Get Started and Navigate the Customer Influence Site
The Customer Influence program gives you the opportunity to influence and adopt SAP innovations throughout the lifecycle of your SAP® software. And the Customer Influence site is your central hub for software influence and beta-testing opportunities. Read on to find out how to get started and navigate the site.
Getting Started

LOG ON TO CUSTOMER INFLUENCE
Log on to the Customer Influence site here.

ABOUT SAP USER ACCOUNTS
(S-USERS AND P-USERS)
The Customer Influence site uses SAP Cloud Identity Access Governance software for identity and authentication management. This allows you to use the same account for all Web sites and applications making use of this service. This has the advantage that you do not have to bother with several user accounts for various sites, and you can seamlessly switch from one site to the other.

REUSE YOUR ACCOUNT FROM SAP SUPPORT PORTAL (S-USERS)
The preferred option is to reuse your account from the SAP Support Portal service. Just enter your e-mail address or user ID and password, and you’ll get access to all offerings on the Customer Influence site. You can even benefit from single sign-on (SSO), so you don’t have to enter your password every time you visit the site.

In the event you have multiple S-user accounts associated with the same e-mail address, please make sure to enter the user ID instead of the e-mail address to ensure the log-on is always performed with the same account.

REUSE YOUR ACCOUNT FROM OTHER SAP WEB SITES (P-USERS)
You can also reuse your account from other Web sites, such as SAP.com, SAP Community, and SAP Jam, to mention a few. However, there might be limitations on the Customer Influence site using this public account. For example:

• You cannot participate in projects that are open to customers and partners only.
• You cannot register a customer project out of the SAP Early Adopter Care program.
REGISTER A NEW PUBLIC ACCOUNT
If you do not have an account yet, you can also register a new public account from the log-on screen. Please use your business-related e-mail address for this. Do not register using a free Web mailer e-mail address such as Gmail, Yahoo, and so on.

Also, notice that you cannot register a new account with an e-mail address that is already in use, in which case you will receive an error message that the address is already taken, with the suggestion to log on using the account instead.

You can check which type of account you currently use by visiting SAP accounts.

TERMS OF USE AND PRIVACY POLICY
During the first log-on, you must accept the terms of use and acknowledge the privacy policy of the Customer Influence site. The most current version of these documents can be accessed by clicking on the corresponding links at the bottom of each Web page of the site or by clicking the Terms & Conditions link in your user account drop-down menu.

USER GROUP ASSIGNMENT
After your first log-on to the Customer Influence site, please open your user profile page and select the SAP user group that you or your company is a member of. By doing so, you strengthen your user group’s influence on SAP, and you get access to the private communities that your user group might operate on the Customer Influence site. If you are not a member of any SAP user group, please select None.

FORGOT YOUR PASSWORD?
In the event you forget your password, you can reset it yourself by doing the following:
- For S-user accounts, use the Reset password link from the support portal
- For P-user accounts, use the Forgot password? link from the log-on screen
Navigating the Customer Influence Site

GETTING USED TO YOUR HOME PAGE
When accessing the Customer Influence site (see Figure 1) without targeting a specific page (for example, filtered list, project, or single improvement request), it’s best to start from your home page. The following are some screen elements on the home page that you’ll find helpful:

- On the top left, you can expand and collapse the navigation menu. Through this menu, you can quickly navigate to the list of all influence opportunities, areas of interest, feeds, and reports.
- On the lower left, you can open the online documentation, which explains the page you currently view.
- Below the user icon, you will find quick links to all influence opportunities, your improvement requests, delivered improvements, your votes, comments, followed objects, and registrations.
- On the top right, you can expand your user menu to check your profile, set your data, or review the latest versions of the terms of use and privacy policy.

Figure 1: Customer Influence Site Home Page
INFLUENCE OPPORTUNITIES
The list of influence opportunities (see Figure 2) will show all projects and programs in a certain stage. In the filter panel on the left, you can narrow down the selection through quick filters (active, open for request submission or registration, upcoming, completed, or the ones you have registered for) or by applying additional filters out of the areas of interest. The filter panel can be collapsed to allow more space for the opportunities.

On the top right, you can toggle the display between a tile view or list view, and you can expand the view to full screen. (Note: All filtered selections can be stored as browser bookmarks. For example, you can save the filter for active opportunities in the human resources area of a specific influence type.)

Influence opportunities are marked using the color coding illustrated in Figure 3.

Figure 2: All Opportunities Area of the Customer Influence Site
Figure 3: Influence Opportunities Color-Coding Key

SAP Customer Engagement Initiative
SAP Beta Testing (my system)
SAP Beta Testing (SAP system)
SAP Early Adopter Care
SAP Customer Connection and SAP Continuous Influence

Innovate with SAP
Experience testing
Experience testing
Adopt a new product
Improve my product

Learn more
For more information about the Customer Influence program, visit us online.