

# 1 Purpose of Use

The following tasks will be assigned to the user:

- Download SAP software
- Create SAP incidents
- Maintain system data
- Set up and initiate service connections
- Prepare system updates via the Maintenance Planner
- Generate license keys

The list above represents only a selection of potential uses.

## 2 Procedure

## 2.1 PREPARATION: MAIL DOMAIN

Access point on SAP: https://me.sap.com/app/emaildomain

Please log in to the SAP support infrastructure using an administrative account from your company (Direct link <a href="https://me.sap.com/userscontacts/usermanagement">https://me.sap.com/userscontacts/usermanagement</a>).

This preparation is a one-time step and allows the selection of your email domain when creating new users.

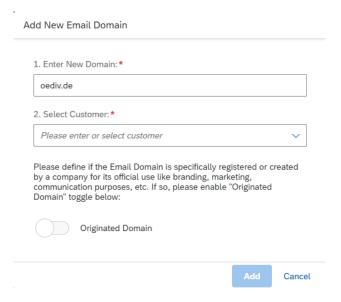
Use the button to add a domain and follow the process as outlined below:

- 1. Enter the domain: oediv.de
- 2. Select your customer designation

At the time this documentation was created, the interface for adding a new domain had the following structure:





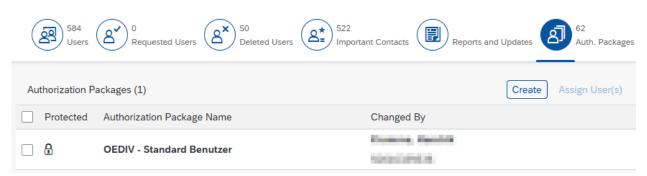


#### 2.2 PREPARATION: AUTHORIZATION PACKAGE

Access point on SAP: https://me.sap.com/userscontacts/usermanagement (Direct link)

Please log in to the SAP support infrastructure using an administrative account from your company (Direct link <a href="https://me.sap.com/userscontacts/usermanagement">https://me.sap.com/userscontacts/usermanagement</a>). Open the view "Authorization Packages":

User Management



Use the button to create a new authorization package and follow the process as outlined:

- 1. Name of the authorization package: "OEDIV Standard User" oder "OEDIV User Administrator". (This name may be adjusted according to your company's existing naming convention.)
- 2. Set the required **authorizations** and save.



Authorizations	Standard User	User Administrator	Optional	Category
Close Cases	Х	х		Cases
Send Cases to SAP	Х	х		Cases
Display Cases	Х	х		Cases
Request License key	X	х		License Keys
Display System Data	Х	х		System Data
Edit System Data	Х	х		System Data
Software Download	Х	х		Software Download
Open Remote Connections	Х	х		Remote Support
Display Support Situation Reporting	Х	х		Reports
Edit User Data		х		User Data
Edit Authorizations		х		User Data
Manage Installations			Х	Installation Data
Register Object and Developer Keys			Х	SSCR Keys
Register Object Keys			Х	SSCR Keys
Reserve Namespaces			Х	Reserve Namespaces
Display Security Alerts in SAP EarlyWatch Alert Workspace			х	Reports

#### 2.3 USER CREATION

Access point on SAP: <a href="https://me.sap.com/userscontacts/usermanagement">https://me.sap.com/userscontacts/usermanagement</a> (Direct link)

Please log in to the SAP support infrastructure using an administrative account from your company (Direct link <a href="https://me.sap.com/userscontacts/usermanagement">https://me.sap.com/userscontacts/usermanagement</a>).

Use the button to request a user and follow the process as outlined below::

- 1. Select your customer number
- 2. Enter the user details:
- a. First name: <please refer to the email>
- b. Last name: <please refer to the email>
- c. **E-Mail:** <please refer to the email>



d. E-Mail domain: oediv.de

 $\triangle$  If the email domain "oediv.de" is not available, please refer to the section "Preparation: Mail Domain".

e. Language: English

f. Expiration date: 31.12.<following year>

3. Assignment of the permission package: "OEDIV - Standard User" or "OEDIV - User Administrator"

At the time of creating this documentation, the user creation interface has the following structure: Request User

