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Before You Start

Review this preparatory checklist before starting your coursework in a training system within the SAP® Live Access environment.

SAP Learning Hub prerequisites:
• SAP Live Access contingent
• Course-specific training handbook
• Membership in your course-specific SAP Learning Room (optional)

Software requirements:
• Operating system: Microsoft Windows 7 or higher; Mac OS X Yosemite or higher
• HTML5-compatible browser

Browser configuration and connectivity:
• Cookies, pop-ups, and frame usage enabled in your browser settings
• Successful connection test
• Performance check to ensure sufficient network connection from your location

For more information, visit the FAQ and system requirements.

We wish you an enjoyable training experience with SAP Live Access.

Explore the possibilities offered by SAP Live Access. To access preconfigured training systems and interactive courses from SAP, refer to this document for setup prerequisites and general guidance for using SAP Live Access.
Get Started

CHOOSE A COURSE
Start your learning experience by visiting www.learn.sap/liveaccess and log on through the icon located at the top right-hand corner of the SAP Live Access landing page.

The Course Catalog tab features a list of SAP courses available to you. Select the course you want and remember a course may exist in different collections, as marked by the course identifier indicated in the Course ID column, or different system releases, noted in the System Release column.

Note: Buy new contingent is shown in the Actions column if you are not logged in or if you don’t have a valid contingent. Selecting it will redirect you to a web page where you can start the booking process.

GET YOUR TRAINING SYSTEM
Select Start Course in the row of your chosen course. In the first screen of the pop-up window, confirm a contingent to be used. Go to the second screen and select a training system according to the availability and confirm your choice by selecting Finish.

If you choose to join a pre-deployed public training system, you will be redirected to the Active Systems tab where you can directly access the public training system.
If you decide to deploy a new **private training system**, you’ll get an e-mail confirming the start of the deployment. On the Active Systems tab, the status of the training system shows that it is deploying and then suspending. Initial deployment might take up to 90 minutes to complete, and your contingent will not be charged for this time.

Once deployed, you will receive another e-mail notification. On the Active Systems tab, the status of the training system now shows as **Suspended** and the system lifetime starts to count down.

**Private systems (ready for deployment)**
- Only one user per system
- System lifetime is up to 30 days
- Deployment takes up to 90 minutes
- Suspend and resume take up to 30 minutes
- Exercises are supported, and free exploring is allowed

**Public systems (pre-deployed)**
- Multiple users on the same system
- System lifetime is predefined
- Available immediately
- No suspend and resume wait time
- Exercises are supported

**RESUME YOUR TRAINING SYSTEM**
When you decide to start your coursework and access your training system, select Resume. Once the training system resumes, you will receive another e-mail notification confirming this step. On the Active Systems tab, the status changes to **Running**, and the contingent’s consumption time starts to count down.
ACCESS A TRAINING SYSTEM FOR STANDARD SAP SOLUTIONS

By selecting Access, you are logged on to the training system within SAP Live Access and can now start working on course exercises. The training system header at the top of the screen provides important information, such as your designated group number.

Each time you are asked to make an input containing the ## or XX symbols, you need to replace them with your group number. Selecting Setup Guide shows additional system setup information, including application login credentials.

Selecting Exercises shows all exercises and solutions for the current course. When you have completed your work in the training system, close all running applications and select Suspend at the top right-hand corner of the training system header. Wait until you are redirected to the Active Systems page.

ACCESS A TRAINING SYSTEM FOR SAP SUCCESSFACTORS SOLUTIONS

After selecting Access, you will be prompted to connect either to the company instance or the provisioning back end. Based on your learning needs and course, you can start practicing in the system.

When you have completed your work in the training system, log off from your company instance and/or provisioning back end. Then suspend your training system through the Active Systems tab. We recommend suspending the system when finished with your learning activity to preserve your time remaining.

Notes:

• If you do not log out as described, your session will remain connected. During that time, you cannot connect to another training environment.
• After 60 minutes of inactivity, your remote session will be closed and your system will be suspended automatically.
• Check that you have received an e-mail notification confirming that the system suspension starts.
Manage and Explore

HOME
Management of active training systems is done on the Active Systems tab. If you have no training system deployed, the list will be empty. A training system corresponds to a specific course and its collection or system release. All systems in the list have a unique system identifier and are associated with the contingent shown.

The column Remaining System Lifetime indicates when access to the system will end. A newly deployed training system has a system lifetime that lasts until the contingent validity ends, but not longer than 30 days. During this time, the system can transition between various statuses, such as suspended or running.

The Deleted Systems tab lists all inactive training systems, including the time and reason for the deletion. When a training system is deleted, two e-mail notifications are sent. The first confirms the deletion of the training system, and the second verifies the detachment of the associated contingent.

You can provide feedback for specific courses by selecting the Feedback link in the applicable row of your training system.

CONTINGENTS
Contingents are used for training system deployments within their validity period.
The Valid Contingents tab on the Contingents page shows a full list of the contingents that were purchased and are available for a training system deployment within SAP Live Access. Contingents already assigned but not fully consumed are also listed.

The Assigned Course ID column specifies the course for which the contingent was used to deploy a training system. The column Consumed Time indicates the number of hours that were already used for practicing. Total Time indicates the maximum number of hours that can be used for practicing within contingent validity. On the Expired/Consumed Contingents tab, the column Fully Consumed On shows the end date for contingents that are no longer available.

Notes:
• Once it is used to deploy a training system, the contingent is attached to that system and cannot be used to deploy another training system in parallel
• By deleting a training system before the entire contingent consumption time is used, the associated contingent can then be reused to deploy another training system for the remainder of its consumption time
• The contingent consumption time is only consumed when the training system is in running status
• The training system is automatically deleted when the contingent’s total time, or the system lifetime, ends
• The Time columns on all pages correspond to the Central European (CET) time zone

HISTORY
The History page details all major training-system interactions such as deployment requests, deployment completion, system suspension, and deletion.
Help and Support

You will see the Quick Start Guide page, containing the minimum information needed for successful use of SAP Live Access, on your first login. By selecting Continue, it is dismissed until the next logon or you can permanently dismiss it after reading by selecting the box beside Do not show this page every time.

The Help menu provides quick access to the Quick Start Guide, General User Guide, and SAP Live Access FAQ. If you don’t find the answer to your issue under frequently asked questions in the Help Center, send an e-mail to e-learning@sap.com. You can also reply to the e-mail notification received after any training system activity.

When requesting support, please provide the following information in your message:

- Course identifier and collection code or system release
- Contingent code
- Training system ID
- Your user ID (name) and e-mail address
- Detailed description of the issue with screenshots and any notification e-mails to help the support colleagues better understand the issue

All system-relevant information can be obtained by referring to the Active Systems tab. Follow these steps to resolve system unavailability issues, deployment errors, and failures – for example, if you receive an e-mail notification and find that your system status is System Unavailable.

Note: If you encounter issues related to the network connection or network performance, please first contact your local hosting provider and let them analyze the issue.

For further details, reference the Technical Support Overview & Service Framework document, accessible from the Support link in the footer of the SAP Live Access page.