SAP SuccessFactors

PUBLIC

Document Version: April 2023 – 2026-10-16

Mobile Feature Matrix and FAQ

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1 SAP SuccessFactors Mobile Features

The features described here are available in the latest SAP SuccessFactors Mobile app. The iOS and Android versions offer the same functionality unless stated otherwise.

All built-in languages and enabled extended AI locales that are available on the SAP SuccessFactors web application are also supported in the mobile apps. SAP SuccessFactors Mobile supports the following platform versions:

- iOS: 26 and above
- Android: 13 and above
  Additionally, Android System WebView version 115 or higher is required to ensure proper display and functioning of a few screens, including *Talent Intelligence Hub* attribute picker and the screens under *People Profile* > *Benefits* and *People Profile* > *Compensation* > *Recurring Deductions*. Lack of this app or using a lower version may affect user experience.

App versions supported: **17.1.4 and higher**.

For information on supported devices, see "Mobile Application Support for SAP SuccessFactors" in Related Information.

> **Note**
>
> For the major May and November releases, although What's New Viewer announcements and guide updates for mobile features are published on the Preview date, the app version containing these features isn't available until after the Production date.

Related Information

Mobile Application Support for SAP SuccessFactors

1.1 General Features

These are the general features that are supported for SAP SuccessFactors Mobile.

Feature	Description	Note
Home	*Home* is the default start screen in the SAP SuccessFactors Mobile app. You can: • Access common tasks • Handle pending workflows: view and approve pending workflows, delegate workflows • Receive reminders • Keep up with the latest organizational news	The home page experience in the mobile app is dependent on the home page experience that's enabled in the web application. The legacy home page experience is similar in both mobile and web applications. When the latest home page experience is enabled in the web application, the user experience is updated in the mobile app as well. The latest mobile user experience includes updates to several screens in the mobile app, not just the Home screen. Latest Mobile App Experience
To Do List	The *To Do* screen shows tasks on your personal To-Do List. To-do tasks are system-generated, as part of a business process or workflow. For example, it might include pending approvals, required learning, or performance review tasks.	All tasks available in the SAP SuccessFactors Mobile app are shown on the *To-Do*screen. For more information about to-do tasks, refer to *To-Do List* documentation. Where To-Do Tasks Are Shown

Feature	Description	Note
People Profile	With proper permissions, you can do the following in the profile: • View own and other employees' profile, including basic information like name, pronouns, job title, location, manager. • Contact other employees through a call, an email, or a Microsoft Teams chat from their profiles. • Update information on your profile, for example, your profile photo, personal data, and employment data. • Switch between multiple employments for data editing. • Add people's profile information—including name, photo, phone number, job title, and email address— from their Profile Preview directly to your phone contacts. • Generate self introduction using AI.	We strongly recommend that you do not enable Payroll Information to be accessed through My Profile in the SAP SuccessFactors Mobile app. This is because Employee Central People Profile web application links are not usable through the mobile app. An redesigned experience of People Profile is now available. For more information, see Latest People Profile.
Manager Team View	Manager team view displays the status of your direct reports and information about your team, while offering you tools to help you manage your team. Specific use cases, such as changing the probation of an employee or changing working hours, are more flexibly configured to ensure only relevant fields are displayed.	

Feature	Description	Note
Search & Org Chart	Search allows you to search for employees within your company and provides recent search results in frequency order. • Choosing an employee from the search result directs users to the employee's People Profile. • All assignments associated to an employee appear in search results. Selecting any of the assignments directs users to the employee's People Profile. • A combination of multiple keywords in a search is supported. Org Chart allows you to browse your company's org chart hierarchy. • Users can now view the number of additional matrix managers and choose to hide contingent workers.	
Language Settings	You can manage your SAP SuccessFactors language settings directly in the mobile app for a consistent experience across screens. • Access a new *Language* screen in Settings to view and change your language • Receive alerts when your device language differs from your SAP SuccessFactors language setting • View and select from the languages enabled by your company	Language updates made in the mobile app sync automatically with the web application.
Get HR Support	Users can create, update, and view HR service cases and view HR contact information through *Get HR Support*.	Refer to Enabling Mobile Access to SAP SuccessFactors Enterprise Service Management for more feature configuration details.

Feature	Description	Note
AI-Assisted Writing	Users can use generative AI capabilities to assist with writing tasks. Currently, this tool is available in the following areas: • Performance Goals and Development Goals: goal name, description, and other content provided in goal fields of `text` and `textarea` types • Development Goals: goal name, description, and other content provided in goal fields of `text` and `textarea` types • Continuous Feedback: feedback topic, topic description, feedback question, and feedback answer. An additional action, *Make Feedback Actionable*, is available specifically for feedback answers. • Latest People Profile: self-description on Profile Preview • Continuous Performance: activity names, activity updates, discussion topics, meeting notes, and channel invitation notes on the *My Activities* screen	Refer to Enabling AI-Assisted Writing for more feature configuration details.
In-App Referral	• Users can invite colleagues to download and activate the SAP SuccessFactors Mobile app directly from the app. • From Settings, users select Invite Colleague to send a pre-configured referral message through supported sharing channels. The message includes app download links and activation instructions based on the activation method selected by the administrator.	Administrators configure the preferred activation method used in referral messages. For more information, see Configuring In-App Referral in the Mobile Deployment Guide.

1.2 Joule

Leveraging advanced AI capabilities, Joule aims to understand your requests, retrieve relevant information, and help you complete tasks in a conversational way. For more information, refer to Use Cases Supported in Joule.

1.3 Career and Talent Development

These are the features that are supported for Mobile Career and Talent Development. All features are currently available on iOS and Android devices except where otherwise noted.

Feature	Description	Note
Development Goals	Easily manage Career Development Goal Plans from the Goals section in the app. Add, edit, or delete goals in a Development Plan. Access the history of Development Plans. Access your direct reports' Development Goals.	
Latest Career Worksheet	The latest Career Worksheet experience starts from Growth Portfolio, where users can preview information about their current and target roles in the *Roles and Aspirations* section. When users select a role, a new Role Details page opens. This page consolidates information from various modules into a single, unified view, including the following: • **Role Information**: Role name, role family, role description, how long the user has been in the current role, and a list of other employees who are in the same role. • **Role Readiness**: For target roles, a readiness score is displayed to help users understand their fit. • **Linked Development Goals**: A list of any development goals that are associated with the role's skills or attributes. • **Skills and Attributes**: Skills and attributes are categorized as "To Improve", "You Have", and "Other" based on current and expected proficiency levels. Users can edit proficiency levels and mark skills they're passionate about. • **Opportunities**: Relevant opportunities from Opportunity Marketplace that help users advance toward the role or that they've already taken on.	For information on how to enable the latest Career Worksheet, see Enabling Latest Career Worksheet. For a list of supported features in mobile apps, see Feature Comparisons Between Legacy and Latest Career Worksheet.

Feature	Description	Note
Mentoring **Note** You must have Job Profile Builder or Talent Intelligence Hub enabled in your system.	Users can do the following: • Explore recommended mentoring programs and mentors. • Join mentoring programs as a mentor or mentee as recommended. • Contact mentors and mentees by phone or email. • (For mentees) Submit mentoring requests to preferred mentors, cancel requests, or end mentoring relationships. • (For mentors) Accept mentoring requests, or decline them with or without comments. • Check their progress in mentoring programs and the status of mentoring relationships. • Edit mentoring preferences as necessary. Text replacement at the program level is supported in Mobile Mentoring.	
Opportunity Marketplace General	Employees can do the following: • Get various recommended opportunities • Search for and filter opportunities • Bookmark an opportunity • Manage your bookmarked, in-progress, and history opportunities	For more information, see the following: Overview of SAP SuccessFactors Opportunity Marketplace Feature Differences for Mobile Apps

Feature	Description	Note
Opportunity Marketplace Assignments	Assignment owners and co-owners can do the following: • View posting details • View applicant details, bookmark applicants, send offer to applicants, and manage the applicants' application progress • Set and edit the assignment engagement duration for applicants Applicants can do the following: • View assignment details • Apply for assignments • Propose assignment period and add comments when applying for assignments • Accept or reject assignment offers Managers and other roles with proper permissions can view employees' assignments in People Profile. When an assignment type is configured to require advanced approval workflow for certain scenarios, approvers designated in the workflow receives approval tasks on the home page of the mobile apps. They can also view details of the approval requests and take actions on the mobile apps.	
Opportunity Marketplace Learning	Employees can do the following: • Get recommended learning items based on your capabilities • Assign a learning item to yourself	

Feature	Description	Note
Opportunity Marketplace Mentoring	Employees can do the following: • Get recommended mentoring programs and mentors for career development • Join mentoring programs as a mentor or mentee as recommended • Contact mentors and mentees by phone or email • (For mentees) Submit mentoring requests to preferred mentors, cancel requests, or end mentoring relationships • (For mentors) Accept mentoring requests, or decline them with or without comments • Edit mentoring preferences as necessary.	
Opportunity Marketplace Job Roles	Employees can do the following: • Get recommended job roles for career development • Add a recommended role as a target role to Career Worksheet and check role readiness	
Opportunity Marketplace Open Jobs	Employees can do the following: • Get recommended open jobs. • Search open jobs with keywords in the following fields: job title, or description, and narrow down the search results by location or business unit. • Manage open job opportunities in *My Opportunities*.	

1.4 Compensation

These are the features that are supported for Mobile Compensation.

Feature	Description	Note
Reward and Recognition	• Managers can grant rewards to their direct reports. • Employees can view and redeem awards they've received. • Employees can send an award to another employee.	
Compensation Insights	Managers can generate AI-powered insights into an employee's compensation history, job progression, and pay band position directly from the SAP SuccessFactors mobile app. The insights include suggested talking points to support compensation discussions and promotion decisions.	

1.5 Employee Central

These are the features that are supported for Mobile Employee Central.

Feature	Description	Note
Employee Self Service (ESS)	Allows employees to update their personal and basic information in People Profile. When configured, these changes may require workflow approval. Specific use cases, such as changing pronouns or changing preferred name, are more flexibly configured to ensure only relevant fields are displayed.	

Feature	Description	Note
Manager Self Service (MSS)	Empowers managers to make changes to their employees' job information, initiate workflows, and reward their teams with bonuses: • Change Job and Compensation Info Specific use cases, such as changing the probation of an employee or changing working hours, are more flexibly configured to ensure only relevant fields are displayed. • Spot Bonus • Employment Details • Terminate • One Time Deduction • Manage Recurring Deductions • Manage Alternative Cost Distribution	

Feature	Description	Note
Time Sheet	Employees can complete, edit, and submit your time sheet. Managers have the ability to approve time sheets. Custom fields are supported. Supported types are as follows: • String • Number • Decimal • Boolean • Date • Time • Pick List • Generic Object • Foundation Object Employees can view their work schedules, holidays, and working days in My Calendar. Employees can now copy and paste time sheets. You can record allowance details. When recording allowances, you can use decimal units and record the relevant cost center. You can view detailed Time Sheet information on the *Time Sheet Summary* screen, which includes the *Summary* menu, the *Time Sheet Accounts* menu, and the *Valuation Period Results* menu. Employees can view and confirm attestation agreements during time sheet submission. Not all time sheet features and fields are supported. For more information, see Mobile Time Sheet Features.	Limited configurations are supported. You need an SAP SuccessFactors Time Tracking license to access the *Valuation Period Results* menu.

Feature	Description	Note
Time Off	Submit a request for time off. Custom fields are supported. Supported types are: • Attachments • String • Number • Decimal • Boolean • Date • Pick List • Generic Object You can search for picklist items. You can request leave of absence (referring to extended absences at work). You can create and delete temporary holiday calendars and temporary work schedules. Not all Time Off features and fields are supported. For more information, see Mobile Time Off Features .	
Payroll Summary	View pay statements. **Note** Currently, this feature is designed for SAP SuccessFactors Employee Central Payroll integration only. Make sure you meet corresponding prerequisites and follow the configuration steps mentioned in Configuring Pay Statement.	

Feature	Description	Note
Benefit Claims	Submit benefit claims, attach a photo for the claim documentation, and view history for previous claims. When creating a claim, provide the following data: • Amount • Comments / Description • Attachment When viewing submitted claims, the following data is shown: • Name of the benefit • Benefit amount remaining • Benefit end date • Claim date • Contact information (Contact ID, Name, Email ID, Number)	
HR Services	Create, edit, submit, and manage HR Services tickets.	This feature is being deprecated. Please plan to use the replacement feature Get HR Support listed in the *General Features* section.
Switching Between Multiple Employments	Employees and managers can select their current active employment by switching between multiple active employment records. When they switch employments, they can access data and perform actions specific to the newly selected employment. When they sign in, the system automatically selects the default employment (Home Assignment or Primary Employment) as the current active employment.	For more information, refer to Switching Between Multiple Employments.

1.6 Learning

These are the features that are supported for SAP SuccessFactors Mobile Learning.

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.
Legacy Learning Assignments	• Identify Assignments that have been downloaded. • Filter on Mobile-Friendly Assignments. • Filter on Assignments that have been downloaded.	iOS Android	On the legacy Learning home page, Learning Assignments can be accessed from the Learning screen or on the *To Do* screen. We show a maximum of 75 assignments on the legacy Learning home page.
Learning Assessments	Learning assessments are supported in both the hybrid and native experiences for online content.	iOS Android	

Feature	Description	Operating System	Note
Banners	Administrators can configure banners for learners to interact with on the new Learning home screen.	iOS Android	Up to 5 banners can be active in the carousel. Administrators need the *Manage Custom Experience* permission to create and manage banners. Configuration for banners is done on the web in SAP SuccessFactors Learning Administration in *System Administration* > *Application Administration* > *Banners*. When uploading banner images for mobile, we recommend the following parameters to ensure the best experience: • File type of JPEG or PNG • File size less than 2 MB • Dimensions of 375x250 pixels When creating banners with buttons, please note that some links may not work in the mobile app. If your Mobile Device Management system restricts access to a web browser, consider disabling the *Show button on banner in mobile app* setting on the Banner Interaction page.

Feature	Description	Operating System	Note
Custom Cards	Administrators can configure custom cards for learners to interact with on the new Learning home screen.	iOS Android	Learners can see up to 8 cards, based on the current date and status of the card. Administrators need the *Manage Custom Experience* permission to create and manage custom cards. The default section title is *Custom Cards*, but you can change this section title as needed. Configuration for custom cards is done on the web in SAP SuccessFactors Learning Administration in *System Administration* > *Application Administration* > *Custom Cards*. This feature is limited to the *URL* and *Email* card types. Cards with the *Dialog* or *JavaScript URL* interaction type aren't supported on mobile and won't be displayed in the custom cards section when enabled. When creating custom cards with URLs, some links may not work on mobile if your Mobile Device Management system restricts access to a web browser.
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 functionality doesn't require a purchase to make a seat selection.

Feature	Description	Operating System	Note
Legacy 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 have been downloaded • Add or remove self-assigned courses	iOS Android	The *Other* course type is currently limited to features that support Task Checklists.
Learning Library	• Use the enhanced search to find online, instructor-led (with or without online content), or other courses • Filter for Online, Instructor-led (with or without online content), Other, Programs, Curricula, or Mobile Enabled courses • Launch learning activities (as available) • Bookmark learning activities • Browse by category (when enabled)	iOS Android	*Browse All* is not currently supported in the mobile apps. To enable *Browse by Category*, set `enableBrowseLibrary` to `true` in *System Administration* > *Configuration* > *System Configuration* > *LIBRARY*. This setting is `false` by default, meaning the *Browse by Category* button is hidden from the Learning *Search* screen. Note this configuration controls the availability of the *Browse by Category* option on both web and mobile.

Classes	• Register for classes
	• Purchase courses (when available for the course type)
	• View registration details
	• Block calendar
	• Withdraw from registrations:
	  • Withdraw
	  • Withdraw with approval
		iOS
		Android
			The *Block Calendar* functionality is not supported when multiple profiles are enabled.

Feature	Description	Operating System	Note
Check In to Classes	• Display a QR code to check in to classes.	iOS Android	

Online Content	• Launch and complete online mobile-enabled content, including:
	  • Full screen mode
	  • Pass and Fail settings
	  • Progress bookmarking
	  • AICC launch method
	  • AICC (with wrapper) launch method
	  • Document launch method
	  • SCORM 1.2 launch method
		iOS
		Android	

Feature	Description	Operating System	Note
Offline Content	Download mobile-enabled content to complete while offline and sync progress when back online. Learners can view and launch any downloaded content from the *My Downloads* section on the new Learning home screen. In offline mode, the *My Downloads* section remains available, allowing learners to launch and complete their learning activities. 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	Course Details screens aren't available offline. Content can't be downloaded from within a Program. Content that is part of a Program must be downloaded from the Learning home screen. If a user downloads content that isn't already assigned to them, it will automatically be assigned to them. If an item is completed or unassigned, any downloaded content associated with that item will also be removed from the device. Learners can download as many learning activities as their device storage allows, but the size of any device backups sent to the cloud will increase. Learners can update their cloud backup settings if they prefer to exclude these files, or they can remove downloaded content as needed to free up space on their device.
Overdue Training Reminders	Users in applicable roles are notified at the top of the Learning home screen when team members have overdue training. The *Send a Reminder* option directs the user to a new screen where they can review the list of recipients and send the reminders.	iOS Android	
Prerequisites	Review prerequisites before registering or launching another course.	iOS Android	
Legacy Registration Approvals	Approve course registration requests from the *To Do* screen.	iOS Android	

Feature	Description	Operating System	Note
Pending Approval Requests	Any pending approval requests appear in the Requests for Me section in the new Learning experience.	iOS Android	
Learning History	View information about completed work.	iOS Android	We show a maximum of 100 courses and 100 programs in Learning History.
Certificate of Completion	View and download certificates of completion created from both default and custom templates.	iOS Android	Certificates can't be downloaded from within the Android app. To allow Android users to use third-party apps for previewing attachment content like certificates. *Enable 3rd party viewers* must be selected in *Admin Center* > *Enable Mobile Features* > *Mobile Specific* > *Mobile Security*.
Task Checklist	Search for observers Send observation requests Complete task checklists.	iOS Android	To search and add task observers, *User Can Request Observation* must be enabled in *Task Checklist Settings* (managed on the web in *Learning Administration* > *Learning Activities* > *Items* > *Tasks*). When the *Observers Must Be Authorized Instructors* setting is set to *Yes*, the learner's search results are limited to only authorized instructors. When the *Observer Must Be Primary Manager* setting is set to *Yes*, the observer list is limited to the learner's primary manager.
Electronic Signatures	Submit e-signatures after performing observations and completing courses.	iOS Android	
QuickGuide	Quickly create polished, interactive guides.	iOS only	iPhone only. Not available for iPad or Android.

Feature	Description	Operating System	Note
Mobile Instructor	Allows instructors to manage their courses.	iOS only	iPad only. Not available for iPhone or Android.
Survey	Enable and complete Course Feedback, Follow-up, and Learning Evaluation surveys.	iOS Android	
Programs	• Register for or withdraw from programs • View sections and items within program • Complete online, URL, HTML, and text items within an enrolled program	iOS Android	
Curricula	• View and complete Curricula Requirements (new Learning experience only) • View and complete optional curricula assignments • View curriculum compliance status	iOS Android	Curriculum Details isn't available in the mobile app but can be accessed using a web browser. Individual assignments, including curricula requirements, can still be accessed from the Learning home screen when configured for mobile access.
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.
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 Android	SCORM 2004, SCORM 2004 4Ed., and Browser aren't supported for Offline.

Feature	Description	Operating System	Note
Supported Deep Links	• Learning Home screen • Launch Follow-up and Evaluation Surveys • My Assignments screen • Simple Library Search (legacy Library only) • Current Registration • Learning History screen • Follow-up and Evaluation Survey details • Registration details • Class details • Item details • Program details • Recommendations list screen	iOS Android	

Feature	Description	Operating System	Note
Push Notifications	Learners receive a push notification when the system assigns them a new learning activity. They can select the notification to open Course Details in the mobile app. Managers receive a push notification when a learner submits an approval request. They can approve or decline the request from the notification, or select the notification to open the task details in the mobile app. Push notifications are sent for the following assignment and approval types: • New learning assignments • Internal training requests • Internal class requests • External training requests • Course completions with e-signature verification • Course completions without e-signature verification	iOS Android	Notifications must be enabled in the SAP SuccessFactors Mobile app ▶ *Settings* ▶ *Push Notifications* ▶.
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 and has been replaced with 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 recommendations to other users on 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.

1.7 Onboarding 1.0

These are the features that are supported for Mobile Onboarding 1.0. All features are currently available on iOS and Android devices except where otherwise noted.

> **Note**
>
> Onboarding 1.0 features are supported until the module is replaced by Onboarding. For more information, see the *Replacement of Onboarding 1.0 with Onboarding* topic in the *Related Information* section.

Feature	Description	Note
New Hire Onboarding	Provides useful information for new hires.	
New Hire Manager's Activity	Create a list of tasks and people to meet, for your new hires.	iPad only

Related Information

Replacement of Onboarding 1.0 with Onboarding

1.8 Performance and Goals

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

Feature	Description	Note
Goals	Add, edit, or remove goals within goal plans. Goal percentage field values above 100% are supported.	Not all goal plan features and fields are supported. Please see the Mobile Goals section in the Goal Management Implementation guide for more information.
Performance Reviews	Complete and sign performance reviews.	Limited configurations are supported. Please see the Mobile Performance Management Feature Support section in the Implementing and Managing Performance Management guide for more information.

Feature	Description	Note
Continuous Performance Management	Continuous Performance Management provides two tools to help track your performance in a continuous way. In *My Activities*, you can do the following: • Create, delete, hide, and unhide channels • Accept or decline channel invitations • Navigate between channels to manager either your own activities or the channel participants' activities • Create and update activities and link them to goals • Request feedback about an activity • View achievements in certain time frames • Have one-on-one meetings and archive meetings in meeting history In *Feedback*, you can do the following: • Switch channels to view either your own feedback and feedback requests or your direct reports' received feedback, and request feedback on their behalf • View, provide, and request feedback • Link feedback to an activity	The landing screen of *My Activities* by default shows the activities in the channel shared with your manager. Select ⚙ (or ▾ in Android app) in the header to switch channels. See Continuous Performance Management Differences for Mobile for more information.
360 Reviews	Internal raters can provide ratings and comments on competencies, skills, or goals of an employee, or decline to participate in the review process.	Not all features are available on Mobile. See Mobile 360 Reviews Feature Support in the 360 Reviews guide for more information.

1.9 Recruiting

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

Feature	Description	Note
Job Offer Approval	Managers can quickly approve or decline a job offer for a candidate.	
Job Requisition Approval	Managers can approve job requisitions and send them to specific people in the organization.	
Candidate Interview Assessment	Review a candidate's resume, rate each competency, and add comments for each competency.	
Careers	We support the ability to access an internal career site, powered by SAP SuccessFactors Recruiting Marketing, through links from a mobile browser. We currently don't support SSO.	We don't support the internal career site powered by SAP SuccessFactors Recruiting Management.
Push Notifications	Push Notifications are available for Candidate Assessment tasks, Job Requisition Approval requests, and Job Offer Approval requests.	

Adoption of General Display Name

General Display Name refers to the name the individual prefers. The Operator adopts the General Display Name on the *Job Offer Approval*, *Job Requisition Approval*, and the *Candidate Interview Assessment* screens within Mobile Recruiting.

1.10 Growth Portfolio

Employees can access Growth Portfolio on mobile devices to see a comprehensive list of their attributes. They can add skills, assign proficiency levels, and mark attributes as passionate.

2 Getting Mobile Apps

You can download and install the SAP SuccessFactors Mobile app onto your iOS or Android devices.

Search for the app in the following app marketplaces, or use your device to scan the QR code to go directly to the download page.

- Apple App Store (Link to download page):

QR Code for Apple App Store

- Google Play Store (Link to download page):

QR Code for Google Play Store

- Tencent App Store (Link to download page):

QR Code for Tencent App Store

Note: In China, the Tencent App Store is the only officially approved source for SAP Android apps. Do not use other third-party app stores. To find the app, enter the exact name **SAP SuccessFactors Mobile**.

3 Mobile To-Do Tasks and Push Notifications

To-do tasks keep you on track with tasks that need your attention, like requests awaiting your approval. Push notifications keep you informed in real-time about updates to your transactions, such as declined requests.

Update Intervals

Push notifications are sent to your mobile device almost instantly when an event occurs. Completed to-do tasks are removed immediately, while new to-do tasks have to be retrieved manually. You can refresh to-do tasks within the app every 10 minutes or trigger an update by reopening the app after it's closed for at least 10 minutes.

Supported Modules and Scenarios

The following table lists scenarios where push notifications and to-do tasks are available as well as business modules the scenarios belong to.

Product or Module	Scenario	Available on To-Do Tab	Push Notification Support
Recruiting	Interviewers are asked to provide interview feedback to help assess a candidate.	Yes	Yes
Recruiting	Recruiting users are asked to approve changes to or the creation of a job requisition.	Yes	Yes
Recruiting	Recruiting users are asked to approve changes to or the creation of a job offer.	Yes	Yes
Compensation	Workflow approval (off cycle reward request)	Yes	No
Learning	When learners request to attend an internal training event, approvers can review and accept or decline the requests.	Yes	Yes
Learning	When learners register for the class as part of the curriculum, approvers can review and accept or decline the requests.	Yes	Yes

Product or Module	Scenario	Available on To-Do Tab	Push Notification Support
Learning	When learners request to attend an external training event, approvers can review and accept or decline the requests.	Yes	Yes
Learning	When learners earn a completion status and ask for verification, approvers can review and accept or decline the requests, and are asked for a PIN to verify their identity.	Yes	Yes
Learning	When learners earn a completion status and ask for verification, approvers can review and accept or decline the requests.	Yes	Yes
Learning	When learners are assigned a new learning activity, they are informed. (Up to five notifications per day)	Yes	Yes
Onboarding	Onboarding task (pending new hire activities for manager)	Yes	No
Calibration	When a calibration session whose data source is Performance Management is activated, managers who are participants in the session are informed.	Yes	No
Continuous Performance Management	When users receive continuous feedback on themselves, they're informed.	No	Yes
Continuous Performance Management	When users receive continuous feedback on themselves that are requested by their line managers, the line managers get informed.	No	Yes
Continuous Performance Management	When users receive requests to give continuous feedback to others, they're informed.	Yes	Yes
Performance Management	When a Performance Management form is pending review on the subject employee, reviewers are informed.	Yes	No

Product or Module	Scenario	Available on To-Do Tab	Push Notification Support
360 Reviews	When a 360 Reviews form is routed to the Evaluation stage to request feedback on the subject employee, raters are informed.	Yes	No
Goal Management	When a goal is created for a user, the user is notified.	No	Yes
Goal Management	When another person deletes a user's goal from the goal plan, the user is notified.	No	Yes
Goal Management	When comments are added to an employee's goal plan, both the employee and their line manager are notified.	No	Yes
Time Management Process Automation	When users receive a new request for approval, they're informed. Applicable for: Time Off, Time Sheet, and Employee Central and MDF workflows.		Yes
Time Management Process Automation	When a request is approved, the request initiator is informed. For workflows with multiple approval steps, this notification is triggered only after the final approval. Applicable for: Time Off, Time Sheet, and Employee Central and MDF workflows.		Yes
Time Management Process Automation	When an approver declines a request at any step, the request initiator is informed. Applicable for: Time Off, Time Sheet, and MDF workflows		Yes
Process Automation	When an approver sends back a request for further action, the request initiator is informed. Applicable for: Employee Central workflows.		Yes

Product or Module	Scenario	Available on To-Do Tab	Push Notification Support
Opportunity Marketplace	Assignment applicants receive notifications in the following situations: • Applicants receive assignment offers. • Assignment owners change the agreed period. • Applicant's managers approve or reject the approval request for accepting the received offer, when the assignment is configured to require **Manager Approval**.	No	Yes
Opportunity Marketplace	Assignment applicants are notified that their applications are declined in the following situations: • After assignments are canceled or the hiring process is closed, the system automatically declines the applications from those who don't receive or reply to offers. • Assignment owners and co-owners decline the applications from those who are unsuitable for the assignment and in the status **Applied**, **Offer Received**, and **Offer Pending Approval** during the hiring phase.	No	Yes
Opportunity Marketplace	Assignment co-owners receive notifications when they are added as co-owners of assignments that are saved, edited, or published.	No	Yes

Product or Module	Scenario	Available on To-Do Tab	Push Notification Support
Opportunity Marketplace	Assignment owners and co-owners receive notifications in the following situations: • Assignments are published. • Applicants apply for assignments. • Offers are accepted by applicants or dedicated approvers. • Offers are rejected by applicants. • Offers are declined by dedicated approvers. • The agreed period of an assignment is changed.	No	Yes

For to-do tasks available on the mobile app's home screen, see "Where To-Do Tasks Appear" in *Related Information*.

Badge Support

A badge is a numbered indicator on an app icon that shows the count of unread notifications. This feature is available in our iOS app but not on Android. After exiting the app, the badge on your home screen may not update in real time. Reopening the app will refresh the count.

Related Information

Where To-Do Tasks Appear

4 Frequently Asked Questions

This guide is designed to help you get started with the SAP SuccessFactors Mobile app by addressing commonly asked questions.

4.1 General

How do I get started with the SAP SuccessFactors Mobile app?

To get started with the SAP SuccessFactors Mobile app, see the following collections of topics:

- SAP SuccessFactors Mobile Deployment
- Enabling Mobile Features
- Granting Permission Roles
- Activating the Mobile Application

For more information, see *Mobile Deployment Guide* and *Mobile Security Guide*.

Another useful resource is SAP SuccessFactors Mobile Implementation Design Principle, which offers best practices and configuration guidance to help new customers and partners roll out the mobile app efficiently.

What is authentication with BTP Mobile Services? Can I enable it by myself? Are there any impacts?

Authentication with BTP Mobile Services is a foundational authentication layer for the SAP SuccessFactors mobile app. It is the prerequisite for some new major mobile features. Starting 1H 2026, you can enable it yourself directly from Upgrade Center, no support ticket needed. The upgrade comes with significant, irreversible impacts on your mobile users. For more details, read Preparing for BTP Mobile Services Authentication: What IT Admins Need to Know Before You Upgrade.

> **Note**
>
> When you enable BTP Mobile Services authentication, the default token expiration is set to 90 days. To configure the token policy, go to the IAS cockpit.

How do I get access to support for the SAP SuccessFactors Mobile app?

To get the support that you need, you can:

1. Go to Services & Support - SAP for me.
2. In the search box, enter keywords to find answers or solutions.
3. If the previous step doesn't help, consider using the following applications based on your specific need:
   - If you're experiencing technical issues, choose *Get Support (Cases, Expert Chat...)* to create a case or schedule an expert chat.
   - If you have non-technical issues, choose *Contact the Customer Interaction Center (CIC)*.

For details about our support services, see Get Support (sap.com).

How do I report a case (incident) for the SAP SuccessFactors Mobile app?

If you run into technical issues when using the SAP SuccessFactors Mobile app, check whether they're reported as Known Issues. If not, you can create a case at Report An Issue Dashboard - SAP for Me.

For details about how to report a case and the best practices, refer to SAP Note 2607729.

Where can I access Known Issues for the SAP SuccessFactors Mobile app in the latest release?

We publish Known Issues weekly to inform you of high impact defects that are reported but may not be fixed in the current release.

In the monthly release of our mobile app, if defects are fixed, they may not appear in the Known Issues list. Please understand, however, that while we strive to address defects as quickly as possible, we cannot guarantee monthly fixes for all reported mobile app issues.

For Known Issues in the latest release, see SAP Note 0002692971.

How do I submit ideas for improving the SAP SuccessFactors Mobile app?

You can shape our products by voting for enhancement ideas or submitting new ideas at Open Influence Opportunities - Customer Influence (sap.com).

As there's no dedicated section for the SAP SuccessFactors Mobile app, we encourage you to submit ideas in the section of the corresponding product area.

For details about how to vote for or submit ideas, see SAP Note 2090228.

4.2 Features

Does the SAP SuccessFactors Mobile app support Global Assignments and Concurrent Employment?

Yes, the SAP SuccessFactors Mobile app supports Global Assignments and Concurrent Employment. For more information, refer to Switching Between Multiple Employments.

What push notifications are supported on the SAP SuccessFactors Mobile app?

For the latest update on to-do items and push notifications available on the SAP SuccessFactors Mobile app, see the following:

- SAP Note 2518392.
- Mobile To-Do Tasks and Push Notifications [page 36]

4.3 Roadmap and Releases

Where can I find the roadmap for the SAP SuccessFactors Mobile app?

You can find roadmap for SAP SuccessFactors at SAP Road Map Explorer.

Please note that roadmap items for the SAP SuccessFactors Mobile app are included in the corresponding module roadmap. For example, roadmap items for mobile Time and Attendance are part of the Time Management roadmap.

Where can I find release details for the SAP SuccessFactors Mobile app?

Release information about SAP SuccessFactors Mobile is available in the following three places:

- What's New Viewer: SAP SuccessFactors What's New
  Refine the filters as follows:
  Select *Mobile Applications* from the *Module* filter, and choose the release version of interest from the *Software Version* filter.

  > → Recommendation
  >
  > We recommend that you subscribe to the SAP SuccessFactors What's New page to stay updated.

- Mobile app stores
  Go to the mobile app information page in Apple App Store or Google Play store.
  Note: In China, the Tencent App Store is the only officially approved source for SAP Android apps. Do not use other third-party app stores. To find the app, enter the exact name **SAP SuccessFactors Mobile**.
- SAP Customer Community: SAP SuccessFactors Mobile - SAP Community Groups
  There you can see monthly release notes for the SAP SuccessFactors Mobile app.

4.4 Security

How can users preview attachments in the SAP SuccessFactors Mobile app?

To enable the preview of attachments in the SAP SuccessFactors Mobile app, go to *Admin Center* > *Enable Mobile Features* > *Mobile Specific* > *Mobile Security*. Adjust the following three settings as necessary:

- *Attachment Download Restriction*
  Deselect this setting to allow users to preview attachment content in mobile apps. When this setting is enabled, you can select the *Allow Pay Statement Downloads on Mobile* sub-setting to permit pay statement downloads from Employee Central Payroll while keeping downloads of all other attachments restricted.
- *On-device Secure Storage*
  Select this setting to enable attachment preview in mobile apps.
- *Allow Third-Party Viewers (Android)*
  Select this setting to allow Android users to use third-party apps for previewing attachment content in Continuous Performance Management, People Profile, HR Services, Assignment, and the Company Documents quick action. Deselect this setting to restrict previews to PDFs and images only.

For more details on usage of these settings, attachment download restrictions, and supported file types, see Managing Attachments in SAP SuccessFactors Mobile App.

What are the activation methods supported in the SAP SuccessFactors Mobile app?

We support multiple ways to activate mobile apps, including:

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

For details about each activation method, see Activating the Mobile Application.

Does the SAP SuccessFactors Mobile app support Mobile Device Management (MDM)?

Yes, the SAP SuccessFactors Mobile app supports MDM-based distribution and activation.

For details about MDM Support, see Mobile Device Management (MDM) Support.

For details about the configuration of MDM applications, see Configuring Mobile Device Management (MDM) Applications.

Other Security Questions

For more security questions about the SAP SuccessFactors Mobile app, see *Mobile Security Guide*: Frequently Asked Questions.

5 Change History

Learn about changes to the Mobile Feature Matrix and FAQ guide in recent releases.

November 2026

New features and enhancements listed below will be available in the app version scheduled for release after the 2H 2026 Production date.

Type of Change	Description	More Info
New	We updated information about how managers can generate AI-powered insights into an employee's compensation history, job progression, and pay band position directly from the SAP SuccessFactors mobile app.	SAP SuccessFactors Mobile Features [page 3]
New	The latest Career Worksheet is now available in SAP SuccessFactors Mobile apps, allowing users to manage their current and target roles and associated skills and attributes on the go.	Career and Talent Development [page 8]
New	We added information about the In-App Referral feature, which lets users invite colleagues to download and activate the SAP SuccessFactors Mobile app from within the app.	General Features [page 4]
Changed	Updated the attachment preview FAQ to describe the new sub-setting that allows pay statement downloads on mobile while the *Attachment Download Restriction* setting remains enabled.	Security [page 43]

September 2026

Type of Change	Description	More Info
Changed	We added more supported features available on the Activities and Feedback tabs in the SAP SuccessFactors app.	Performance and Goals [page 30]

August 2026

Type of Change	Description	More Info
Changed	We updated the minimum supported app version.	SAP SuccessFactors Mobile Features [page 3]

July 2026

Type of Change	Description	More Info
Changed	We added information about AI-assisted writing support on the My Activities and Teams screens	General Features [page 4]

June 2026

Type of Change	Description	More Info
Changed	We updated the latest version number of our mobile apps and the corresponding release month.	SAP SuccessFactors Mobile Features [page 3]
Changed	We added questions and answers about authentication with BTP Mobile Services. We added links to SAP Community blogs for details about the authentication and attachment settings.	• General [page 41] • Security [page 43]

May 2026

New features and enhancements listed below will be available in the app version scheduled for release after the 1H 2026 Production date.

Type of Change	Description	More Info
Changed	We updated the latest version number of our mobile apps and the corresponding release month. We now also provide information on supported app versions.	SAP SuccessFactors Mobile Features [page 3]

Type of Change	Description	More Info
Changed	We added information about enhancements to mobile Learning features.	Learning [page 17]

Related Information

SAP SuccessFactors Mobile Features [page 3]

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