

How to Add a New User in SAP Service Marketplace



Summary

This document will assist a Super Administrator in adding a new user to an account on the SAP Service Marketplace.

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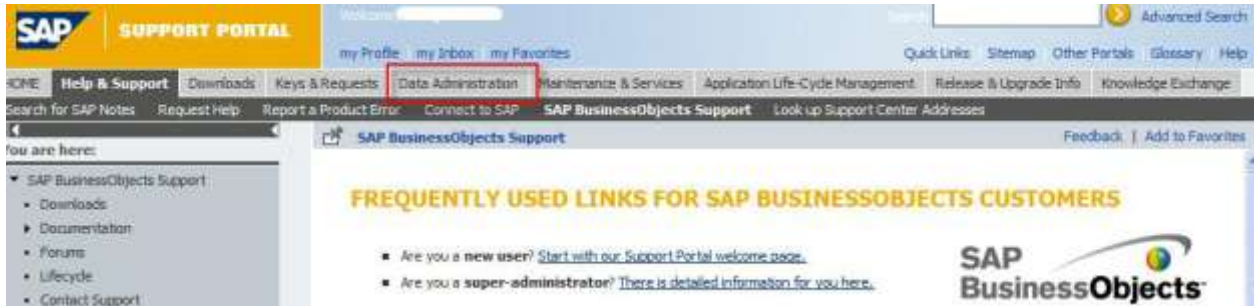
Introduction

This document will assist a Super Administrator in adding a new user to an account on the SAP Service Marketplace. This article assumes the Super Administrator knows how to login.

Add a New User

To add a new user

1. Navigate to the [SAP BusinessObjects Support Portal](#) page. Log in with the S-User ID and password.
2. Click **Data Administration**.



3. Click **User Data > Request New Users**.



4. Complete the **New user request form**.

New user request	
<div style="display: flex; justify-content: space-between;"> Save Authorizations </div>	
Personal information	
Title *	Mr. ▼
Surname *	<input type="text"/>
First Name *	<input type="text"/>
Customer	<input type="text"/>
Communication data	
Language *	English ▼
Country	United States
Telephone (without country code) *	<input type="text"/>
Fax (without country code)	<input type="text"/>
E-Mail *	<input type="text"/>
<input type="checkbox"/> In the future, I do not want to receive e-mails with marketing information by SAP	
Other communication data	
Country	United States ▼
Telephone (without country code)	<input type="text"/>

5. Click **Authorizations** at the top of the new user request form. Permissions must be assigned to the user; otherwise it will not be created.

New user request	
<div style="display: flex; justify-content: space-between;"> Save Authorizations </div>	
Personal information	

- Assign items either by manually checking them (for example, log customer message, software download), or copy an existing user in the account (for example, copying yourself as the super administrator gives the user all permissions).

To copy another user, click the drop down by **User ID**, find the **user** and click **Copy**.

Done
Cancel

User authorization profile

No authorization objects are currently assigned to the user

Copy authorization profile

Name User ID Copy

Authorization objects

	Authorization objects	Global	CCC	Customer	Installatio
<input type="checkbox"/>	Access Service Messages			✘	
<input type="checkbox"/>	Administration Authorization			✘	
<input type="checkbox"/>	Confirm Customer Messages			✘	✘
<input type="checkbox"/>	Create Customer Messages			✘	✘
<input type="checkbox"/>	Display Customer Messages	✘			
<input type="checkbox"/>	Maintain System Data			✘	✘
<input type="checkbox"/>	Maintain User Data			✘	
<input type="checkbox"/>	Maintain all Logon Data	✘			
<input type="checkbox"/>	Maintain my Logon Data	✘			
<input type="checkbox"/>	Open Service Connections			✘	✘
<input type="checkbox"/>	Order Software in Software Catalog			✘	

- Click **Done** when finished with authorizations.
- Click **Save** on the new user request page. In about two hours the new user will be created.

After the user ID has been created, review the log on information using the function **Display Requested Users**. Provide the access data to the new user.

Once a user has logged on to SAP Service Marketplace for the first time, their logon data disappears from the Display requested users list. Please note that for security reasons, SAP is not entitled to create and / or administrate SAP Service Marketplace users for customers.

HOME Help & Support Downloads Keys & Requests **Data Administration** Maintenance & Services Application Life-Cycle Management Release & Upgrade Info Knowledge

System Data **User Data**

You are here:

- User Data Maintenance
 - Search and Maintain Users (incl. Password and Authorization)
 - Assign Departments
 - Mass Updates of Authorizations
 - Run Authorization Reports
 - Request New Users
 - Display Requested Users**
 - Cleanup Inactive Users
 - Display Deleted Users
 - Maintain E-mail Domains
 - Maintain Own Clusters
 - Documentation
 - Information for Administrators
 - Learning Map (PowerPoint Presentation)

Quick Link Information

Access this topic directly at <http://service.sap.com/user-admin>

Copyright Privacy Imprint

User Data Maintenance

Spotlight: New Mass Data Changes Functions for User Administration

SAP has introduced new mass data changes functions for User Administration to simplify maintenance of user authorizations.

Mass Authorization Updates user administrators can change the authorizations of multiple users at the same time. This is helpful if you want to assign new users: for example the same authorizations from a specific group (e.g. department), or a certain group of users. You can also adjust the authorizations of a specific group by mass updating their authorizations and values levels (add, delete, replace).

The new **Department Assignment** function allows user administrators to maintain and mass update the department field of multiple users at the same time. This is helpful if you want to assign new users to a certain department, move a group of users to another department, or unify similar department terms.

Please [read the online help](#) first and become familiar with the functions before using these powerful applications for mass data changes. E-mail applications can only be executed by user administrators for the area of their responsibility.

[Search and Maintain Users](#) (including Password and Authorization Changes)

[Assign Departments](#)

[Mass Updates of Authorizations](#)

[Run Authorization Reports](#)

[Request New Users](#)

[Cleanup Inactive Users](#)

[Display Requested Users](#)

[Display Deleted Users](#)

Inactive Users

When a user no longer works for your company or does not need access to SAP Service Marketplace any more, the Super Administrator is responsible for deleting it to prevent unauthorized access.

Users deleted in the last six months can be viewed and reactivated using **Display Deleted Users**. Users that have not logged on to SAP Service Marketplace for 12 months are automatically deleted if they are not actively kept through the **Clean up Inactive Users** function.

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