User Onboarding for SAP S/4HANA Cloud
Content

1  Purpose of this Guide........................................................... 4
2  User Onboarding Process Overview........................................ 5
3  Initial Logon and Creating the Administrator Business User........ 6
4  Creating the Administrator Business Role.................................. 9
5  User Authentication............................................................ 11
6  Creating Additional Employees, Business Users, and Roles............ 13
7  Reference for Pre-Configured Starter Systems............................ 15
   7.1  Company Codes.............................................................. 15
   7.2  Cost Centers................................................................. 16
Document History

The following table provides an overview of the most important changes.

Table 1:

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0</td>
<td>2017-08-07</td>
<td>Initial version</td>
</tr>
</tbody>
</table>
1 Purpose of this Guide

This guide explains the user onboarding for SAP S/4HANA Cloud in the starter, test, and productive systems. Your administrator will learn how to access the system after business client provisioning by SAP as well as how to create employees and business users in this business client.

**Note**

Please note that there is a separate guide for user onboarding of SAP Hybris Marketing Cloud.

**Caution**

If you receive a certificate popup message in your browser when accessing your SAP S/4HANA Cloud system, please choose Cancel to close the message. Do not choose a certificate in order to access the correct SAP S/4HANA Cloud logon screen.
When your company orders an SAP S/4HANA Cloud starter system, SAP sets up a business client for you. Please note that this system is pre-configured and contains demo data that you can use for evaluation purposes. For more information regarding demo data in the starter system, see Reference for Pre-Configured Starter Systems [page 15].

As soon as your system is available, SAP sends you two e-mails: The first e-mail contains the initial technical user for your company in the starter system and the second one contains the initial password. In addition to these two e-mails, you will receive a provisioning e-mail with initial access information for the SAP Cloud Identity (SCI) Administration Console.

For more information, see SAP Cloud Identity service documentation.
3  Initial Logon and Creating the Administrator Business User

When you’ve received these e-mails you need to do the following:

1. Log on to the SAP S/4HANA Cloud system using the initial technical user and the dedicated URL from the first provisioning e-mail. The password is provided in the second e-mail.

   ![Initial user and access information for your SAP S/4HANA system](image)

   ![Initial password for your SAP S/4HANA system](image)

   **Note**

   The initial technical user is meant only for temporary use. Therefore, it is highly recommended to create the administrator employee and its business user. This business user can then create further employees and their respective business users.

2. Access the **Import Employees** app.
   
   1. From the **Import Type** dropdown menu, choose **Basic Employee Import**.
   2. Download the template using the **Download Templates** link.
Tip
As delimiter use a semicolon in Germany and a comma in all other locations.

3. Fill the template with the employee and employment data of your system administrator, for example, by using MS Excel or another tool of your choice.

Note
The file has to be saved in CSV format using UTF-8 encoding.

The fields marked with an asterisk are mandatory fields. Also maintain the e-mail address, as this information is needed afterwards for the user registration when uploading the business user data to the SAP Cloud Identity Service (SCI).

The field **UserName** defines the business user name and the SAP Cloud Identity Service login name of an employee. It is recommended to keep the **EmployeeID** and the **UserName** identical.

Caution
Your starter and test system will have the same SCI. Users that have to have access to both of your SAP S/4HANA Cloud systems must have identical user names in these two systems. Uploading the template in the test system will update and overwrite the users from the starter system. They will no longer be able to access both systems depending on which user name was transmitted last to your SCI via the import.

The field **StartDate** contains the actual date (today).

The field **CompanyCode** has to be filled with the master data you handed over to SAP for your test or productive system configuration. In starter systems, the pre-defined code for **DE** is 1010, for **US** it is 1710.

The optional field **CostCenter** can also be maintained according to your master data. Please refer to the Reference for Pre-Configured Starter Systems [page 15] of this guide for information on pre-configured data in your starter system.

If cost centers or other master data that is not mandatory have not been set yet or are unknown, you can also leave these fields blank and update the data at a later point in time by importing the template again with the **Import Employees** app. Your business users will then be updated.
4. Use the **Browse** button and select the CSV file you’ve just filled out.
5. Enter a name for the import and choose **Import**.
   The system triggers an asynchronous import indicating the approximate processing time. The system will create the employee data, synchronize the business partner, and create the business users.
6. The **Application Log** opens. Double-click **Information** to access the **Log Details**.
   You will get a success message, if the employee and the employee's business user were created.
4 Creating the Administrator Business Role

1. Access the *Maintain Business Roles* app and create the administrator business role by choosing *Create from Template*.
   To each business role you can assign business catalogs that provide access to the apps.

2. Choose *Maintain General Restrictions* and set the write permissions to unrestricted.
   Check whether the business catalog *Employee - HR Master Data* is assigned to the administrator business role. This catalog provides access to the *Import Employees* app when assigning the business role to your administrator business user.
Although the **Assigned Business Catalogs** tab displays the restrictions separately for each business catalog, SAP S/4HANA Cloud does not support the setting of restrictions for individual business catalogs.

3. Save and activate the business role you’ve just created.

4. Go back to the **Maintain Business Roles** app and create the employee business role by choosing **Create from Template**.

   This role gives you access to the **My Learning** app that provides learning materials and demos.

5. Save and activate the business role you’ve just created.

   For more information, see the Product Assistance for SAP S/4HANA Cloud. You can access the Product Assistance from the Maintain Business Roles tile directly or at [help.sap.com/s4hana your release](http://help.sap.com/s4hana your release) » **English version of Product Assistance** » **Generic Information** » select **General Functions for the Key User**, then select **Identity and Access Management** and choose [Identity and Access Management](http://help.sap.com/s4hana your release) » **Maintain Business Roles**.

6. Access the **Maintain Business Users** app and select the administrator business user.

7. Assign the administrator business role and the employee business role to your new business user that you created with the **Import Employees** app.

8. Download your user list as a CSV file.
5 User Authentication

1. Log on to SAP Cloud Platform Identity Authentication using the access information in the SCI provisioning e-mail.

Hello Mr.

An account has been created for you. To activate your account for Administration Console of Identity Authentication service, click the link below. You will be taken to a page where you will also set a password for your account.

Click here to activate your account

If the link above is not displayed or does not work, copy and paste the link below to the address bar of your browser.
https://amxxxxxx.accounts.ondemand.com/ids/activation?token=xxxxxx

For more information, see Identity Authentication service documentation

In case of any issues, create a ticket with BC-IAM-IDS component in SAP Support Portal

Best Regards,

Your SAP Team

2. Access the Import Users app.
   1. Select the appropriate application and use the Browse button to select the Users.CSV file that includes your administrator business user.
Caution

Please make sure that you don't select another application, for example SAP CoPilot. Otherwise your users will not be authorized for your SAP S/4HANA cloud system.

2. Choose Import to update the user data in SAP Cloud Identity.
3. Choose Send.

You have now finished configuring your administrator business user. The administrator will receive a registration e-mail to access your SAP S/4HANA Cloud system.
6 Creating Additional Employees, Business Users, and Roles

1. Access your SAP S/4HANA Cloud system with your new administrator business user.

   **Note**
   Do not use the URL dedicated to the initial technical user. Cancel any certificate popup messages.

2. Access the Import Employees app.
   1. From the Import Type dropdown menu, choose Basic Employee Import.
   2. Download the CSV template again or reuse the template from the initial administrator business user creation.

   **Tip**
   As delimiter use a semicolon in Germany and a comma in all other locations.

3. Fill it with further employee and employment data.

   **Note**
   Note that the file has to be saved in CSV format using UTF-8 encoding.
The administrator can now add new employees to the migration template. Their employees and business users will be created. If you make any changes to the administrator’s data, it will be updated.

⚠️ **Caution**

Again, the **EmployeeID** and the **UserName** have to be identical and an e-mail address has to be maintained for each employee.

ℹ️ **Note**

For employees who will be part of the project staffing, you have to set the correct cost center. For **DE** starter systems, a pre-defined cost center for project staffing is **10101902**, for **EN** starter systems it is **17101902**. See [Reference for Pre-Configured Starter Systems](#) [page 15] for more countries.

If cost centers or other master data that is not mandatory have not been set yet or are unknown, you can also leave these fields blank and update the data at a later point in time by importing the template again with the **Import Employees** app. Your business users will then be updated.

4. Use the **Browse** button and select the CSV file you've just filled out.
5. Enter a name for the import and choose **Import**.
   The system triggers an asynchronous import indicating the approximate processing time. The system will create the employee data, synchronize the business partner, and create the business users.
6. The **Application Log** opens. Double-click **Information** to access the **Log Details**.
   You will get a success message, if the employee and the employee’s business user were created.

3. Access the **Maintain Business Roles** app.
   1. Create the business roles that you need for the employees you’ve just imported. Maintain general restrictions for each business role according to your needs.
   2. Save and activate the business roles you’ve just created.
4. Access the **Maintain Business Users** app.
   1. Assign a business role to each business user.
   2. Download your users as a CSV file.
5. Access the **Display Technical Users** app.
   Select and lock the initial technical user **SAP_CUST_INI**, as it is not needed anymore.
6. Go back to SAP Cloud Identity (SCI).
   1. Choose the **Import Users** app again and upload your latest Users.CSV file, which contains all of your business users.
   2. Choose **Import** and then choose **Send**.

All business users have been created and will receive a notification e-mail so they can activate their accounts.
7 Reference for Pre-Configured Starter Systems

This topic provides you with additional information for pre-configured starter systems.

7.1 Company Codes

Company codes have the format ##10, where ## represents the two digit country code.

Table 2:

<table>
<thead>
<tr>
<th>Country</th>
<th>Company Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>DE</td>
<td>1010</td>
</tr>
<tr>
<td>GB</td>
<td>1110</td>
</tr>
<tr>
<td>FR</td>
<td>1210</td>
</tr>
<tr>
<td>CN</td>
<td>1310</td>
</tr>
<tr>
<td>JP</td>
<td>1510</td>
</tr>
<tr>
<td>US</td>
<td>1710</td>
</tr>
<tr>
<td>HU</td>
<td>2110</td>
</tr>
<tr>
<td>CH</td>
<td>2210</td>
</tr>
<tr>
<td>BE</td>
<td>2510</td>
</tr>
<tr>
<td>CA</td>
<td>2910</td>
</tr>
<tr>
<td>AU</td>
<td>3010</td>
</tr>
<tr>
<td>AE</td>
<td>3310</td>
</tr>
<tr>
<td>NL</td>
<td>3710</td>
</tr>
<tr>
<td>MY</td>
<td>5410</td>
</tr>
<tr>
<td>PH</td>
<td>5810</td>
</tr>
<tr>
<td>SG</td>
<td>6110</td>
</tr>
</tbody>
</table>
7.2 Cost Centers

Cost center IDs consist of the four digit company code with ##10, where ## represents the two digit country code, and a four digit, numeric ID indicating the function of the cost center (same in all company codes).

Note
For employees who will be part of the project staffing, you have to set the correct cost center. For DE starter systems, an exemplary pre-defined cost center for project staffing is 10101902, for EN starter systems 17101902.

Example
Cost center 1101 in the US company code: 1710 = 17101101
Cost center 1101 in the DE company code: 1010 = 10101101

Table 3:

<table>
<thead>
<tr>
<th>Cost Center ID</th>
<th>Example US</th>
<th>Name</th>
<th>Cloud · Service</th>
<th>Cloud · Enterprise</th>
</tr>
</thead>
<tbody>
<tr>
<td>##101101</td>
<td>17101101</td>
<td>Financials &amp; Administration</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>##101201</td>
<td>17101201</td>
<td>Purchasing &amp; Stores 1</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>##101202</td>
<td>17101202</td>
<td>Purchasing &amp; Stores 2</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>##101301</td>
<td>17101301</td>
<td>Manufacturing 1</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>##101302</td>
<td>17101302</td>
<td>Manufacturing 2</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>##101321</td>
<td>17101321</td>
<td>Service/Consulting</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>##101401</td>
<td>17101401</td>
<td>Quality Management</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>##101501</td>
<td>17101501</td>
<td>Research &amp; Development</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Cost Center ID</td>
<td>Example US</td>
<td>Name</td>
<td>Cloud · Service</td>
<td>Cloud · Enterprise</td>
</tr>
<tr>
<td>---------------</td>
<td>------------</td>
<td>-----------------------------</td>
<td>-----------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>#101601</td>
<td>17101601</td>
<td>Marketing</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101602</td>
<td>17101602</td>
<td>Sales</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101701</td>
<td>17101701</td>
<td>Plant &amp; Maintenance</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>#101750</td>
<td>17101750</td>
<td>Buildings &amp; Plant Maintenance</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101751</td>
<td>17101751</td>
<td>HR Services</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101752</td>
<td>17101752</td>
<td>HR Recruitment</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101753</td>
<td>17101753</td>
<td>IT Services</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101801</td>
<td>17101801</td>
<td>Other Income &amp; Expense</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101901</td>
<td>17101901</td>
<td>Back Office</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101902</td>
<td>17101902</td>
<td>Consulting Unit A</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101903</td>
<td>17101903</td>
<td>Consulting Unit B</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>#101904</td>
<td>17101904</td>
<td>Customer Development</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>
Important Disclaimers and Legal Information

Coding Samples

Any software coding and/or code lines / strings ("Code") included in this documentation are only examples and are not intended to be used in a productive system environment. The Code is only intended to better explain and visualize the syntax and phrasing rules of certain coding. SAP does not warrant the correctness and completeness of the Code given herein, and SAP shall not be liable for errors or damages caused by the usage of the Code, unless damages were caused by SAP intentionally or by SAP's gross negligence.

Accessibility

The information contained in the SAP documentation represents SAP’s current view of accessibility criteria as of the date of publication; it is in no way intended to be a binding guideline on how to ensure accessibility of software products. SAP in particular disclaims any liability in relation to this document. This disclaimer, however, does not apply in cases of willful misconduct or gross negligence of SAP. Furthermore, this document does not result in any direct or indirect contractual obligations of SAP.

Gender-Neutral Language

As far as possible, SAP documentation is gender neutral. Depending on the context, the reader is addressed directly with "you", or a gender-neutral noun (such as "sales person" or "working days") is used. If when referring to members of both sexes, however, the third-person singular cannot be avoided or a gender-neutral noun does not exist, SAP reserves the right to use the masculine form of the noun and pronoun. This is to ensure that the documentation remains comprehensible.

Internet Hyperlinks

The SAP documentation may contain hyperlinks to the Internet. These hyperlinks are intended to serve as a hint about where to find related information. SAP does not warrant the availability and correctness of this related information or the ability of this information to serve a particular purpose. SAP shall not be liable for any damages caused by the use of related information unless damages have been caused by SAP’s gross negligence or willful misconduct. All links are categorized for transparency (see: http://help.sap.com/disclaimer).