

Attachment 1) User for the SAP Operations Team at OEDIV

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 <https://me.sap.com/userscontacts/usermanagement>).

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:

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Add New Email Domain

1. Enter New Domain: *

2. Select Customer: *

Please define if the Email Domain is specifically registered or created by a company for its official use like branding, marketing, communication purposes, etc. If so, please enable "Originated Domain" toggle below:

☐ Originated Domain







Add **Cancel**

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 <https://me.sap.com/userscontacts/usermanagement>). Open the view "Authorization Packages":

User Management

 584 Users
  0 Requested Users
  50 Deleted Users
  522 Important Contacts
  Reports and Updates
  62 Auth. Packages

Authorization Packages (1) **Create** **Assign User(s)**

<input type="checkbox"/>	Protected	Authorization Package Name	Changed By
<input type="checkbox"/>		OEDIV - Standard Benutzer	

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

- 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.)
- Set the required **authorizations** and save.

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

2.3 USER CREATION

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 <https://me.sap.com/userscontacts/usermanagement>).

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>

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d. **E-Mail domain:** oediv.de

⚠ If the email domain “oediv.de” is not available, please refer to the section “Preparation: Mail Domain”.

e. **Language:** Englishf. **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

The screenshot displays the SAP user creation interface, organized into three main sections:

- 1. Company:** Contains a 'Customer' field with the value 'OEDIV Oetker Daten- und' and a small icon to the right.
- 2. User Details:** This section contains several input fields and dropdowns:
 - 'First Name' and 'Last Name' fields with placeholder text 'Enter First Name ...' and 'Enter Last Name ...'.
 - 'E-Mail' field with a placeholder 'Enter Email Username' and a dropdown menu set to 'oediv.de'.
 - 'Language' dropdown menu set to 'German'.
 - 'Expiry Date' field set to '31.12.2026'.
 - 'Department' dropdown menu with the text 'Select Department ...'.
 - An 'Additional Note' field with the placeholder 'Enter additional user information...'.
- 3. Authorization Packages:** This section shows a table of assigned authorization packages:

Authorization Package Name	
OEDIV - Benutzer Administrator	x
OEDIV - Standard Benutzer	x