



# **SAP E-Academy**

## Quick Reference Guide

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E-Learning		

## 1 GETTING STARTED

The following are the minimum system requirements for both the E-Academy Content Delivery Platform and the SAP Training Systems.

### 1.1 Minimum System Requirements – E-Academy Content Delivery Platform

#### 1.1.1 Hardware Requirements

**Processor:** Minimum 400 MHz processor, recommended: Pentium IV 1.6 GHz

**RAM:** 256 MB RAM minimum, 512 MB RAM recommended

**Screen Resolution:** 1024 by 768 (minimum)

**Sound card** 24-bit sound card with speakers or headphones (optional)

**Printer** – Some courses allow print option on some of the materials

#### 1.1.2 Operating System

Windows Vista, Microsoft Windows 7 or above

Courses are not fully compatible with Mac computers or handheld devices.

#### 1.1.3 Software

Citrix ICA Client for your operating system

Available through “Downloads” on <https://access.sap.com>

Microsoft Installer Version 2 or higher

Compatible with Windows 7 or above and Mac OS

#### 1.1.4 Browser

We recommend using Internet Explorer as some features of the portal may not be supported on other browsers. Mozilla Firefox, Google Chrome and Apple Safari browsers are not fully supported. Please ensure the pop up blocker is turned off.

We recommend you run the browser in compatibility mode when using IE browser higher than version 8. Browser zoom must be set to 100%.

#### 1.1.5 Plug-in requirements

The courses require at least Flash 9 plug-in (subversion greater than 115) in order to function. If Flash is not preinstalled on the computer, it may be obtained for free at:

<http://www.macromedia.com/downloads/>

For web assessments, the Sun Java plug-in JRE 1.4.2 or higher is required. If JRE is not preinstalled on the computer, the most recent version may be obtained for free.

Check your Java version by clicking the link below

<http://java.com/en/download/help/testvm.xml>

To download the latest version of Java please visit the site below

[www.java.com](http://www.java.com)

Acrobat PDF Reader:

<http://www.adobe.com/products/acrobat/readstep2.html>

#### 1.1.6 Bandwidth Requirements

To access the E-Academy platform we recommend an Internet connection with a minimum connection speed of 256 kbps (kilobits per second). A higher bandwidth connection will ensure a quicker access to the course. Please perform the following test to verify your connection.

**Note:** Please ensure that if you are trying to access the systems from inside a secure VPN/WTS the IP making the request must be from the country you are trying to access from.

## **1.2 Minimum System Requirements – SAP Training Systems**

To ensure the best learning experience on the SAP Training Platform please make sure that the minimum hardware and software prerequisites are met on all PCs that will connect to the SAP Training Infrastructure.

Please prepare for your SAP Training by following the instructions in *the SAP Document for Customer On-Site Training*, available under the *Downloads* section of the <https://access.sap.com> Web page.

If you experience issues while trying to connect to the SAP Training Infrastructure for the first time, in addition to the *SAP Document for Customer On-Site Training* please refer to the *FAQ* section of the <https://access.sap.com>.

### **1.2.1 Testing Your Setup**

Please follow the guidelines in the *SAP Document for Customer On-Site Training* (available under the *Downloads* section of the <https://access.sap.com>) to test the network connection from the training location (hosting location) before the SAP Training event start.

## 2 BEGINNING YOUR E-ACADEMY TRAINING

### 2.1 Accessing your E-Learning Courses in the Learning Management System (LMS)

To access your E-Learning courses in the LMS:

1. Navigate to the Web page: <http://www.saponeworld.com>.
2. Enter the Username and Password that you received in the email notification.

#### ***New User Instructions***

Enter the given login credentials. You will be asked to change your password after the first logon. Please do not share your password with anyone else. In your home page you will see a **Navigation Module**. We ask that you to go through this module in order to understand how to navigate through the system.

#### ***Existing User Instructions***

Continue to use your previous login user and password to access any new courses you have registered for.

The screenshot displays the SAP Education Services website interface. At the top, the SAP logo and 'EDUCATION SERVICES' are visible on the left, and 'Powered by DEXLER' is on the right. A navigation menu on the left includes 'TALK TO SALES', 'OFFLINE', and 'LEAVE A MESSAGE', followed by a list of links such as 'Home', 'About saponeworld', 'Getting Started', 'Mentoring Support and Server Access', 'eAcademics', 'Course Catalog', 'Certification Courses', 'Training Courses', 'FAQ's', 'Partners', 'Community Forums', 'Whitepapers', and 'Top 10 eAcademy Courses'. Below the menu are social media icons for Twitter, Facebook, and LinkedIn, and a 'TESTIMONIALS' section featuring a quote from Sakthy Murali, a FICO Consultant. The main content area is titled 'SAPONEWORLD' and contains several promotional cards: 'Stay informed about the latest courses from SAP Education', 'Get access to Certification courses from SAP', 'First step to becoming a certified SAP consultant', and 'Contribute to a growing community of aspiring SAP consultants'. A large banner features a woman and the text 'Over 40,000 customers use SAP, Help them drive their businesses.' Below the banner are two buttons: 'EXPLORE eAcademy COURSES' and 'MAKE LEARNING EASY'. On the right side, there is a 'Register for free' form with fields for 'First name', 'Last name', 'Email', 'Username', 'Password', and 'Confirm', along with a 'Submit' button. Below the form is a 'NEWS' section with a 'Subscribe to our Newsletter' form and a 'YOUR PROFILE' section. At the bottom, there is a 'POLLS' section titled 'Previous Poll Results' with a bar chart showing the distribution of responses for the question 'How many whitepapers available on saponeworld.com have you read till date?'. The footer contains copyright information and links for 'Contact us', 'Privacy statement', and 'Terms & Conditions'.

3. In the left navigation pane click *My Courses*.



The course(s) that make up your E-Academy will be displayed. Handbooks are displayed starting with "HB".

## 2.2 Accessing Your SAP Training System

Some of your courses will require you to access an SAP Training server to practice exercises and assignments. This section will guide you on accessing.

### 2.2.1 Customer Site Checklist

Learners MUST verify their remote connection via Internet connection well in advance of starting with the training. If Microsoft specific NTLM protocol is used for proxy authentication for Internet access then the appropriate credentials must be provided for the duration of the SAP Training events.

Cookies must be allowed in the Internet browser setting on the student workstation.

Follow the guidelines in the *SAP Document for Customer On-Site Training* (available under the *Downloads* section of the <https://access.sap.com>).

### 2.2.2 Remote Connection to SAP Training Systems Using the Internet

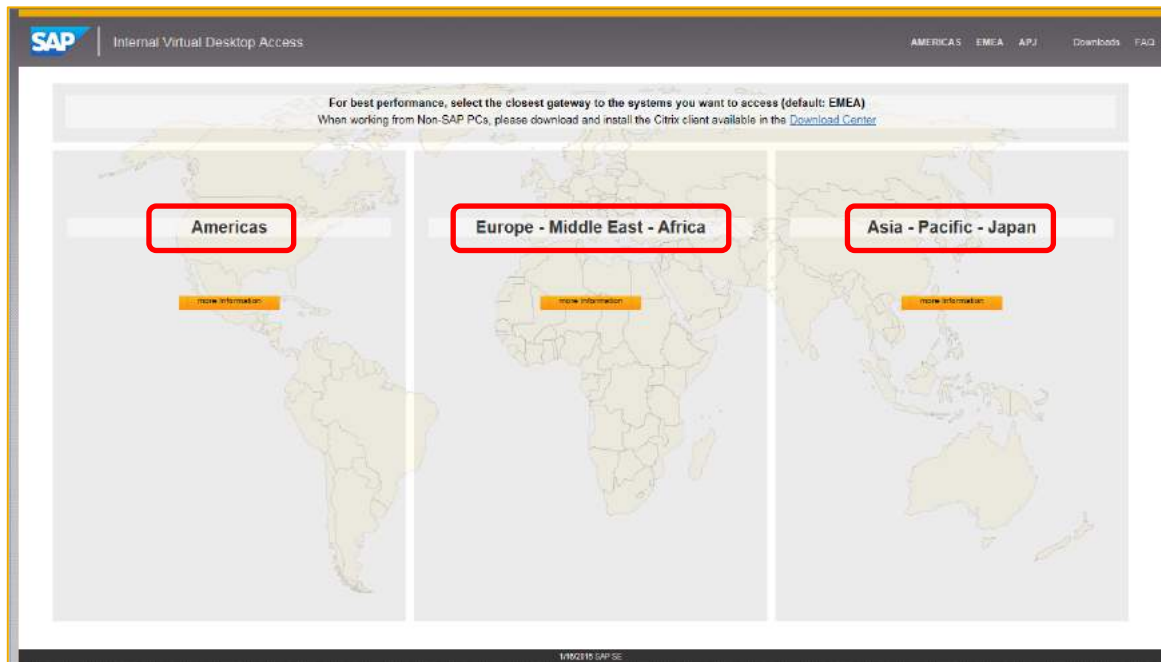
You can access the SAP Training infrastructure with an Internet browser and the Citrix Receiver Client. Students connect via <https://access.sap.com>. From this Web page they follow a set of instructions to access the specific SAP Windows Terminal Servers that enable connection to the SAP Training servers.

User IDs and passwords control the access to the SAP Training Systems. You will receive your login credentials via e-mail. Please use the same credentials to access the SAP Training system as well.

### 2.2.3 Logging on to the SAP Training System Landscape

To log on to the SAP Training System Landscape:

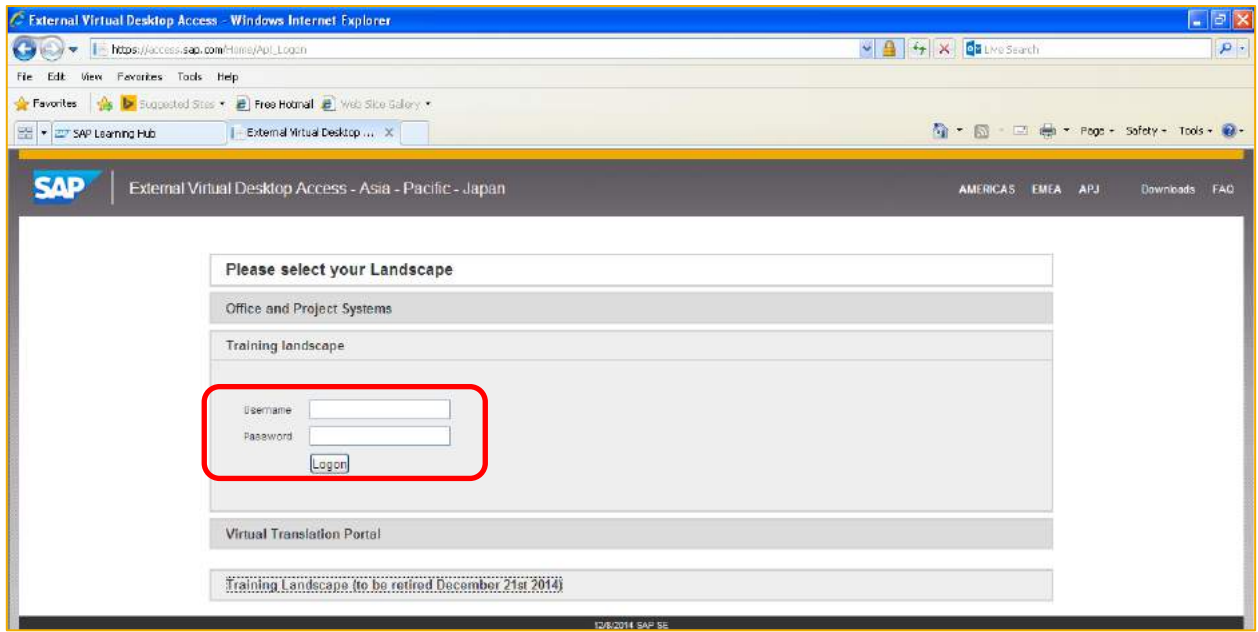
1. Access the Web Page <https://access.sap.com> and select your region (AMERICAS/EMEA/APJ).



2. Click *Training Landscape*.

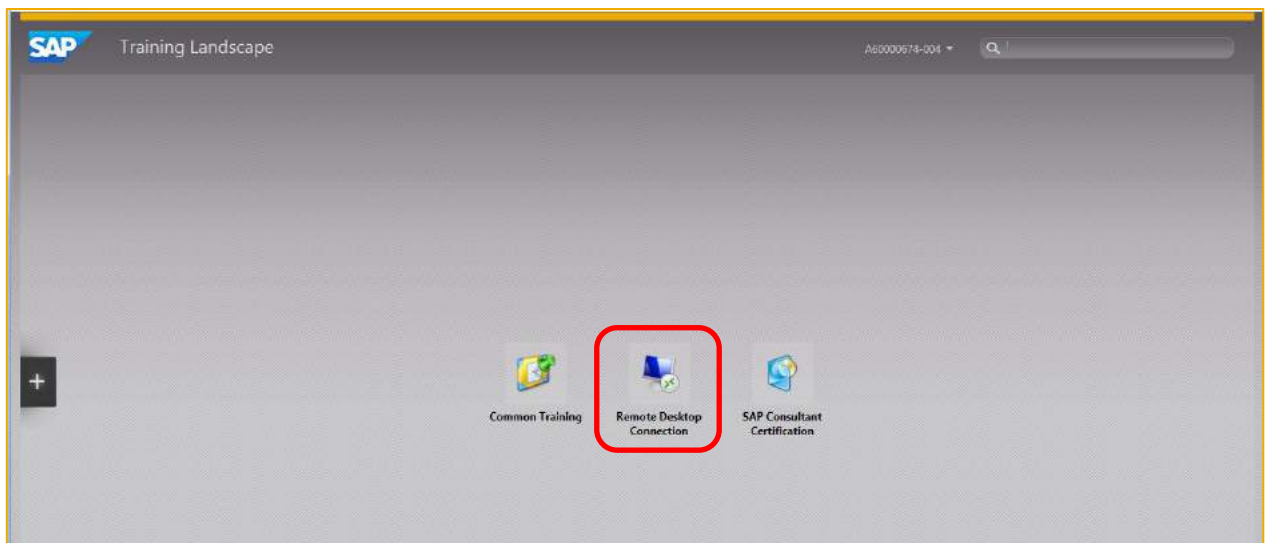


3. Enter the Username and Password received for the SAP Training Landscape access in the e-mail notification and click *Logon*.



4. Select *Remote Desktop Connection*.

**Note:** If you want to connect to your SAP Training system directly, please choose *Remote Desktop Connection*. In this case, there is no need to connect through *Common Training*.

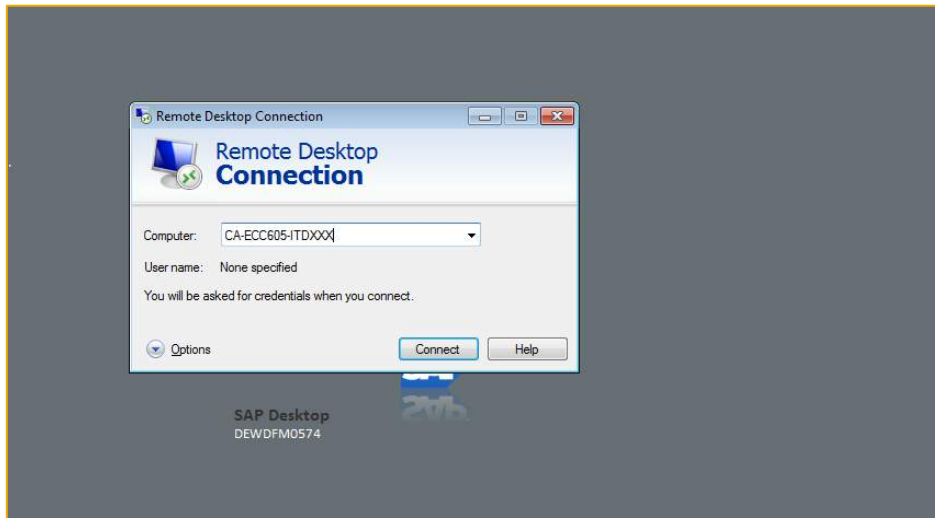


### 2.2.4 Logging on to the SAP Training System

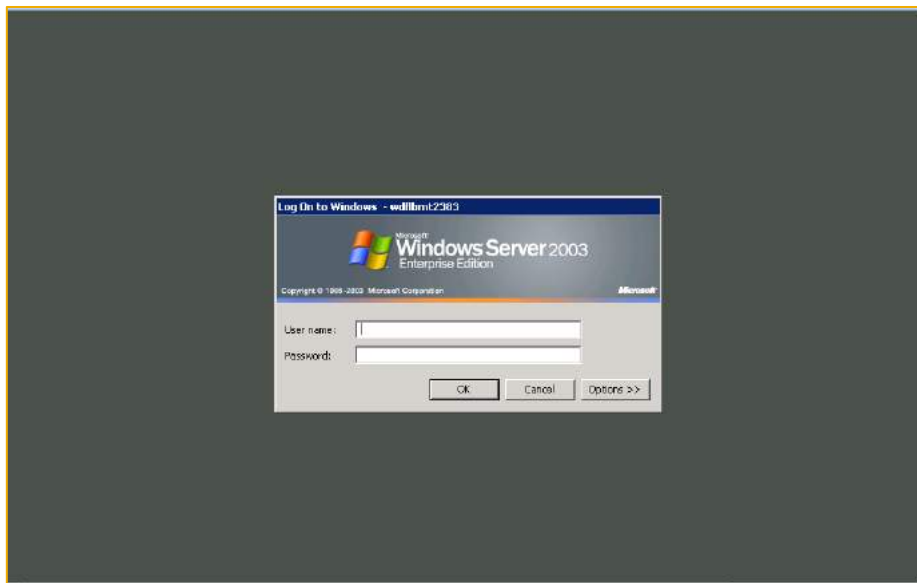
To log on to your SAP Training System:

1. Enter the Remote Computer name (in the example below: CA-ECC606-LTDXX) and click *Connect*.





2. Enter the Login user ID and Password (i.e. train-XX & initial) for SAP Training System access and click **OK**.

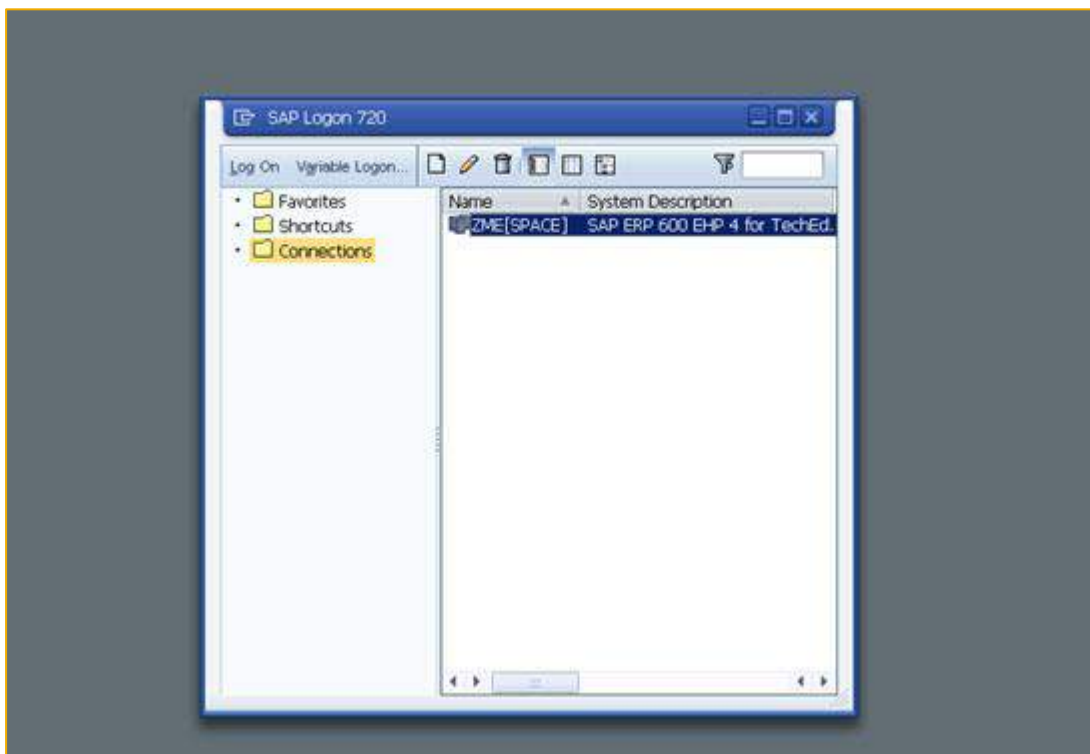


3. Click the *Start Menu* and then start the *SAP Logon*.

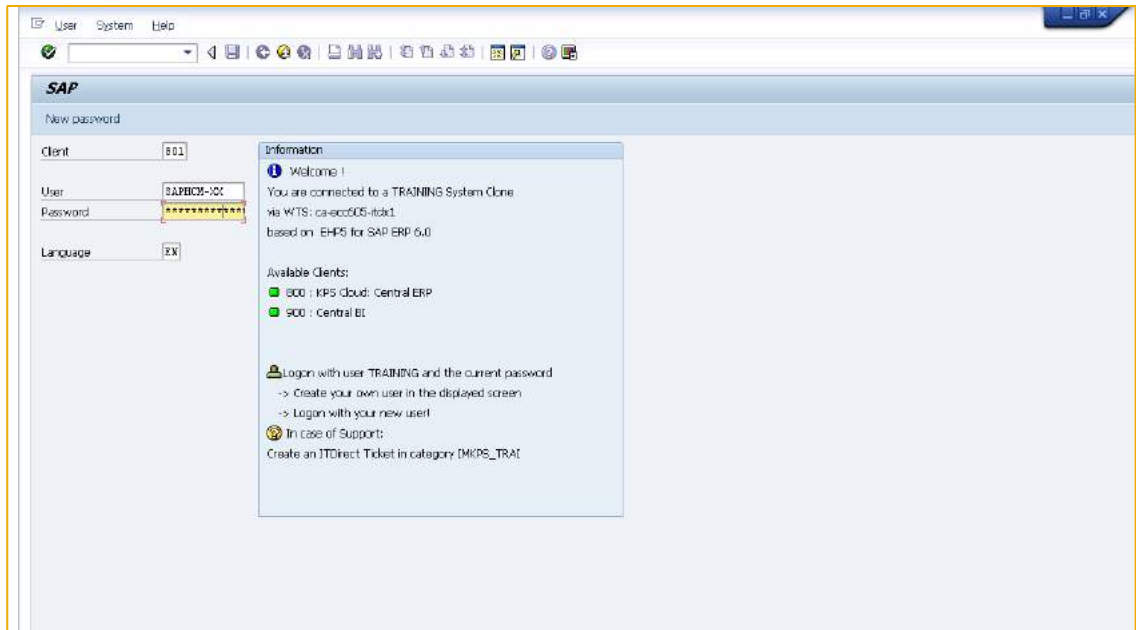


Now you will see the SAP Training environment assigned to you in the SAP Logon Pad.

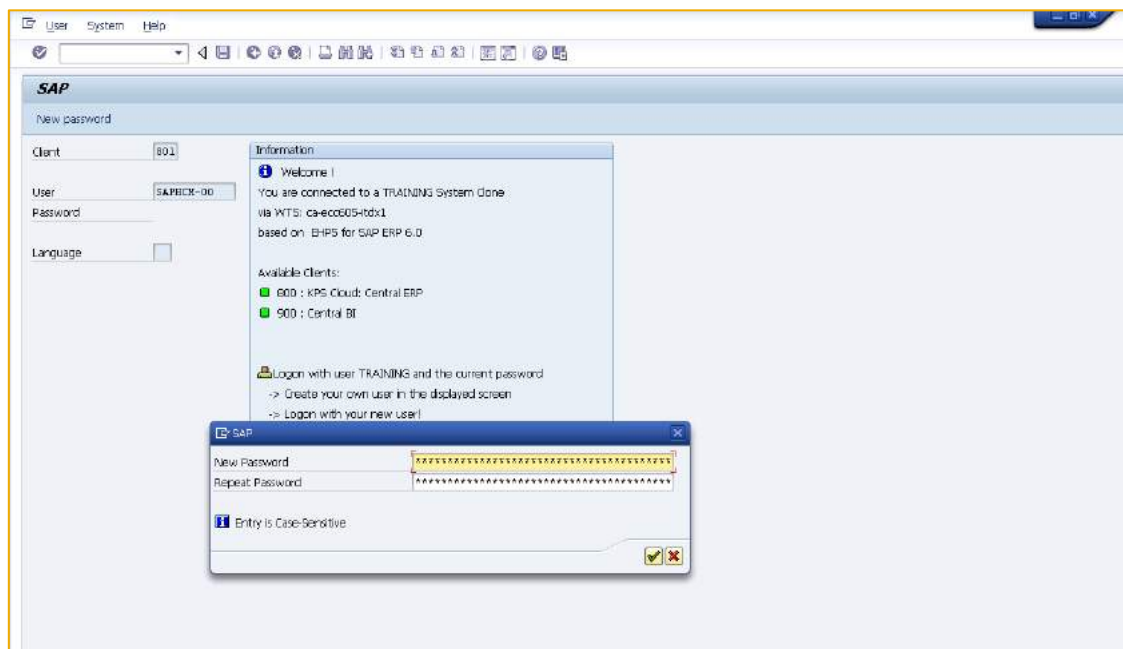
4. Select the system and choose *Log On*.



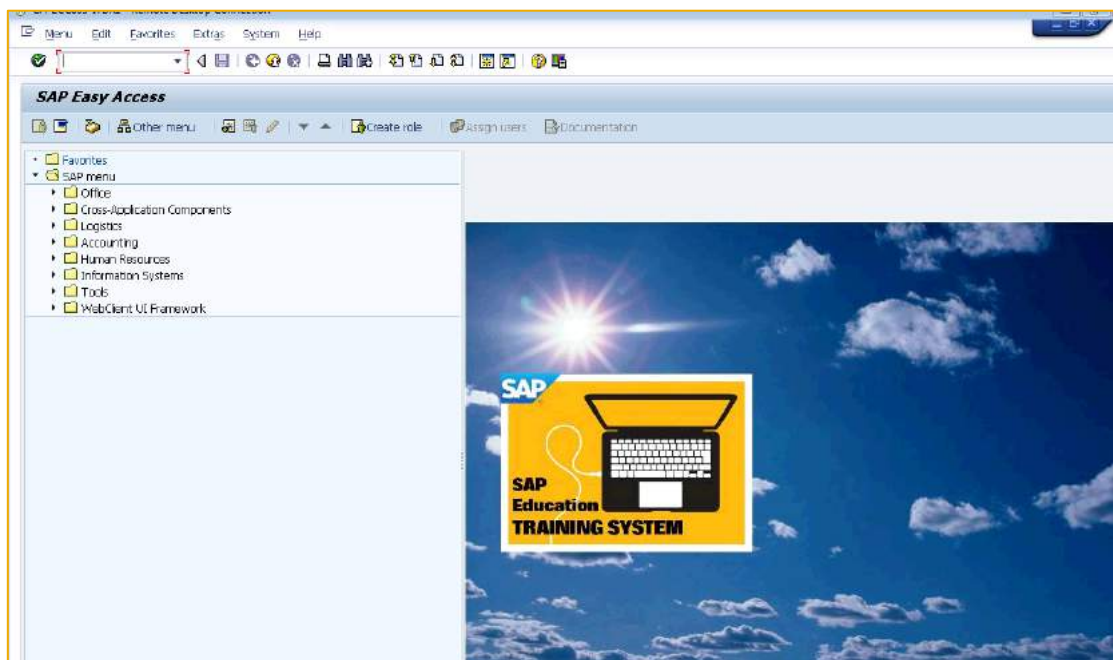
5. You are now on the SAP Training server. Use the server details to login (For Example: - Client: 800 or 801, User ID: SAPHCM-XX, Password: welcome).



**Note:** For the first logon, the system will ask for a new password. Please change your password and note it down for yourself.



6. You will now be able to access the SAP Easy Access screen.



**Note:** Please refer to the technical requirements and detailed access procedure described in the *SAP Document for Customer On-Site Training* available under the *Downloads* section of <https://access.sap.com>.

### 3 MENTORING SUPPORT AND SERVER ACCESS

During your E-Academy access period a mentor will be available to assist you in understanding the content of the E-Academy course. Mentoring support is provided for most (but not all) courses that are delivered. For more information, refer to the *Contact a Mentor* section of this document.

During your access period, you will be asked to perform exercises in a live SAP Training system. Certain courses include simulations for you to practice a particular transaction. These exercises and simulations are essential for your learning experience. Follow the instructions carefully to maximize your results from the E-Academy course. Refer to other sections of this document for instructions on how to access the server assigned to you.

#### 3.1 Contact a Mentor

When you are logged into the SAP E-Academy Learning Management System (LMS) you will see a tab called *Ask the Expert*. Clicking on this tab will lead you to a page that will help you raise a query to a mentor.

This is an asynchronous mode of communication between you and the mentor. Once your query has been answered you can close the thread and give us your feedback on how your query was handled by the mentor.

There may be a case where you and your mentor will need to communicate in real time to address a query. In such situations the mentor will send you an invite to a virtual meeting to share desktop screens in order to help answer your queries. Our mentors will respond within 24 hours of you raising the query.

For more information about *Ask the Expert* please go through the navigation module on the LMS.

#### 3.2 How May We Assist You?

To answer problems such as:

- How do I change my password?
- What do I do when I lock my password?
- I am unable to access my course

Please contact us at [support@saponeworld.com](mailto:support@saponeworld.com) and provide all details of your question. We will answer within one business day.

#### 3.3 Our Commitment

All requests must be sent to [support@saponeworld.com](mailto:support@saponeworld.com) with your user ID.

Support Request	Response Time
Change password	1 business day
Unlock password	1 business day
Content not loading	1 business day
Unable to access my training server	1 business day

We are available Monday through Friday between 7.00 am to 11.00 pm (GMT +5.5 hours). Support requests raised on Friday evening will be resolved on Monday.

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