event and statistics
- Provisioning
Provision your cloud systems
- Cloud Delivery
Next-Generation Cloud Transition
- Connectivity
Remote Connection, Remote Acces...
- Keys
License Key, SAP Key, M...

Quick Access Services & Support

- Knowledge Base
SAP Notes, SAP Hot News, ...
- Product Support
Cases, Expert Chat, Service Reque...
- Support Engagements
Your Support Engagement informati...
- Diagnostics, Reporting & Analytics
SAP EarlyWatch Alert, Service Mes...
- Application Lifecycle Management
Roadmap Viewer, Maintenance Pla...
- ECS Workspace
Tools for SAP Enterprise Cloud Ser...
- Related Information
SAP Trust Center, Product Availabili...

Manage Users and Authorizations

Manage S-Users & Technical
Communication Users

Total Users	610
Recently created	388
Action required	2

Cases

I Am Interested In

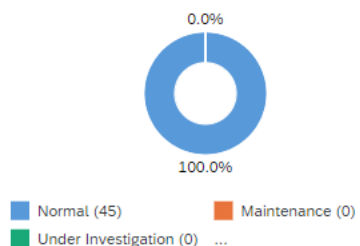
Incidents	
Action required	28 Cases
Solution Proposed	
Need confirmation	35 Cases
Open Incidents	
Outstanding incidents	527 Cases
No Updates	
Within last 7 days	574 Cases

Welcome Amanda,

 Edit

Availability Status

of cloud systems that report their communicated availability








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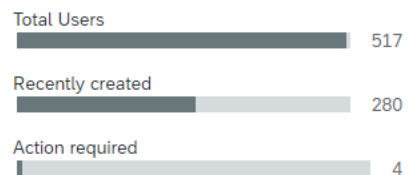
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Support User Administration

Manage S-Users & Technical Communication Users

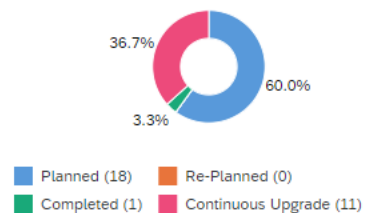


Next-Generation Cloud Delivery Schedule

Systems with open checklist items

1 Within next 60 days 1

Transition Status










Cases








I Am Interested In

Incidents	
Action required	23 Cases
Solution Proposed	
Need confirmation	37 Cases
Open Incidents	
Outstanding incidents	566 Cases
No Updates	
Within last 7 days	620 Cases

Quick Access Services & Support

-  Knowledge Base
SAP Notes, SAP Hot News, ...
-  Product Support
Cases, Expert Chat, Service Reque...
-  Support Engagements
Your Support Engagement informati...
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-  Systems
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-  Provisioning
Provisioning
-  Cloud Delivery
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Remote Connection, Remote Acces...
-  Keys
License Keys, SSCR Keys, Migratio...
-  System Measurement
System Measurement Relevancy

Favorites (11 entries)

All Favorite Types

TITLE TYPE


★ (A11) Systems

 Home


 Calendar

 Reporting

DASHBOARDS

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 Finance & Legal

 Partner Solutions

 Partnership


 Portfolio & Products

 Sales & Marketing

 **Services & Support**

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar

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Overview

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Diagnostics, Reporting & Analytics

ALM

ECS Workspace

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Popular Tasks



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View Cases



Download Software



Request License Keys



Manage S-Users



Check Cloud Service Availability



Manage Remote Connections



Find Product Documentation


Search Support Knowledge

How can we help you?



Services & Support Reporting

 Insights into cases

 Insights into support entitlements

In Focus

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Upcoming

Member



Get Support (Cases, Expert Chat...)

Customer: S-User:

- Basic Information
- Best Action

Select Existing Draft

The following are the latest saved drafts:

My Drafts Other Drafts

abap dump error
30.08.2023, 17:27:02



abap dump error
03.07.2023, 19:35:14



ams issue
23.06.2023, 10:59:27



See More Drafts

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
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
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Get Support (Cases, Expert Chat...)

Exit

☒ Basic Information

☐ 1/3

☐ Best Action

Short Description * (Maximum 120 Characters)

Please enter a short description


Language *

English

System *

Please select a system

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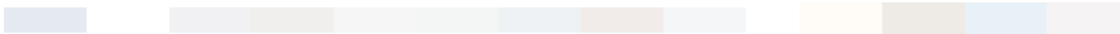
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☒ Basic Information

 2/3

☐ Best Action

Short Description* (Maximum 120 Characters)

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System*

Please select a system

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40

Exit

System List

Search by system ID, number, name, installation, product, or system URL.

Recently UsedFavoriteAll

CLO - C0012552195T3 (TEST)
System Number: 740164789
Leading Product: SAP SuccessFactors HXM Core

A31 (PROD)
System Number: 850641080
Leading Product: SAP ERP 6.0

AAA - AAA (PROD)
System Number: 800064267
Leading Product: SAP Adaptive Server Enterprise 16.1

DDD (PROD)
System Number: 850042348
Leading Product: SAP BusinessObjects Business Intelligence platform 4.0

A11 (BACKUP)
System Number: 311834471
Leading Product: SAP NetWeaver 7.3

AAA (PROD)
System Number: 800025935
Leading Product: SAP BusinessObjects Business Intelligence platform 4.2

AS5 - test for demo (DEVELOP)
System Number: 850200612

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Home

Calendar

Reporting

DASHBOARDS

Customer Success

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Get Support (Cases, Expert Chat...)

Exit

- Basic Information 6/6
- Best Action

Short Description * (Maximum 120 Characters)

Consolidated reporting column heading not displaying with the correct offset

Language *

English

System *

AAA

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Where appropriate, we suggest using the Semi Automatic Line Opener to allow SAP to open your system connection at any time. See SAP Note [797124](#).

System Details: [Open the system data](#)

System Access Data: ⚠ The access data has not been maintained. - [Click to maintain](#)

System Connection: ⚠ Connections are closed - [Click to maintain](#)

Product *

SAP BusinessObjects Business Intelligence platform

Product Function *

Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

Continue

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- Reporting
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- Customer Success
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Get Support (Cases, Expert Chat...)

Customer:

- Basic Information
- Best Action

Select a Product Function

Search by Product Function Name or Component ID

Recommended

All

Semantic Layer
Semantic Layer

Recommended

.NET
SDK > .NET

Recommended

Launchpad, Server and Security
Launchpad, Server and Security

Recommended

Web Intelligence
Web Intelligence

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Publishing and Scheduling
Publishing and Scheduling

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Short Description* (Maximum 120 Characters)

Consolidated reporting column heading not displaying with the correct offset

Language*

English

System*

AAA

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System Details: [Open the system data](#)

System Access Data: ✖ The access data has not been maintained. - [Click to maintain](#)

System Connection: ✖ Connections are closed - [Click to maintain](#)

Product*

SAP BusinessObjects Business Intelligence platform

Product Function*

Semantic Layer

Priority*

Medium - Business Operations are affected but core business task flow continues.

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Reporting

DASHBOARDS

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Sales & Marketing

Services & Support

Systems & Provisioning

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Basic Information

6/6

Best Action

Short Description * (Maximum 120 Characters)

Consolidated reporting column heading not displaying with the correct offset

Language *

English

System *

AAA

Warning: Connections are currently closed or system access data has not been maintained for your selected system. To speed up case processing, please correctly maintain your remote connections for your selected system. Please also provide correct user roles, which are identical to where the reported error occurred.

Where appropriate, we suggest using the Semi Automatic Line Opener to allow SAP to open your system connection at any time. See SAP Note [797124](#).

System Details: [Open the system data](#)

System Access Data: **✗** The access data has not been maintained. - [Click to maintain](#)

System Connection: **✗** Connections are closed - [Click to maintain](#)

Product *

SAP BusinessObjects Business Intelligence platform

Product Function *

Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

Low - The problem has little to no influence on Business Operations and does not hinder daily tasks.

Medium - Business Operations are affected but core business task flow continues.

High - Necessary Business Operations and tasks are seriously affected and cannot be executed.

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

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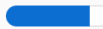
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Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 

 Basic Information

 4/5

 Best Action

Priority*

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

Primary Contact*



Secondary Contact

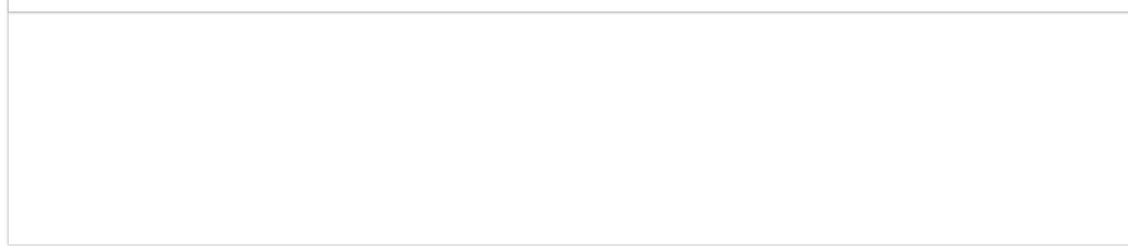


Select a business impact category from the dropdown menu* 

-- Please select a business impact category --

Business Impact*





Save

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Get Support (Case, Chat, ...)

Exit

Customer:   S-User: 

 Basic Information

 4/5

 Best Action

Priority*

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability. 

We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.


Primary Contact*

Secondary Contact

Select a business impact category from the dropdown menu* 

-- Please select a business impact category -- 

-- Please select a business impact category --

A productive Service/System is completely down.

Core business processes affected.

Go-live impacted.

Security issue.

Save

Continue

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- DASHBOARDS
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Get Support (Case, Chat, ...)

Exit

Customer: S-User:

- Basic Information
- Best Action

Priority*

Very High - Critical Impact on major Business Operations requiring 24/7 Customer and Support availability.

We require some additional information for Very High cases in order to better understand the impact on your business and also to have a 24-hour contact available to work with us on your side.

Primary Contact*

Search

Secondary Contact

Search

Select a business impact category from the dropdown menu*?

A productive Service/System is completely down.

Is there a workaround?*

☐ Yes

☐ No

Is there financial loss?

☐ Yes

☐ No

Number of Users Affected

Please enter the number

Since when is Production down?

Please select a date

Business Impact*

Continue

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Exit

- Basic Information 6/6
- Best Action

Short Description * (Maximum 120 Characters)

Consolidated reporting column heading not displaying with the correct offset

Language *

English

System *

AAA

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System Access Data: The access data has not been maintained. - [Click to maintain](#)

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Product *

SAP BusinessObjects Business Intelligence platform

Product Function *

Semantic Layer

Priority *

Medium - Business Operations are affected but core business task flow continues.

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- DASHBOARDS
-  Customer Success
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Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit


Customer:  S-User: 

 Basic Information

 Best Action

Customers with the issue you are reporting usually find a solution quicker when they choose the following Channel:

 Open a Community Question

 Expert Chat

 Expert Chat

 Schedule an Expert Session

 Create a Case

 Open a Community Question

 Ask an Expert Peer

day between 00 to 24 (CET). Please try again during these times.

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Get Support (Case, Chat, ...)

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Customer:  S-User: 

 Basic Information

What are you having an issue with?

 Best Action

Create a Case

 Detailed Information

0/1

 Attachments

No File

 Contacts

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 Home

 Calendar

DASHBOARDS

 Customer Success


 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information

 Best Action

Create a Case

 Detailed Information

0/1


 Attachments

No File

 Contacts

 Submit

What are you having an issue with?



Connections

Universe

Other

Continue

Recommended Solutions

 Find More

TRENDING

[How to configure SSL Certificates for Universe Client Tools](#)

How to configure SSL certificates for Universe Client ToolsWhat is the support for SSL for database reporting...

BI-BIP-IDT

KBA (How To)

[Product Page for SAP BusinessObjects Business Intelligence platform](#)

Get to know what's new, and how to implement and use SAP BusinessObjects Business Intelligence platform.

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 Home

 Calendar

DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

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Exit

Customer:  S-User: 

 Basic Information

 Best Action

Create a Case

 Detailed Information

0/1

 Attachments

No File

 Contacts

 Submit

What are you having an issue with?

Universe 

Please categorize your issue by choosing the option below that best fits your scenario.

Universe Design tool (UDT) Unv universe 

Please specify the specific driver and version used

ODBC driver version 8.6.4

This is a new Universe or existing?

Existing

Detailed Description *

       **B** U *I*     

|

Steps to Reproduce

       **B** U *I*     

Continue

Recommended Solutions

 Find More

TRENDING

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How to configure SSL certificates for Universe Client ToolsWhat is the support for SSL for database reporting...

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KBA (How To)

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SAP Community

 Home

 Calendar


DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts


 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

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Exit

Customer:  S-User: 

 Basic Information

 Best Action

Create a Case


 Detailed Information

1/1

 Attachments

No File

 Contacts

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Universe 

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Universe Design tool (UDT) Unv universe 

Please specify the specific driver and version used

ODBC driver version 8.6.4

This is a new Universe or existing?

Existing

Detailed Description *



The existing universe has been in place for a considerable time but recent updates have caused the issue.

Steps to Reproduce



Continue

Recommended Solutions

 Find More

[SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel Inplace.](#)

In SAP GUI Desktop office Integration, column heading is missing in the "Format" worksheet tab while changing the...

BC-FES-OFFI

Note (Program error)

[Nonsensical columns on "Composition" tab](#)

Component: Product Safety Module: Specification Management You open the ALV-based tab for compositions ...

EHS-BD-SPE

Note (Program error)

TRENDING

[Best practices & pre-requisites on Windows while Install/Update/Patching BI](#)

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise...

BI-BIP-INS

KBA (How To)

[Web Intelligence report column headings are truncated when exported to PDF format](#)

Web Intelligence report column headings are truncated when exported to PDF format

BI-RA-WBI

Note (Program error)

[SAP Query: Using queries](#)

ABAP reports are used at various points within the R/3 system

 Home

 Calendar

DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information


 Best Action

Create a Case

 Detailed Information

 Attachments


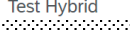
No File


 Contacts


1/1

 Submit

Reporter*


 Test Hybrid  CET

Primary Phone: 


Secondary Phone: 

Email: 

Secondary Contact

 Select a Contact

Primary Contact

 Select a Contact

System Opener

 Select a Contact

Add New Contact

Continue

Recommended Solutions

 Find More

SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel Inplace.

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TRENDING

Best practices & pre-requisites on Windows while Install/Update/Patching BI

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BI-BIP-INS

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Web Intelligence report column headings are truncated when exported to PDF format


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BI-RA-WBI

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SAP Query: Using queries


ABAP reports are used at various points within the R/3 system


 Home

 Calendar


DASHBOARDS


 Customer Success

 Finance & Legal


 Partner Solutions

 Partnership


 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning


 Users & Contacts


 Collapse Sidebar

Services & Support / Get Support (Case, Chat, ...)


Get Support (Case, Chat, ...)


Customer: 

 Basic Information


 Best Action

Create a Case


 Detailed Information

 Attachments



No File

 Contacts

1/1

 Submit

Reporter*


 Test Hybrid
S0018132425 |  CET

Primary Phone: +86-800551210

Secondary Phone: +49-5555555555

Email: arno.helmeling@sap.com

Secondary Contact

 Select a Contact

Add New Contact

Select a Contact



Test AS 01

RD02 2023

email exists 3

Tommaso AAAAAAA

Cancel

Exit

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TRENDING

Best practices & pre-requisites on Windows while Install/Update/Patching BI

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BI-BIP-INS

KBA (How To)

Web Intelligence report column headings are truncated when exported to PDF format

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BI-RA-WBI

Note (Program error)

SAP Query: Using queries

ABAP reports are used at various points within the R/3 system

Continue

- Home
- Calendar
- DASHBOARDS
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Users & Contacts

 Collapse Sidebar



Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Customer: 


- ✓ Basic Information
- ✓ Best Action
Create a Case
- ✓ Detailed Information
- ✓ Attachments
No File
- **Contacts**
1/1
- Submit

Reporter*

 Test Hybrid
S0018132425 |  CET

Primary Phone: +86-800551210
Secondary Phone: +49-5555555555
Email: arno.helmeling@sap.com

Secondary Contact

 **Select a Contact**

Add New Contact

Select a Contact

John Bowley

Test AS 01

RD02 2023

email exists 3

Tommaso AAAAAAA

Cancel

Recommended Solutions

SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel Inplace.
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SAP Query: Using queries
ABAP reports are used at various points within the R/3 system

Continue

 Home

 Calendar

DASHBOARDS

 Customer Success


 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit


Customer:  S-User: 

 Basic Information


 Best Action

Create a Case

 Detailed Information

 Attachments


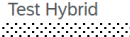
No File

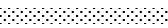
 Contacts


1/1

 Submit

Reporter*

 Test Hybrid  CET

Primary Phone: 


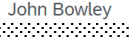
Secondary Phone: 


Email: 

Secondary Contact

 Select a Contact

Primary Contact


 John Bowley  UK

Primary Phone: 

Secondary Phone: 

Email: 

System Opener

 Select a Contact

Add New Contact

Continue

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 Find More

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BI-RA-WBI

Note (Program error)

SAP Query: Using queries

ABAP reports are used at various points within the R/3 system

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Customer: [REDACTED] S-User: [REDACTED]

Basic Information

Best Action

Create a Case

Detailed Information

Attachments

No File

Contacts

1/1

Submit

Reporter

Test S00

Primary P

Seconda

Email: a

Seconda

Sele

Add New Contact

Please make sure the contact details are correct, Any changes made to other contacts will be stored at case level only.

Name

Design Team

Role

Primary Phone

Secondary Phone

Email

design-team2@myorg.co.uk

Time Zone

Cancel

Submit

Add New Contact

Continue

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TRENDING

Best practices & pre-requisites on Windows while Install/Update/Patching BI

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BI-BIP-INS

KBA (How To)

Web Intelligence report column headings are truncated when exported to PDF format

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BI-RA-WBI

Note (Program error)

SAP Query: Using queries

ABAP reports are used at various points within the R/3 system

 Home

 Calendar

DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar

Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)

Exit

Customer:  S-User: 

✓ Basic Information

✓ Best Action

Create a Case

✓ Detailed Information

✓ Attachments


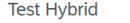
No File

○ Contacts

1/1

○ Submit

Reporter*


 Test Hybrid  CET

Primary Phone: 

Secondary Phone: 

Email: 

Secondary Contact

 Select a Contact

Case Contact

 Design Team 


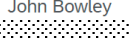
Primary Phone:

Secondary Phone:


Email: design-team2@myorg.co.uk

Add New Contact

Primary Contact


 John Bowley  UK

Primary Phone: 

Secondary Phone: 

Email: 

System Opener

 Select a Contact

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Find More

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EHS-BD-SPE

Note (Program error)

TRENDING

Best practices & pre-requisites on Windows while Install/Update/Patching BI

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BI-BIP-INS

KBA (How To)

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BI-RA-WBI

Note (Program error)

SAP Query: Using queries

ABAP reports are used at various points within the R/3 system

Continue

 Home

 Calendar

DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 Systems & Provisioning

 Users & Contacts

 Collapse Sidebar


Services & Support / Get Support (Case, Chat, ...)

Get Support (Case, Chat, ...)


Exit

Customer:  S-User: 

 Basic Information

 Best Action


Create a Case

 Detailed Information

 Attachments

No File

 Contacts

 Submit

The component shown is based on the information you have provided. You can change it if you think it is incorrect.

Component* BI-BIP-DF 

Top Suggested Content

SAP Support engineers have used the below content to resolve similar issues in the past.

[SAP GUI Desktop office Integration: Column heading is missing for one column while changing the view from ALV to Excel...](#)

In SAP GUI Desktop office Integration, column heading is missing in the "Format" worksheet tab while changing the vie...

BC-FES-OFFI

Program error

[Nonsensical columns on "Composition" tab](#)

Component: Product Safety Module: Specification Management
You open the ALV-based tab for compositions to display...

EHS-BD-SPE

Program error

[Best practices & pre-requisites on Windows while Install/Update/Patching BI](#)

Need to install/patch/update SAP BusinessObjects Business Intelligence Platform 4.x or SAP BusinessObjects Enterprise (...)


BI-BIP-INS


How To

Alternative Support Channels

You can also get a solution by choosing from the following other available support channels.

 [Open a Community Question](#)

 [Expert Chat](#)

 [Schedule an Expert Session](#)

 [Ask an Expert Peer](#)

Submit Case

- Home
- Calendar
- Reporting
- DASHBOARDS
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
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- Users & Contacts

Services & Support

Get Assistance

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

Case List

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

Open Cases My Open Cases Closed Cases Drafts Ask an Expert Peer

Standard

Status: 3 Items Priority: Last Update: All System: Select System(s)... Created On: e.g. 22.12.2023-31.12... Changed On: e.g. 22.12.2023-31.12... Installation: Select Installation(s)...
 Reporter: Select Reporter(s)... Customer: Select Customer(s)...
 Go Adapt Filters (1)

Cases (86)

☐ Favorites Only Updated at 13:32:10 Filter

FAVORITE	ID	SUBJECT	STATUS	PRIORITY	PRIORITY	INSTALLA TION	SYSTEM / PRODUCT	COMPON ENT	REPORT R ID	REPORT R	CUSTOM R ID	CUSTOM R	CREATED ON	UPDATED ON	AUTO CONFIRM DATE	SESSION STATE	SUBMITTE D ON	COMPLET ED ON
☆		Customer Action		Medium			AAA - AAA AAA	Sybase ASE Database Platform (non Business Suite) (BC-SYB-ASE)										
☆		Customer Action		Medium			AAA - AAA AAA	Sybase ASE Database Platform (non Business Suite) (BC-SYB-ASE)										
							SAP											

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- Home
- Calendar
- Reporting
- DASHBOARDS
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Users & Contacts

Services & Support

Get Assistance

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

Case List

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

- Open Cases
- My Open Cases
- Closed Cases
- Drafts
- Ask an Expert Peer

Standard

Status:3 Items

Priority:

Last Update:All

System:Select System(s)...

Created On:e.g. 22.12.2023-31.12....

Changed On:e.g. 22.12.2023-31.12....

Installation:Select Installation(s)...

Reporter:Select Reporter(s)...

Customer:Select Customer(s)...

GoAdapt Filters (1)

Cases (86)Favorites OnlyUpdated at 13:32:10Filter

FAVORITE	ID	SUBJECT	STATUS	PRIORITY	PRIORITY	INSTALLATION	SYSTEM / PRODUCT	COMPONENT	REPORTER ID	REPORTER	CUSTOMER ID	CUSTOMER	CREATED ON	UPDATED ON	AUTO CONFIRM DATE	SESSION STATE	SUBMITTED ON	COMPLETED ON
☆			Customer Action		Medium		AAA - AAA AAA	Sybase ASE Database Platform (non Business Suite) (BC-SYB-ASE)										
☆			Customer Action		Medium		AAA - AAA AAA	Sybase ASE Database Platform (non Business Suite) (BC-SYB-ASE)										
							SAP											

Home

Calendar

Reporting

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partners

Portfolio

Sales & Marketing

Services

Systems

Users & Roles

Services & Support

Get Assistance

Overview

Knowledge Search

KBAs & Notes

Cases

Service Requests

Support Engagements

Diagnostics, Reporting & Analytics

ALM

ECS Workspace

More Resources

Case List

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

Open Cases

My Open Cases

Closed Cases

Drafts

Ask an Expert Peer

Standard

My Views

Standard

In process

My Very High Cases

Save As

Manage

Priority:

Last Update:

System:

Created On:

Changed On:

Installation:

Customer:

Go

Adapt Filters

☐ Favorites Only



Updated at 13:43:12

Filter



STATUS

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SYSTEM /
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SER-
FORME)

Customer
Action

Medium

Sybase
ASE
Database
Platform
(non
Business
Suite)
(BC-SYB-
ASE)

Help

Contact Us

Status

Terms of Use

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Cookie Preferences

Legal Disclosure

Privacy

Home

Calendar

Reporting

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Services & Support

Get Assistance

Overview

Knowledge Search

KBAs & Notes

Cases

Service Requests

Support Engagements

Diagnostics, Reporting & Analytics

ALM

ECS Workspace

More Resources

Open Service Requests

All Open Requests

My Open Requests

Area:

Status:

Search

New Service Request

Manage Service Requests

...

ID	AREA	ENTITY	TITLE	STATUS	CREATED AT & BY	EXECUTION TIME	CATEGORY	CHARGEABLE
628	Enterprise Cloud Services		Assisted Service for BUILD phase	Awaiting Info		20.10.2023, 15:43:00	HEC Standard	
601	Enterprise Cloud Services		Assisted Service for BUILD phase	To be Reviewed		16.10.2023, 14:21:00	HEC Standard	
608	Enterprise Cloud Services		Migrate Physical Database Server to New Hardware	To be Reviewed		30.09.2023, 11:32:00	HEC Optional	YES
588	Enterprise Cloud Services		Perform Standard Service Request	To be Reviewed			Chargeable Service	YES
588	Enterprise Cloud Services		Implement SAP Note Correction	To be Reviewed			Chargeable Service	YES

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Systems & Provisioning

Overview

Systems

Availability

Get Notified

Provisioning

Cloud Delivery

Connectivity

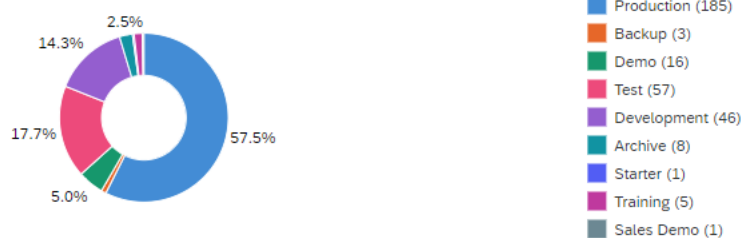
Keys

System Measurement

My Systems

322

On Premise 232 Cloud 90 Private Cloud 0



My Installations

Installation Management

Active



Requested



Deleted



Landscape Applications

- SAP EarlyWatch Alert Workspace
- Maintenance Planner
- ECS Workspace
- ECS Landscape
- My Landscape
- System Hierarchy

Availability Status

of cloud systems that report their communicated availability

All



Provisioning Overview

0

cloud systems have been provisioned since your last visit

Available for Provisioning



Optimize Your systems

- Software Download Center
- Data Volume Management
- Technical Downtime Optimization
- Custom Code Analytics
- Financial Data Quality

Collapse Sidebar

 Home

 Calendar

DASHBOARDS

 Customer Success

 Finance & Legal

 Partner Solutions

 Partnership

 Portfolio & Products

 Sales & Marketing

 Services & Support

 **Systems & Provisioning**

 Users & Contacts

 Collapse Sidebar


Systems & Provisioning










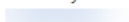









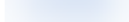

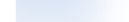



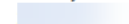

Overview **Systems** Availability Get Notified Provisioning Cloud Delivery Connectivity Keys System Measurement


All Systems (322 entries)

Customer:

System Role:

Find System 

SYSTEM 	SYSTEM ID 	SYSTEM ROLE 	DEPLOYMENT MODE 	INSTALLATION 	SOFTWARE PRODUCT 	CUSTOMER 
★ Solution Manager 51 	A05	Production	 On-Premise	Dummy Installation 	SAP Solution Manager	SAP Test 
★ — 	BQ7	Development	 On-Premise	Dummy Installation 	SAP Solution Manager	SAP Test 
★ ST-CONT 710 Test System 	BQ7	Development	 On-Premise	Dummy Installation 	SAP Solution Manager	SAP Test 
★ Testsystem AGS Sissi 	ERP	Archive	 On-Premise	SAP Enterprise Resource Planning 	SAP ERP	SAP Test Account - aPaul P... 
★ — 	M45	Development	 On-Premise	Dummy Installation 	SAP NetWeaver	SAP Test 

5  entries per page

< 1 2 3 ... 65 >

Public Cloud Systems on BTP (67 entries)

Global Account:







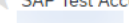
Subaccount:

Solution Area:

Cloud Service:

System Role:

Find System 

SYSTEM 	SYSTEM ROLE 	DATA CENTER 	CLOUD SERVICE 	GLOBAL ACCOUNT 	SUBACCOUNT 
★ SAP Test Account - aP... 	Test	Netherlands: Amsterdam	SAP Central Business Configuration	— 79211c1c-a36e-4c39-8055-fb1b52566b27	— 8f48314c-f44c-427e-8d55-190ee91be3...
★ SAP Product Footprint			SAP Product Footprint Management for clou...		

- Home
- Calendar
- DASHBOARDS
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Users & Contacts

Systems & Provisioning / My BI 4 (BI4)

My BI 4 (BI4) ★

System Number

[License Key](#) [Remote Connection](#) [Edit](#) [Delete](#)

System Name	System ID	System Role	Installation	Customer
My BI 4	BI4	Production	change test test (20704393)	SAP Test Account - Prokesch Pharma (1249792)

General Support System Measurement

Installed Software Product (Version) (1 entry)

Standalone

SAP BusinessObjects Business Intelligence platform 4.1

Administration Information

Created On: 24.07.2014
Created By:
Last Changed On: 20.09.2017
Last Changed By:

- Home
- Calendar
- DASHBOARDS
- Customer Success
- Finance & Legal
- Partner Solutions
- Partnership
- Portfolio & Products
- Sales & Marketing
- Services & Support
- Systems & Provisioning
- Users & Contacts

Systems & Provisioning / My BI 4 (BI4)

My BI 4 (BI4) ★

License Key Remote Connection Edit Delete

System Number

System Name System ID System Role Installation Customer

My BI 4 BI4 Production SAP Test Account -

General **Support** System Measurement

System-specific SAP Notes/KBAs (1 entry)					
NUMBER	TITLE	TYPE	CATEGORY	SOFTWARE PRODUCT	ALERT DATE
<input type="text"/>	While refreshing a web intelligence document from Chrome 110+ or Microsoft Edge 110+ the web page keeps loading indefinitely.	HOT	Note (Program error)	★ SAP BusinessObjects Business Intelligence platform	08.02.2023

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Systems & Provisioning

Overview Systems **Availability** Get Notified Provisioning Cloud Delivery Connectivity Keys System Measurement

Event Overview (1561...)

Past All Fut...

☐ SLA Relevance

☐ Favorite Only

Event Type:

Cloud Service:

Customer:

Data Center:

System:

Deployment Model:

ID	EVENT TYPE	CLOUD SERVICE	DATA CENTER	STATUS	START	END	SYSTEM NAME	CUSTOMER
EV20692542	Maintenance	SAP S/4HANA Cloud	Germany: Frankfurt	UPCOMING MAINTENANCE	22.07.2023 04:00	22.07.2023 16:00	my401062.s4hana.cloud.sap 742759544	SAP Test Account - aPaul...
EV20544968	Maintenance	SAP S/4HANA Cloud	Germany: Frankfurt	UPCOMING MAINTENANCE	08.07.2023 04:00	08.07.2023 16:00	my401062.s4hana.cloud.sap 742759544	SAP Test Account - aPaul...
EV20672577	Maintenance	SAP S/4HANA Cloud	Germany: Frankfurt	UPCOMING MAINTENANCE	01.07.2023 04:00	01.07.2023 16:00	my401062.s4hana.cloud.sap 742759544	SAP Test Account - aPaul...
EV19172254	Maintenance	SAP Jam Collaboration	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	C0020689359P 740174664	SAP Test - Prokesch Phar...
EV19172254	Maintenance	SAP SuccessFactors HXM Core	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	C0020689359P 740174333	SAP Test - Prokesch Phar...
EV19172254	Maintenance	SAP SuccessFactors Learning	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	MyProduction 740172620	SAP Test Account - aPaul...
EV19172254	Maintenance	SAP Jam Collaboration	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	my Cloud System 740172443	SAP Test Account - aPaul...
EV19172254	Maintenance	SAP SuccessFactors HXM	Germany: Frankfurt	UPCOMING MAINTENANCE	25.06.2023 03:00	25.06.2023 07:00	SFHCMPRD_3<219 5P!>	SAP Test Account - aPaul...

 Home Calendar

DASHBOARDS

 Customer Success Finance & Legal Partner Solutions Partnership Portfolio & Products Sales & Marketing Services & Support Systems & Provisioning Users & Contacts


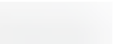
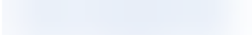
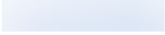

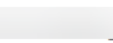
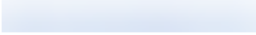

Users & Contacts

Overview

Partner Contacts

My Important Contacts

SAP Contacts

CONTACT	FUNCTION	EMAIL	PHONE
 	CEE - Ariba		
 	CEE - Business ByDesign		

SAP Passport

Benefit from single sign-on

311

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

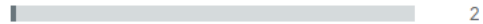
Total Users



Recently created



Action required



Manage My Partner Users

Access the Manage My Users app to create contacts and manage authorizations required for the partner dashboards in SAP for Me, as well as other partner...



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



ECS Contacts

Service Partner User Cockpit

0

Invitations waiting

Home

Calendar

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

User Management

Request User

Manage Services

610
 0
 263
 821

 59

 2

Users (610)

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"/>					SAP Test - Prokesch Pharma Data Loa		Austria		Never		21.03.2023		Linked	Active	22.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany		Never		18.03.2023		Linked	Active	19.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany		20.03.2023		17.03.2023		Not Linked	Active	18.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany	Demo-User OSLP - DO NOT DELETE	15.03.2023		15.03.2023		Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany		23.03.2023		15.03.2023		Not Linked	Active	31.12.9999	Cloud Administrator
<input type="checkbox"/>					SAP Test		Germany		16.03.2023		15.03.2023		Not Linked	Active	16.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany	SAP for Me	Never		14.03.2023		Not Linked	Active	15.03.2025	>
<input type="checkbox"/>					SAP Test Account - aPaul Pharma		Germany	Demo-User OSLP - DO NOT DELETE	14.03.2023		10.03.2023		Linked	Active	31.12.9999	Cloud Administrator

Home

Calendar

Reporting

DASHBOARDS

Customer Success

Finance & Legal

Partner Solutions

Partnership

Portfolio & Products

Sales & Marketing

Services & Support

Systems & Provisioning

Users & Contacts

Collapse Sidebar

Calendar

Get Assistance

Calendar

Maintenance Deliveries

14.11.2023

☐ Favorite products only

Search

Q

Day

Week

Month

...

☐ Planned Events for Cloud Services

☐ License key expiry

☒ Schedule an Expert or Manager sessions


☒ Maintenance deliveries (patches etc.)


☒ Extranet release dates

☒ SAP Security Patch days










< Today > November 2023

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
44	29	30	31	1	2	3	4
		SAP BW/4HANA 2023 00 Maintenance Delivery					
		SAP S/4HANA 2020 SP07 Maintenance Delivery					
45	5	6	7	8	9	10	11
		SAP S/4HANA 2021 SP05 Maintenance Delivery					
		SAP NetWeaver 7.0 SP41 Maintenance Delivery					
46	12	13	14	15	16	17	18
		SAP S/4HANA 2022 SP03 Maintenance Delivery					SAP for Me release ...
			SAP Security Patch ...				
47	19	20	21	22	23	24	25
		SAP BW/4HANA 2.0 SP15 Maintenance Delivery					
		SAP BusinessObjects Business Intelligence platform 4.3 SP3.8 Maintenance Delivery					
		SAP Customer Activity Repository applications bundle 5.0 SP06 Maintenance Delivery					
		3 more	3 more	3 more	3 more	3 more	
48	26	27	28	29	30	1	2
		SAP enhancement package 2 for SAP NetWeaver 7.0 SP26 Maintenance Delivery					
49	3	4	5	6	7	8	9
		SAP BW/4HANA 2021 SP07 Maintenance Delivery					
		SAP BusinessObjects Business Intelligence platform 4.3 SP4 Maintenance Delivery					

 Home

 Calendar

 Reporting

- DASHBOARDS
-  Customer Success
 -  Finance & Legal
 -  Partner Solutions
 -  Partnership
 -  Portfolio & Products
 -  Sales & Marketing
 -  Services & Support
 -  Systems & Provisioning
 -  Users & Contacts

 Collapse Sidebar

Welcome

 Edit

Search Support Knowledge






...

How can we help you?



Get Started

...

-  What is SAP for Me?
-  Manage SAP for Me access
-  SAP for Me authorizations
-  Get started with SAP Support
-  Get the App

Feedback

Welcome

Search Support Knowledge

How can we help you?

Get Started

What is SAP for Me?

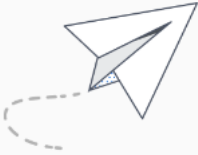
Manage SAP for Me access

SAP for Me authorizations


Get started with SAP Support

Get the App


Feedback




There are many ways to **influence** our work with your feedback.



SUGGEST A FEATURE
Influence SAP for Me development



GET ASSISTANCE DASHBOARD
Find answers to your questions



How would you rate **SAP for Me** today?

Hide Feedback

Help

Contact Us

Status

Terms of Use

Copyright and Trademarks

Cookie Statement

Cookie Preferences

Legal Disclosure

Privacy

Public

62



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 enquires, e.g. status requests, speed up request, escalation requests



SAP for Me and SAP Support Portal navigation and applications, e.g. user management, license key request



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 Qualtrics 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 ONE Support Launchpad

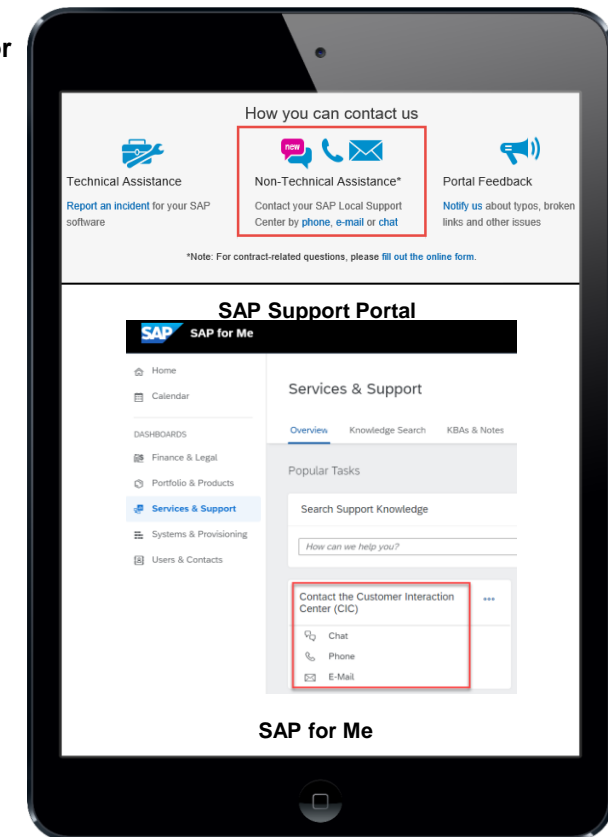
- [Chat with CIC](#)
- [Call CIC](#)
- [E-mail CIC](#)

Direct Access

Learn more here:

- [Interactive Video Package](#)
- [SAP Support Portal](#)
- [Reference Guide](#)
- [Webcasts](#)
- [#ASKCIC Support Videos](#)
- [CIC Blogs SAP Communities](#)

Preview





Questions?



Further Information

GENERAL OVERVIEW

- Log in to the portal
- Visit our website
- Download the app [Apple Store/](#)
[Google Play](#)

DEEP DIVE

- View the specific blog posts
- Follow us via [#sapforme](#)
- Watch the [Introduction Video](#)

SUPPORT

- Use the [SAP Support Portal](#)
- Explore the [SAP for Me Online Help](#)
- Review the [permissions](#)



Thank you.