

SAP for Me Initial Access and User Setup



Dear customer,

This document has been created to guide you from cloud contract signature until your first access to SAP for Me - **your new digital companion for all your support related queries.**

Each one of the steps below is detailed in the following pages to facilitate your understanding on which actions you need to take and to give you an easy access to the main resources that can support you on this process. Let's get started!

Click [HERE](#) if you already have an S-User ID.

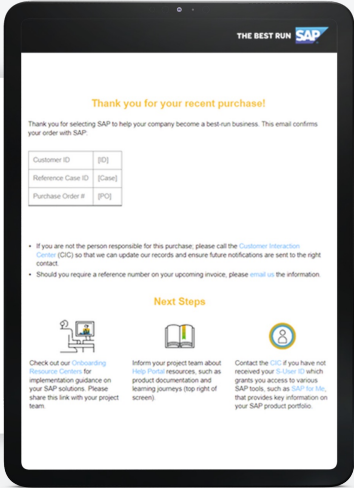
If not, follow the steps below to understand which actions you need to take to access SAP for Me.

Click [HERE](#) to download a step-by-step video that details the process.

1 Order confirmation email

When: Contract Sign Date
Who: IT Contact Person

Within 24 hours of signing the contract, you will receive an order confirmation email from SAP. The main Account Contact from the contract is the recipient for this email. This email is important as it contains the Customer ID and provides customer with information on Customer Interaction Center (CIC).



2 Welcome email

When: Contract Sign Date + 4 days to Contact IT and Contract Start Date + 4 days to Contacts other than Contact IT
Who: IT Contact Person

Also on contract sign date, you will receive your Welcome Emails. There you will find relevant Onboarding Resources, instructions about User Management and the first resources about SAP for Me.

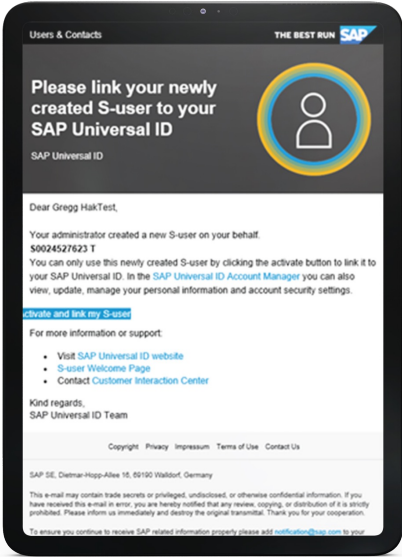
If your IT contact have NOT received the Welcome email, go to page 3.

3 Welcome S-User email

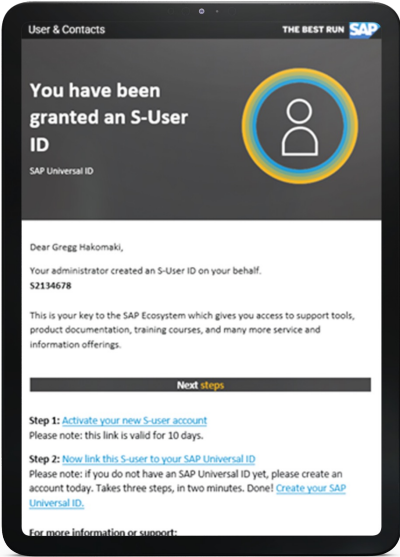
When: Contract Sign Date
Who: IT Contact Person

Every SAP Customer is required to have at least one designated "S-User" to access applications on the SAP One Support Launchpad and on the SAP for Me. SAP only creates the first Super Administrators.

- If the email ID of the contact person at your company **is already linked to Universal ID**, then you will receive the email as shown in Figure 1 (and please disregard the next step and click Next directly).
- If your email ID is not linked to universal ID**, then you will receive an email using the template shown in Figure 2 – and you need to created your Universal ID as detailed below.



User email template if customer IT contact's email ID is already linked to Universal ID.

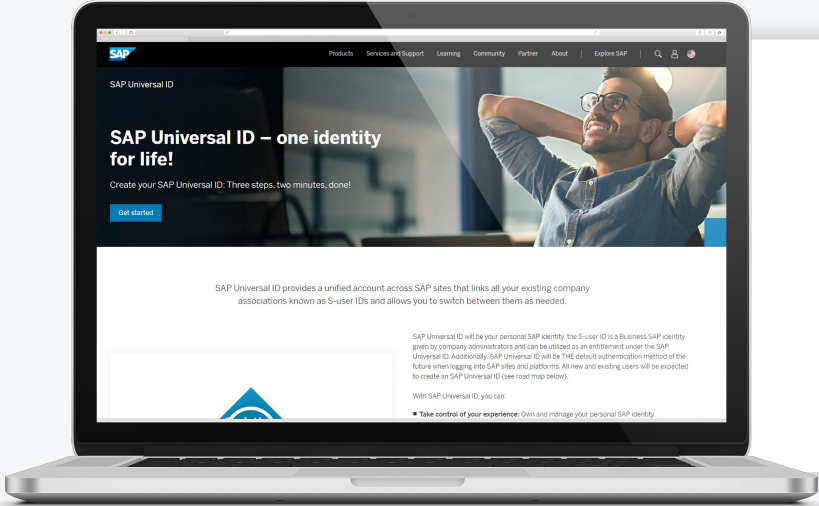


User email template if customer IT contact's email ID is not linked to Universal ID.

4 SAP Universal ID

Access: <https://www.sap.com/account/universal-id.html>

SAP Universal ID provides a unified account across SAP sites that links all your existing company associations known as S-user IDs and allows you to switch between them as needed. If your email ID is not linked to an Universal ID, please follow the steps detailed on the link above. It takes only a few minutes!



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SAP for Me Sign-in

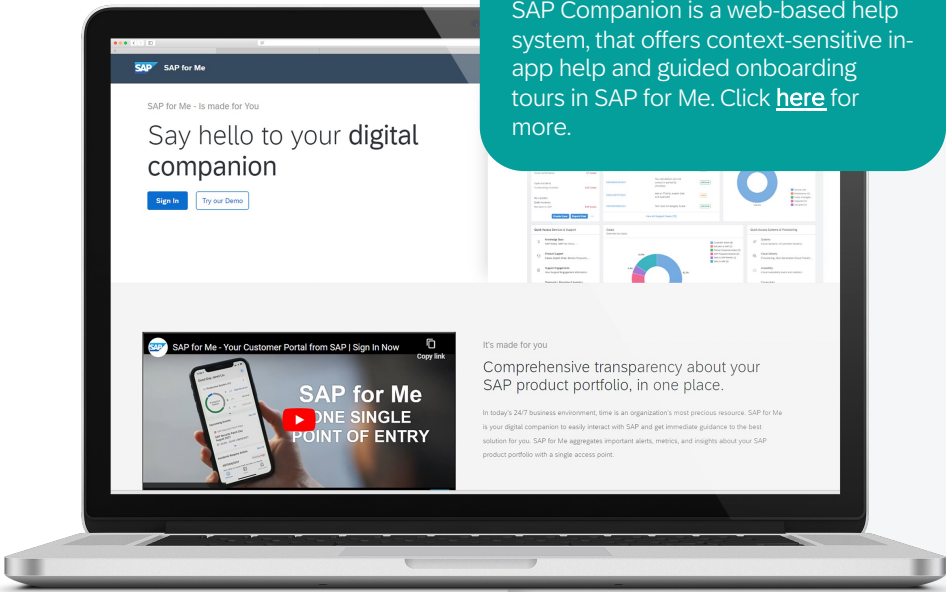
Access: <https://me.sap.com/>

Finally it is time for you to access for the first time SAP for Me!

You [can customize your SAP for Me Home](#) page by dragging and dropping cards from the Home page.

Check your authorization level: If you are using an existent S-User and you do not have access to your new system details (such as Incidents, contracts etc.) in SAP for Me, contact your Super Admin and ask to change your authorization level - **SAP Note 1511008 - How to add or change S-user ID authorizations - SAP ONE Support Launchpad / SAP for Me.**

Elevating Your SAP for Me Experience with SAP Companion!
SAP Companion is a web-based help system, that offers context-sensitive in-app help and guided onboarding tours in SAP for Me. Click [here](#) for more.



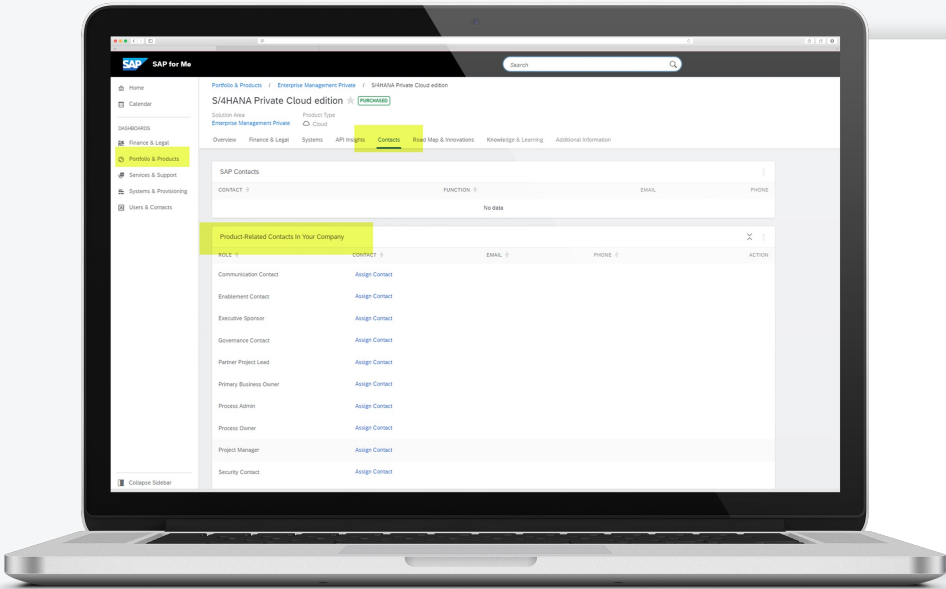
6

Maintaining Product-related Contacts in SAP for Me

To get all important and timely information related to your SAP product(s), please make sure to update and maintain your contacts and associated roles using the [SAP for Me](#) portal.

Further details can be found [here](#).

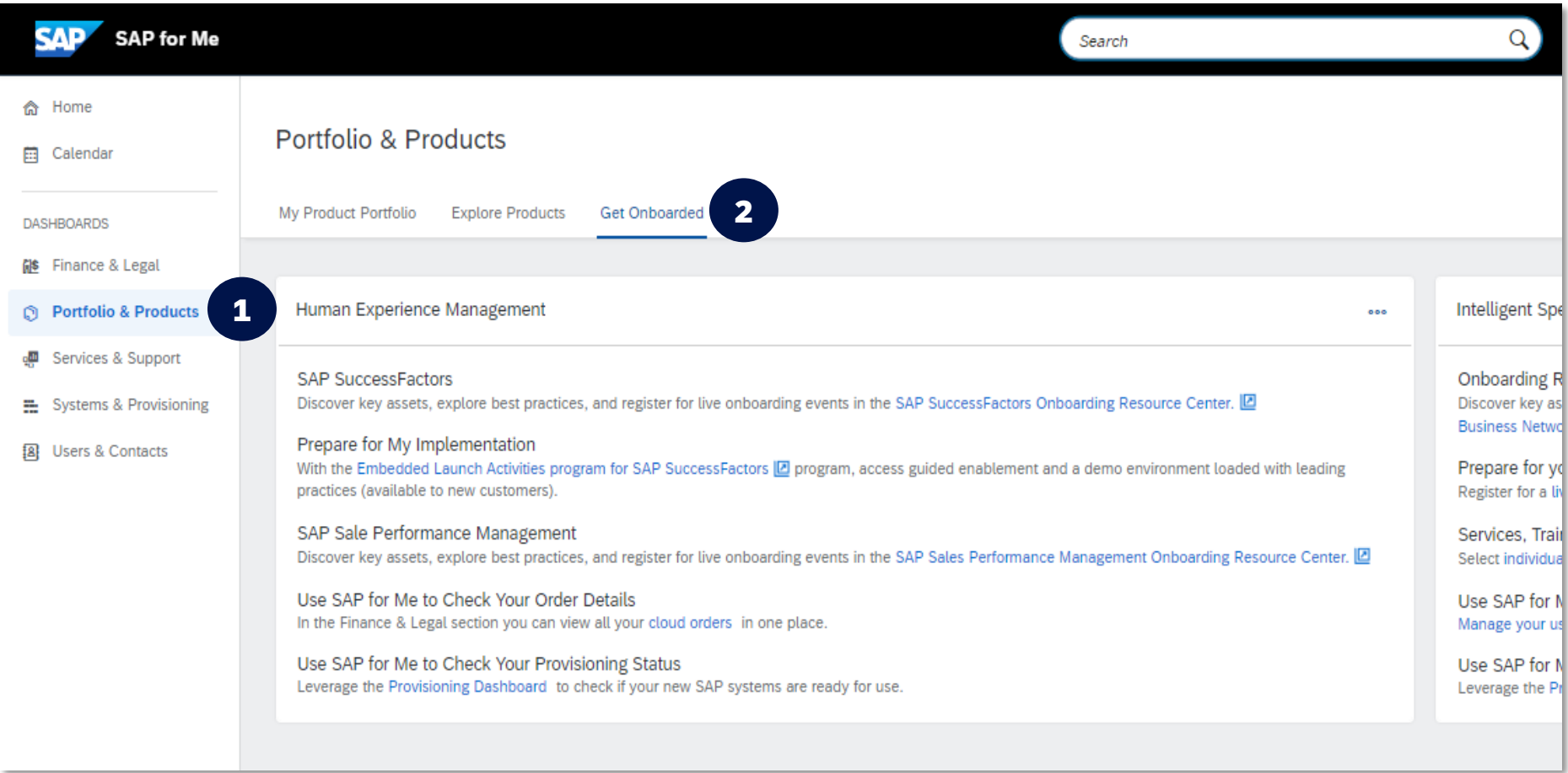
Want to learn more? Check out the one-pager attached into the blog post above , which includes short 'How-to' videos on case handling, license consumption, and much more!



Get Onboarded with SAP for Me

Find onboarding related resources inside SAP for Me and leverage the full onboarding experience!

Within initial’s screen, from the sidebar, select Customer Dashboards > Portfolio & Products. Then click on Onboard Products and see what we have prepared for you.





User Onboarding Token*

When: Contract Sign Date
Who: Anyone at customer

The ‘User Onboarding Token’ is a digital code found on the sales order (cloud products) that can be used by anyone at the customer to identify the technical administrator and create an administrator S-user. The technical administrator will have the role of a super administrator or cloud administrator. This administrator S-user will receive all authorizations that are required to fulfill SAP related tasks on the SAP for Me portal.

Universal ID creation is part of the token usage procedure.

Find further details here:

- ✓ User Onboarding Token at [SAP Support Portal](#)
- ✓ Administrator Concept at [SAP Support Portal](#)

Alternatively, if your IT contact is known and your S-User Email haven’t been received, the first recommended action is to check the SPAM folder. If the emails were not found, please create an Incident/Service Request (SAP Note [1296527](#) - How to create a support incident/case - contact SAP Product Support):

- Subject “Request update to the Contact Person IT”
- Description “Please change the IT Contact to <NAME>, <EMAIL ADDRESS>”
- Component XX-S4C-OPR-SRV.

IMPORTANT: Only one person is assigned as an IT Contact. This person receives the system provisioning notifications and is the main contact for the systems!

Shortly after the Token is used OR after the Incident creation, you will receive your **Welcome S-User Email** as per detailed in the [first page](#) of this document.