SAP S/4HANA Cloud Trial

Frequently Asked Questions (February 2019)

GENERAL QUESTIONS

Which languages is the trial available in?
It is currently available English and Chinese.

Where can I give my feedback on the trial?
Please fill out the feedback questionnaire on 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 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.

I need more time to explore the Trial, how can I extend the trial period?
You can re-register as often as you want and re-use your existing credentials.

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, Production, 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.

Can I bring across other apps from SAP S/4HANA Cloud and add them into my trial?
Unfortunately, it is not possible to assign any other apps as this is a limitation for the trial environment.

Am I able to connect this SAP S/4HANA Cloud trial to an API-call or integrate it with another application/platform?
No, in this trial instance users do not have access to administrative apps needed for integration configuration. Please check out the API Hub: api.sap.co

I am an SAP Partner and would like access to more demo capabilities. How can I do that?
Please check out the special partner services offered for SAP S/4HANA Cloud in the Partner Edge Portal: partneredge.sap.com

www.sap.com

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