

GETTING STARTED WITH SAP CUSTOMER INFLUENCE

1 About SAP Customer Influence

The Customer Influence site is an open platform for SAP customers and partners to collaborate on innovation and improvement projects and enables them to work closely with SAP development teams to improve and adopt SAP products and solutions:

- **Innovate** with SAP in current development projects with **Customer Engagement Initiative**
- **Experience** a new product release in the test phase before product release with **Beta**
- **Adopt** SAP innovations early on right after product release **Early Adopter Care**
- **Improve** existing SAP products by requesting small enhancements via **Customer Connection**
- Leverage **SAP Product & Solution Roadmaps** to learn about planned innovations, as basis for your engagement with SAP.

2. Logging on to Customer Influence

For your initial registration with Customer Influence you can use an existing SAP user account (for example, from SMP, SCN, or sap.com). First-time users of Customer Influence who have an existing SAP account do not need to register again. Your account is automatically extended to Customer Influence on the first logon, and you will need to choose your contact preferences and accept the Terms of Use/Privacy Statement of the site.

If you do not have an SAP user account associated with the email address that you want to use, you can create one in the [Log On](#) dialog box. (Note: You can create only one SAP user account per email address.) Click [Register now](#) in the Log On dialog box, fill in all the required fields and any other relevant fields, choose contact preferences, read the terms of use and select the checkbox to accept them, click [Register](#). When you receive a notification email, click the link in the email to activate your new account. After activation, you can log on with your account and perform actions within your user context.

3. My Influence

The first time you access the [My Influence](#) page after registration, you are prompted to choose your areas of interest (Lines of Business, Products, and Industries). In the [Selection](#) dialog box, navigate to each category tab and select the checkboxes for the areas of interest that you want to follow and save your settings. The selected areas are added to your personal view on the My Influence page. You can quickly navigate to projects in your areas of interest from the My Influence page, and you will receive notifications - about new projects in your areas of interest. You can change your areas of interest and notification settings at any time in the My Influence page.

The My Influence page contains your profile information and tracks your activity on Customer Influence. You can access the following content on the My Influence page from the navigation pane on the left side of the page:

- **Activity Feed** tracks your activities on the Customer Influence site. You can also follow other people and their activities such as request submissions will show up in your activity feed and allows for easy access to this request.
- **Messages** tracks all the messages that you have sent and received. You can send new messages and delete messages.
- **Requests** provides quick access to your submitted requests, and all other requests that you are following or subscribed to. You can also see your comments on requests, and draft requests, which can be completed and submitted at a later time.

- **Projects** provides quick access to all the projects that you are following or registered with. Project managers also see their own projects, meaning those that they are assigned to.
- **Areas of Interest** provides quick access to all your selected areas of interest.
- **Edit Profile** allows you to change your profile settings and notification settings that specify how often you want to receive email notifications from the Customer Influence site. You can change your areas of interest from the link at the right side of the page.

4. Get engaged in Customer Influence Activities

Depending on your preferences you will receive notifications on upcoming engagements in your areas of interest. You can also browse for upcoming or running projects in which you can participate, by using the navigation via Lines of Business, Industries, Products, or phases. Either way you can register for participation in the projects or you can get active immediately by submitting an improvement request.

When you register to a project for participation your personal details, such as address, phone number, and email, are not visible to other users of the Customer Influence site; they are only visible to the project managers of the projects that you participate in.

After project registration the project manager will reach out to you with further details.