Attachment 2) User for technical communication

1 Purpose of Use

The following tasks are assigned to the user:

- Updating maintenance certificates

- Uploading system data

- Providing Early Watch Alert (EWA) data (https://me.sap.com/ewa/report/Company)

- Downloading SAP Notes (SNOTES)

The above list represents only a selection of possible uses.

2 Procedure

Please log in to the SAP Support Infrastructure using an administrative ID from your company (Direct link https://me.sap.com/app/techuser).

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

1. Select your customer number

2. **Provide a description:** OEDIV <landscape type [ERP|HR|BW] oder three-digit customer code>

3. **E-Mail:** sap-user+*<three-digit OEDIV customer code>*@oediv.de
   ⚠ The three-digit OEDIV customer code can be found in the name of the OEDIV service instance: SAP-**OED**-PRD-ODP = OED
   Alternatively, your OEDIV contact person will be happy to inform you which code to use.

4. **Language:** English

5. **Department:** <Can be freely chosen, if desired >