Customer Influence | PUBLIC

Get Started on, and Navigate Through
Customer Influence

How to use and Explore the Site That Helps
you Influence the SAP® Software of Tomorrow

THE BEST RUN **SAP**

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Having Your Say In How SAP® Develops Software

Do you have a great idea for a new SAP® product? Would you like to see a specific enhancement or feature added to an existing solution? Do you want to experience beta software and implement new releases as soon as they hit the market? SAP's Customer Influence program enables SAP customers to influence and adopt SAP innovations throughout the product lifecycle via the Customer Influence site.

LOGON TO CUSTOMER INFLUENCE
Use this link to log on to **Customer Influence**.

FULL ACCESS
Full access to Customer Influence requires a validated customer account such as your s-user account from SAP Support Portal or the account you were assigned when you purchased an SAP product.
- Enter your email or user ID and password for access to all offerings on the Customer Influence site
- Use single-sign-on (SSO) so you do not have to enter your password every time you visit the site again
- If you have multiple accounts using the same email address, make sure to use the user ID instead of the email so the logon is always performed with the same account

LIMITED ACCESS
For public accounts (p-user) from other websites like SAP.COM, SAP Community Network, SAP Jam, et cetera, there are some limitations on the Customer Influence site which will prevent you from:
- Participating in projects open to customers and partners only
- Registering for SAP Early Adopter Care or SAP Customer Engagement Initiative projects

You can check which type of account you are currently using on **SAP Accounts**.

SAP USER ACCOUNTS

The Customer Influence site uses SAP Universal ID for user authentication which allows you to consolidate your multiple user accounts into one ID. This means you can:

- Manage all accounts in one profile
- Use one login for all your accounts
- Keep your account for life

You must link at least one of your existing accounts (s-user or p-user) to your SAP Universal ID and this account will determine the authorizations you have on the Customer Influence site.

HOW DO I CREATE MY UNIVERSAL ID?

Use this link to **create your universal ID**.

TERMS OF USE AND PRIVACY POLICY

During the first logon, you must accept the terms of use and acknowledge the privacy statement. You can see the most current version of these documents by clicking on the links at the bottom of each Customer Influence page or by clicking on 'terms and conditions' in the user account dropdown menu.

SAP USER GROUP ASSIGNMENT

At your first logon, open your user profile page and select the SAP user group of which you or your company is a member. This helps strengthen your user group's influence on SAP and gives you access to any private communities that your user group might operate on the site. If you are not a member of any SAP user group, just select 'none'.

FORGOT YOUR PASSWORD?

If you forget your password, you can reset it yourself:

- For s-user accounts: use the 'Reset password' link from the SAP Support Portal (LINKS?)
- For p-user accounts: use the 'Forgot password?' link from the logon screen labelled 'SAP ID • Service'
- For SAP Universal ID: use the 'Forgot password?' link from the logon screen labelled 'SAP Universal ID'

Getting Used To Your Home Page

When accessing the Customer Influence site without targeting a specific page (for example, filtered list, project, single improvement request), you will start on your home page. Here are some screen elements worth noting:

- On the top left you can expand or collapse the navigation menu from which 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 telly

you more about the page you are currently viewing

- Below the user icon you will find quick links to all influence opportunities, your improvement requests, delivered improvements, 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 statement

User

Expand

Quick links

Online documentation
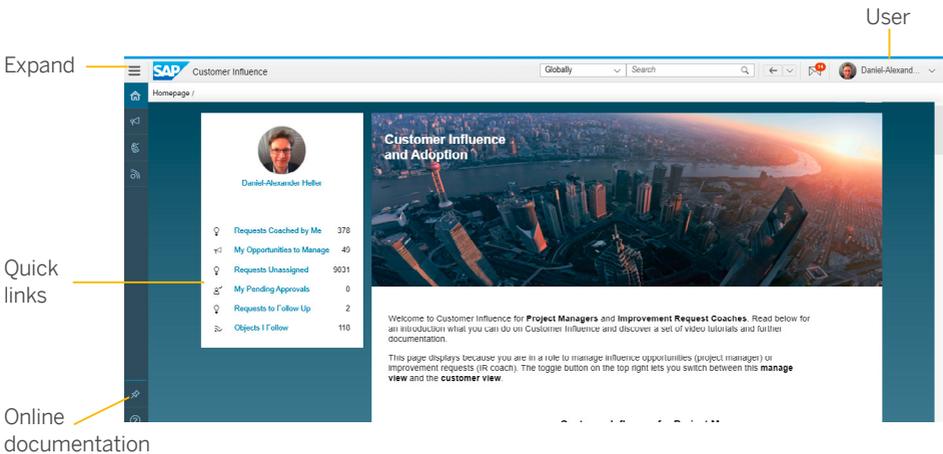
Your Influence Opportunities

The list of influence opportunities 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 gain more space to see the influence opportunities, which are grouped by their type or by the activity they offer:

SAP Customer Engagement Initiative
INNOVATE with SAP

SAP Early Adopter Care
ADOPT a new product

SAP Beta Testing (own system)
EXPERIENCE Testing
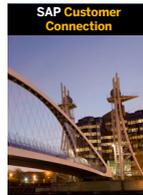
SAP Customer Connection
IMPROVE my product

SAP Beta Testing (SAP system)
EXPERIENCE Testing
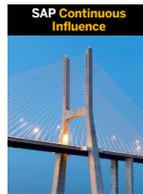
SAP Continuous Influence
IMPROVE my product

On the top right, you can toggle the display between a tile view or list view and you can expand the view to the full screen.
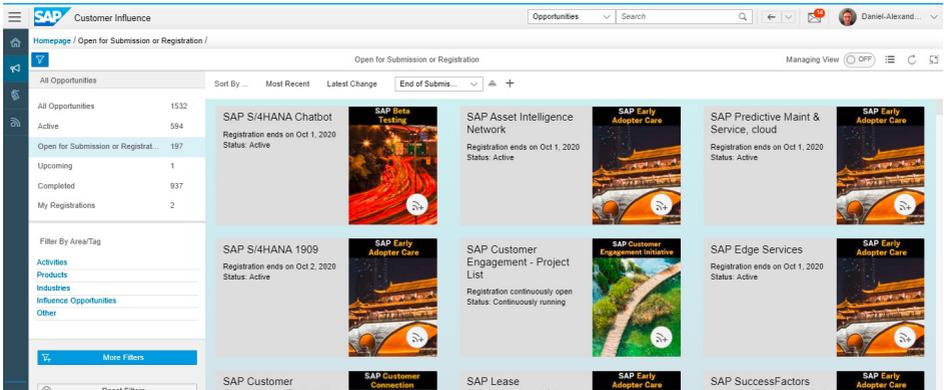
It's worth noting that all filtered selections can be stored as browser bookmarks. For example, you can save the filter for active opportunities in the human resources area of a specific influence type.

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