Registering for SAP PartnerEdge Events via the SAP Learning Hub
Troubleshooting Guide

Please note, both registration and attendance to SAP events require an S-User specific to the SAP Learning Hub, Edition for SAP PartnerEdge. Most issues with access to registration and attending sessions relate to partner S-User login credentials.

This guide will help you solve the most common issues when trying to login to the SAP PartnerEdge Edition for SAP Learning Hub and accessing SAP PartnerEdge content and SAP PartnerEdge Learning Rooms.

THE FOLLOWING ARE THE MOST COMMON ACCESS ISSUES:

1. You may not have an S-User ID (your identification number to grant you secure access to SAP partner platforms). Please email pe_channel helpline@sap.com for assistance.
2. You may not know your correct S-User for the SAP Learning Hub, Edition for SAP PartnerEdge. Please email pe_channel helpline@sap.com for assistance.
3. You may have multiple S-User IDs for various editions of SAP Learning Hub (SAP PartnerEdge and Professional) and the system may not select the right one by default. Please review this Troubleshooting Guide
4. Once you have access to the SAP PartnerEdge Learning Hub registration page, please follow the directions here
5. If you have tried to resolve the above issues and still cannot register, please email the ves@sap.com who can help you register. Please provide event VEM ID and S-user details.
SAP Learning Hub Edition for SAP PartnerEdge
Solving Access Issues

**Important:** The guide is applicable in over 80% of the support requests we receive, but due to its universal nature, please make sure to follow the guide from beginning to end. Each step in this guide serves a purpose.

1. **Browser Setup**
   First add the following sites to your 'trusted sites' (enable cookies) and enable pop-ups for them:

   - https://service.contentplayer.sap.com/
   - https://training.sap.com/
   - https://performancemanager.successfactors.com/login
   - https://saplearninghub.plateau.com
   - icontent.plateau.com
   - icontent-entitlement.plateau.com
   - icontent-entitlement-eu.plateau.com

   If you are unsure how to best set this up, then please refer to the Technical Readiness document for step-by-step instructions.
2. SAP Learning Hub Login and Accessing SAP PartnerEdge Content and Learning Rooms

Once the sites are added as your ‘trusted sites,’ activate the ‘InPrivate/Incognito’ mode of your browser (Ctrl+Shift+P or Ctrl+Shift+N). Internet Explorer ‘InPrivate’ mode will look like this:

With ‘InPrivate’ browsing active, go to www.SAPPartnerEdge.com and log in using your SAP PartnerEdge S-User ID (Email will not work once you try to navigate to the Learning Hub):

Once you have logged into SAPPartnerEdge.com, access the SAP Learning Hub using the ‘Quick Access’ dropdown menu.
This link will take you directly to the SAP Learning Hub Edition for SAP PartnerEdge, using your SAP PartnerEdge credentials to automatically log you in.

Once logged in, click on the ‘SAP PartnerEdge Learning Room’ overview page:

Once in the SAP PartnerEdge Learning Room, do two things to further your experience:
1. Set your email notifications so that you are notified of new content or events being added.

2. Bookmark your relevant Learning Room:

If you encounter any difficulties or need additional assistance, please feel free to contact us at sap_learninghub_pe@sap.com for support.
Process Overview & Trouble Shooting for Partner Enablement Session Registration

Scenario 1:

1. Open the registration link by clicking “Register”

   Dear Partner,
   
   We would like to invite you to the upcoming SAP enablement offering “Partner Benefits Catalog: Social Selling Enablement Program, Module 1”. Please use the registration button on the right to reserve your spot.

   **Partner Benefits Catalog: Social Selling Enablement Program, Module 1**

   **Description**
   - By now, you have probably heard about Social Selling, but perhaps you’re not sure how it can help your business? Effective use of social selling tools can enable better lead generation, improve sales prospecting process and help reduce the need for cold-calling. This program is for Sales and Marketing professionals interested in creating and improving their sales pipeline through social selling techniques and want guidance from SAP on how to get started.
   - The training is broken into two webinar modules and you are required to attend both webinars in order to receive your license.
   - Here are some of the topics included in both modules:
     - Module 1: Introduction to Social Selling
       - Overview your personal Social Brand

   **Event Details**
   - **Date**: Wednesday, January 22, 2020
   - **Time**: 2:00 PM - 3:00 PM (UTC+01:00) Dublin, Edinburgh, Lisbon, London

   ![Register Button](Register.png)

2. Click ‘Register Now’

   ![Register Page](RegisterPage.png)
3. Click ‘Register Now’

4. Click Confirm.

5. You will receive a Meeting Request once you are successfully registered.

If you don’t receive an email, please check your Junk mailbox. Alternatively, you can go to the SAP Learning Hub - PartnerEdge Edition and you will find the training under My Active Courses (see below screenshot). You must be logged into Learning Hub for this link to work.
Maintain Your User Language to See All Events

Scenario 2:

If your user language in SAP Learning Hub is set up as English, and you are also interested in seeing sessions in your local language (e.g. German or Chinese), then you need to add your local language as secondary language. To do this:

1. Click on ‘Browse all titles’ in Learning Content

2. Select your local language as your secondary language. This will make sure you see all available titles in English and your local language