



PUBLIC

Introduction to SAP for Me

Q&A Follow up

Migration from Ariba Connect to SAP for Me:

Will we automatically transfer our current Ariba connect to SAP to Me, or do we need to create a new account?

- SAP for Me is available today, me.sap.com, using your same SAP Ariba Connect login credentials. On April 28th we will update access points to SAP Ariba Connect to point you to SAP for Me.

What is the timeline for Ariba Connect case migration? When will the old Ariba connect cases be visible in SAP For Me?

- All active cases (New, In Progress, or Resolved) will be migrated to SAP for Me at migration (April 27) along with the case history. Once migrated those cases will be available for continued management within SAP for Me via the Services & Support dashboard.
- Until the Migration date you can continue to create cases via Ariba connection. However, you can start creating cases via SAP for Me today.
- After the migration case creation and management functionality will be removed in Ariba Connect on April 28th. These locations will contain a link directing customers/partners to SAP for Me.
- Closed cases in SAP Ariba Connect will remain visible in Connect for 90 days and will not migrate.

What will happen to KBAs that are currently favoured in Ariba connect?

- Favoured KBAs in Ariba Connect will still be available in the "My Content" area. The SAP Ariba card in SAP for Me will still deep link to these areas in Ariba Connect.

Will all Ariba Connect KBA be available on SAP for Me?

- Yes, all Ariba Connect KBAs and Product Documentation are available in SAP for Me.

What will be the new features in SAP for me and what are the features on connect that will not be in SAP for Me?

- [KBA 3451118 - SAP Ariba Connect to SAP for Me Migration](#) provides more detailed information on the migration to SAP for Me

Cases on SAP for Me:

Could you please provide documentation on how to create a case?

- Please see the following [KBA 1296527 - How to create a support case for SAP Support](#) with the steps on how to create a case in SAP for Me

Where can we find the Support tickets after shutdown of Ariba Connect in SAP for Me?

- Cases that have been migrated and created in SAP for Me can be viewed and managed within the Services & Support dashboard.

Could you please show the field where we supposed to fill the component?

- The Get Support help will guide you to select the appropriate component related to the reported issue. The last step of case create will show the component at the top of the screen with a 'pencil' icon for you to edit if you wish.

Can we reply to cases by email, like we did with in Ariba Connect?

- No, all updates to cases will need to be executed within SAP for Me. The email notification that you will receive will contain a link directly to your case.

Is there a way to update a case after it has been created, for example with Business impact, or change priority?

- Additional information such as Business impact, attachments, steps to replicate the issue, additional contacts can be added at any point after the case has been created.
- The priority can only be changed by the customer themselves if the case is on customer side. If the case is in processing with SAP, you can [contact CIC](#) who can help raise the priority. You can find more information in [KBA 1281633 - Speed Up Processing of a Case](#)
- You can find more information about updating case details in [KBA 2403394 - How to change support case details](#)

In Connect, Cases that were closed over 90 days ago are not able to be opened to see the detail inside - you can only read the reference number, title, status.

Will Cases in SAP for Me also be like this? Or will we be able to see the full detail regardless of age?

- The 90 day anonymization is part of the SAP Security and Legal policies to safeguard possible Pii and GDPR data. This rule will not change with the migration to SAP for Me.

Critical Incidents:

Where do I find the Critical incidents reported from SAP?

- Downtime events, both planned and unplanned, are visible in SAP for Me under Systems & Provisioning -> Availability. RCAs for Critical Incidents will be posted on SAP for Me similar to SAP Ariba Connect today.

In relation to critical incidents, will those be linked to specific SRs, same as today?

- Yes, support cases will continue to be linked to critical incidents the same as today. You will receive updates on the critical incident through your linked support case.

We will still receive critical incidents via e-mail, or we need to adjust some notifications?

- With the migration to SAP for Me, you will be automatically subscribed to notifications. To adjust your preferences, please go to Get Notified to fine tune what you want to hear from us: <https://me.sap.com/systemsprovisioning/getNotified>

S-Users and S-User Management:

How many S users can an organization have in Sap for Me? is there any limitation, costs to it?

- There's not a limit on how many users the customer can have. Similarly, there is no limit on how many Super or Cloud Administrators there are for one customer.

Can a S-User access be limited to view articles and not being able to open SRs?

- Yes, this is done within the User & Contacts dashboard. Authorizations can be managed for each individual S-User. Here are some resources to help you determine which authorizations are best for your team: <https://support.sap.com/en/my-support/users.html> and <https://support.sap.com/content/s4m/help/users.html>

Why are trouble-shooting articles only available for S users and not for P users?

- SAP for Me requires an S-user account as authorizations are granted to each user by the customer in order to view and perform certain responsibilities for the customer. P-users are intended for public content, such as learnings and cannot access SAP for Me.

SAP for Me Navigation:

Enhancement and Influence Requests will be also moved to SAP for me?

- You can locate these via the SAP Ariba specific card within SAP for Me. This card contains a link to Customer Influence. We recommend you pin this card to your homepage for quick access!

Where will Service Pack and Quarterly Release information be in SAP for Me?

- This information is available via a card called 'SAP Ariba' and has a link within that card called 'Release Readiness'. You can either locate it on the homepage via the 'Edit' (pencil icon) or under the Services & Support dashboard (scroll down to 'Make the Most of Your Solution')

How do I get to the my interests section?

- Got to my Home Page > Edit My interests
- Or access your Profile > My Settings > Edit My interests