



## SuccessFactors HCM Suite

### Demo Request Tool

User Guide v 1.05

January 12, 2016

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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

## 1 INTRODUCTION

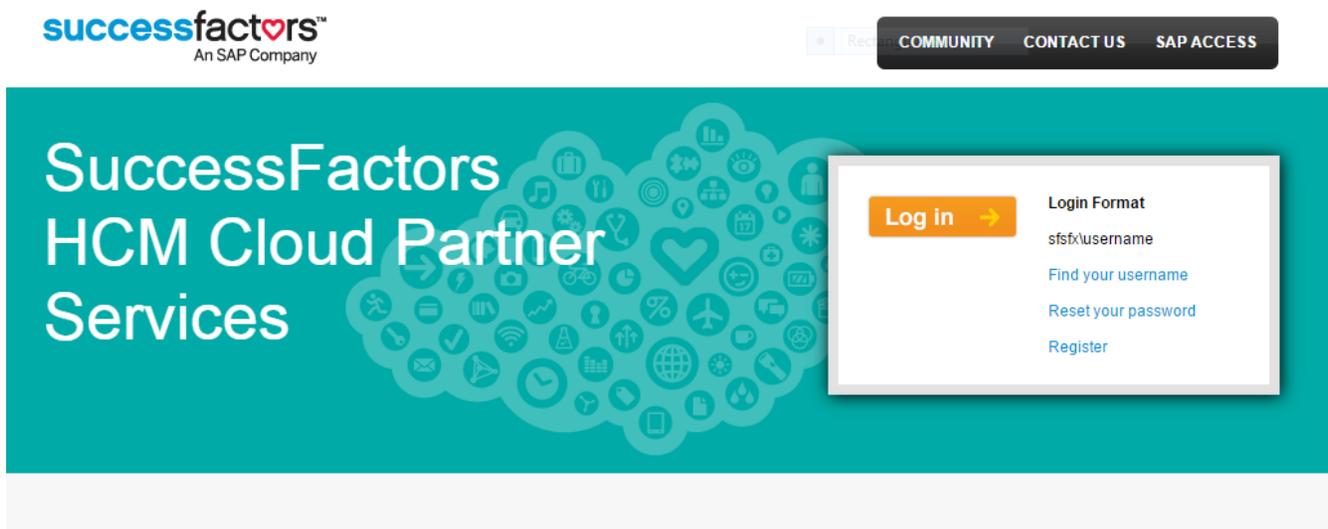
The SuccessFactors HCM Suite (currently BizX only) Demo Request Tool is available to Partners, SAP Sales Solution Consultants, and SAP Trainers and training administrators. Each demo instance is essentially a clone of a BizX Core Platform Master Template, running in a live environment that is configurable by the user. The Demo Request Tool streamlines the creation of BizX demo instances for both users and Operations and supports overall inventory management in order to efficiently manage SAP data center resources.

Demo instances are designed for use by **Partners and SAP Sales** to demonstrate the product to clients and are pre-staged with data and scenarios for typical customer use cases.

*NOTE: While customers and partners can use these demo instances to practice the SF Academy exercises, **they are not configured for the SuccessFactors Academy courses** and are not supported through SAP Ed resources, including SAP Learning Hub/Learning Rooms. Classes may be scheduled through the SAP training portal Web-shop at <https://training.sap.com/shop>*

## 2 SUCCESS FACTORS PARTNER PORTAL

The Demo Request Tool is accessed via the SuccessFactors Partner Portal ([www.partners.successfactors.com](http://www.partners.successfactors.com)). If you do not yet have access to the Partner Portal your Security Administrator, or a colleague who currently has SuccessFactors Partner Portal access, must submit a *Standard Access Request (SAR)* on the Portal to request access to the Portal on your behalf. Once approved, your log-in credentials for the SuccessFactors Partner Portal will be issued within two business days. (Note: SAP employees should request access via the **SAP Access** “button”.)

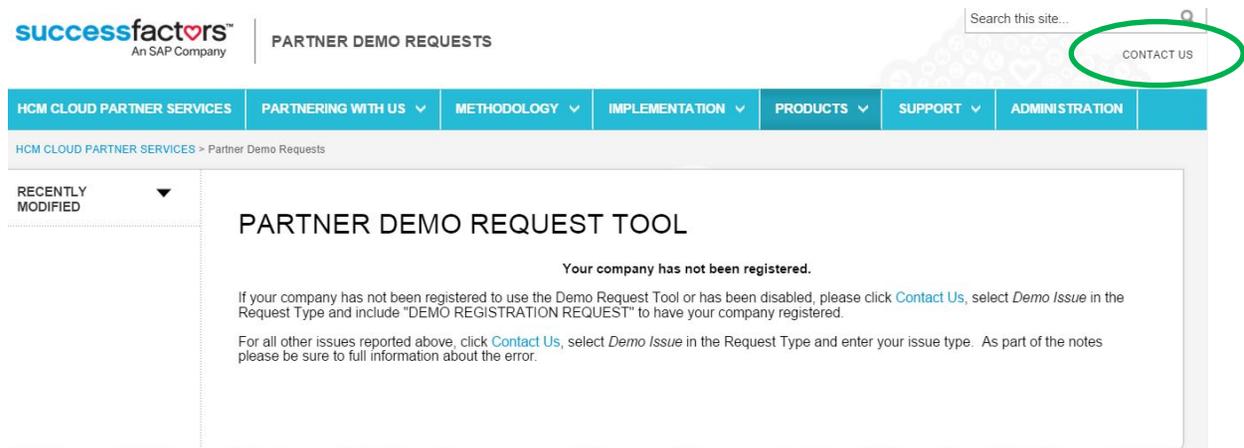


Once you have received your credentials, you can logon to the Portal and navigate to the Partner Demo Request Tool, which is located under the Products tab > Partner Demos tab.



### 3 COMPANY PRE-REGISTRATION

Use of the Demo Request Tool requires Partner company pre-registration. 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. Select “**Demo Issue**” in the Request Type and type “**DEMO REGISTRATION REQUEST**” as the Subject. Your Partner status will be validated by the SAP Partner Services 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 separate Provisioning User ID is required for each data center (and specific environment: Test, Demo, or Production within the data center). Log-in to the SuccessFactors Partner 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).

## MANAGE ACCESS

Request Type	Description
<a href="#">Standard Access Request</a>	Request access to SuccessFactors Partner Systems. Note the request must be submitted by a current Partner Portal user, typically a colleague or your Partner Portal Administrator.
<a href="#">Restricted Access Request</a>	Request access to Configuration and Provisioning of Demo, Preview, Test and Production instances ~ <a href="#">Details</a>
<a href="#">Restricted Access Request - Demo</a>	Request access to Configuration and Provisioning of Demo instance(s) ~ <a href="#">Details</a>
<a href="#">Terminate Access Request</a>	Deactivate an individual account ~ <a href="#">Details</a>
<a href="#">Demo Access Request</a>	Request administrator/provisioning access to a demo by mapping your Provisioning ID to the demo instance
<a href="#">Customer Access Request</a>	Request administrator/provisioning access to a customer instance by mapping your Provisioning ID to the instance ~ <a href="#">Details</a>

Currently (January 2015), new demo instances are available in DC8 (Ashburn, VA) and DC2 (Amsterdam) with limited module availability (BizX only to start). DC4 (Chandler, Arizona) houses only older demo instances. (If you have a demo instance on DC4, we recommend you request an instance in one of the newer data centers and delete your older instance(s) on DC4.)

To expedite processing, request access to one or more Demo environments via the RAR-Demo, separately from Preview, Test or Production. Request for Preview, Test and Prod access generate an extra processing step to validate that the requestor has received Associate Certification and will therefore take longer to process.



Restricted Access Request for Demo (RAR-Demo)

Complete the information below to request access to one or more Data Center demo environments. Once you submit your request you should receive an email confirmation immediately, and a Provisioning ID/Username and Password for the selected data center(s) will be provided within 5 business days.

Note: 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.

For access to Test, Production, or Preview environment submit a standard Restricted Access Request (RAR).

\* = Required Field

First & Last Name*	<input type="text"/>	<input type="text"/>
	First Name	Last Name
Email Address*	<input type="text"/>	
	Address must correspond with company's domain name. Corporate email address only.	
Partner Company Name*	<input type="text"/>	
Phone Number*	<input type="text"/>	
Region*	<input type="text"/>	
Location*	<input type="text"/>	
Data Centers	Access will be provided for the below selected sales demo data centers <input type="checkbox"/> DC8 Ashburn, VA (Demo) <input type="checkbox"/> DC4 Arizona (Demo) <input type="checkbox"/> DC2 Amsterdam (Demo)	

**IMPORTANT:** User name/Password credentials are specific to the data center, and environment (e.g., Demo, Production, or Test) within the data center, and must be managed accordingly.

Anticipate up to 3 business days for processing of the request and notification of completion.

Send	From	SAP SuccessFactors Provisioning
	To...	<input type="text"/>
	Cc...	<input type="text"/>
Subject		SuccessFactors BizX Provisioning Account Created

Greetings,

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

DC8 – Demo Provisioning URL : [https://pmsalesdemo8.successfactors.com/provisioning\\_login](https://pmsalesdemo8.successfactors.com/provisioning_login)

Your log-in credentials are below:

**Username/Provisioning ID:** abc@xyz.com  
**Password:** xxxxx

When you log in to the BizX UI 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.)

Best regards,  
 SuccessFactors, an SAP Company

\*Please do not reply to this email. For any concerns please raise a new PROV ticket in JIRA\*

Once you receive your credentials you may log-in to the SuccessFactors Business Execution Suite provisioning user interface with the provided Username/Provisioning ID and Password.

You may then reset your password. (While passwords are independently set for each data center, you may choose to set the same password for multiple data centers.)

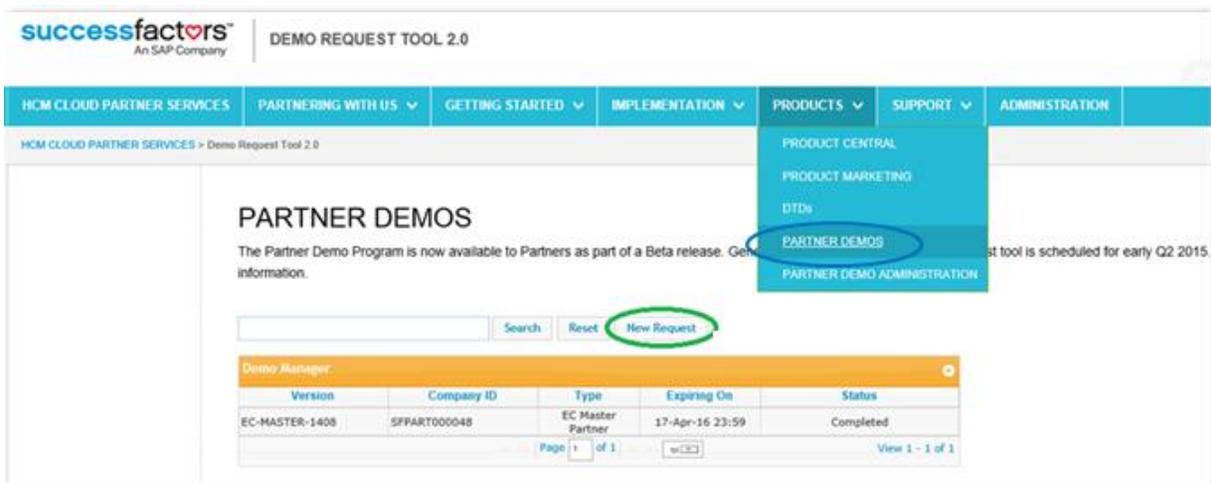
The screenshot shows a dark blue login interface for the SuccessFactors Business Execution Suite Provisioning tool. At the top, the text reads "SuccessFactors Business Execution Suite™" and "PROVISIONING". Below this, a message states: "Please enter your username and password to start using the SuccessFactors V4 Provisioning Engine." There are two input fields: "Username:" and "Password:", each followed by a white text box. A "Login" button is positioned below the password field. At the bottom of the page, there is a small copyright notice: "Copyright © 2015 SuccessFactors, Inc. All rights reserved. These online services are SuccessFactors confidential and proprietary and for use by authorized SuccessFactors customers. 03115:40:12.541-0400".

## 5 REQUEST A NEW DEMO INSTANCE

Demo instances (clones of a BizX master template) are created via the Demo Request Tool.

After logging-in to the SuccessFactors Partner portal, navigate to the **Products** tab and select **Partner Demos**. Note: If your partner company is not yet registered to use the Demo Request Tool you will be advised to submit a ticket via [Contact Us](#) to initiate registration. Refer to section 2 of this document for more information.

To create a new demo request, click on “New Request” which is located above the Demo Manager grid.



Complete the following User Information pop-up form. Enter your name, SAP S-User ID, email address (must be your corporate email address), and phone number in the appropriate fields and click “Next”. NOTE: Managers may enter another user’s information here in order to make the request on their behalf.

**User Information**

Complete the form below to request a core BizX demo instance.  
 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

The subsequent screen will display the currently active demo masters. Select a demo master version. Review the descriptions if you need guidance regarding which master to select. Our Recommendations:

- Use ACE for any detailed demo lasting more than one hour.
- Use BestRun for executive overviews where you are comfortable that the data is sufficient to support your needs.
- Or, you may select both. That way you will have the latest ACE instance and begin to familiarize yourself with the BestRun users and data.
- The RDS master includes all configuration of the SAP SuccessFactors rapid-deployment solutions without any employee data.

Select a version

Select Version	Description	Type
<input type="radio"/> BestRun 1408V1	BestRun is "best for high level executive overviews". It is our newest instance with some great demo flows to highlight some of our newest features. However the data is very thin and most detailed demo scenarios are not supported. A new version of the Best Run demo instance is planned for release in Q1 2016.	BestRun
<input type="radio"/> ACE 1502 V1	This salesdemo master includes the ACE Company users (cgrant...) and demo use cases. ACE is our mature demo system with deep data so it supports many detailed demo scenarios. The ACE demo master has all the data that SuccessFactors presales professionals are familiar with and have used for years. The last ACE instance will be released later this year in preparation for a complete transition to Best Run in 2016.	ACE
<input type="radio"/> PEmas2015v1	(DO NOT REQUEST THIS VERSION) -To be used ONLY by - Professional Edition for Exclusive use by PE Resale Partners.	PE Version 1
<input type="radio"/> RDSmas2015Q4	This master includes all configuration of the SAP SuccessFactors rapid-deployment solutions without any employee data. The instance is a 1:1 copy of the rapid-deployment solutions master which is also copied for customers. For more details check the SAP Service Marketplace <a href="http://service.sap.com/rds-cloud">http://service.sap.com/rds-cloud</a> .	RDS

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 please submit a [Restricted Access Request – Demo](#). Once you submit your request you should receive an email confirmation immediately, and a provisioning ID will be provided within 5 business days. You may then associate your Provisioning ID to your demo instance via a [Demo Access Request](#).

The Data Center(s) in which the particular master is available will display. Select a Data Center. (New demo masters are currently available only in DC2 and DC8.) When additional Data Center Demo environments become available this screen will display those options.

Select Version	Description	Type
<input checked="" type="radio"/> BestRun 1408V1	BestRun is "best for high level executive overviews". It is our newest instance with some great demo flows to highlight some of our newest features. However the data is very thin and most detailed demo scenarios are not supported. A new version of the Best Run demo instance is planned for release in Q1 2016.	BestRun
<input type="radio"/> ACE 1502 V1	This salesdemo master includes the ACE Company users (cgrant...) and demo use cases. ACE is our mature demo system with deep data so it supports many detailed demo scenarios. The ACE demo master has all the data that SuccessFactors presales professionals are familiar with and have used for years. The last ACE instance will be released later this year in preparation for a complete transition to Best Run in 2016.	ACE
<input type="radio"/> PEmas2015v1 (DO NOT REQUEST THIS VERSION) -To be used ONLY by - Professional Edition for Exclusive use by PE Resale Partners.		PE Version 1

Select a Datacenter:  DC8

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 please submit a [Restricted Access Request](#). Once you submit your request you should receive an email confirmation immediately, and a provisioning ID will be provided within 5 business days. If you are uncertain you have a provisioning ID to access a specific data center, you can review your existing accounts under Implementation | [Provisioning Accounts](#). If you need assistance please [Contact Us](#) and indicate that you have a Provisioning Account Issue in the request type field.

Submit Close

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 \(Demo\)](#).

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.

**Provisioning ID Error** ✕

This is not a valid provisioning ID for this Data Center/ Environment.  
Do one of the following:

- Re-enter your Provisioning ID and select Submit.
- Select Close to cancel your request.
- Leave the field blank and click Submit. You may later associate your provisioning ID to your instance via a Demo Access Request.

Close

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.

Demo Manager					
Version	Company ID	Data Center	Type	Expiring On	Status
ACE 1502 V1	SFPART000258	DC8	ACE	26-Jun-16 23:59	Completed

If successful, the automated processing will take less than 15 minutes. (If manual processing is required, the request may take up to 24 hours.) You will receive an email notification of completion which will include:

- The unique identifiers of your demo instance (Company ID)
- The demo instance url
- Default User Name and Password

**Subject:** Your demo instance is ready

Hi Carol Hart,

A request has been received to create a demo instance of the "ACE 1502 V1" master.

Original Requester : [carolhart@abc.com](mailto:carolhart@abc.com)  
 Company : ABC

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

Demo Instance "Company ID" : SFPART006000  
 Tenant ID : 00000000987654321

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

Company Link : <https://pmsalesdemo8.successfactors.com/login?company=SFPART006000>  
 Company User Name : TempUser  
 Company Password : saphr2000  
 Expiry Date : 22-Oct-16 23:59

Please take note of the **Expiry Date** below. 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. Partner Portal users may also request an extension from within the [Partner Portal 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](https://pmsalesdemo8.successfactors.com/provisioning_login)

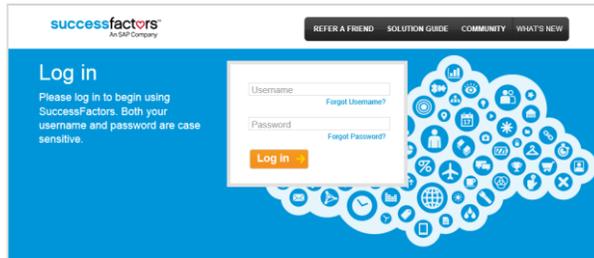
You will need a Provisioning ID for the data center demo environment indicated in the URL (for example: //pmsalesdemo8 equates to the DC8 sales demo environment).

- 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: "SuccessFactors BizX Provisioning Account Created". If you require a Password Reset, submit a Provisioning Account Password Reset request via the "Contact Us" link on the Partner Portal.
- If you do not have a provisioning ID specific to the particular data center/environment, please submit a [Restricted Access Request](#). You will receive an email confirmation immediately, and a provisioning ID will be provided within 5 business days. Once you have received your Provisioning ID, you may submit a [Demo Access Request](#) form to have your demo instance manually mapped to your Provisioning account.

If you have any issues accessing the above URLs please click [here](#) to contact Partner Cloud Operations.

## 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.



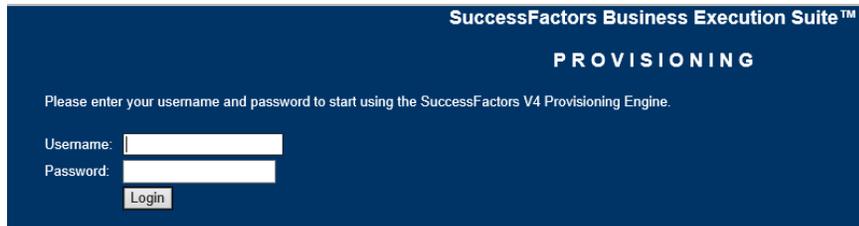
## 7 LOG IN TO PROVISIONING

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](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).



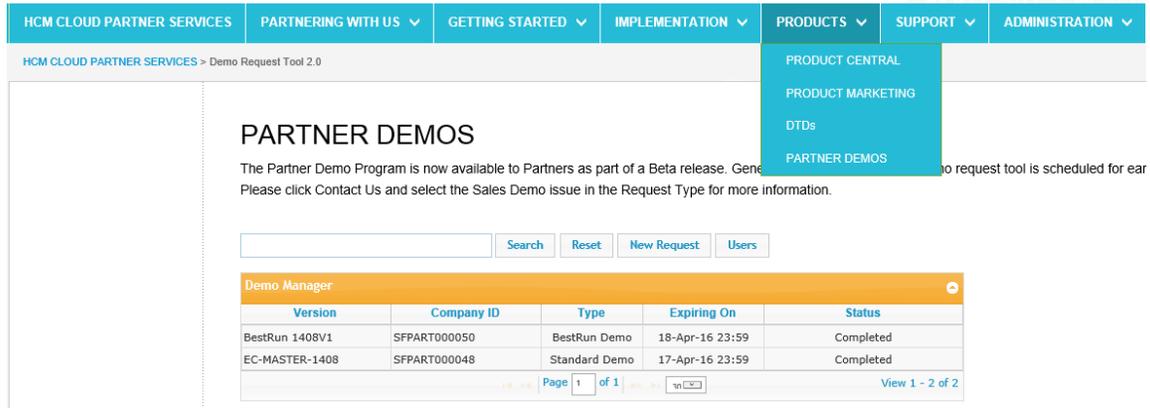
- **IMPORTANT:** Username and Passwords are data-center specific. If you change your password for one data center it does **not** change your password for any other data center.
- Upon log-in, all of your provisioned demo instances in that data center will be displayed.
- Double click the instance to open:



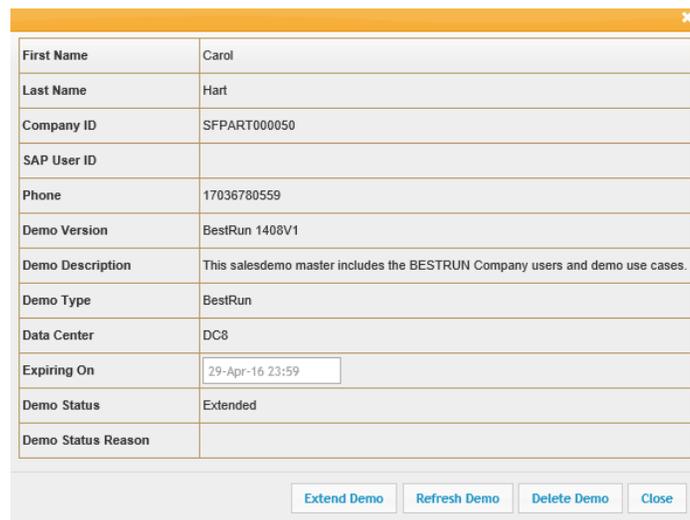
## 8 MANAGE YOUR DEMO INSTANCES

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

Under the Products tab on the Partner Portal, select Partner (or Sales) Demos 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 administrator/provisioning access to an **existing** demo by mapping your Provisioning ID, assigned via your *Restricted Access Request (RAR)*, to the demo instance.

Navigate to **Manage Access** under the **Partnering with US** tab on the Partner Portal. Select the “*Demo Access Request*”.

The screenshot shows the SuccessFactors HCM Cloud Partner Services interface. At the top, there is a navigation bar with the SuccessFactors logo and the text 'An SAP Company' and 'HCM CLOUD PARTNER SERVICES'. Below this is a secondary navigation bar with tabs: 'HCM CLOUD PARTNER SERVICES', 'PARTNERING WITH US', 'METHODOLOGY', 'IMPLEMENTATION', 'PRODUCTS', 'SUPPORT', and 'ADMINISTRATION'. The 'PARTNERING WITH US' tab is selected, and a dropdown menu is open, showing options: 'PARTNERING WITH SAP', 'ONBOARDING WITH SUCCESSFACTORS', 'SUCCESSFACTORS PARTNER PROGRAMS', and 'MANAGE ACCESS'. The 'MANAGE ACCESS' option is highlighted. Below the dropdown, there is a list of access request types with descriptions:

Request Type	Description
Standard Access Request	Request access to SuccessFactors Partner Systems. Note the request must be submitted by a current Partner Portal user, typically a colleague or your Partner Portal Administrator.
Restricted Access Request	Request access to Configuration and Provisioning of Demo, Test and Production instances ~ <a href="#">Details</a>
Terminate Access Request	Deactivate an individual account ~ <a href="#">Details</a>
<b>Demo Access Request</b>	Request administrator/provisioning access to a demo by mapping your Provisioning ID to the demo instance ~ <a href="#">Details</a>
Customer Access Request	Request administrator/provisioning access to a customer instance by mapping your Provisioning ID to the instance ~ <a href="#">Details</a>



An SAP Company **Demo Access Request (DAR)**

Please complete the information below if you already have a Provisioning ID and want that Provisioning ID mapped to an existing demo instance.

First Name	<input type="text"/>
Last Name	<input type="text"/>
Email	<input type="text"/>
Customer Name	<input type="text"/> Indicate the customer or prospect for which the demo is being prepared.
Company ID	<input type="text"/> Indicate the Company ID of the demo instance to be mapped. Examples of Company IDs are A0000, ACE0000, SFPART000000. Additional demos available for mapping are listed under <i>Implementation   Demo URLs</i> .
Provisioning ID	<input type="text"/> Indicate the Provisioning account ID used to access the data center for your demo instance. Additional provisioning accounts are also listed under <i>Implementation   Provisioning Accounts</i> .
Data Center	<input type="text"/> Select the data center of the demo instance and provisioning account to be used.
Additional Notes	<input type="text"/>

Complete the Demo Access Request form as follows:

- In the first three fields, enter your first and last name and email address
- In the Customer Name field, 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 and received provisioning access to the specific data center/environment in which the demo instance is hosted.)
- Select the Data Center in which the demo instance is housed.

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