
SAP SuccessFactors HCM Cloud Automated Demo Request Tool

User Guide v 2.1

January 6th, 2017

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DOCUMENT REVISION HISTORY:

Author	Date	Version	Notes
Partner Cloud Operations	6/12/2015	V1.0	Initial Release
Partner Cloud Operations	6/25/2015	V1.01	Updated Restricted Access Request Form
Partner Cloud Operations	7/02/2015	V1.02	Updated to reflect availability of the 1502 master
Partner Cloud Operations	7/17/2015	V1.03	Added additional warnings regarding importance of using the correct Provisioning ID when making Demo Requests
Partner Cloud Operations	10/30/2015	V1.04	Introduction of RAR-Demo for streamlined processing of Provisioning accounts
Partner Cloud Operations	01/12/2016	V1.05	Introduction of automated provisioning ID check
Partner Cloud Operations	7/28/2016	V1.06	Regionally-based demo masters deployed
HCM Cloud Operations	9/26/2016	V2.0	New Platform launch. Demo Request Tool now optionally includes JAM.
HCM Cloud Operations	01/06/2017	V2.1	Updates regarding currently available demo masters

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1 INTRODUCTION

The SuccessFactors HCM Cloud automated Demo Request Tool is available to Partners, SAP Sales Solution Consultants, Customer Support, Professional Services, and SAP Trainers and training administrators. Each demo instance, or tenant, is a clone of a reference Master, running in a live environment that is configurable by the user. The automated Demo instance Request Tool (DRT) streamlines the creation of SuccessFactors HCM demo instances for both users and Operations and supports overall inventory management in order to efficiently manage SAP data center resources.

2 SAP SUCCESS FACTORS HCM CLOUD OPERATIONS PORTAL

The Demo Request Tool is accessed via the HCM Cloud Operations Portal (<https://hcmcloudops.successfactors.com/>). The portal can be accessed with your SAP-ID login credentials.

3 PARTNER PRE-REGISTRATION

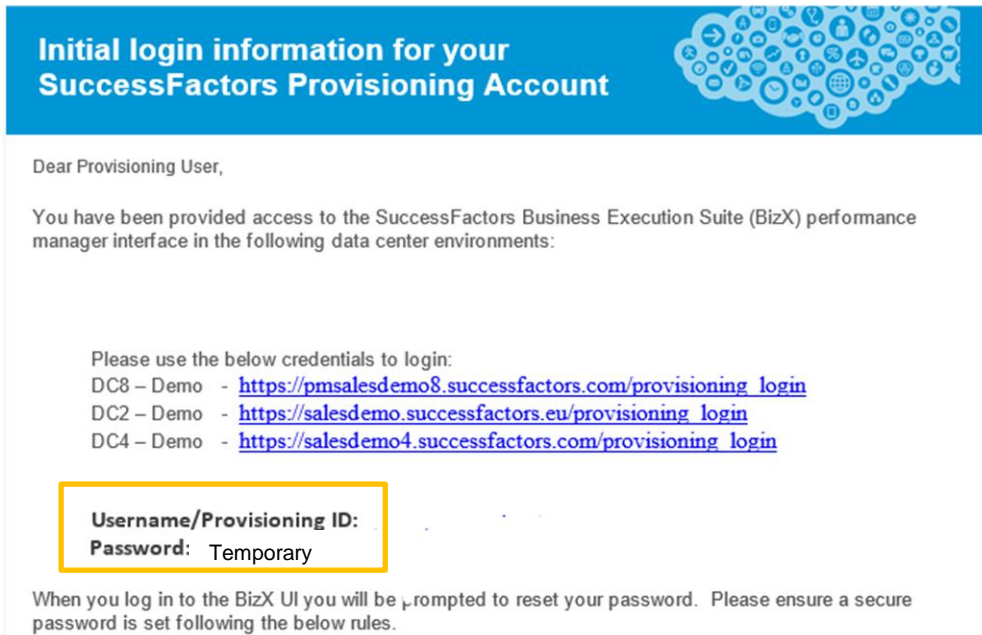
Use of the Demo Request Tool requires pre-registration of the Partner organization. If your company has not been registered, when you navigate to the Tool, you will be advised to submit a ticket via the “**CONTACT US**” link under the **SUPPORT** tab. Select Request Type “**Demo Instance Issue**” and type “**Demo Registration Request**” in the Notes. Your Partner status will be validated by the Ops Service Delivery team and your company registered to use the tool.

4 REQUEST RESTRICTED ACCESS - DEMO

All demo instances are hosted in access controlled data centers. A Provisioning User ID is required for each data center (and specific environment: Test, Demo, or Production within the data center). Log-in to the HCM Cloud Operations Portal and submit a Restricted Access Request - Demo (RAR-Demo) to receive access credentials to manage demos in a specific Data Center(s) Demo environment(s).

The screenshot displays the SAP SuccessFactors provisioning tool interface. At the top, the SAP SuccessFactors logo is visible. Below it is a navigation bar with tabs: OPERATIONS REQUESTS (selected), REFERENCE URLS, DEMO INSTANCE REQUEST TOOL, SUPPORT, and ADMINISTRATION. Under the OPERATIONS REQUESTS tab, there are two sub-sections: REQUEST FORMS and REQUEST STATUS. The REQUEST FORMS section contains three items: 'Restricted Access Request - Demo' (highlighted with a green box), 'Restricted Access Request - Preview & Production', and 'Terminate Access Request'. The 'Restricted Access Request - Demo' item includes a 'Details' link and a description: 'Request a Provisioning ID(s) to one or more Demo Data Center Environments'. Below this, there are links for 'Provisioning Account Password Reset' and 'My Provisioning Accounts'. The REQUEST STATUS section contains 'Provisioning Account Mapping Requests' with links for 'Customer Instance Access Request' and 'Demo Instance Access Request'. On the right side of the page, there are two main sections: 'ONB Requests' and 'BizX Requests'. The 'ONB Requests' section includes links for 'Provision/Set up ONB Instance', 'Invalidate/Delete ONB Instance', 'Request for SFTP Credentials', 'Request Full Account Copy', 'Request Super Admin User Account', 'Invalidate/Delete Super Admin User Account', and 'Unlock Super Admin User Account'. The 'BizX Requests' section includes links for 'BizX New Instance Request' (with a 'Details' link), 'Request for SFTP Credentials', and 'Sales/Training Instance Re-Index'.

Once you submit your request you should receive an email confirmation immediately, and a BizX Provisioning ID/Username and Password for the selected data center(s) demo environment will be provided to you via email within 5 business days.



The image shows an email template with a blue header. The header contains the text "Initial login information for your SuccessFactors Provisioning Account" and a decorative graphic of a brain filled with various social media and technology icons. The main body of the email is white and contains the following text:

Dear Provisioning User,

You have been provided access to the SuccessFactors Business Execution Suite (BizX) performance manager interface in the following data center environments:

Please use the below credentials to login:

- DC8 – Demo - https://pmsalesdemo8.successfactors.com/provisioning_login
- DC2 – Demo - https://salesdemo.successfactors.eu/provisioning_login
- DC4 – Demo - https://salesdemo4.successfactors.com/provisioning_login

Username/Provisioning ID: [Redacted]

Password: Temporary

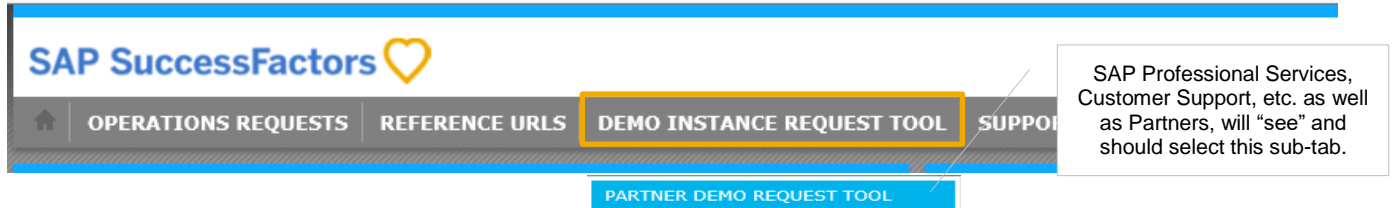
When you log in to the BizX UI you will be prompted to reset your password. Please ensure a secure password is set following the below rules.

When you log in to the BizX UI associated with a data center demo environment, you will be prompted to reset your password. Passwords are independently set for each data center/environment, however you may choose to set the same password for multiple data centers. **IMPORTANT:** User name and Password credentials are specific to the data center, and environment (e.g., Demo, Preview, or Production) within the data center, and must be managed accordingly.

You will need to enter your Provisioning ID when you generate your demo instance via the automated Demo Request Tool. After the specified master has been cloned, the tool will then map this provisioning ID to the instance.

5 GENERATE YOUR DEMO INSTANCE

After logging-in to the HCM Cloud Operations portal, navigate to the Demo Instance Request Tool tab.



Note: If your partner company is not yet registered to use the Demo Request Tool you will be advised to submit a ticket via the CONTACT US link under SUPPORT to initiate registration.

Step 1: To generate a new demo instance, click on “New Request”.



Step 2: Complete the User Information pop-up form. The form will be pre-populated with your name, SAP S-User ID, email address, and phone number. NOTE: Managers will have the option of entering another user’s information here in order to make the request on their behalf.

User Information

Complete the form below to begin.

Note: demo instances created via this tool are not configured for SAP Learning Hub Academy courses.

FIRST NAME

LAST NAME

SAP USER ID

EMAIL

PHONE

Step 3a: The subsequent (example) screen will display the currently active demo masters. Review the descriptions if you need guidance regarding which master to select. Scroll to see all available masters.

Select a Version

<input type="radio"/> BPmaster1608	This instance includes all configuration of the SAP SuccessFactors rapid-deployment solutions without any employee data. The instance is a 1:1 copy of the Best Practices pre-configured instance which is also copied for customers. For more details check the SAP Best Practices Explorer at https://rapid.sap.com/bp/#/browse/categories/cloud/areas/people .
<input type="radio"/> NGD 1608 in Pre-Preview	BestRun demo master in the DC4 Pre-Preview (aka Enablement Release) environment. DC4 is the primary environment for developing integrations, and/or demoing proof of concepts. Quarterly product releases are deployed to the DC4 demo environment ~6 weeks before DC2 & DC8 demo environments. Countries represented in this master include: Australia, Brazil, Canada, China, Germany, France, the United Kingdom, & the United States of America, which are the 8 countries built out with the deepest level of employee demo data. Includes Jam.
<input type="radio"/> BPdemo1608	This instance includes the SAP Best Practices business process demos (configurations delivered by SAP SuccessFactors rapid-deployment solutions) and the required master data. For more details please check SAP note 2399798: https://launchpad.support.sap.com/#/notes/2399798 .
<input type="radio"/> NGD 1608 in DC2 or DC8	BestRun demo master. Countries represented in this master include: Australia, Brazil, Canada, China, Germany, France, the United Kingdom, & the United States of America, which are the 8 countries built out with the deepest level of employee demo data. Includes Jam.

Note: Reference the Current Masters document on the Demo Request Tool “home page” for additional detail.

Step 3b: Select a demo master version.

The Data Center(s) in which that particular master is available will display.

Step 4: Select a Data Center.

Step 5: Enter your Provisioning User ID, and click “Submit”. Your Provisioning User ID is typically your email address and is provided, along with a default password, as a response (email titled: “SuccessFactors BizX Provisioning Account Created”) to your [Restricted Access Request \(Demo\)](#).

Select a Version

- NGD 1608 in Pre-Preview
- BPdemo1608
- NGD 1608 in DC2 or DC8

Select a Datacenter:

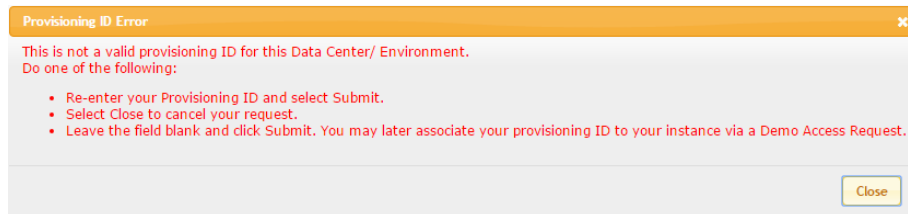
- DC2 Amsterdam
- DC8 Ashburn

Provisioning User ID :

First select a demo version. The data centers in which the demo is available will display. Select one of the listed data centers. Enter a valid Provisioning ID for the data center you select. If you do not have a provisioning ID specific to that data center, you will need to request one via the [Restricted Access Request - Demo](#) form, under the OPERATIONS REQUESTS tab of this portal. A provisioning ID will be provided within 5 business days, at which point you can return to this tool and generate your demo instance(s).

Submit Close

The Provisioning User ID will be validated for the particular Data Center Demo environment. If it is not an active Provisioning ID for the specified Data Center Demo environment the following screen will display.



If Provisioning ID validation is successful, a request is sent to the Service Provider Cockpit (SPC) for automated provisioning of the requested demo instance. During this time the main interface within the portal will indicate the status of the demo as “In Process”.

When complete, the status will be updated and indicate “Completed”.

Version	Data Center	Company ID	Type	Expiring On	Status
NGD 1608 in DC2 or DC8	DC2 Amsterdam	SFPART009334	BestRun	06-Apr-17 23:59	Completed
NGD 1608 in DC2 or DC8	DC8 Ashburn	SFPART009304	BestRun	05-Apr-17 23:59	Deletion in process
PEmas2015v1	DC8 Ashburn	SFPART009005	PE V.1	20-Mar-17 23:59	Deleted

The automated processing will take less than 15 minutes for BizX-only instances.

Demo instances including Jam may take up to 30 minutes.

You will receive an email notification of completion which will include:

- The unique identifiers of your demo instance (Company ID), e.g.: SFPART00000
- The demo instance url
- Default User Name and Password
- Link to the BizX Provisioning UI in the specified data center



Fri 1/6/2017 8:30 AM

noreply@sap.com

Your demo instance is ready

To ■

A request has been received to create a demo instance of the "NGD 1608 in DC2 & DC8" master.

Original Requester :

Company :

The demo instance is currently being prepared and will be ready momentarily.

Demo Instance "Company ID" : SFPART00930

After 30 minutes from receiving this email, you may use the credentials below to verify access.

Company Link : <https://pmsalesdemo8.successfactors.com/login?company=SFPART00930>

Company User Name :

Company Password :

Expiry Date : Apr 5 2017 11:59PM

Please take note of the **Expiry Date** above. Your instance will be automatically deactivated on this date. Your instance will subsequently be permanently deleted in two weeks if not extended.

To extend your instance contact your demo administrator or the original requester of this instance. HCM Cloud Ops Portal users may also extend the instance via the [Demo Request Tool](#).

SuccessFactors Business Execution Suite Provisioning Interface:

To perform backend configuration of your demo instance via the SuccessFactors Business Execution Suite Provisioning interface, go to the link below:

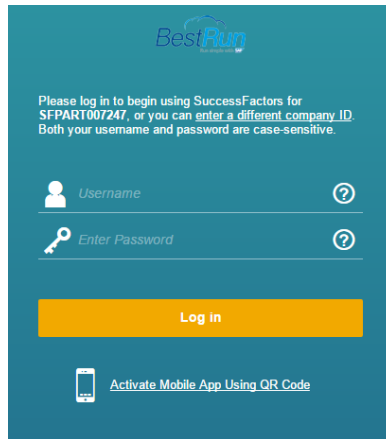
https://pmsalesdemo8.successfactors.com/provisioning_login

- If you previously requested access to this environment via a Restricted Access Request, your UserName/Provisioning ID and Password is included in the email you received with subject line: "Initial login information for your SuccessFactors Provisioning Account". If you require a Password Reset, submit a Provisioning Account Password Reset on the [Operations Request](#) page of the HCM Cloud Ops Portal.
- If you have any issues accessing the above URLs please submit a ticket to the HCM Cloud Ops Service Desk via the Contact US form under the Support tab.

Information on [SF and OData APIs](#) and product information can be found in the SAP Help Portal. For enabling the **SAP HANA Cloud Platform extension package** for SuccessFactors, please follow the steps in this [configuration guide](#)

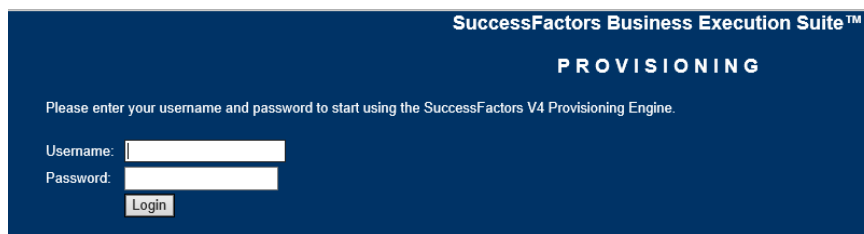
6 LOG IN TO YOUR BIZX DEMO INSTANCE

Within your browser, navigate to the “Company Link” URL provided in the “Your demo instance is ready” email. To begin working with your demo instance, enter the assigned default Use Name and Password supplied in the email.



7 LOG IN TO PROVISIONING

Provisioning access to a demo instance enables you to perform backend configuration of the instance via the SuccessFactors Business Execution Suite Provisioning interface.



Again, reference “Your demo instance is ready” email. Note, the URL provided is unique to a particular data center and environment, e.g., Sales Demo environment in DC8

(https://pmsalesdemo8.successfactors.com/provisioning_login)

- Enter Username (from the email) and Password (either as originally supplied or your new password if you have re-set it).
- **IMPORTANT:** Username and Passwords are data-center specific. If you change your password for one data center it does **not** change your password for any other data center.
- Upon log-in, all of your provisioned demo instances in that data center will be displayed.

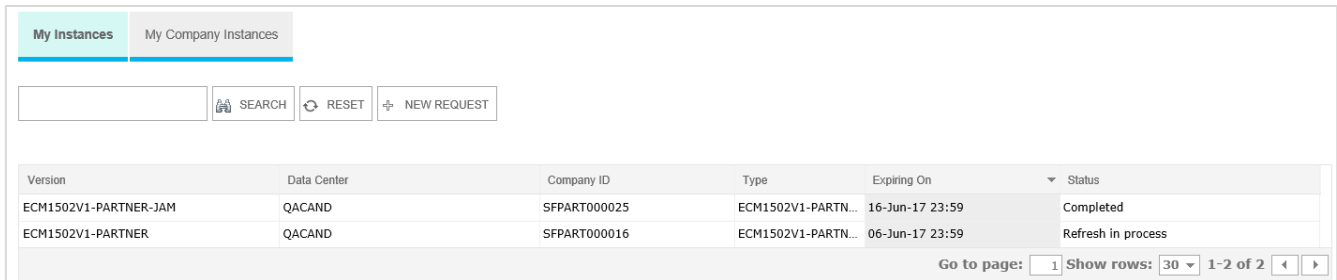
- Double click the instance to open:



8 MANAGE YOUR DEMO INSTANCES

Managers and Users are able to manage (Extend, Refresh, or Delete) their demo instances.

Navigate to the Demo Request Tool to view a list of your demo instances. Double-click a listing in the Demo Manager grid.



Select the action you would like to take against the demo instance.



8.1.1 **Extend Demo**

- This will extend the expiration of the demo instance. Select “Extend Demo”, modify the Expiration date and select “Extend” to complete the request.

8.1.2 **Refresh Demo**

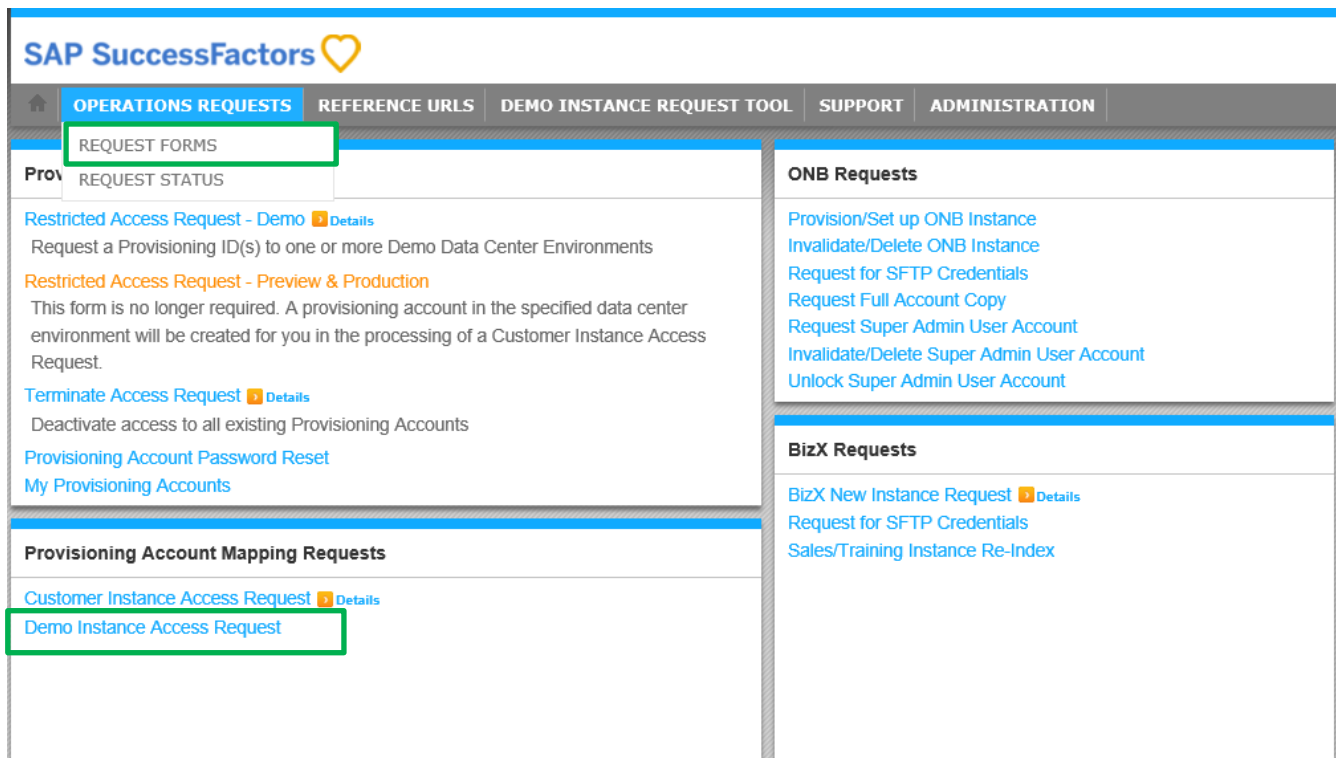
- This will send a request to SPC to reset the demo instance with the default schema. During this time the Status field of the demo on the main interface will indicate the status as in process.

8.1.3 **Delete Demo**

- This will send a request to SPC to have the provisioning account that is associated to the demo un-associated and the demo deleted from the environment. The main interface will indicate that the demo has been deleted and managing functions are no longer available against that demo.

9 **MAP YOUR PROVISIONING ID TO AN EXISTING DEMO INSTANCE**

Request provisioning access to an **existing** demo by mapping your Provisioning ID to the instance via the Demo Instance Access Request under the Operations Request Forms tab.



Complete the Demo Instance Access Request (DAR) form as follows:

- In the first three fields, enter your first and last name and email address.
- In the Customer Name field, if applicable enter the name of the customer (or prospective customer) for which you are preparing the demo.

- Enter the “Company ID”. The Company ID is a unique identifier of the demo instance. If you were the original requester, the Company ID can be found in the email confirmation you received when the demo was created. Additional demos available for mapping are listed under *Implementation | Demo URLs*.
- Enter your Provisioning ID for the applicable data center (Note: your provisioning ID is likely the same for all data centers, and is typically your email address. You must, however, have submitted a [Restricted Access Request - Demo](#) and received provisioning access to the specific data center/environment in which the demo instance is hosted.) You can view your existing Provisioning Accounts via the [My Provisioning Accounts](#) link on the Operations Request Forms page of the portal.
- Select the Data Center in which the demo instance is housed.

Submit the completed form. The mapping will be completed within 5 business days.