



# The User Onboarding Token

## SAP's New Initial S-user Process

December 14, 2022

PUBLIC

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# Agenda

- Introduction
- The Process Today
- The Challenges Today
- The Solution Process
- The How This Helps
- Demo
- The Roll Out
- Questions or Feedback



# Introduction

## Presenting today

### Michael Kerksmar

Director - Business Processes Transformation, Digital Customer Office

- 12 years at SAP working on both customer and partner topics
- Currently part of the Digital Customer Office driving transformations around sales and contracting processes
- Additional expertise in SAP Universal ID, Identity Topics, GDPR and Data Privacy



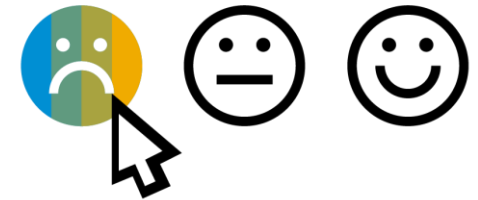
# The Process Today

- The technical administrator is identified at an early point during the sales process
- The customer reviews the technical administrator during the sales order acceptance. The technical administrator is listed in the contract
- The technical administrator becomes the first S-user and receives the system access/provisioning info



# The Challenges Today

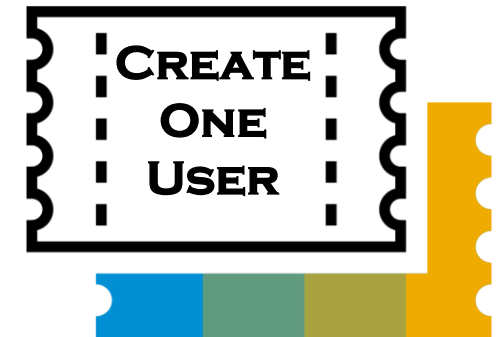
- The technical administrator is not correctly identified in many cases
- The customer does not understand the technical administrator role and therefore, does not provide feedback to change the person
- Cloud startup and provisioning emails are sent to the technical administrator. If that person is not correct there may be a delay in cloud provisioning and rollout
- The customer may not know who the technical admin should be at the time of purchase
- After the sale is complete, the process to change the technical admin requires a ticket or phone call to SAP





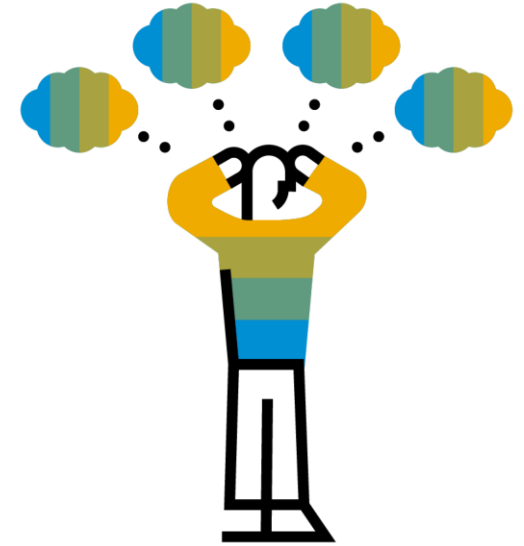
# The Solution Process

- Provide the customer a 'User Onboarding Token' that can be used by anyone at the customer to create the first admin S-user
- The onboarding token will be included as part of the sales order and it can be shared with the correct person at the company
- The admin will go to the User Onboarding Token site, confirm that they have an email address from the customer and enter the token
- The admin S-user will then be created and assigned to the person that used the token
- For cloud deals, the technical administrator on the sales order will be updated so provisioning notifications will be sent to the correct person



# The How This Helps

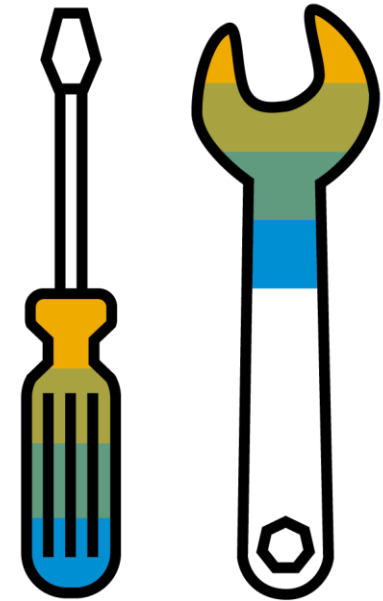
- The technical administrator / admin S-user can be selected by the customer
- The administrator can be selected before or after the deal is closed
- Using the User Onboarding Token will update the technical admin on the contract so future communications will be sent to the correct person





# Demo

- This is a work in progress and will change
- It is meant to give a general feel of the final solution and the simplicity of the process



# The Contract Change

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3.4. If applicable, fees for non-recurring services will be invoiced by SAP on a one-time basis and paid by Customer upon commencement of the first Product Start Date.

3.5. Customer shall reimburse SAP for all appropriately documented travel and related expenses pre-approved by Customer and incurred by SAP in performing any support for the Cloud Service.

3.6. SAP may provide invoices to the email address provided by Customer below as main contact.

#### 4. AUTHORIZED ADMINISTRATORS

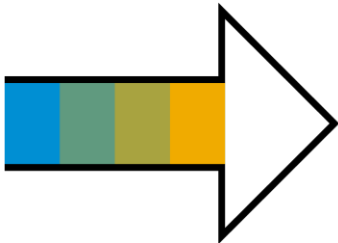
Customer contacts for order confirmation and system notices are:

Main contact name: Kim CIO

Main contact e-mail: CIO@SampleCo.com

Technical administrator name: Benja SysAdmin

Technical administrator e-mail: Benja@SampleCo.com



The following User Onboarding Token can be used by the customer to select a different technical administrator and gain access to SAP support web sites.

User Onboarding Token: **65be-4c87-3b97-4401-8cea-74ce-335b-80dc**

User Onboarding Website: <https://account-qa.sap.com/manage/onboarding>

For more information about Onboarding Tokens and the technical administrators see

<https://support.sap.com/onboardingtoken>.

#### 5. SUBSCRIPTION CLOUD SERVICES

5.1. Application

This Section applies only to Subscription Cloud Services as defined below.

5.2. Specific Definitions

5.2.1. "Subscription Cloud Services" means all Cloud Services subscribed to under this Order Form, except CPEA Cloud Services and Pay-As-You-Go Cloud Services.

...



Start your Journey with

## User Onboarding Token

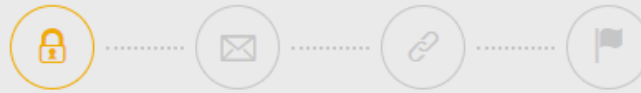
As an SAP customer, create your SAP Universal ID and next, enter your token. This will create administrator access and automatically assign all necessary authorizations.

\* You will need to link an email with at least one corporate email domain for your company.

Sign in

New to UID - Continue





## Create your SAP Universal ID

We just need some basic personal information and a password for your SAP Universal ID.

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

First Name

Last Name

Country/Region

SAP Universal ID E-mail

The e-mail address will be used as your new login

Password

Re-enter Password

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

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## Create your SAP Universal ID

We just need some basic personal information and a password for your SAP Universal ID.

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

First Name  
New-IT-manager

Last Name  
Tester

Country/Region  
United States

SAP Universal ID E-mail  
michael.kercsmar+t1312b@sap.com

The e-mail address will be used as your new login

Password  
••••••

Re-enter Password  
••••••

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

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Submit



## Email Verification



SAP Universal ID - Notification  
To [michael.kercsmar+t1312b@sap.com](mailto:michael.kercsmar+t1312b@sap.com)

ⓘ If there are problems with how this message is displayed, click here to view it in a web browser.

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Tue 12/13/2022 8:59 AM

# We need to verify your SAP

We sent an e-mail to [michael.kercsmar+t1312b@](mailto:michael.kercsmar+t1312b@)

Please check your e-mail and enter the code below.

(Verification code expires after 15 minutes)

Didn't receive your code (please allow a few minutes) or has your code expired?

[Resend verification code](#)



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Submit

THE BEST RUN

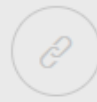
Verify your  
e-mail address

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

Verification code  
**848 730**

Kind regards,  
**SAP Universal ID Team**

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



## We need to verify your SAP Universal ID E-Mail.

We sent an e-mail to **michael.kercsmar+t1312b@sap.com** containing a verification code.

Please check your e-mail and enter the code below.

(Verification code expires after 15 minutes)

8 4 8 7 3 0

Didn't receive your code (please allow a few minutes) or has your code expired?

[Resend verification code](#)



This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Submit





## Enter the User Onboarding Token

By entering the User Onboarding Token you will be activating your administrator account which will provide you with access to support tools, product documentation, training courses, and many more service and information offerings.



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By entering the User Onboarding Token you will be activating your administrator account which will provide you with access to support tools, product documentation, training courses, and many more service and information offerings.

User Onboarding Token

65be-4c87-3b97-4401-8cea-74ce-335b-80dd



Submit



## Choose or add allowed e-mail address

Use this Token to easily create the first administrator for your company. The token is only valid for your company and for users with the allowed email domains listed below.

Onboarding Token

**65be4c87-3b97-4401-8cea-74ce335b80dc**

Allowed E-mail Domains

[sap.com](#)

E-mail

michael.kercsmar+t1312b@sap.com



Confirm



## Administrator account is being created

The administrator account creation starts when the order is placed. Once started, it will take 15-30 minutes to finalize the account.

It will be automatically added to the following e-mail address:

**michael.kercsmar+t1312b@sap.com**



### Are you new to SAP or working with a new SAP Solution?

Take a moment to explore our [Cloud Onboarding Resource Centers](#) to learn more about the how to get started or to sign up for a live onboarding session. Access is open to everyone, feel free to share with your teammates and partners.

[Visit Cloud Onboarding Resource Centers](#)

### Do you want to check on the status of your administrator account?

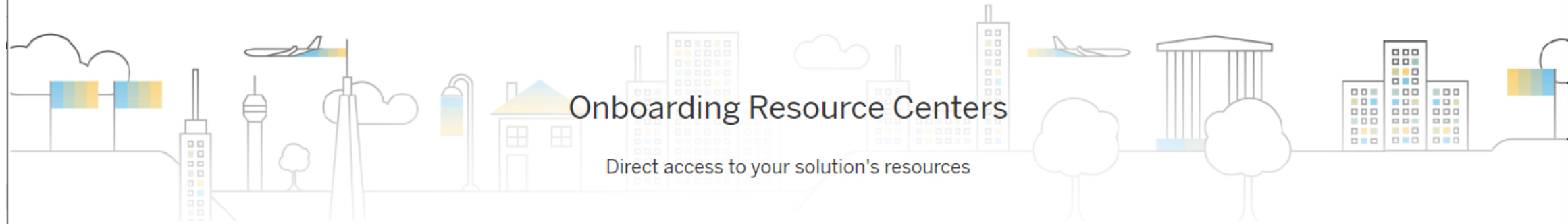
You can check the SAP Account Manager to see if the new administrator account has been created and added to your SAP Universal ID.

[Go to Account Manager](#)

✔ Token redemption has been successful.



## Customer Onboarding Resource Centers



# Onboarding Resource Centers

Direct access to your solution's resources

### SAP Business Technology Platform

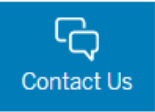
- ✓ SAP Business Technology Platform

### SAP Customer Experience

- ✓ SAP Commerce Cloud
- ✓ SAP Customer Data Solutions
- ✓ SAP Emarsys
- ✓ SAP Marketing Cloud
- ✓ SAP Sales Cloud and SAP Service Cloud

### SAP Human Experience Management

- ✓ SAP Sales Performance Management
- ✓ SAP SuccessFactors



### SAP Intelligent Spend and Business Network

- ✓ SAP Ariba
- ✓ SAP Business Network for Asset Management

### SAP S/4HANA

- ✓ RISE with SAP S/4HANA Cloud
- ✓ RISE with SAP S/4HANA Cloud, private edition
- ✓ SAP CPO

### Supporting Solutions

- ✓ SAP Enable Now
- ✓ SAP Learning Hub
- ✓ SAP Learning Hub.

# The Roll Out

- We will be rolling out with a targeted approach selecting specific deals and monitoring the token throughout the sales process
- General roll out will happen in Q1/Q2 2023
- The User Onboarding Token roll out will be combined with other improvements to the onboarding process including a new informational page on [support.sap.com](https://support.sap.com)



# Questions or Feedback?







**Thank you.**

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