

# SAP S/4HANA Cloud Trial

## Frequently Asked Questions (March 2017)

### GENERAL QUESTIONS

**Which languages is the trial available in?**

It is currently available in English only.

**Where can I give my feedback on the trial?**

Please fill out the feedback questionnaire on [https://surveys.sap.com/SE/?SID=SV\\_3USP7aQziJbps2x](https://surveys.sap.com/SE/?SID=SV_3USP7aQziJbps2x).

### LOGIN ISSUES / TECHNICAL QUESTIONS

**I'm stuck in the trial registration process (e.g. I have not received the registration mail). What can I do?**

Please send an e-mail to [saptrialsupport@sap.com](mailto:saptrialsupport@sap.com) for help.

**I've forgotten my password / my password does not work for logging on to the trial system. What can I do?**

To reset your password, click the "Forgot password?" link on the logon screen and follow the instructions on the screen.

**My trial user has expired. What can I do?**

Once your 14-day trial period is over you will have the chance to register again for this cloud trial. Please keep in mind that a newly created user will be assigned to you in this case.

**I can't see the data I created at the last visit in the system. What happened?**

Your trial user is valid for a 14-day trial period. In order to enhance the scope of the trial, however, your trial system needs to be refreshed at regular intervals. All transactional data from trial users is reset.

**I can see a maintenance page when I try to open the system. What should I do?**

System might be in maintenance mode. Please try again after 2-3 hours.

### FUNCTIONAL QUESTIONS

**What is the functional scope of this trial?**

In this trial you can explore predefined scenarios in Sales, Procurement, Project Management, Finance and Quality Inspection. The trial only offers a selected and limited functional scope and comes with pre-defined demo data.

**Can I upload my own data to the trial system?**

No. The trial system only offers a limited functional scope including pre-defined demo data.

**In earlier versions of this trial I've seen several marketing related guided tours.**

**Where are they gone?**

An extended scope of the marketing scenarios can now be found in the [SAP Hybris Marketing Cloud Free Trial](#).

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