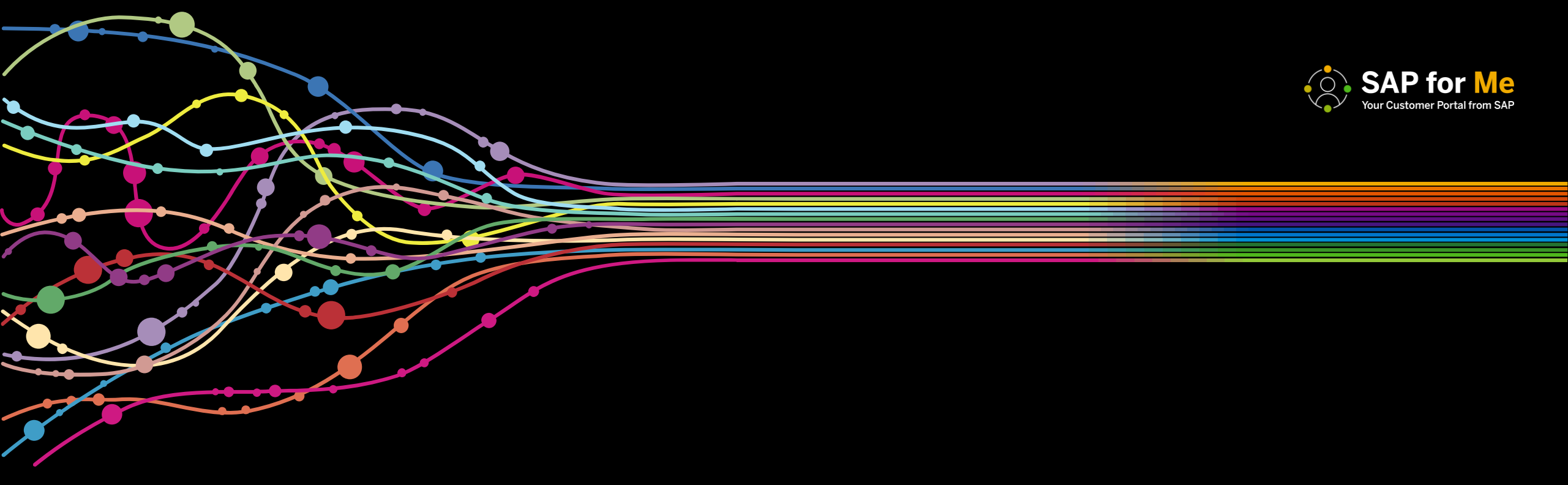




SAP for Me

Anna Withum, Customer Collaboration Manager SAP for Me, SAP SE
March 29, 2022

PUBLIC

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SAP for Me: **Getting Started**



How to start successfully with SAP for Me?

How does SAP support me?

- Glossary
- Access to SAP for Me: User & Authorization Concept
- First Steps in SAP for Me
 - Onboarding
 - Customizing
 - Navigation
- Tips & Tricks
- Demo
- Shaping SAP for Me
- Roadmap
 - SAP ONE Support Launchpad Migration
 - Outlook 2022

SAP for Me: First Impression & Terms

- Sidebar
- Dashboard
- Card

The screenshot displays the SAP for Me user interface. A yellow box highlights the sidebar on the left, which contains navigation links for Home, Calendar, Partner Dashboards, Customer Dashboards, and various support functions. An orange arrow points from the 'Sidebar' bullet point to this sidebar. The main content area is titled 'Services & Support' and features a 'Top Tasks' section with five cards: 'Report a Case', 'View Cases', 'Download Software', 'Manage S-Users', and 'Request License Key'. Below this is an 'In Focus' section with a 'Get Started' list and a 'Cases Overview by status' donut chart. The chart shows the following data:

Status	Count	Percentage
Sent to SAP	165	31.0%
Sent to SAP Partner	106	19.9%
Partner-Customer Action...	23	4.3%
SAP Proposed Solution ...	10	7.5%
In Processing by SAP (1...	10	37.1%

SAP for Me: First Impression & Terms

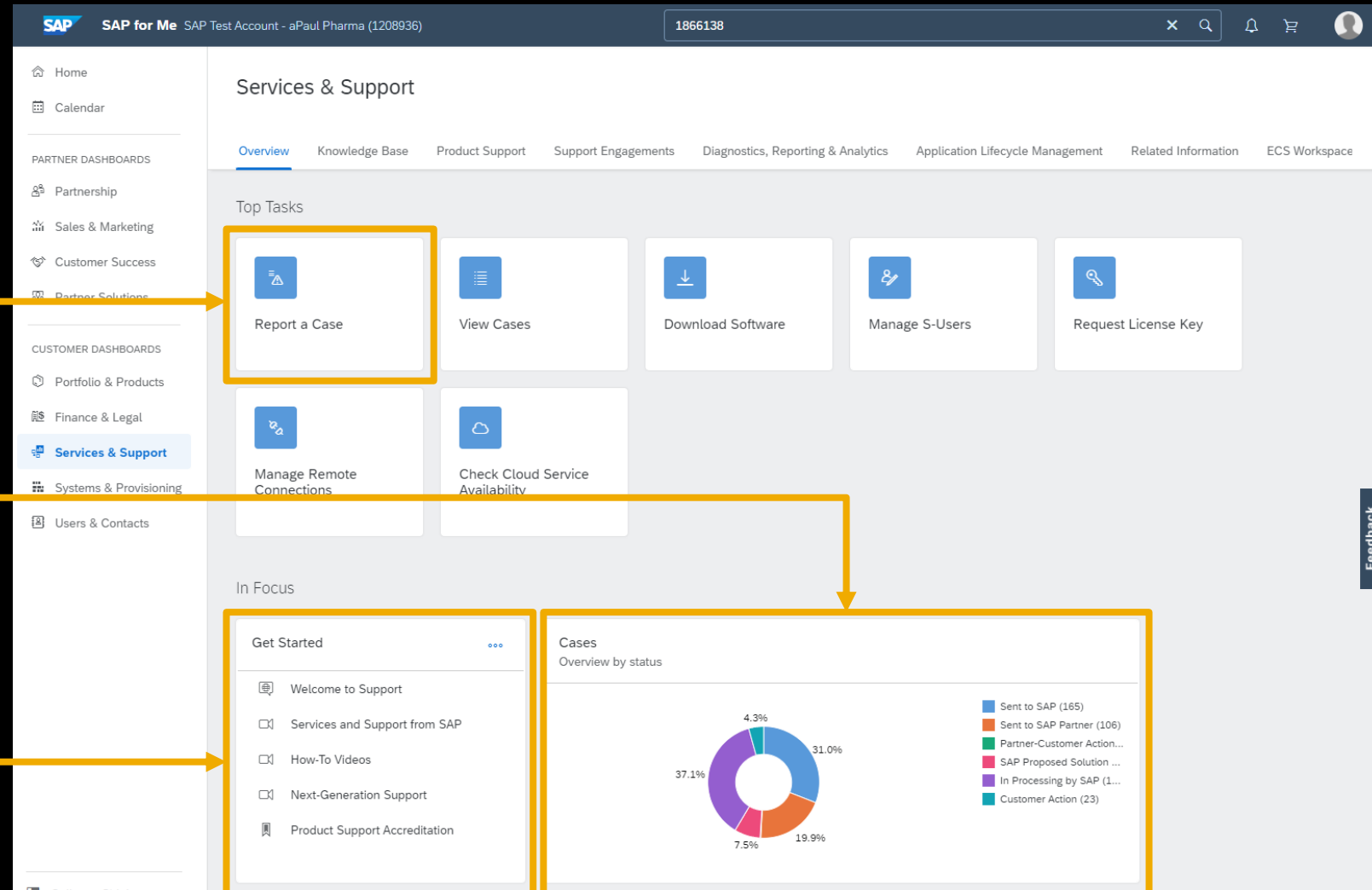
- Sidebar
- Dashboard
- Card

The screenshot displays the SAP for Me user interface. A sidebar on the left contains navigation links: Home, Calendar, PARTNER DASHBOARDS (Partnership, Sales & Marketing, Customer Success, Partner Solutions), CUSTOMER DASHBOARDS (Portfolio & Products, Finance & Legal, **Services & Support**, Systems & Provisioning, Users & Contacts), and a Feedback button on the far right. The main content area is titled 'Services & Support' and includes tabs for Overview, Knowledge Base, Product Support, Support Engagements, Diagnostics, Reporting & Analytics, Application Lifecycle Management, Related Information, and ECS Workspace. The 'Overview' tab is active, showing 'Top Tasks' as a grid of cards: Report a Case, View Cases, Download Software, Manage S-Users, Request License Key, Manage Remote Connections, and Check Cloud Service Availability. Below this is an 'In Focus' section with a 'Get Started' list (Welcome to Support, Services and Support from SAP, How-To Videos, Next-Generation Support, Product Support Accreditation) and a 'Cases Overview by status' donut chart. The chart data is as follows:

Status	Count	Percentage
Sent to SAP	165	31.0%
Sent to SAP Partner	106	19.9%
Partner-Customer Action...	23	4.3%
SAP Proposed Solution ...	-	7.5%
In Processing by SAP (1...	-	37.1%

SAP for Me: First Impression & Terms

- Sidebar
- Dashboard
- Card



SAP for Me: User & Authorization Concept

SAP for Me

Sign In

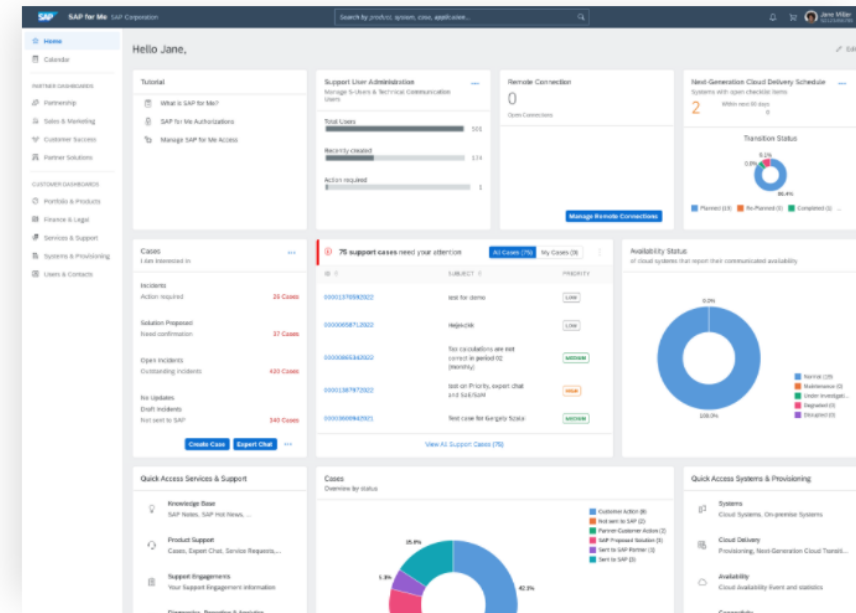
Try our Demo

SAP for Me - Is made for You

Say hello to your digital companion

Sign In

Try our Demo



S-User Login
Universal ID Login

Authorization Concept

SAP for Me: User & Authorization Concept

SAP for Me

Sign In

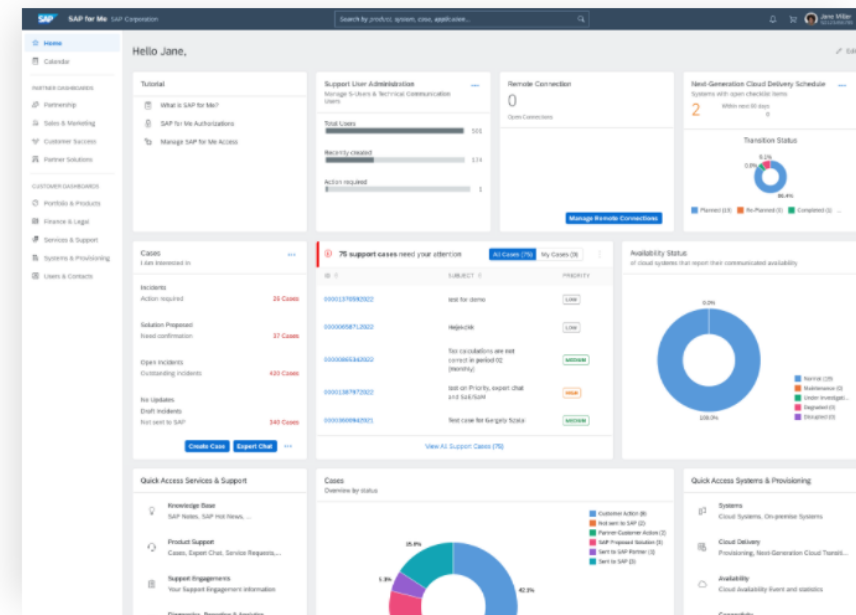
Try our Demo

SAP for Me - Is made for You

Say hello to your digital companion

Sign In

Try our Demo



DEMO: No login required

Authorization Concept

SAP for Me: First Steps in SAP for Me

	SAP ONE Support Launchpad	SAP for Me
Scenario 1	✓	✗
Scenario 2	✓	✓
Scenario 3	✗	✓
Scenario 4	✗	✗

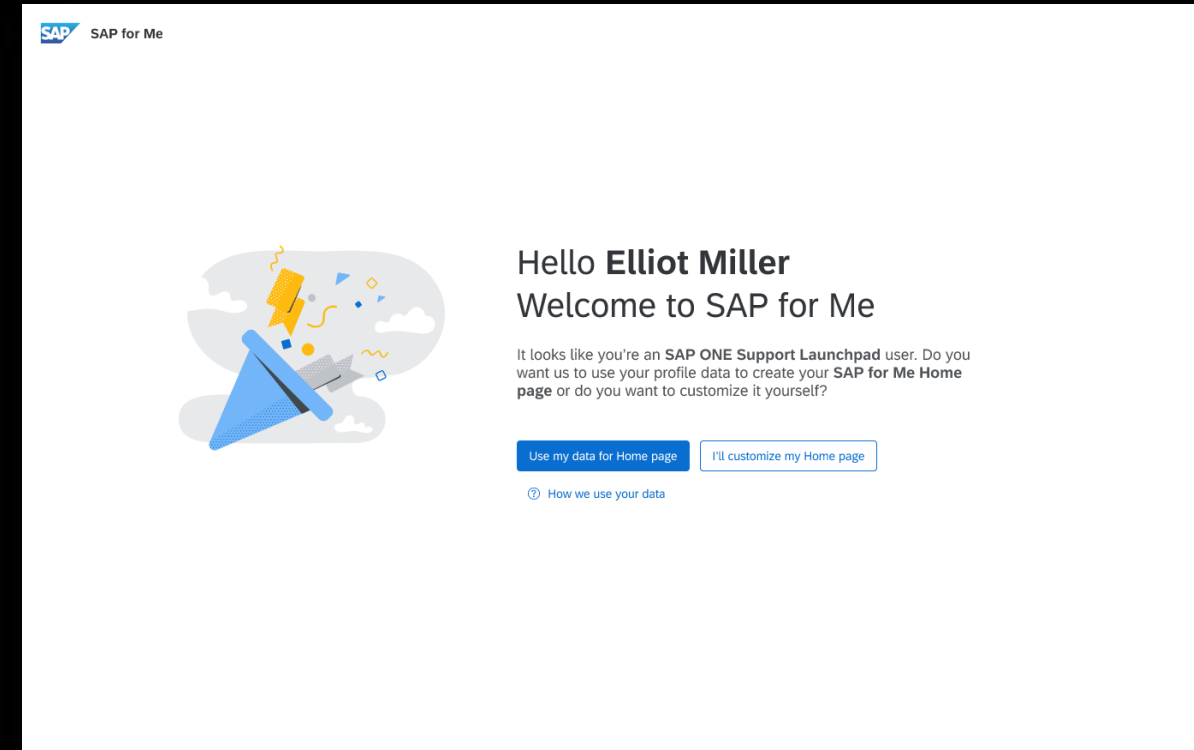
'New personalized home page of SAP for Me'
SAP for Me User Help

Favorites (3 entries)		All Favorite Types
TITLE		TYPE
★ A4C8976		System
★ SAP Business One		Product
★ SME		Portfolio Category

Tutorial	
📋	What is SAP for Me?
🔒	SAP for Me authorizations
⚙️	Manage SAP for Me access
🎧	Get started with SAP Support

SAP for Me: First Steps in SAP for Me

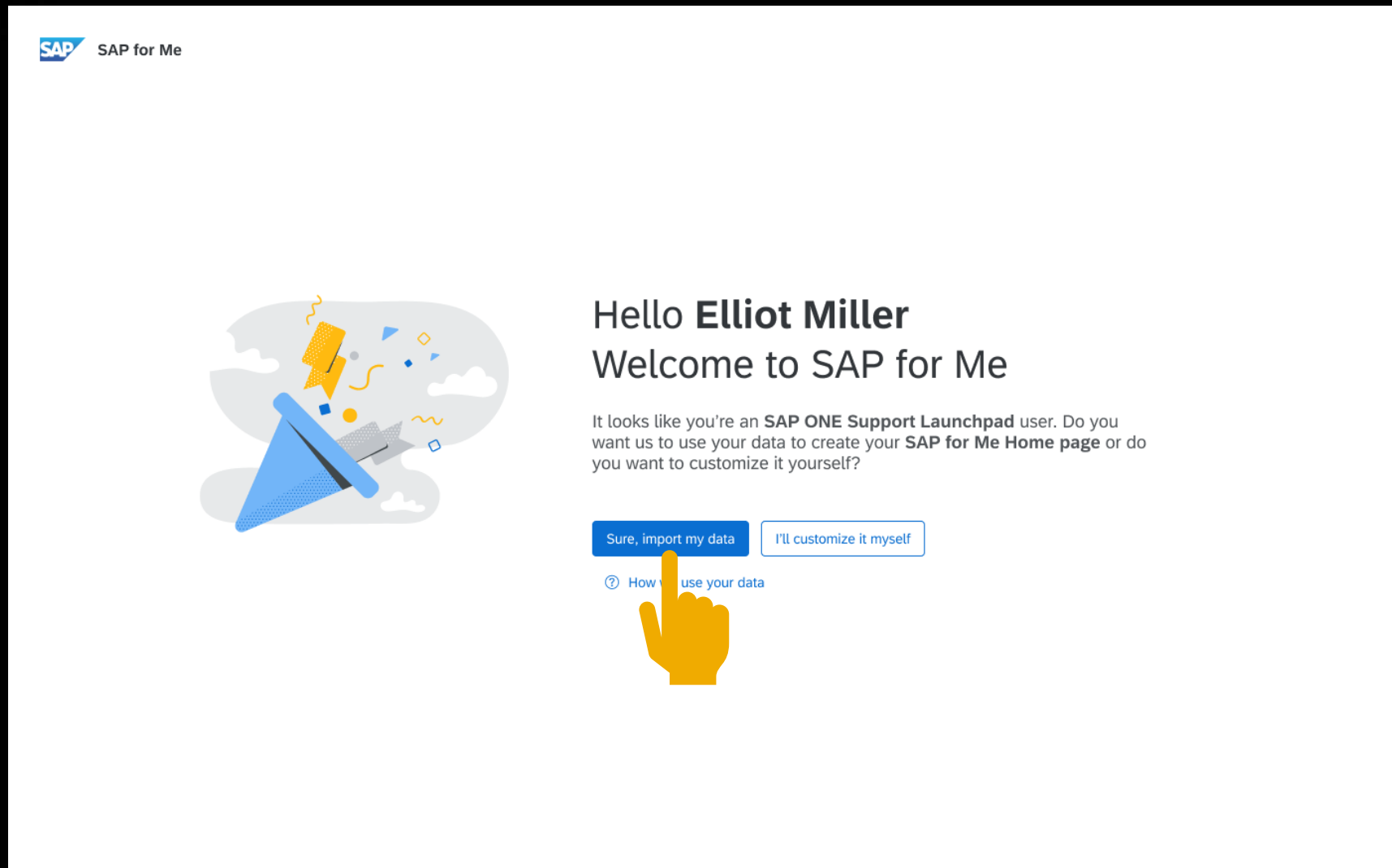
	SAP ONE Support Launchpad	SAP for Me
Scenario 1	✓	✗
Scenario 2	✓	✓
Scenario 3	✗	✓
Scenario 4	✗	✗



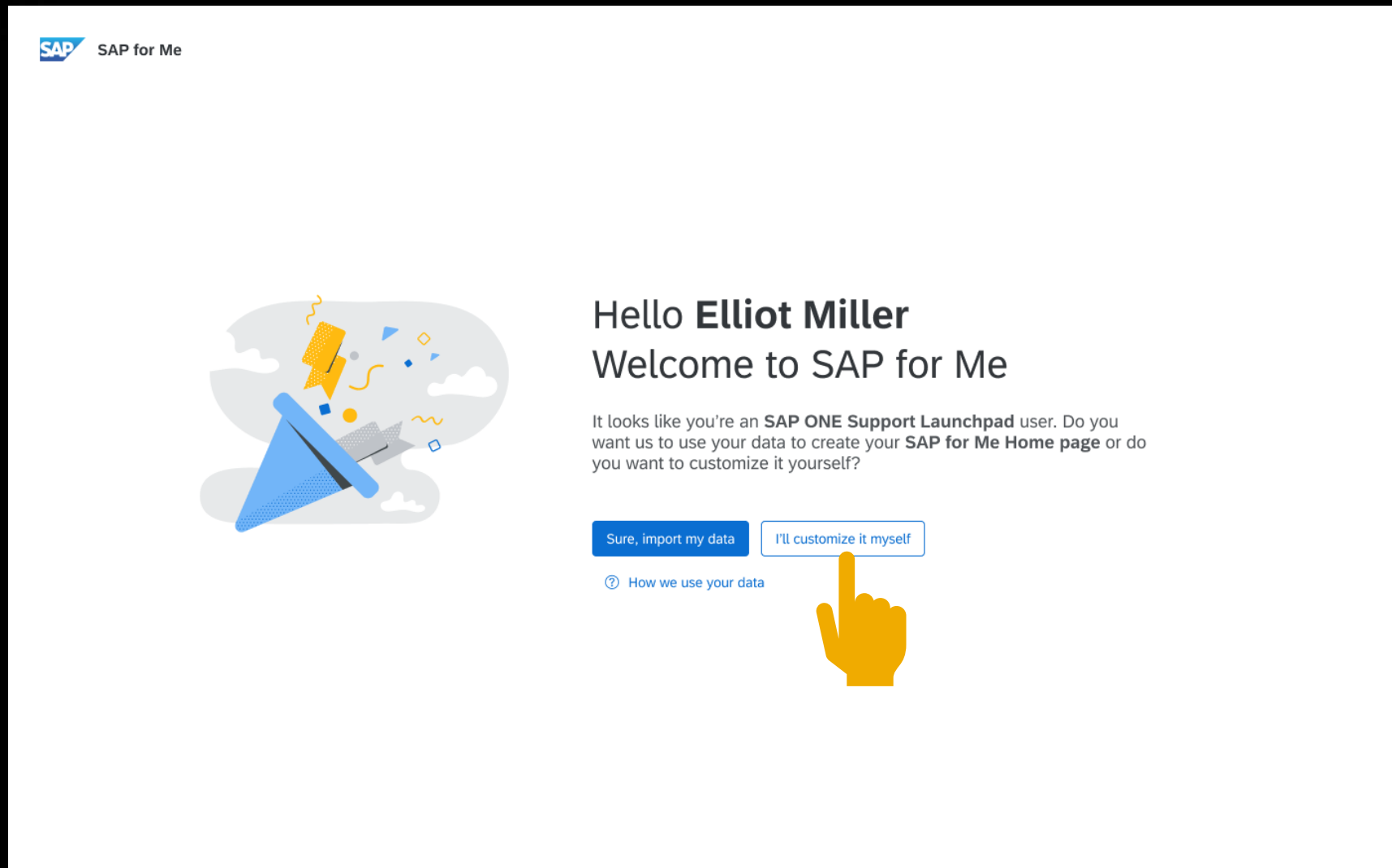
→ Import your data

→ Start from scratch

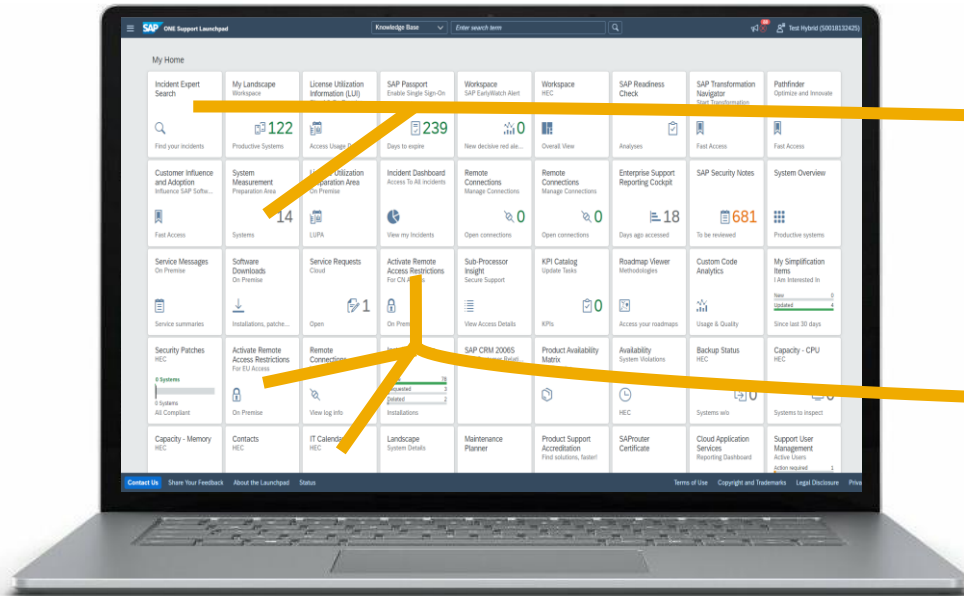
SAP for Me: First Steps in SAP for Me



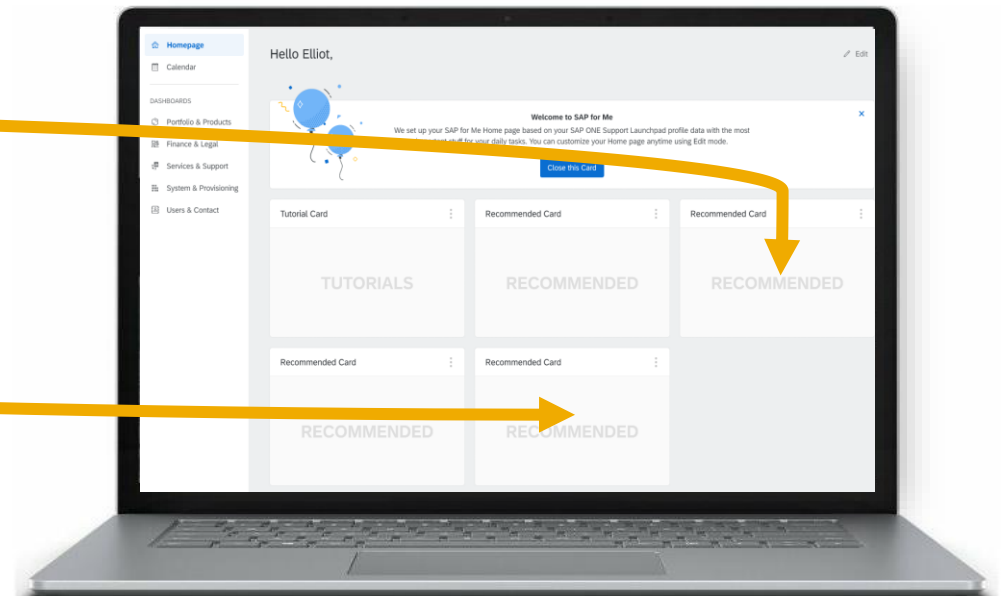
SAP for Me: **First Steps in SAP for Me**



SAP for Me: First Steps in SAP for Me



SAP ONE Support Launchpad



SAP for Me

SAP for Me

Cloud Availability Center

Schedule an Expert
Book a Live Session

0

Upcoming sessions

Open Incidents

392

Outstanding incidents

Solution Proposed

29

Need confirmation

Expert Chat
Get Real-Time Support

Begin a chat session

Report an Incident

Find a Solution

Semantic Layer

Incident Management
+
Cloud Availability

SAP for Me

12 systems are unavailable

SYSTEM	SYSTEM NAME	PRODUCT	STATUS
730827383	my314242.vlab.sapbydesign.com	—	DEGRADED
730827384	my314243.vlab.sapbydesign.com	—	DEGRADED
730859282	my314400.vlab.sapbydesign.com	—	DEGRADED
740164664	DC12SHR	SAP SuccessFactors HXM Core	DEGRADED
740172443	my Cloud System	SAP Jam Collaboration	DEGRADED

View All My Unavailable Systems (12)

Availability Status
of cloud systems that report their communicated availability

Status	Count
Normal	2
Maintenance	0
Under Investigation	0
Degraded	10
Disrupted	2

Cases
I Am Interested In

No Updates
Within last 7 days

22669 Cases

Open Incidents
Outstanding incidents

21433 Cases

High Priority
P1 & P2 incidents

2872 Cases

Incidents
Action required

1089 Cases

Solution Proposed
Need confirmation

536 Cases

Draft Incidents
Not sent to SAP

479 Cases

Create Case Expert Chat

2808 support cases need your attention

All Cases (2808) My Cases (2)

ID	SUBJECT	PRIORITY	LAST CHANGED
0002423606	Test Case for NOW Training - Jan 31st 2022 - I867875 - Do not touch please	VERY HIGH	18 hours ago
0002398522	Error printing	LOW	24 hours ago
0002423549	Pulse Test Case Bobby Holmes	LOW	1 day ago
0002423103	Pulse Test Case Giuseppe Moroni Ramella	LOW	3 days ago
0002423118	ATF_Test	MEDIUM	3 days ago

View All Support Cases (2808)

SAP for Me: **Tipps & Tricks**



How to use SAP for Me?

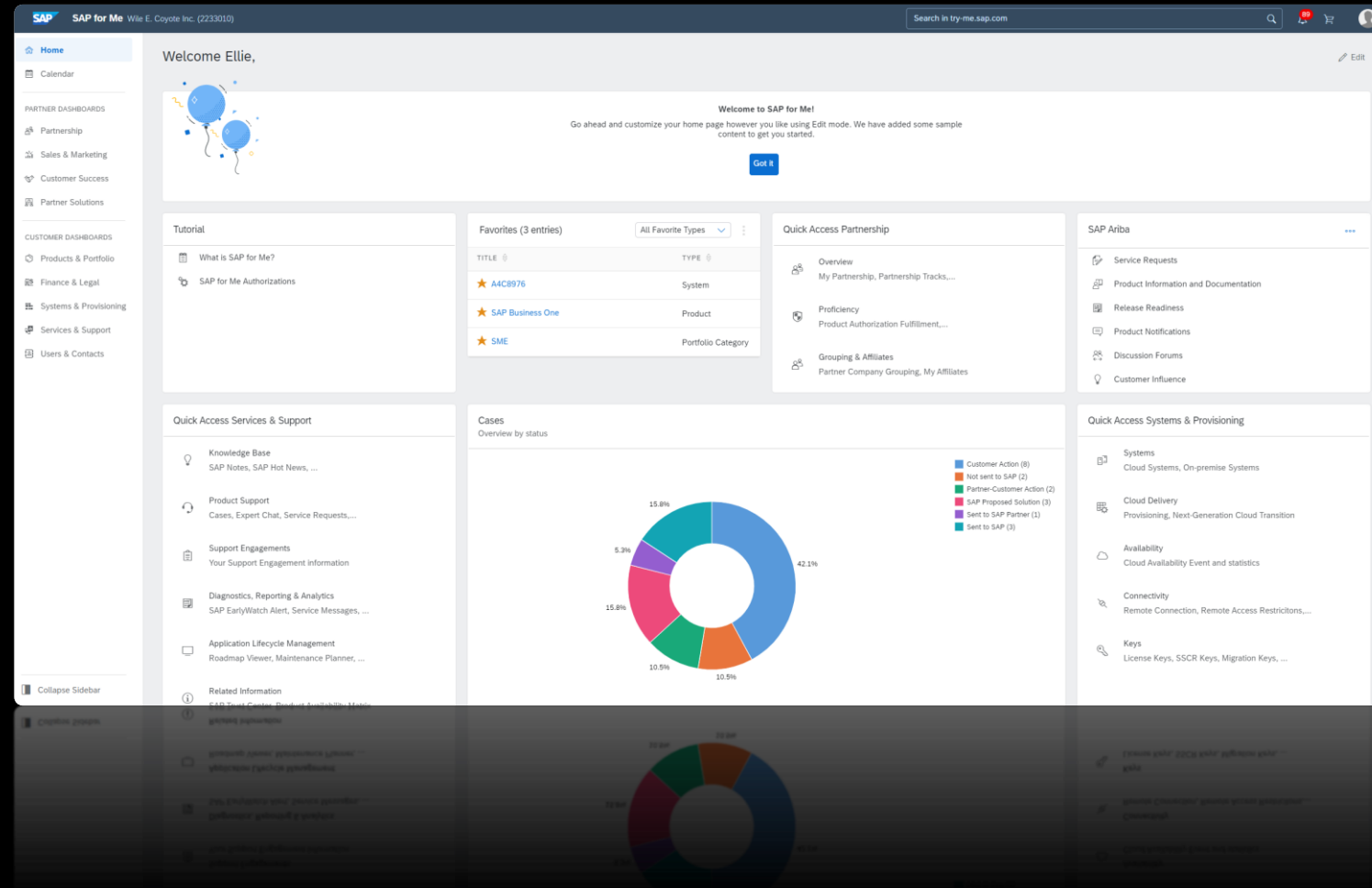
- [Support Portal: What Went Where?](#)
- [SAP Help: SAP for Me Documentation](#)

How to stay up to date?

- [Support Portal: Release Notes](#)
- [Support Portal: Transition to SAP for Me](#)

SAP for Me

DEMO



How to get in touch with the SAP for Me team?

- Choose the correct channel to receive a fast answer
- How to actively participate in the SAP for Me collaboration activities?
- What happens to my feedback?

SAP for Me: Feedback Slider

Suggest a Feature

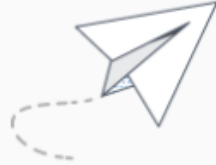
Suggest a new feature or vote on an existing idea.

Contact Us

Report a technical issue.

Rate SAP for Me

Share your personal opinion about SAP for Me.



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

 #SAPforMe on Twitter



SUGGEST A FEATURE
Influence SAP for Me development



CONTACT US
Contact Partner Support >
Contact Customer Support >



How would you rate
SAP for Me today?

★ ★ ★ ★ ★

[Hide Feedback](#)

SAP for Me: Usability Testing

What is usability test?

Test a product or feature in the early design phase.

Register for a test and walk through a specific scenario in our prototypes.

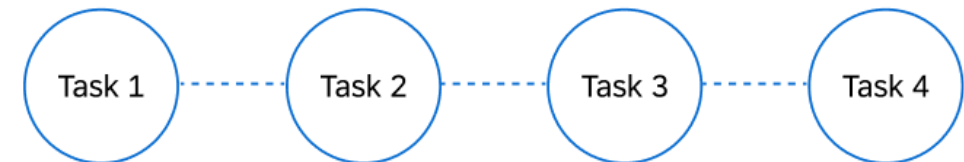
This is not about testing you and your knowledge it is about testing our product!

How to participate?

Usability Tests happen frequently as part of SAP events. Next event: SAPPHIRE 2022

Usability Testing

SAPPHIRE

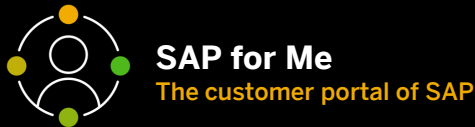


SAP for Me: Customer Engagement Initiative

Topic

A CEI project has a specific topic and/or goal.

Example: SAP Support in SAP for Me



Prerequisites

There are no prerequisites. Depending on the topic some experience can be helpful.

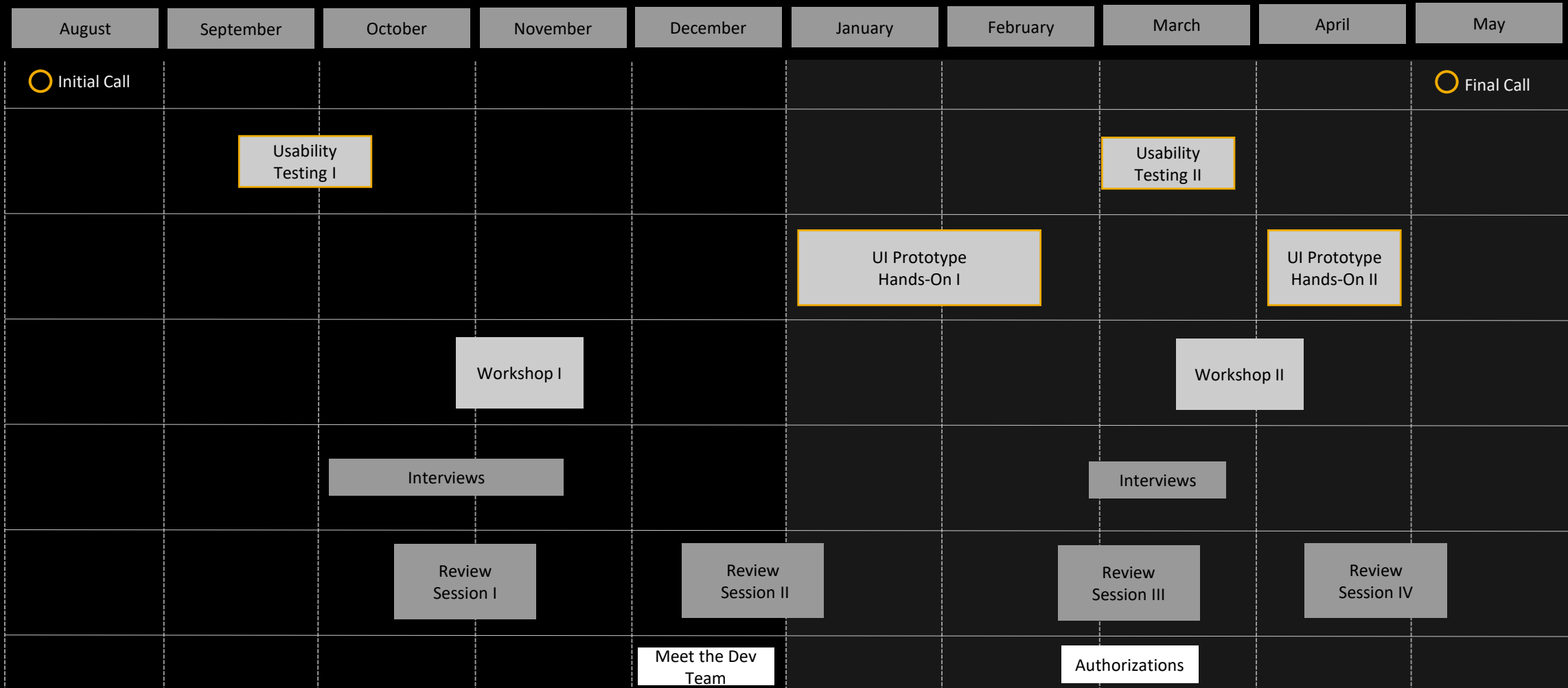
Interaction

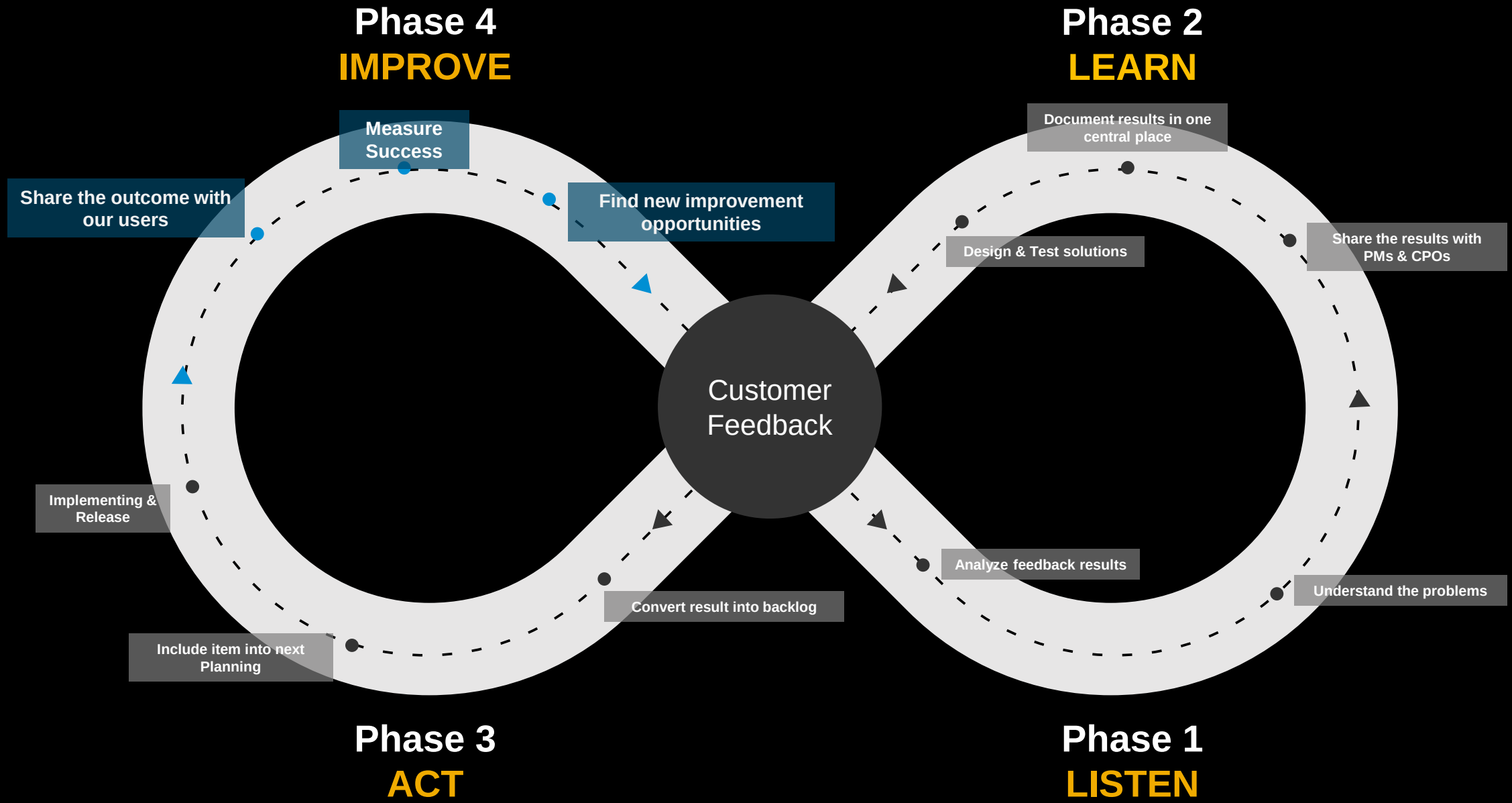
Every CEI project offers a set of activities. You can decide on your own what is of interest for you. No mandatory meetings!

Your Advantages

- Bring in your ideas
- Early insight into development activities
- Expand your social network with SAP and other companies
- Become an expert for an upcoming product

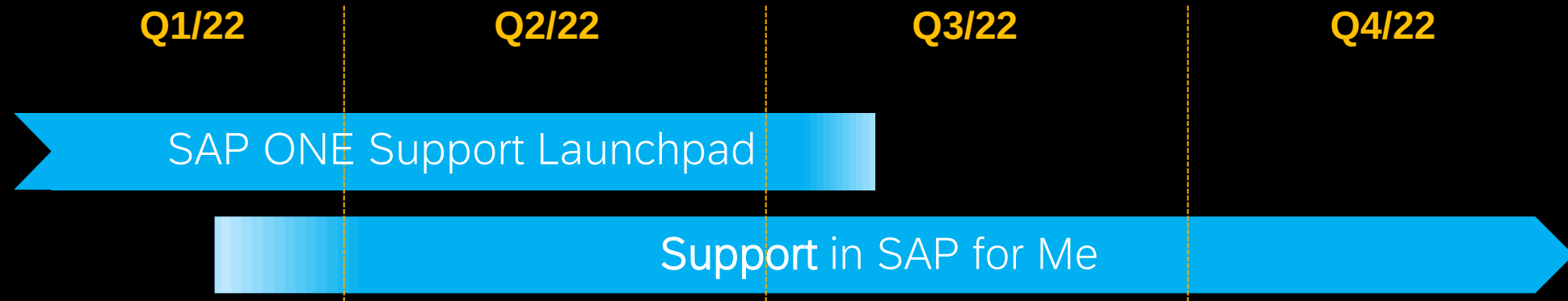
SAP for Me: Customer Engagement Initiative





What's coming 2022

SAP ONE Support Launchpad Migration to SAP for Me



Transition Strategy

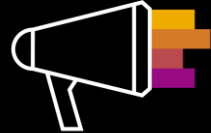
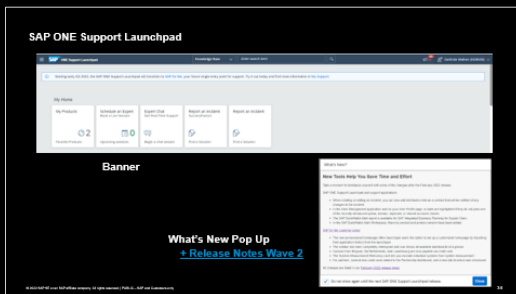


3...

Personalized Homepage

Feb 26th, 2022

Promotional **Banner** on SAP ONE Support Launchpad, What's New, Release Notes



2...

„Soft Redirect“ LUI & CAC

Mid of April 2022

License Utilization Information (LUI) and Cloud Availability Center (CAC) Popups when entering the respective application, **allowing to** navigate to SAP for Me or to **close** the Popup and remain in the SAP ONE Support Launchpad.



1...

Redirect with Opt-Out

Mid of July 2022

One central Popup in SAP ONE Support Launchpad for all routes redirecting to me.sap.com/home, **allowing to close** the Popup and remain in the SAP ONE Support Launchpad.



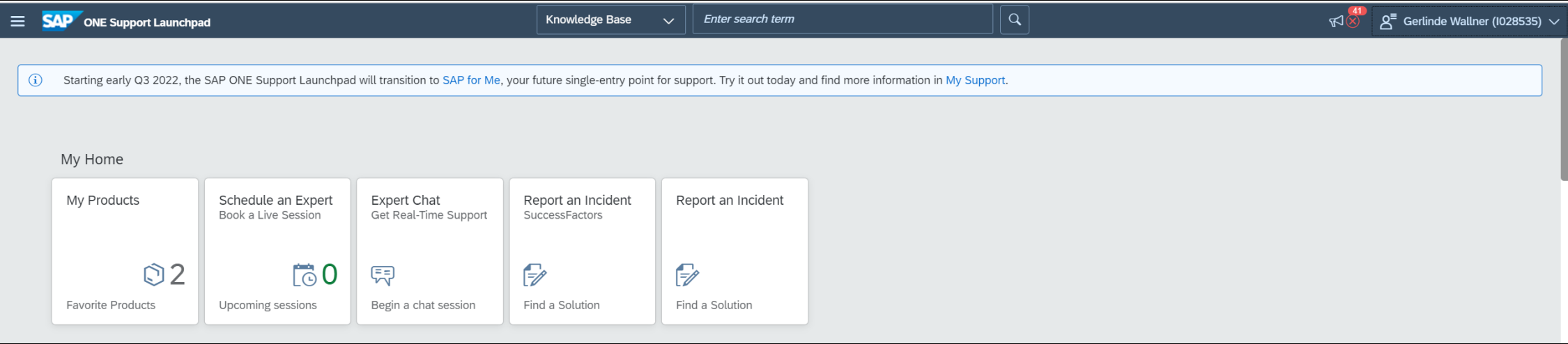
GO!

Auto-redirect

End of July 2022

Auto-redirect / one central Popup in SAP ONE Support Launchpad for all routes redirecting to me.sap.com/home

SAP ONE Support Launchpad



Banner

What's New Pop Up + Release Notes Wave 2

What's New?

New Tools Help You Save Time and Effort

Take a moment to familiarize yourself with some of the changes after the February 2022 release.

SAP ONE Support Launchpad and support applications:

- When creating or editing an incident, you can now add distribution lists as a contact that will be notified of any changes to the incident.
- In the *User Management* application and on your *User Profile* page, e-mails are highlighted if they do not pass one of the recently introduced syntax, domain, duplicate, or shared accounts checks.
- The SAP EarlyWatch Alert report is available for SAP Integrated Business Planning for Supply Chain.
- In the SAP EarlyWatch Alert Workspace, filters by product and product version have been added.

[SAP for Me customer portal:](#)

- The new personalized homepage offers launchpad users the option to set up a customized homepage by importing their application history from the launchpad.
- The sidebar has been completely redesigned and now shows all available dashboards at a glance.
- Invoices from Belgium, the Netherlands, and Luxembourg are now payable via credit card.
- The *System Measurement Relevancy* card lets you exclude individual systems from system measurement
- For partners, several new cards were added to the *Partnership* dashboard, and a new tab structure was introduced.

All changes are listed in our [February 2022 release notes](#).

☒ Do not show again until the next SAP ONE Support Launchpad release. Close

SAP Support Portal

My Support



My SupportProductsToolsMaintenanceOfferings & ProgramsApplication Lifecycle Management

SearchUser日本語

SAP Support Portal Home

My Support

SAP ONE Support LaunchpadSupport in SAP for Me TransitionSupport ApplicationsRelease InfoSAP PassportHelp

My Support

Search for SAP Notes, SAP Knowledge Base Articles, SAP Community content and more.

Enter keywords or an SAP Note / KBA number

Search

[Access Expert Search](#)

SAP ONE Support Launchpad

The SAP ONE Support Launchpad provides you with personalized access to task-based support resources and relevant applications to help you when you need it.

SAP ONE Support Launchpad

Your Transition to SAP for Me

We listened to your feedback, and are working to simplify and harmonize your support experience at SAP.

✓

SAP for Me will become your entry point for support related topics and questions in early Q3/2022.

✓

All support features will be transitioned from the SAP ONE Support Launchpad to SAP for Me, adding more over time.

✓

Leverage the new platform to get a holistic view of your licenses, orders, consumption status, and perform self-services, e.g., cloud system provisioning.

Contact Us

SAP for Me

Latest Updates

Timeline

FAQs

SAP for Me Resources

Latest Updates:

✓

Check out your [personalized home page](#) with tailored information based on the applications you used in SAP ONE Support Launchpad

✓

You can already access most of your support tasks in SAP for Me. In Q2 2022, your support applications will be integrated into SAP for Me for a seamless experience.

✓

Check out the [Services & Support dashboard](#) and [Systems & Provisioning dashboard](#) for your top support tasks.

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What Went Where

☰

🔍

👤

日本語

SAP Support Portal Home / My Support / Help for SAP Support Applications / Launchpad Tile Overview

Where can launchpad tiles be found in SAP for Me?

SAP ONE Support Launchpad tiles and their equivalent cards in SAP for Me

The tiles in the SAP ONE Support Launchpad give you access to service & support tools.

With a few exceptions, the SAP for Me customer portal offers very similar references ("cards") or equivalent applications. The table below outlines where to find them in the content structure.

Note that by using the customization feature of SAP for Me you can add any of these cards also to your homepage. Afterwards use drag & drop to rearrange them.

Tile in the SAP ONE Support Launchpad

My Products

Favorite Products

Equivalent card in the SAP for Me customer portal

Support for My Software Products

11

Favorite Products

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

Search for a product

Search:

Tile name	Description	SAP for Me location	Comment
Action required	Shows all SAP SuccessFactors-related incidents pending your action, i.e. those where you have been asked to take actions or to provide more information.	Services & Support > Product Support	Link in the 'Manage All Your Cases' card
Activate Remote Access Restrictions [for	Flag systems as Mainland China data processing-relevant to avoid cross-border data transfer and non-	Systems & Provisioning > Connectivity	Click the bar in the 'Remote Access Restrictions'

Contact Us

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SAP for Me: Key Highlights 2022

- Home Page: New Layout 
- Card Catalog Enhancements
- Optimization (Card size, KPIs, Performance)
- Multi Language Support
- SAP ONE Support Launchpad Notifications
- Get Assistance / Get Help / Contact SAP:
One central area in SAP for Me to get information about any content or process represented in SAP for Me.
- New Dashboards:
 - ECS
 - RISE/ICEA
 - Enterprise Support

Key Highlights 2022: Mobile App

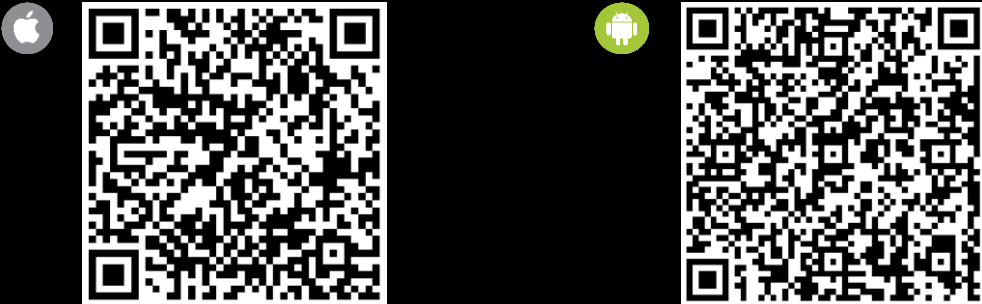
Go Live

iOS: Q3 2021  Android: Q4 2021 

- Available in Tencent Store (China)

To come 2022

- Full Case Management functionality
- Search SAP Notes / KBAs
- Expert Chat directly out of the App
- Service Requests



Thank you!

SAP folgen auf



www.sap.com/germany/contactsap

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