SAP SuccessFactors

PUBLIC

Document Version: April 2023 – 2024-04-02

Mobile Learning Guide

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1 Change History

Learn about changes to the documentation for Mobile Learning Guide in recent releases.

2H 2023

Type of Change	Description	More Info
Added	We added the list of 2023 Production features.	2023 Production Features [page 44]
Added	We included information to support the features added as part of the new Learning experience.	Mobile Learning Overview [page 8]
Changed	We removed some outdated information and clarified details that are specific to the legacy Learning experience.	Mobile Learning Features [page 10]

1H 2023

Type of Change	Description	More Info
Added	We added the list of 2023 Preview features.	2023 Preview Features [page 45]

2H 2022

Type of Change	Description	More Info
Added	We added the list of 2022 Production features.	2022 Production Features [page 47]

2H 2021

Type of Change	Description	More Info
Added	We added the list of 2021 Production features.	2021 Production Features [page 50]

1H 2021

Type of Change	Description	More Info
Added	We added the list of 2021 Production features.	2021 Production Features [page 50]

2H 2020

Type of Change	Description	More Info
Added	We added the list of 2020 Production features.	2020 Production Features [page 52]
Added	We added information about External Learning Users.	Common Issues and Fixes [page 26]

2 SAP SuccessFactors Mobile Learning

This topic introduces SAP SuccessFactors Mobile Learning.

Your employees take their mobile devices everywhere, SAP SuccessFactors Mobile can go with them. Mobile Learning, included with SAP SuccessFactors Mobile, gives employees the ability to learn, collaborate, and coach at their convenience, even when not connected to the internet.

SAP SuccessFactors Mobile can be downloaded from the Apple App Store or Google Play Store. (Employees in companies in regulated industries should download *SAP Learning by SuccessFactors*.)

> **Note**
>
> In this guide, *Mobile Learning* refers to the Learning feature of SAP SuccessFactors Mobile.

Access and permissions for the Learning features in the SAP SuccessFactors Mobile app are based on the SAP SuccessFactors Learning access rights. For more information, refer to the Defining Roles for SAP SuccessFactors Learning guide.

Identity Authentication service isn't currently supported for the mobile apps. Mobile users with Identity Authentication service implemented can access Learning on a mobile device using a web browser.

3 Enabling Learning Features in SuccessFactors Mobile

Enable Learning Features on SAP SuccessFactors Mobile

Context

Use the Enable Mobile Features screen to configure all features available on the SAP SuccessFactors Mobile app for iOS and Android, including for the Learning module.

Procedure

1. Go to *Admin Center* > *Enable Mobile Features*.
2. Choose the *Enable Mobile Features* tab.

   You see the following tabs:
   - Mobile Specific
   - Modules
   - Email Notifications
   - Mobile Themes
3. To turn a feature on or off, for all authorized mobile users, select or deselect the relevant checkbox.

   > ⚠ Caution
   >
   > If you see a ⚙ (Settings) icon appears next to the feature, selecting the checkbox **isn't** sufficient to turn it on. Be sure to configure the additional settings for that feature.
4. To configuration additional settings for a feature, choose the ⚙ (Settings) icon next to the feature name and follow onscreen instructions.
5. Choose *Save*.

4 Mobile Learning Overview

SAP SuccessFactors Mobile Learning offers your employees the flexibility to learn using their mobile devices.

Required Learning

Learners can view assigned required training prioritized by due date on the Learning home page. The Curricula Compliance indicator provides a status on required curriculum learning.

Invest in Myself

This section on the new Learning home page displays learning that may have already started or learning that has been approved and ready is for the learner to start. Previously self-assigned learning also appears here.

Important Learning

This section on the new Learning home page displays non-required learning items that are assigned by administrators and managers.

Requests for Me

For applicable roles, this section on the new Learning home page displays any pending observation requests.

Find Learning

Learners can search for learning activities in their library using the enhanced search tool. Results can be filtered and sorted to help learners easily find a specific course, class, or program and discover related learning items.

Latest Bookmarks

Learners can bookmark courses, classes, and programs to engage with later or revisit on a recurring basis.

Suggested for Me

This section on the new Learning home page allows learners to view and take action on learning items recommended by colleagues.

Personalized Recommendations

This section on the Learning home page displays relevant learning recommendations based on the learner's profile information, growth portfolio attributes, system interactions, and recent activities.

Prerequisites

Learners can identify a course or set of courses that they should complete before they can enroll into the current course. Prerequisites can be grouped so learners can select one of the groups to satisfy the requirements.

Register for Classes

Learners can register for and withdraw from classes, or request registration or withdrawal from classes requiring approval.

Check In to Classes

Learners can open their registrations in SAP SuccessFactors Mobile Learning and display a QR code to check in to their classes and record attendance.

Approve Enrollment

Managers can grant approvals for employee training requests on-the-go.

Review Learning History

After learners complete their courses, they can review their learning history to confirm they get proper credit and download their certificate of completion.

Demonstrate Skills with Task Checklists

If your employees have skills to demonstrate and that require observation, you can use task checklists to communicate their ability to successfully execute a task. Observers can easily verify tasks necessary to complete procedural training. Observers can find the request for observation in their assignments and bring a mobile device into the environment where the observation is to take place. SAP SuccessFactors Mobile Learning can record the time it takes for each task, notes from the observer, the completion of each task, and electronic signatures.

4.1 Mobile Learning Features

These are the features that are supported for SAP SuccessFactors Mobile Learning. All features are currently available on iOS and Android devices except where otherwise noted.

Learning Module

Feature	Description	Operating System	Note
Learning Assignments	• View Online, Instructor-led (with or without online content), Other, and Program Assignments. • Identify Assignments and sort Assignments by Date or Priority. • Identify Assignments that are mobile enabled.	iOS Android	The *Other* course type is currently limited to features that support Task Checklists. We show a maximum of 75 assignments on the legacy Learning home page.
Learning Assignments	• Identify Assignments that have been downloaded. • Filter on Mobile-Friendly Assignments. • Filter on Assignments that have been downloaded.	iOS only	The launch action is only available for Learning Assignments. On the legacy Learning home page, Learning Assignments can be accessed from the Learning screen or on the *To Do* screen.
Learning Assessments	Complete learning assessments on the SuccessFactors Mobile app. Learning assessments are supported in both the hybrid and native experiences for online content.	iOS Android	Currently, only legacy assessments (non-mobile-friendly) are supported.

Feature	Description	Operating System	Note
Reserved Seats	Organizations can set aside a block of reserved seats for which only designated users or groups of users may register for using the mobile application.	iOS Android	If there's no cost associated with a class, the Reserved Seats enhancement doesn't require a purchase to make a seat selection.
Learning Library	• Search for online, instructor-led (with or without online content), or other courses. • Filter for Online, Instructor-led (with or without online content), Other, Programs, or Mobile Enabled courses. • Identify courses that are mobile enabled. • Identify courses that have been downloaded. • Add or remove self-assigned courses.	iOS Android	The *Other* course type is currently limited to features that support Task Checklists. The enhanced search is available to learners who have the new Learning experience enabled. Learning-only users currently only have access to the legacy search in the legacy Learning experience.

Classes	• Register for classes
	• View registration details
	• Block calendar
	• Withdraw from registrations
	  • Withdraw
	  • Withdraw & trigger predefined workflow
		iOS
		Android
			A user-defined workflow for the withdraw action isn't currently supported.
			Registration for classes with an associated cost can either be completed using the Buy Course action when available for the course type or by using a web browser.

Check-In to Classes	• Display a QR code to check-in to classes.	iOS Android	

Online Content	• Launch and complete online mobile enabled content courses.
	  • Support Pass and Fail settings.
	  • Bookmark progress.
	  • AICC Document wrapper support.
		iOS
		Android	

Feature	Description	Operating System	Note
Offline Content	Download mobile-enabled online content courses and complete content while offline and sync progress when back online. This feature is limited to items with a classification of Online or Instructor-Led with Online Content. Administrators control the content users may download in *Learning Administration* > *Learning Activities* > *Items* > *Online Settings* > *(Settings)*.	iOS Android	• Content downloaded for offline use is only available in the legacy Learning experience. To access content offline, users may disable the new Learning experience using the *Learning* switch in the app Settings. • Limited content settings are available for offline content. This includes, but isn't limited to, record learning events when content passed or failed, failure actions, and skip content structure page on launch. • The URL for offline content must always include HTTPS to remain ATS compliant. • Item Details aren't available offline. • You can't download content from within a Program. To download content that is part of a Program, you must access it from your Learning Assignments or Library. • If you download content that isn't already assigned to you, it will automatically be assigned to you. • If you complete an item or remove an item from Learning Assignments, any downloaded content associated with that item will also be removed from the device.
Prerequisites	Review prerequisites before registering or launching another course.	iOS Android	

Feature	Description	Operating System	Note
Full Screen Mode	Launch and complete content in full screen mode.	iOS Android	
Enrollment Approvals	Approve course enrollment requests from employees.	iOS Android	
Learning History	View information for completed courses and programs.	iOS Android	We show a maximum of 100 courses and 100 programs.
Certificate of Completion	• View certificates of completion created from both default and custom templates. • Download certificates of completion created from both default and custom templates. (iOS only)	iOS Android	
Task Checklist	Complete task checklists.	iOS Android	The mobile app doesn't currently support the Observer role or the *Add Observer* function.
Electronic Signatures	Submit e-signatures after submitting observations and completing courses. E-signatures provide a secondary form of user identity verification.	iOS Android	
QuickGuide	Quickly create polished, interactive guides.	iOS only	iPhone only. Not currently available for iPad or Android.
Mobile Instructor	Allows instructors to manage their courses.	iOS only	iPad only. Not currently available for iPhone or Android.

Feature	Description	Operating System	Note
Survey	• Complete or decline user evaluation and follow-up surveys. • Deep link directly to user evaluation or follow-up survey in the Mobile app. • Enable online evaluation surveys for course items. Users can also decline optional surveys from their Learning Plan. • Follow-up and Evaluation Surveys. Users can complete a survey for one or more instructors of a course.	iOS Android	
Programs	• Search and find programs in course library. • Enroll in or withdraw from (self-assigned) program. • View programs in the Assignments list. • View sections and items within an enrolled program. • Complete online, URL, HTML, and text items within an enrolled program.	iOS Android	
Cross-Domain Proxy Content	Launch and complete online mobile enabled content that is hosted in a third-party server (not iContent).	iOS Android	
Supported Content Types (Online)	SCORM 1.2, SCORM 2004, SCORM 2004 4Ed., AICC, AICC Wrapper, Browser, and Document.	iOS Android	Android doesn't support launching a document in Full Screen Mode within the AICC Wrapper.

Feature	Description	Operating System	Note
Supported Content Types (Offline)	Content must contain at least one of the following supported file types in order to be eligible to download: Document, AICC, AICC Wrapper, SCORM 1.2.	iOS only	SCORM 2004, SCORM 2004 4Ed., and Browser aren't supported for Offline.
Supported Deep Links	• Home page • Launch Follow-up and Evaluation Surveys • My Assignments screen • Simple Library Search • Current Registration • Learning History screen • Follow-up and Evaluation Survey details • Registration details • Class details • Item details • Program details • Recommendations list screen	iOS Android	
Push Notifications	Not currently supported.	N/A	
Learning Recommendations	• Peer-suggested and personalized recommendations can be viewed, assigned, and completed.	iOS Android	As of the 2H 2023 release, the Recommendations feature has been removed in the legacy Learning experience to make way for the Personalized Recommendation and Suggested for Me sections in the new Learning experience. Users may view and take action on recommended items in the mobile app but can only make peer recommendations using a web browser.

Feature	Description	Operating System	Note

Open Content Network	• Learning customers who use an Open Content Network (OCN) provider for external Learning content can search, find, and assign the external content. View the external content in the assignment list and launch and complete the course.
	• Verified OCN providers:
	  • HarvardMM (with SSO)
	  • OpenSesame (with SSO)
	  • LinkedIn Learning (with SSO)
	  • EdX (with SSO)
	  • OpenHCI
		iOS
		Android
			Refer to the Implementing Open Content Network guide for additional information on how to work with other OCN providers.
			Note
			For LinkedIn Learning SSO on iOS:
			1. If a customer is using SSO between SF and LinkedIn (not relying on a cookie), then SSO from the mobile app is supported.
			2. If a customer is relying on the user to authenticate with LinkedIn (which is cookie-based), then SSO with the mobile app won't work and the user will be prompted to log in every time.
			If you aren't using a verified OCN provider, remember that not all OCN provider content has been built to render on a mobile device, so content rendering issues should be brought to the OCN provider.

Feature	Description	Operating System	Note

Item Details	In the Overview tab, users can view the item's cover page.
	
	In the Description tab, users can view the item's plaintext or HTML description.
	
	In the Details tab, users can view:
	
	• Item's thumbnail image
	• Due date
	• Fields relevant to the item:
	  • Credits
	  • Contact Hours
	  • CPE Hours
	  • Assigned by
	  • Assignment Type
	  • ID
	• Actions (When relevant and with permissions):
	  • Remove
	  • Download
	  • Mark as Activity
	  • Bookmark (when the new Learning experience is enabled; replaces Assign to Me)
	• Classes
	• Registration Details
		iOS only	The *Bookmark* action has replaced the *Assign to me* option within Course Details in the new Learning experience. The *Assign to me* option has been removed from the legacy Learning experience as part of this change.

Feature	Description	Operating System	Note

Item Details	For Learning Items, users can view:
	• Due date
	• Fields relevant to the item:
	  • Credits
	  • Contact Hours
	  • CPE Hours
	  • Assigned by
	  • Assignment Type
	  • ID
	• Actions (When relevant and with permissions):
	  • Remove
	  • Bookmark (when the new Learning experience is enabled; replaces Assign to Me)
	  • Mark as Activity
	• Classes
	• Registration Details
		Android only	The *Bookmark* action has replaced the *Assign to me* option within Course Details in the new Learning experience. The *Assign to me* option has been removed from the legacy Learning experience as part of this change.

4.2 Enable Online Courses

Your employees can launch online courses or download courses to their devices and complete them while they are offline.

Downloading Courses for Offline Playing

Employees often want to take their learning content with them, beyond the limits of their corporate network. The Learning feature of SAP SuccessFactors Mobile offers offline playing for your employees. It allows them to download courses to their devices when they are online and connected to the Learning Management System (LMS). They can then disconnect from the network and launch the local copy of the courses that they have downloaded.

Completion Status

If employees complete sections of their courses while they are offline, the system credits their offline work. With offline mode, their completion status is stored offline temporarily. When they reconnect to the network, their device syncs with the LMS so that SAP SuccessFactors Mobile Learning can upload their progress.

AICC Document Wrapper

The Aviation Industry CBT (Computer-Based Training) Committee (AICC) document wrapper can be used to wrap online and offline documents or content, allowing administrators to record both the completion of the content and the time spent in the content. Refer to the SAP SuccessFactors Learning **Delivering Structured Content** document for additional information about the AICC document wrapper implementation.

4.3 Extend Learning

You can enable employees to expand learning beyond traditional methods.

Publish Employee Knowledge with QuickGuides

QuickGuides enable employees to quickly create polished interactive guides by adding steps, uploading photos, and annotating instructions. The QuickGuide helps employees gain insider knowledge from subject matter expert and peers with direct knowledge of the task. Readers can bookmark useful QuickGuides to return to the guides later. They can also rate QuickGuides to reward the most useful. QuickGuides are only available in SAP SuccessFactors Mobile for iPhone. (For employees in regulated industries, QuickGuides are available as part of Learning by SAP SuccessFactors for iPhone.)

Manage Instructor Tasks with Mobile Instructor

Let your instructors manage their learning courses wherever they go. With SAP SuccessFactors Mobile, your instructors can view their scheduled courses, record student attendance, contact students through email, initiate evaluation prior to completion, record course completion, and launch virtual sessions. The instructor has the option to record attendance via QR codes or manually. Instructor features are only available in SAP SuccessFactors Mobile for iPad. (For employees in regulated industries, Instructor features are available as part of Learning by SAP SuccessFactors for iPhone.)

Share Learning Devices among Employees

SAP SuccessFactors Mobile allows your employees to share devices. Employees are required to enter a PIN code to access their user account. Account information and learning content for each user is stored separately in the device.

5 Enabling Successful Mobile Content

5.1 Content Design and Planning

Creating mobile content can be a challenge. We recommend you spend time in advance, planning your content strategy, so you get your desired learning outcome.

Functionality

The strategy to simply migrate desktop training content into mobile learning does not always result in the optimal experience to the user. In the best-case scenario, learning content must be created specifically for mobile devices otherwise it will not render or work properly. When designing your content, always identify the specific user context and use cases for mobile learning.

Efficiency

Users typically use mobile devices with an expectation of immediate feedback. Designing mobile learning content with quick and seamless access to information in mind is critical. Break content into small chunks to facilitate processing and reduce download times.

Screen Size

Mobile phones and tablets differ in screen size. Your users will have a better experience if you take this fact into account in the design and layout of your learning content. Pay particular attention to what may not work at all on a small screen. For example, there is typically not enough screen space on mobile phones and smaller tablets to explain complicated concepts. Use simple designs with only the required content and functionality.

Offline

Even when not connected to the internet, Mobile Learning users can download learning content and work with it offline. All offline content should be self-contained. It should not rely on an active internet connection and should contain all required code, video, audio, and graphics. URLs and object references should be contained within the content package.

Video vs Audio

Because for most users and content authors, video is the most compelling content type for mobile learning, videos should probably be an important part of your learning content. It's important to manage video file size and dimensions to work well within the limitations of mobile devices, especially screen size and connection speed.

Audio-only content can also be a useful and effective format for mobile learning. There are many situations where a visual element either adds little value or can be distracting, and increase download times without benefit.

Media format support, built into the iOS and Android platforms, may differ. The following list includes the most common formats supported on mobile devices:

- Image: JPEG (.jpg), GIF (.gif), PNG (.png)
- Audio: MP3 (.mp3), MPEG-4 (.mp4, .m4a)
- Video: MPEG-4 (.mp4)

In every new version of the operating system, Apple and Google may update the media format support built into their platform. Refer to the specifications for each operating system in the Related Information section below.

AICC and SCORM Support

Mobile Learning supports the main standards to deliver structured content in the LMS.

The Aviation Industry CBT (Computer-Based Training) Committee (AICC) was an international association of technology-based training professionals. The AICC developed guidelines for the aviation industry in the development, delivery, and evaluation of CBT and related training technologies. AICC provided a standard for communication between training content and learning management systems.

The Sharable Content Object Reference Model (SCORM) is a model that references a set of interrelated technical specifications and guidelines designed to meet the Department of Defense's high-level requirements for web-based learning content. In a nutshell, SCORM was developed by the Advanced Distributed Learning (ADL) initiative for the Department of Defense as a means of constructing and presenting "learning objects".

In the table below, an "X" indicates the standard supported for the content delivery method identified by the column. For example, SCORM 2004 2nd Edition and 4th Edition are supported for online content, but not for offline content.

Standard	Online Content	Offline Content
AICC	X	X
SCORM 1.2 (Objectives not supported)	X	X
SCORM 2004 2nd Edition	X	-
SCORM 2004 4th Edition	X	-

Refer to the SAP SuccessFactors Learning **Delivering Structured Content** document for specific AICC and SCORM guidelines. This document is found on the SAP SuccessFactors Learning Help Portal page at the link in the Related Information section.

Related Information

http://help.sap.com/hr_learning
http://www.apple.com/iphone/compare/
https://developer.android.com/guide/appendix/media-formats.html

5.2 Content Testing

This topic covers leading practices for testing content for SAP SuccessFactors Mobile Learning.

Comprehensive Testing

As part of your quality assurance efforts, we recommend that you test your content in the default mobile web browser. If the content does not work in the default browser, it will not work in SAP SuccessFactors Mobile Learning.

Once the content works in the default mobile web browser, publish the course in the LMS and test it again in SAP SuccessFactors Mobile Learning. Execute an extensive testing plan to make sure your content works and renders properly in SAP SuccessFactors Mobile Learning before deploying it to your users. Refer to the Troubleshooting section (in the Related Information section below) to understand the differences between your default mobile web browser and Mobile Learning WebView.

Screen Resolution

SAP SuccessFactors Mobile Learning supports content rendered in different iOS and Android devices. Test your content in devices with different screen resolutions to make sure it works and renders properly.

Variable Orientation

SAP SuccessFactors Mobile Learning supports playing content in portrait and landscape orientation. Test your content in portrait and landscape orientation to make sure it works and renders properly.

Related Information

Common Issues and Fixes

5.3 General Guidelines for Creating Mobile Content

These are general guidelines for creating Learning content intended to work not only on the SAP SuccessFactors desktop web application but also on mobile devices.

Industry Standards

When developing your customized SAP SuccessFactors Learning content, it's highly recommended that you follow common industry guidelines for content to be accessed on mobile devices.

A good source for this type of information can be found on the following publicly available Apple website: Creating Compatible Web Content.

(See:
https://developer.apple.com/library/archive/documentation/AppleApplications/Reference/SafariWebContent/CreatingContentforSafarioniPhone/CreatingContentforSafarioniPhone.html#//apple_ref/doc/uid/TP40006482-SW1)

This website contains two topics that are very important when creating content for mobile devices:

- Use Supported iOS Rich Media MIME Types
- Don't Use Unsupported iOS Technologies

The following websites contain specific information about using Adobe Captivate and Articulate Storyline to create content that is supported for mobile devices. (Refer to the links in the Related Information section below.)

- Responsive Project Design with Adobe Captivate
  https://helpx.adobe.com/captivate/using/responsive-project.html
- Publish projects as HTML5 files with Adobe Captivate
  https://helpx.adobe.com/captivate/using/publish-projects-html5-files.html
- Publishing a Course for Mobile Devices
  https://community.articulate.com/series/4/articles/publishing-a-course-for-mobile-devices
- Top 5 Design Considerations for Creating Mobile Learning
  https://elearningindustry.com/top-5-design-considerations-for-creating-mobile-learning

Creating Content that Works on the Desktop and Mobile

These are best practices for creating Learning content intended to work not only on the SAP SuccessFactors desktop web application but also on mobile devices.

- Do not use content that requires opening an additional pop-up window for SSO.
- Do not use pop-ups.
- Do not use spaces within URLs intended to be displayed on mobile operating systems. When entering a URL into a field, be sure there are no spaces before the URL.
- Do not use cookies as an authentication method when linking to outside systems from within content.

- When links are followed, ensure that destination URLs are displayed in the current window. Do not open links in new tabs or windows, as you might for a typical desktop browser.

Test Your Content

- In mobile Safari for iOS, mobile Chrome, or the Android default browser.
- In the SAP SuccessFactors desktop web application. This will verify the content can be reached and that the content server is up and running.

Minimum Requirements

- iOS 10+
- Android 5+
- Content Creation Software: When using software (such as, Adobe Captivate or Articulate Storyline) to create your Learning content for use on both the SAP SuccessFactors desktop web application and mobile devices, be sure to use an up-to-date version of the content creation software.

6 Troubleshooting

6.1 Common Issues and Fixes

Use this to assist content developers in publishing their content and troubleshooting common content issues they may encounter while using SAP SuccessFactors Mobile Learning. Before troubleshooting, please review the **General Guidelines for Creating Mobile Content** section.

External Learning Users Unable to Enable Multiple Profile Feature

To enable Multiple Profiles & Shared Device functionality on a device, an internal user must be the initial user and must enable the Multiple Profile & Shared Device settings under app settings. It's important to enable the Shared Device setting so that each user is prompted to enter a passcode in order to gain access to their account. Once the Multiple Profile & Shared Device feature is enabled, external learning users can be activated on the device like internal users.

For more information about external learners, refer to Offering Learning to the Extended Enterprise guide on the SAP Help Portal.

Activation, Reset Password, and Sign-Out for External Learning Users

Currently, the only way for External Learning Users to activate their account with the SAP SuccessFactors app is to use QR Code Activation. Company-based activation doesn't work due for external learning users because they're required to login on the web from Learning Sites. Because of this, we recommend that external learning users use the Switch Profile option as opposed to Sign Out when they're ready to leave the app.

If an external learning user selects sign out, the authentication between their account and the app will be lost. If this occurs and they're prompted for a username and password, the user needs to delete their profile (if they use multiple profiles) or uninstall the app to reauthenticate with QR code through Sites. If an external learning user selects Reset Password, the user needs to delete their profile (if they use multiple profiles) or uninstall the app to re-authenticate with QR code through Sites.

For more information about external learners, refer to Offering Learning to the Extended Enterprise guide on the SAP Help Portal.

No HTTPS URL—Unsupported Use Case

If content is placed in a shared drive and isn't directly accessible via an https URL, SAP SuccessFactors Mobile doesn't support this use case.

The following is an example of a filename (and location) that points to content that won't be accessible on a mobile device:

Content Objects > *Edit the Launch Method for the Content Object* > *Content Parameters* > *Filename:* **C:\Desktop\contentFolder\pdf.zip**

Troubleshooting Steps:

- Find the content object.
- Look at the file name.
- Determine whether the launch URL starts with "https:". A URL that points to a location on a shared drive isn't supported.

Content Shows as Empty on Mobile

Troubleshooting Steps:

- Content built using older versions of Articulate Storyline doesn't work properly on iOS 9 and above. You must use the most recent version of Articulate Storyline, or any other content creation software, for your content to work on mobile devices.
- Content must be re or created using the latest version of Articulate Storyline so it will render correctly on both the SAP SuccessFactors desktop web application and on mobile devices.
- Contact your content creation tool provider to seek fixes for issues related to WebView incompatibility.

Content Doesn't Scale Properly or Doesn't Show Correctly on the Mobile App

Troubleshooting Steps:

- Deploy the content to a content server that doesn't require authentication credentials or manual intervention to download. For example, Dropbox and Google Drive both require a user to tap on a button to download content even from a shared link URL and can't be used.
- If the content doesn't work correctly on SAP SuccessFactors Mobile, then it's a defect that needs to be fixed in SAP SuccessFactors Mobile.
  Additional diagnosis steps:
- Test with a simplified version of the content to try to isolate the screen of content that is causing the issue.
- Test content with mobile Safari browser (iOS), or Android browser, or Chrome browser (Android). If content works in these native browsers, then this may be an issue with SAP SuccessFactors Mobile.
- If the content is in the SCORM format, republish the content as AICC and retest to see if this fixes the problem. There are issues with SCORM sometimes because it uses an IFrame as part of its rendering and this can cause issues with the content.

Error with Content If AICC Wrapper Is Enabled for AICC Content

Below is one possible error message when a problem occurs:

```
Index_lms_html5.html ERROR – LMS did not return a valid status code. Press OK to view
debug information to send to technical support.
```

The purpose of the AICC wrapper is to provide AICC tracking functionality for non-AICC content. The AICC wrapper isn't required for AICC content. Therefore, if you see this error, check whether the content type is AICC. If it's AICC, disable AICC wrapper.

Browser-Based Content Doesn't Work on Mobile

Troubleshooting Steps:

- Locate the content object.
- Check the URL to ensure it starts with "https:".
- Ensure the Launch Method selected is **Document Type**. Content marked with a Launch Method of **Browser** will **not** work for Mobile Learning.
  - If the course is Open Content Network (OCN), it is **not** supported on Mobile Learning.
  - If the course isn't OCN, and launch method is marked as Browser, change the Launch Method to **Document Type**.

Verify Compliance with App Transport Security (ATS) Requirements for Content Loaded on iOS

If the Learning content doesn't load on iOS or Android, but does load on the SAP SuccessFactors desktop web application, then the content server needs to be checked for compliance with App Transport Security (ATS) requirements.

To verify compliance with ATS standards, run the following test on the URL where the content is hosted:

nscurl --ignore-location --max-time 30 --ats-diagnostics --verbose <URL where the content is hosted>

If the test result message is "PASS" then the URL meets the necessary ATS standards and the content will work on iOS and Android.

Content Renders Differently in Mobile Web Browsers and Mobile Learning

Mobile Learning launches content in WebView within the SAP SuccessFactors Mobile app. WebView is a system component for the device operating system that allows mobile apps to display content from the web directly inside an application. WebView doesn't always share the same optimizations and functionalities as default browsers, and may cause serious problems. These differences need to be carefully considered when developing and testing content.

Content Renders Differently in iOS and Android

Mobile Learning launches content in WebView within the SAP SuccessFactors Mobile app, but the implementation of WebView in iOS and Android differ. This could result in mobile learning content rendering and performing differently depending on the platform, operating system, and version of the operating system. We recommend that customers upgrade to the latest operating system to ensure feature support, improve performance, and reduce errors.

I'm Unable to Open a Second Screen Within My Content

SAP SuccessFactors Mobile Learning doesn't support launching multiple screens within a Learning content object. This includes content attempting to open a pop-up or a tab in the default mobile web browser.

Offline Learning Launch-Time Errors

When offline learning content is launched and a "Content Not Found" error occurs, this is essentially the equivalent to a "404" web error, meaning the file can't be found. This is a common issue that is due to the structure of the compressed (.zip) file and an incorrect path to the launch file entered in the **Offline Filename** field at the content object level. For example: When you compress the content directory, it may create an extra (or duplicate) folder within the compressed (.zip) file without your knowledge.

Example

You compress the content directory, which creates **ProddingSCOPackageSCORM1.2.zip**, and then upload it to the server. However, when you test by downloading the compressed file from the browser, you see that it contains a duplicate folder:

ProddingSCOPackageSCORM1.2 > ProddingSCOPackageSCORM1.2.

In the Offline Learning Configuration, the Offline Filename is set to **/proddingsco.htm** because the content .zip file doesn't contain any duplicate directory/folder. However, in this case, since we've determined that there's a duplicate folder, the **Offline Filename** should include the duplicate folder:

/ProddingSCOPackageSCORM1.2/proddingsco.htm and that will resolve the error.

Check this table for more common errors and actions required for fixes:

Common Errors and Issues	Action
Error: A server with the specified hostname couldn't be found.	Check the URL for offline download. It might not be accessible from the iPad.
Failed to extract content .zip file.	Check the URL for offline download. It might not specify the compressed file. Even if the item setup is a regular document type, it should still be part of the compressed (.zip) file.

Importing Content to the LMS Isn't Working

If importing content to the LMS isn't working properly, use the following settings:

- **Set Deployment Location**: Configure and test your content deployment location. Deployment locations allow content to be uploaded through the Content Import tool.
- **Upload Content Package**: Any AICC or SCORM files must be imported as a zipped content package. Other files may be in any of the following formats: zip, pdf, doc, docx, rtf, html, xls, xslx, ppt, pptx, mp3, m4v.
- **Enable Mobile Access for All Content**: When importing mobile content, you must enable the content for use with the mobile app. Mobile access will be enabled for all content objects using the imported files. To add a different file for mobile access, edit the content objects after import.
- **Enable Offline Player Download**: When importing mobile content for offline mode, you must enable offline player download for all content. Mobile offline access will be enabled for all content objects using the imported files. To add a different file for offline access, edit the content objects after import.
- **Disable Launching in a New Browser Window**: Mobile Learning doesn't support launching content in a secondary screen.
- **Use AICC Wrapper**: Wrap online and offline documents or other content to record both the completion of the content and the time spent in the content. Once the mobile content is imported using the Import Content tool, the online content settings of the item are automatically configured and the launch method for the content object is updated for mobile access and offline download. To make any changes, edit the content objects after import.

SCORM 2004 Content Isn't Working When Offline

Mobile Learning supports the main standards to deliver structured content in the LMS. Aviation Industry CBT (Computer-Based Training) Committee (AICC) and Sharable Content Object Reference Model (SCORM) 1.2 are supported for online and offline content. SCORM 2004 2nd and 4th Edition are only supported for online content, but not for offline content.

> ⓘ Note
>
> Refer to the SAP SuccessFactors Learning **Delivering Structured Content** document for specific AICC and SCORM guidelines.

Ebook/iBook Files Not Supported

The iBook iOS Application can't be Integrated with the SAP SuccessFactors iOS Application. Both the applications are designed with different algorithms and are embedded with different architectural protocols.

Those files types aren't currently supported content file types so they wouldn't be supported.

One work-around would be to convert iBook files into PDFs and then use it in iContent. However, if the iBook files have any sort of animation, SCORM/AICC course types also can be created.

OCN Content Rendering Issues

When OCN content issues arise in **iOS**, please provide the following information to the OCN Provider to help troubleshoot:

- The SAP SuccessFactors iOS app loads the content URL in a WKWebView (WebKit control provided by Apple).
- WKWebView is opened with cookies from the BizX session, which facilitates SSO.
- All content URLs should follow ATS security compliance standards (defined by Apple).

When OCN content issues arise in **Android**, please provide the following information to the OCN Provider to help troubleshoot:

- The SAP SuccessFactors Android app loads the content URL in a WebView (WebView control provided by Google)

Session is Invalid/Mobile is Disabled/Current Application Version Out of Date (Validated Learning)

This error may occur when using the incorrect mobile app for the learning environment that the organization has selected (for example, using the Learning by SuccessFactors validated app to access a standard Learning environment, or vice versa). Validated customers should use the Learning by SuccessFactors app to access the Production environment and the Learning Preview app to access the Preview environment. Validated users may also encounter these errors while using the correct Learning by SuccessFactors app within the first few days after Preview and Production environment updates. This will automatically resolve if iOS app updates are set to automatic, or if the user manually updates the app once the newer version is available

Summary of Information Needed to Submit to SAP SuccessFactors for Troubleshooting

If all diagnosis steps don't help you resolve the issue with your content, please provide the following information to SAP SuccessFactors:

- OS Version
- App Version
- Device model (for example, iPhone 5, Samsung Galaxy S5, and so on)
- Whether the issue is with online launch, offline launch, or both.
- Screenshots of the content problem in Safari, Chrome, or the Android default browser.
- Provide access to the content and item setup from the customer environment.
- Simplified version of content, if possible, where the issue is reproducible.
- If the content is from a third party, provide the name and version number of the software.
- If the content type is SCORM, provide information about whether the issue can be reproduced after publishing the content as AICC (if possible).

6.2 Codes in Error Messages

Here is list of any codes found in error messages and what they mean.

Error Code	Error Message
L001	You do not have permission to access this item, please contact your administrator.
L002	This learning item cannot be launched because the WiFi network you are connected to is set to manual proxy and is missing a setting. To resolve this issue, add localhost as a proxy bypass in network settings or connect to a cellular network.
L003	This learning item cannot be launched because the last WiFi network you were connected to was set to manual proxy and was missing a setting. To resolve this issue, connect to the previous network and add localhost as a proxy bypass in network settings, connect to a WiFi network that does not have proxy or connect to a cellular network.
L004	This learning item cannot be downloaded because the WiFi network you are connected to is set to manual proxy and is missing a setting. To resolve this issue, add localhost as a proxy bypass in network settings or connect to a cellular network.

7 Important Notices

This topic provides information related to important notices affecting SAP SuccessFactors Mobile Learning.

HTTPS Required for Content in iOS

There are Apple iOS requirements that impact customers using SAP SuccessFactors Mobile Learning. This notice is Apple iOS specific and not unique to SAP SuccessFactors Mobile Learning. Any company transmitting data over the network is affected. This notice applies to all iOS versions.

> **Note**
>
> On **January 1, 2017** these requirements will take effect. In order to ensure that access to offline Mobile Learning content is not interrupted, these changes must be made by the **January 1, 2017 deadline**. Any company transmitting data over the network is affected and must take action.

New Requirements To Transmit Data Over The Network

- App Transport Security (ATS). On Apple platforms, a networking security feature called App Transport Security (ATS) is available to apps. It improves privacy and data integrity. This helps instill user trust that the app does not accidentally leak transmitted data to malicious parties. Apple will require that all iOS apps, including the SAP SuccessFactors Mobile App, use ATS and secure HTTP protocol (HTTPS) to transmit data over the network by **January 1, 2017**.
- Secure HTTP: Customers using learning content in the SAP SuccessFactors Mobile App must ensure that network calls happen over HTTPS connections by **January 1, 2017**. Content servers must be upgraded to ensure compatibility and allow content to continue to work properly. If you are an iContent customer, then the server is already upgraded for you.

Technical Requirements

- Requirements for Connecting Using ATS. With ATS fully enabled, any content server (both third party and internal content servers hosted by the customer) should satisfy the following security requirements:
  - The X.509 digital server certificate must meet at least one of the following trust requirements:
    - Issued by a certificate authority (CA) whose root certificate is incorporated into the operating system
    - Issued by a trusted root CA and installed by the user or a system administrator
  - The negotiated Transport Layer Security (TLS) version must be TLS 1.2. Attempts to connect without TLS/SSL protection, or with an older version of TLS/SSL, are denied by default.
  - The connection must use either the AES-128 or AES-256 symmetric cipher. The negotiated TLS connection cipher suite must support perfect forward secrecy (PFS) through Elliptic Curve Diffie-Hellman Ephemeral (ECDHE) key exchange, and must be one of the following:
    - TLS_ECDHE_ECDSA_WITH_AES_256_GCM_SHA384
    - TLS_ECDHE_ECDSA_WITH_AES_128_GCM_SHA256
    - TLS_ECDHE_ECDSA_WITH_AES_256_CBC_SHA384

    - TLS_ECDHE_ECDSA_WITH_AES_256_CBC_SHA
    - TLS_ECDHE_ECDSA_WITH_AES_128_CBC_SHA256
    - TLS_ECDHE_ECDSA_WITH_AES_128_CBC_SHA
    - TLS_ECDHE_RSA_WITH_AES_256_GCM_SHA384
    - TLS_ECDHE_RSA_WITH_AES_128_GCM_SHA256
    - TLS_ECDHE_RSA_WITH_AES_256_CBC_SHA384
    - TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA256
    - TLS_ECDHE_RSA_WITH_AES_128_CBC_SHA
- The leaf server certificate must be signed with one of the following types of keys:
    - Rivest-Shamir-Adleman (RSA) key with a length of at least 2048 bits
    - Elliptic-Curve Cryptography (ECC) key with a size of at least 256 bits
      Also, the leaf server certificate hashing algorithm must be Secure Hash Algorithm 2 (SHA-2) with a digest length, sometimes called a "fingerprint" of at least 256 (i.e., SHA-256 or greater).

The security requirements listed in this section are current as of this document's publication date, with stricter requirements possible in the future. Changes to these requirements will not break app binary compatibility.

Mobile Content Issues in iOS 9

This notice is Apple iOS specific and not unique to SAP SuccessFactors Mobile Learning. Any company with an iOS9 footprint is affected. If you used the SAP SuccessFactors app when your users were running iOS8, your users might not be able to view content after they upgrade to iOS9. This is a known issue for content creators: content created for iOS8 does **not** automatically work in iOS9.

Software providers of content creation tools (for example, Adobe Captivate and Articulate) have identified the issue. We recommend you follow the steps below:

1. Download the latest version or patch of your content creation tool.
2. Republish any content you created for iOS8 or earlier.
3. Upload the content to your content server (for example, iContent).

TLS 1.2 Required in iOS9

This notice is Apple iOS specific and not unique to SAP SuccessFactors Mobile Learning. Any company with an iOS9 footprint is affected. Apple iOS9 requires Transport Layer Security (TLS) 1.2. We have seen issues when customers use an external learning content server and have not upgraded their TLS. If you use an external content server, please contact your server's administrator and check the TLS version. If you are an iContent customer, then the TLS is already upgraded for you.

8 Validated Learning Mobile App

8.1 Introduction to Validated Mobile Learning

Learn about the differences between SaaS and vSaaS and why we offer a separate Mobile app for Validated Learning customers.

With more than 15 years of experience supporting regulated industries with strict validation requirements, including FDA validation requirements, SAP SuccessFactors provides the Validated Learning Mobile app for Learning Management System (LMS) customers using iPhone and iPad.

Software-as-a-Service (SaaS) and Validated SaaS (vSaaS)

Let your employees manage their learning assignment wherever they go. With Mobile Learning, your employees can view assigned courses and identify courses with prerequisites.

Validated SaaS (vSaaS) extends the concept of SaaS for customers who need a longer release cycle to validate their software to a regulator.

Software-as-a-service (SaaS) is a way of delivering software applications over the Internet versus software bundled and loaded to the local drive of a computer. Among its advantages is speed. Because SaaS software developers own both the development and deployment structures, we can push to production quickly.

For a small set of SAP SuccessFactors Learning customers, however, the speed of SaaS is faster than their validation schedule. Validation is not standard across industries or customers, but it usually requires highly detailed documentation. The documentation is time consuming to produce. It usually takes three-to-six months.

As a result of the validation requirements, customers cannot receive quarterly release updates. Instead, these customers need an annual release schedule. For these customers, we offer SaaS at a slower cadence and with some additional validation reporting features. This allows time for them to produce the documentation they need to meet their validation requirements.

The slower release cadence and additional validation reporting is called Validated SaaS, or vSaaS. Validated SaaS is a consensus-based service designed to meet the FDA 21 CFR Part 11/validation requirements of life science industry.

Validated SaaS (vSaaS)

Validated SaaS has benefits for highly regulated environments because it provides a way to comply with regulatory bodies.

Validated SaaS provides a consensus-based service designed to meet the FDA 21 CFR Part 11/validation requirements. Life Science Industries can reduce costs and IT resource needs. This process also ensures FDA compliance and GxP processes.

Specific benefits of Validated SaaS for SAP SuccessFactors Learning customers include:

- A dedicated product track and measured cadence that we specifically designed for life science customers. An annual service-specific upgrade schedule with a dedicated schedule for patch releases.
- Automated Learning assignments with flexible criteria that are unique for the LMS options.
- Support for FDA 21 CFR part 11 and multi-part e-signatures.
- Visibility for managers into compliance training status and activities.

Validated (vSaaS) Learning Mobile App

The Validated (vSaaS) Learning Mobile app empowers employees with the flexibility to learn at their convenience. Your employees can identify their assigned courses, register for classes, consume content, search for courses in the catalog, review past history, create and view QuickGuides, and record completion of observations with task checklist. Your instructors can manage their Learning courses wherever they go. Instructors can view their scheduled courses, record attendance of students, contact students through email, record completion for the course, initiate evaluation before completion, and launch virtual sessions.

> **Note**
>
> The validated app is not available for Android. Using Learning within the main SuccessFactors Android app as a validated user is not supported nor recommended. Doing so may result in your users violating their internal compliance protocols.

8.1.1 Additional SAP SuccessFactors Mobile Documentation

SAP SuccessFactors Mobile Validated Learning administrators can benefit from two additional documents for SAP SuccessFactors Mobile security and deployment.

SAP SuccessFactors Mobile has two additional documents to assist administrators in configuring and deploying our mobile solution.

- SAP SuccessFactors Mobile Security Guide
- SAP SuccessFactors Mobile Deployment Guide

8.1.2 Data Protection and Privacy

To ensure that all SAP SuccessFactors Mobile app users can take advantage of data protection and privacy features, and the latest security updates, features, and bug fixes, customers should upgrade to the most current release of the Mobile app.

> **Note**
>
> - Data on the SAP SuccessFactors Mobile application and the Mobile server will be deleted when a user is deactivated. If this process cannot be completed due to some unforeseen error or interruption, some data

might remain on the Mobile server. However, this data is never visible on the SAP SuccessFactors Mobile application.

- Any data that is purged using the SAP SuccessFactors desktop application, might not be immediately purged from the Mobile app because the app may not be launched or online at that time. As soon as the Mobile app is launched and online, the data will be purged from the SAP SuccessFactors Mobile application.

8.2 SAP SuccessFactors Apps

Determine the right SAP SuccessFactors app for your purposes.

There are three SAP SuccessFactors apps available for iOS mobile devices. The titles are listed as they appear in the Apple App Store.

- Learning by SuccessFactors
- Learning Preview
- SuccessFactors

These apps are generally available for download through the Apple App Store. All apps are on separate release schedules and each one provides different functionality. See the Activating the Mobile App [page 38] section for details about activating the apps.

> **Note**
>
> Since SAP SuccessFactors cannot distribute the iOS .ipa file for customers' internal distribution channels, app distribution is only available through the Apple App Store.

The table below provides details about each of the SAP SuccessFactors mobile apps:

SAP SuccessFactors mobile apps

App Title as shown in the Apple App Store	Description	Icon	App Release Information
Learning by SuccessFactors	As a validated Learning user, use the SAP SuccessFactors Learning app to access SAP SuccessFactors Validated Learning (vSaaS) features and content. **Note** This app is restricted only to users on a Validated LMS instance.	**Learning by SuccessFactors** SuccessFactors, Inc.	Production app for validated Learning customers that is updated once a year in Q4 with the SAP SuccessFactors desktop application Production release.

App Title as shown in the Apple App Store	Description	Icon	App Release Information
Learning Preview	As a validated Learning administrator, use the SAP SuccessFactors Learning Preview app to review, test, and prepare for the upgrade of the Validated LMS.	**Learning Preview** SuccessFactors, Inc.	Preview app for validated Learning customers that is updated once a year in Q2 with the SAP SuccessFactors desktop application Preview release. We update the preview app only with the preview timeline, and not the sandbox timeline.
SuccessFactors	As a validated Learning user, use the SAP SuccessFactors Mobile app to access the SAP SuccessFactors HCM suite, except for Learning. This app includes features for: Employee Central, Performance and Goals, Recruiting, Onboarding, Compensation, and Workforce Planning, and Workforce Analytics.	**SuccessFactors** SuccessFactors, Inc.	Updated on a monthly basis, except for January.

8.3 Activating the Mobile App

Learn how the SAP SuccessFactors Mobile app can be activated in different ways.

There are four ways to activate the SAP SuccessFactors Mobile application on mobile devices. Each activation type is described in the subsequent sections.

- Search-Based Activation
- Email-Based Activation
- MDM-Based Activation
- QR Code Activation

8.3.1 Using Search-Based Activation

The first time the SAP SuccessFactors Mobile application is launched, you can activate the Mobile app by entering your company name, ID, or URL to search for a match.

Context

Multi-factor authentication (MFA) applies to mobile apps. Mobile apps inherit the full set of MFA mechanisms from the web application.

Procedure

1. The user downloads and launches the application on their mobile device.
2. A login screen is displayed where the user can enter their company name, ID, or URL.
   - When a match is identified, the user will be directed to their company's login page.
   - If multiple matches or results are found, please edit your search terms to be more specific and search again.
3. On your company's login page, enter your company login credentials. If successful, the Mobile app is activated.

   If the company name, ID, or URL was not identified, the user has the option to activate using the QR Code. Since a match was not discovered, please contact Product Support to file a ticket to have your company name added to the activation database.

   The SAP SuccessFactors login page cannot be accessed from the general internet, you may need to work with your Identity Provider (IdP) to adjust accessibility of the login page to the general internet. If the permission structure surrounding the login page makes it impractical to make the login page accessible to the general internet, you may want consider implementing VPN tunneling. (For example, using Mobile Device Management (MDM) software (from companies such as AirWatch and MobileIron) or other third-party tunneling software.) You can also investigate using the QR Code Activation option.

8.3.2 Email-Based Activation

Administrators can set up email-base activation so their employees can launch the SAP SuccessFactors Mobile app through a link within an email.

Context

Refer to the SAP SuccessFactors Mobile Deployment Guide for the **Enabling Email Notification Templates** section to learn more about email-based activation.

Procedure

1. The user receives an email with a request to activate the application from their mobile device.
2. The user opens the email on their device and clicks the activation link. The application is launched on the mobile device.
3. A login screen is displayed and the user enters their username and password to activate the application. If successful, the Mobile App is activated.

> **Note**
>
> If Single Sign-On is enabled, the mobile device will be silently activated without the user entering a username and password. For more information, refer to the **Leveraging Single Sign-On** section of the SAP SuccessFactors Mobile Deployment Guide.

8.3.3 MDM-Based Activation

Mobile Device Management (MDM) is a third-party solution that securely manages mobile devices in the enterprise and supports both corporate-supplied and Bring Your Own Device (BYOD) mobile deployment strategies. The SAP SuccessFactors HCM suite integrates with these solutions to ensure secure deployment and activation of the SAP SuccessFactors Mobile app.

Context

For more information about MDM, refer to the **Configuring Mobile Device Management (MDM) Applications** section of the SAP SuccessFactors Mobile Deployment Guide.

Procedure

1. The user launches the SAP SuccessFactors Mobile application on their mobile device.

   The Mobile app recognizes the key/value pair pushed by the MDM solution and initiates Simple Activation instead of the normal activation process. Refer to the SAP SuccessFactors Mobile Deployment Guide's **Simple Activation** section for information on the Key/Value pairs.
2. A login screen is displayed and the user enters their username and password. If successful, the Mobile App is activated.

> **Note**
>
> If Single Sign-On is enabled, the mobile device will be silently activated without the user entering a username and password. For more information, refer to the **Leveraging Single Sign-On** section of the SAP SuccessFactors Mobile Deployment Guide.

8.3.4 QR Code Activation Types

The first time the SAP SuccessFactors Mobile application is launched, you can activate the Mobile app by entering your company name or company URL. If a company name or URL match cannot be found, you have the option to activate by scanning a QR Code.

To activate your SAP SuccessFactors Mobile application by scanning a QR code, choose one of these two options:

- Company-wide QR Code
- Personal QR Code

The first time you launch the SAP SuccessFactors Mobile app, the app will access your mobile device's camera when you tap on the *Log In with QR Code* link. Now you can scan the QR Codes described in the two subsequent QR Code Activation sections.

8.3.4.1 Company-Wide QR Code Activation

One method of activating the SAP SuccessFactors Mobile app is by using the company-wide QR Code.

Context

The first time the SAP SuccessFactors Mobile application is launched, you can activate the Mobile app by entering your company name or company URL. If a company name or URL match cannot be found, you have the option to activate by scanning a QR Code.

Procedure

1. Go to the SAP SuccessFactors desktop application login screen.
2. Select the *Activate Mobile App Using QR Code* link below the *Log in* button on this screen.
3. Use the camera on your mobile device to scan the displayed QR code. This QR code is called the company-wide QR code because every employee who accesses this Log in screen can use this QR code to activate the SAP SuccessFactors Mobile app.
4. Enter your username and password to log in to the desktop application. If successful, the Mobile App is activated.

8.3.4.2 Personal QR Code Activation

Activate the SAP SuccessFactors Mobile app by using the Personal QR Code.

Context

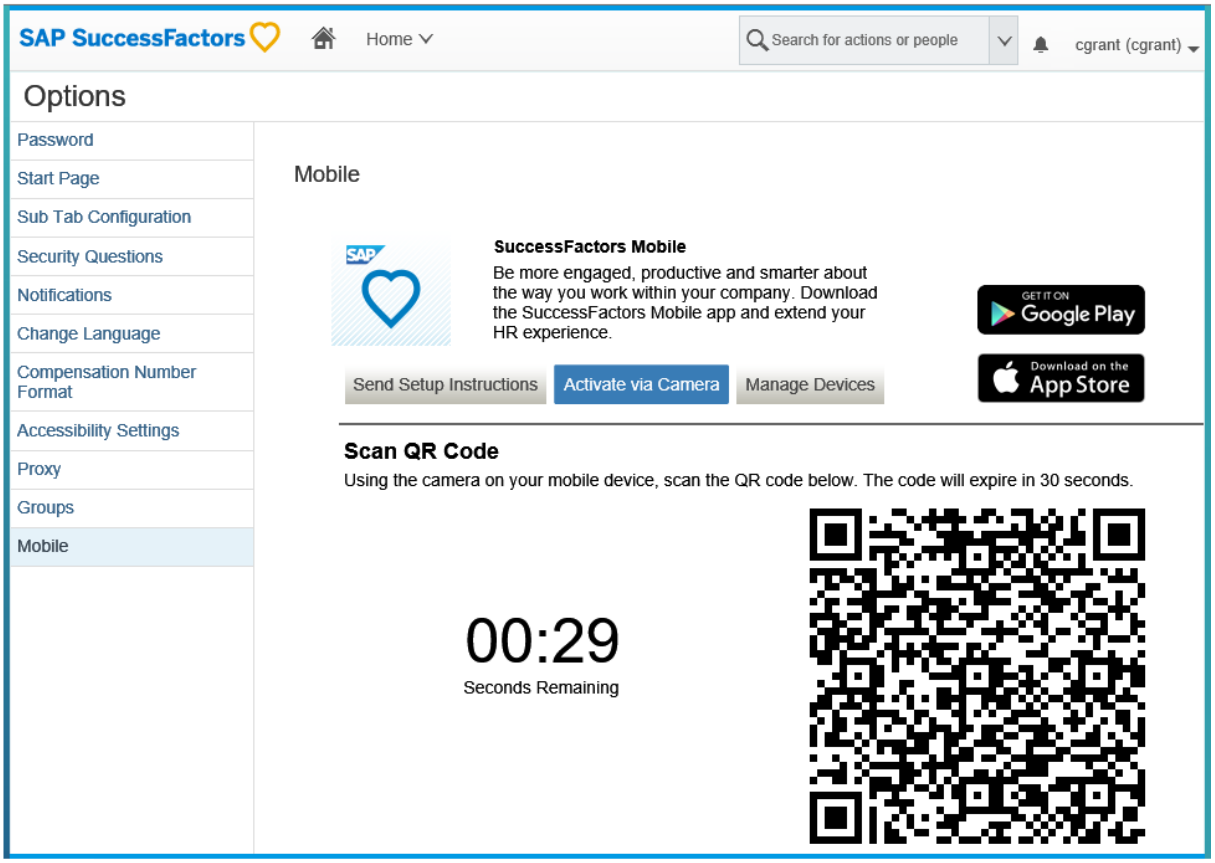
The first time the SAP SuccessFactors Mobile application is launched, you can activate the Mobile app by entering your company name or company URL. If a company name or URL match cannot be found, you have the option to activate by scanning a QR Code.

Procedure

1. Go to the SAP SuccessFactors desktop application and log in.
2. Select the dropdown menu (in the upper right corner of the screen by your profile photo) and select *Options*.
3. In the *Options* screen, select *Mobile*.
4. The Mobile screen offers two ways to activate your SAP SuccessFactors Mobile app:
   - On the *Send Setup Instructions* screen you can enter your email address and select *Send Email* to receive step-by-step instructions.
   - Or on the *Activate via Camera* screen you can scan the QR Code to activate your mobile device.
5. Select the *Activate via Camera* button.

   Use the camera on your mobile device to scan the displayed QR code. If successful, the Mobile App is activated.

   The QR code will expire in 30 seconds. If the QR Code expires, select the *Get New Code* button to generate a new QR Code. This QR Code can only be used by you because it was provided to you after you logged in to your SAP SuccessFactors account.



> **Note**
>
> As shown in the image, the SAP SuccessFactorsdesktop application screen contains the *Download on the App Store* button. However, this link directs users to the SAP SuccessFactors Mobile app (or the "SuccessFactors" app as described in the SAP SuccessFactors Apps [page 37] section) that gives users access to the SAP SuccessFactors HCM suite features, except for Validated Learning. To access Validated Learning, users should download and launch the *Learning by SuccessFactors* app.

8.4 Validated Learning Mobile App Features

All Validated Learning Mobile app features are listed for the Production and Preview releases.

This section contains topics that identify the features released for:

- May 2023 Preview and October 2023 Production
- May 2022 Preview and October 2022 Production
- October 2021 Production
- May 2020 Preview and October 2020 Production

8.4.1 2023 Production Features

The new Course Home experience now supports offline content download, task checklist, and Mobile Open Content Network (OCN). We also removed the review option for SCORM 2004 content to prevent completion status issues for learners who switch between the web browser and mobile app.

Additionally, we've enhanced the UI with the latest SAP Fiori design standards.

Learning Module

Feature	Description	Note
Offline Content Download	We now support the ability to download learning content to launch offline. • Use the *More Actions* button on the course details screen to download content for offline access. • Once the download is complete, you can access the content offline from *Learning Assignments*. • You can cancel a download that's in progress or remove the content after it has been downloaded.	The following is important to consider when using the offline content download feature: • This feature is limited to items with a classification of Online or Instructor-Led with Online Content. • Item Details aren't available offline. • Content must contain at least one of the following supported file types in order to be eligible to download: Document, AICC, AICC Wrapper, or SCORM 1.2. • You can't download content from within a Program. To download content that is part of a Program, you must access it from your Learning Assignments or Library. • If you download content that isn't already assigned to you, it will automatically be assigned to you. • If you complete an item or remove an item from Learning Assignments, any downloaded content associated with that item will also be removed from the device.
Task Checklist	Users can now view available observers, make selections and request observations, manage requests, and review task checklists in the new mobile Course Home experience.	The mobile app doesn't currently support the Observer role or the *Add Observer* function.

Feature	Description	Note
Mobile Open Content Network (OCN)	External course support is now available in the new mobile Course Home experience. Learners can complete enrollment, submit approval requests, preview and view content online, and complete post-course actions.	
SCORM 2004 Online Content	SCORM 2004 online content can no longer be reviewed once it has been completed. Learners may choose to retake the online content and remove their previous completion status. This behavior aligns with the SAP SuccessFactors Learning application in a web browser.	
Visual Updates	We adopted the latest SAP Fiori design standards for Learning Programs and Library. These styling updates improve upon the following UI elements: • Typography, such as font sizes and font weights • Visual treatments, such as rounded corners, drop shadows, and high contrast • Icon sets • Margins and padding • Color palette	No functionality changes accompany these visual updates.

8.4.2 2023 Preview Features

The new Course Home experience now supports offline content download, task checklist, and Mobile Open Content Network (OCN). We also removed the review option for SCORM 2004 content to prevent completion status issues for learners who switch between the web browser and mobile app.

Additionally, we've enhanced the UI with the latest SAP Fiori design standards.

Learning Module

Feature	Description	Note
Offline Content Download	We now support the ability to download learning content to launch offline. • Use the *More Actions* button on the course details screen to download content for offline access. • Once the download is complete, you can access the content offline from *Learning Assignments*. • You can cancel a download that's in progress or remove the content after it has been downloaded.	The following is important to consider when using the offline content download feature: • This feature is limited to items with a classification of Online or Instructor-Led with Online Content. • Item Details aren't available offline. • Content must contain at least one of the following supported file types in order to be eligible to download: Document, AICC, AICC Wrapper, or SCORM 1.2. • You can't download content from within a Program. To download content that is part of a Program, you must access it from your Learning Assignments or Library. • If you download content that isn't already assigned to you, it will automatically be assigned to you. • If you complete an item or remove an item from Learning Assignments, any downloaded content associated with that item will also be removed from the device.
Task Checklist	Users can now view available observers, make selections and request observations, manage requests, and review task checklists in the new mobile Course Home experience.	The mobile app doesn't currently support the Observer role or the *Add Observer* function.
Mobile Open Content Network (OCN)	External course support is now available in the new mobile Course Home experience. Learners can complete enrollment, submit approval requests, preview and view content online, and complete post-course actions.	
SCORM 2004 Online Content	SCORM 2004 online content can no longer be reviewed once it has been completed. Learners may choose to retake the online content and remove their previous completion status. This behavior aligns with the SAP SuccessFactors Learning application in a web browser.	

Feature	Description	Note
Visual Updates	We adopted the latest SAP Fiori design standards for Learning Programs and Library. These styling updates improve upon the following UI elements: • Typography, such as font sizes and font weights • Visual treatments, such as rounded corners, drop shadows, and high contrast • Icon sets • Margins and padding • Color palette	No functionality changes accompany these visual updates.

8.4.3 2022 Production Features

The new Course Home experience now supports online courses. We also added features to the existing item classifications, including reserved seats and waitlist position.

Additionally, organizations can now choose to reserve a group of seats in a class for a number of people. The administrator manages any purchase transactions if the course has a price, and the mobile learner can register for the course by selecting a reserved seat.

> **Note**
>
> External courses are not currently supported on iOS or Android. It is planned for future release.

Learning Module

Feature	Description	Note
Instructor-Led Training	For instructor-led training, the new Course Home experience supports the following on mobile: For classes: • Approval process • Assign to me • Attachments • Custom fields for registration (special requests) • Surveys • Register for a class • Waitlist for a class • Withdrawal from class registration • Virtual Class indicator based on setting in Class Details page For items: • Finance • Prerequisites • Remove Item from Learning Plan • Substitute Credit	
Reserved Seats	Organizations can now set aside a block of reserved seats for which only designated users or groups of users may register for using the mobile application.	If there is no cost associated with a class, the Reserved Seats enhancement does not require a purchase to make a seat selection.
Learning Assessments	Users will now be able to complete Learning assessments on the iOS SuccessFactors Mobile app. Starting in 2H 2021, Learning assessments are supported in both the hybrid and UXR flows on online content.	This feature is not yet supported for native online content structure flow.

8.4.4 2022 Preview Features

The new Course Home experience now supports online courses. We also added features to the existing item classifications, including reserved seats and waitlist position.

Additionally, organizations can now choose to reserve a group of seats in a class for a number of people. The administrator manages any purchase transactions if the course has a price, and the mobile learner can register for the course by selecting a reserved seat.

> **Note**
>
> External courses are not currently supported on iOS or Android. It is planned for future release.

Learning Module

Feature	Description	Note
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Reserved Seats	Organizations can now set aside a block of reserved seats for which only designated users or groups of users may register for using the mobile application.	If there is no cost associated with a class, the Reserved Seats enhancement does not require a purchase to make a seat selection.
Learning Assessments	Users will now be able to complete Learning assessments on the iOS SuccessFactors Mobile app. Starting in 2H 2021, Learning assessments are supported in both the hybrid and UXR flows on online content.	This feature is not yet supported for native online content structure flow.

8.4.5 2021 Production Features

We added functionality to the Course Home feature for instructor-led with online content (blended) courses for iOS and Android apps.

Learning Module

Feature	Description	Note
E-Signature	• E-Signature pages support the Show Revision Information setting. • No limit to e-signature verification attempts. • Notification of unverified history records. • User can view the e-signature approval status	When this feature is enabled for courses that are instructor-led with online content (`enableCourseHomeBlended=true`): • The user has unlimited attempts to enter their user name and PIN on the entry page. • On a user's learning plan and within the content player, users are notified if they have any unverified history records. When viewing item details, users are notified if there's an unverified history record for that course. • Users can view the approval steps, approvers, and the status of each step in the approval process when verifying history records.
Online Content	• Content structure includes e-signature and required survey. • Revised the conditions that trigger a warning to users if they aren't launching the current revision of a course. • Users can review or retake content before the course is complete.	When this feature is enabled for courses that are instructor-led with online content (`enableCourseHomeBlended=true`): • Separate content items display for e-signature and survey within the content structure In the content player, a user can choose to review completed content or to retake content. Retaking content clears the completion and forces the user to complete the course again. Reviewing has no impact on completion status.

Feature	Description	Note
Post Completion	• Post completion actions aren't immediately available if a user fails a course.	When this feature is enabled for courses that are instructor-led with online content (`enableCourseHomeBlended=true`): • Upon failure, the user is informed that they didn't pass and is offered options to retake, if permitted. Additional post-completion actions are available from learning history, based on permissions.
Registration	• Improved processing for courses that require approval and have an associated cost.	When this feature is enabled for courses that are instructor-led with online content (`enableCourseHomeBlended=true`): • For courses that are instructor-led with online content, if approval is required before purchase, the user provides account information when requesting approval. When approved, the payment is processed and the user can start the course.

8.4.6 2020 Production Features

All features delivered through the May 2020 Production release for the SAP SuccessFactors Validated Learning Mobile App.

Learning Module

Feature	Description	Note
Learning Assignments	• View Online, Instructor-led (with or without online content), Other, and Program Assignments. • Identify Assignments and sort Assignments by Date or Priority. • Identify Assignments that are mobile enabled. • Identify Assignments that have been downloaded. • Filter for Mobile-Friendly Assignments. • Filter for Assignments that have been downloaded.	We show a maximum of 75 assignments. Learning Assignments are now available in the To-Do screen where you can view and complete your assignments. The launch action is only available for Learning Assignments.
Learning Library	• Search for online, instructor-led, blended or other courses. • Filter for Online, Instructor-led (with or without online content), Other, Programs or Mobile Enabled courses. • Identify courses that are mobile enabled. • Identify courses that have been downloaded. • Add or remove self-assigned courses.	

Class	• Register for classes.
	• View registration details
	• Withdraw from registrations
	  • Withdraw
	  • Withdraw & trigger predefined workflow
		A user-defined workflow for the withdraw action is not currently supported.

Check-In to Classes	• Display a QR code to check-in to classes.	

Feature	Description	Note

Online Content	• Launch and complete online mobile enabled content courses.
	  • Support Pass and Fail settings.
	  • Bookmark progress.
	  • AICC Document wrapper support.	

Offline Content	• Download mobile-enabled online content courses and complete content while offline and sync progress when back online. • Support Pass and Fail settings.	Limited content settings are available for offline content. This includes, but is not limited to, record learning events when content passed or failed, failure actions, and skip content structure page on launch. Remember that the URL for offline content must always include HTTPS to remain ATS compliant.
Prerequisites	• Review prerequisites prior to registering or launching another course.	
Full Screen Mode	• Launch and complete content in full screen mode.	
Enrollment Approvals	• Approve course enrollment requests from employees.	
Learning History	• View information for completed courses and Programs.	We show a maximum of 100 courses and 100 programs.
Certificate of Completion	• View certificates of completion created from both default and custom templates. • Download certificates of completion created from both default and custom templates. (iOS only)	
Task Checklist	• Complete task checklists.	
Electronic Signatures	• Submit e-signatures after submitting observations and completing courses. E-signatures provide a secondary form of user identity verification.	

Feature	Description	Note
QuickGuide	• Quickly create polished, interactive guides.	iPhone only. Not currently available for iPad or Android.
Mobile Instructor	• Allows instructors to manage their courses.	iPad only. Not currently available for iPhone or Android.
Survey	• Complete or decline user evaluation and follow-up surveys. • Deep link directly to user evaluation or follow-up survey in the Mobile app. • Enable online evaluation surveys for course items. Users can also decline optional surveys from their Learning Plan. • Follow-up and Evaluation Surveys. Users can complete a survey for one or more instructors of a course.	
Programs	• Search and find programs in course library. • Enroll in or withdraw from (self-assigned) program. • View programs in Assignments list. • View sections and items within an enrolled program. • Complete online, URL, HTML, and text items within an enrolled program.	
Cross-Domain Proxy Content	• Launch and complete online mobile enabled content which is hosted in a third-party server (not iContent).	
Supported Content Types	• Online: SCORM 1.2, SCORM 2004, SCORM 2004 4Ed., AICC, AICC Wrapper, Browser, and Document. • Offline: SCORM 1.2, AICC, AICC Wrapper, and Document. • SCORM 2004, SCORM 2004 4Ed., and Browser are not supported for Offline.	

Feature	Description	Note
Supported Deep Links	• Home page • Launch Follow-up and Evaluation Surveys • My Assignments screen • Library Search • Current Registration • Learning History screen • Follow-up and Evaluation Survey details • Registration details • Class details • Item details • Program details • Recommendations list screen	
Push Notifications	• Not currently supported.	
Learning Recommendations	• Administrator and peer Learning Recommendations can be viewed, assigned, and completed. • Personalized Learning Recommendation users can select or edit personalized topics and view, assign and complete personalized Learning Recommendations generated by the machine learning algorithm.	Personalized Learning Recommendations are only available to employees at companies that are part of the early adopter program. Administrator and peer recommendations do not have this program requirement.

Feature	Description	Note

Open Content Network	• Learning customers who use an Open Content Network (OCN) provider for external Learning content can search, find, and assign the external content. View the external content in the assignment list and launch and complete the course.
	• Verified OCN providers:
	  • HarvardMM (with SSO)
	  • OpenSesame (with SSO)
	  • LinkedIn Learning (with SSO)
	  • EdX (with SSO)
	  • OpenHCI
		Review the Q4 2018 Mobile Release Information Webinar (RIW) for additional information on how to work with other OCN providers.
		Note
		For LinkedIn Learning SSO on iOS:
		1. If a customer is using SSO between SF and LinkedIn (not relying on a cookie), then SSO from the mobile app is supported.
		2. If a customer is relying on the user to authenticate with LinkedIn (which is cookie based), then SSO with the mobile app will not work and the user will be prompted to login every time.
		If you are not using a verified OCN provider, please remember that not all OCN provider content has been built to render on a mobile device, so content rendering issues should be brought to the OCN provider.

Mobile Native Content Structure	The iOS SAP SuccessFactors Mobile app Learning Content Structure page has been redesigned to provide Mobile app users with a mobile-specific user experience. This optional feature can be enabled using this path: *Learning Administration* > *System Admin* > *Configuration* > *System Configuration* > *Mobile* > *Mobile Native Content Structure* *(enableMobileNativeContentStructure)*	In the following scenarios users will continue to see the old content structure page: Blended items, External items, Content created using SCORM 2004 2nd & 4th Edition, Commerce Courses, Courses with eSig, External users, and users without Library access.

Feature	Description	Note

Item Details	In the Overview tab, users can view the item's cover page.
	
	In the Description tab, users can view the item's plaintext or HTML description.
	
	In the Details tab, users can view:
	
	• Item's thumbnail image
	• Due date
	• Fields relevant to the item:
	  • Credits
	  • Contact Hours
	  • CPE Hours
	  • Assigned by
	  • Assignment Type
	  • ID
	• Actions (When relevant and with permissions):
	  • Assign to Me
	  • Remove
	  • Download
	  • Mark as Activity
	• Scheduled Offerings
	• Registration Details	

8.4.7 2020 Preview Features

All features delivered through the May 2020 Preview release for the SAP SuccessFactors Mobile Validated Learning app.

Learning Module

Feature	Description	Note
Learning Assignments	• View Online, Instructor-led (with or without online content), Other, and Program Assignments. • Identify Assignments and sort Assignments by Date or Priority. • Identify Assignments that are mobile enabled. • Identify Assignments that have been downloaded. • Filter for Mobile-Friendly Assignments. • Filter for Assignments that have been downloaded.	We show a maximum of 75 assignments. Learning Assignments are now available in the To-Do screen where you can view and complete your assignments. The launch action is only available for Learning Assignments.
Learning Library	• Search for online, instructor-led, blended or other courses. • Filter for Online, Instructor-led (with or without online content), Other, Programs or Mobile Enabled courses. • Identify courses that are mobile enabled. • Identify courses that have been downloaded. • Add or remove self-assigned courses.	

Class	• Register for classes.
	• View registration details
	• Withdraw from registrations
	  • Withdraw
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Mobile Instructor	• Allows instructors to manage their courses.	iPad only. Not currently available for iPhone or Android.
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Programs	• Search and find programs in course library. • Enroll in or withdraw from (self-assigned) program. • View programs in Assignments list. • View sections and items within an enrolled program. • Complete online, URL, HTML, and text items within an enrolled program.	
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		Note
		For LinkedIn Learning SSO on iOS:
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	• Fields relevant to the item:
	  • Credits
	  • Contact Hours
	  • CPE Hours
	  • Assigned by
	  • Assignment Type
	  • ID
	• Actions (When relevant and with permissions):
	  • Assign to Me
	  • Remove
	  • Download
	  • Mark as Activity
	• Scheduled Offerings
	• Registration Details	

8.5 Mobile Password Policy

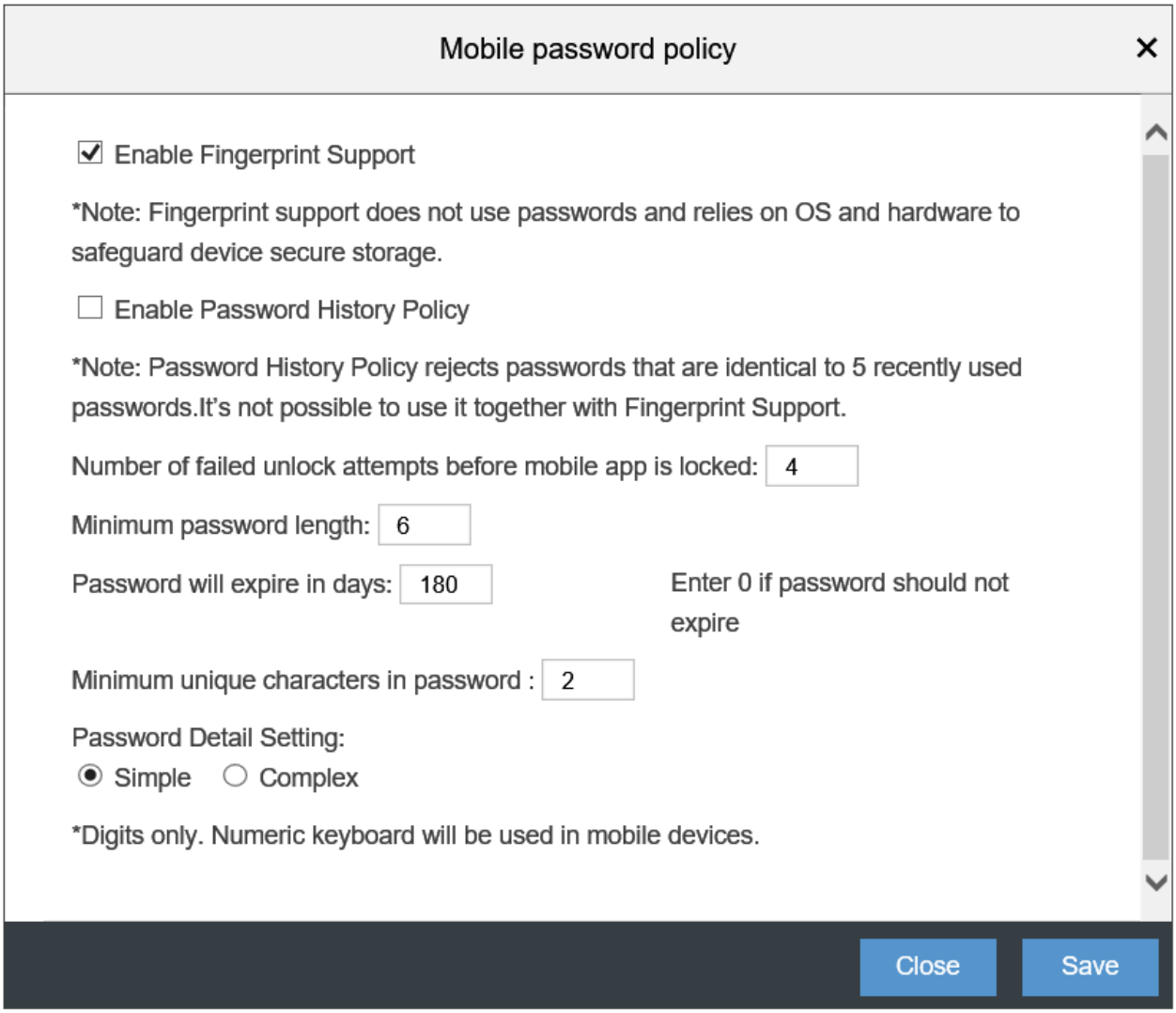
Administrators can configure a password policy specifically for the SAP SuccessFactors Mobile app.

There are two different passwords used in the SAP SuccessFactors Mobile application:

- Web Login Authentication Password
  Employee company credentials that are entered on the mobile device once, at the time of activation.
- SAP SuccessFactors Mobile App Password
  During the mobile device activation phase, the user must choose a Mobile app password, if the company Password Policy requires it.
  The Mobile app will prompt the user to enter the Mobile App Password when the app is launched and when the app returns to the foreground, from the background or sleep state.
  Administrators enable this password feature through the *Admin Center* > *Enable Mobile Features* > *Mobile Security* > *Mobile Password* and define your company-wide Mobile Password Policy using the screen shown below.

SAP SuccessFactors Mobile administrators create company-wide password policies and can choose to make mobile app passwords mandatory for every user. When enabling this functionality, the administrator compels the user to choose a mobile app password during the activation process. After this setting has been switched on, users who have already activated a device will be required to create a password that meets the password requirements.

Every time the administrator changes the password policy, users are required to change or update their password. For example, if the password policy is changed from a 4-digit numeric password to an 8-character alphanumeric password, users will be forced to update their passwords.



Biometric Technologies

The SAP SuccessFactors Mobile application supports the following iOS device-specific biometric technologies: iOS Touch ID and iOS Face ID. These technologies can be used as an alternative to entering a password manually.

> **Note**
>
> Administrators can choose to enable the biometrics authentication option, but this cannot be mandatory because the choice to use biometrics is made only by the end-user on their mobile device.

To switch on this feature, go to the *Admin Center* > *Enable Mobile Features* > *Mobile Security* > *Mobile Password* > *Enable Fingerprint Support*.

For more information, refer to the Password section of the SAP SuccessFactors Mobile Deployment Guide.

8.6 App Deactivation

Deactivation remotely removes all application-specific information (stored on the device) from the deactivated device.

This prevents future use of the application until a new activation is performed.

There are two types of deactivation for the SAP SuccessFactors Mobile application:

- Administrator Initiated Deactivation
- Automatic Deactivation

Administrator Initiated Deactivation

If a device is lost or stolen, Administrators can manually deactivate the SAP SuccessFactors Mobile application on a specific device through the *Admin Center* > *Manage Mobile Users* screen. It displays a list of names and the number of devices for each mobile user. The administrator can use the deactivate icon (garbage bin) to deactivate any device by name. Please refer to the Managing Mobile Users topic in the SAP SuccessFactors Mobile Deployment guide for details.

Automatic Deactivation

The SAP SuccessFactors Mobile application is automatically deactivated in the following situations:

- An employee leaves the company.
  As soon as a user is terminated in SAP SuccessFactors, the mobile server receives a deactivation notification. The SAP SuccessFactors Mobile application is deactivated and the user's account is deactivated.
  Data on the SAP SuccessFactors Mobile application and the Mobile server will be deleted when a user is deactivated. If this process cannot be completed due to some unforeseen error or interruption, some data might remain on the Mobile server. However, this data is never visible on the SAP SuccessFactors Mobile application.
- A user exceeds the password policy for failed unlock attempts.
  This only applies when the administrator has enabled Mobile Password and has configured the additional settings through the *Admin Center* > *Enable Mobile Features* > *Mobile Password Policy* screen.
  If the end-user exceeds the permitted number of failed unlock attempts, the SAP SuccessFactors Mobile application is deactivated.
- If the end-user's password is expired, the SAP SuccessFactors Mobile application is deactivated.

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