



Customer Connection  
Increase Value of your Productive Solution

# How to Register at Customer Influence

Daniel-Alexander Heller, Customer Connection

# Guided Procedure for Registration

Customer Influence is used to collect Improvement Requests within Customer Connection projects called Focus Topics. It can be reached at <http://influence.sap.com>.

In order to ensure clear intellectual property regulations and security, some initial registration and authorization steps are required. This document explains how to register for Customer Influence site, and how to access the Customer Connection Focus Topics.

The screenshot shows the SAP Customer Influence website interface. At the top, the SAP logo and 'Customer Influence' text are visible, along with the tagline 'Collaborate and Co-Innovate'. A navigation bar includes 'My Impr.Requests' and 'Goto Focus Topic ...' buttons, and a search bar with the text 'Search "Influence"'. The main content area is titled 'Influence > Register'. On the left, there is a 'Welcome, Guest!' message and a 'Recent Documents' section listing three PDF files: 'How to maintain cookie settings in browser', 'Registrierung für Customer Connection (German Version).pdf', and 'How to register at Customer Connection.pdf'. The main content area features a large banner with a dandelion image and the text 'Customer Connection Increase Value of your Productive Solution'. Below the banner, a flowchart titled 'Getting Access to Customer Influence Site' shows two steps: '1 Register User Account' and '2 Select User Group'. Below the flowchart, there are two buttons: 'Activate existing account' and 'Register new account'. At the bottom, a small disclaimer states: '\* Customer Influence is connected to SAP Identity Service (SAP IDS) which allows to use the same user account for various SAP offerings like Service Marketplace (S-User), SAP Community Network (SCN), SAP Store, etc. If you already have a user account on one of these places, please activate it for Customer Influence as well - otherwise register a new user account.'

Start the registration using the following link:  
<https://cw.sdn.sap.com/cw/community/influence/register>

# Guided Procedure for Registration

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Step 1: Register User Account

Step 2: Select User Group or Customer Community

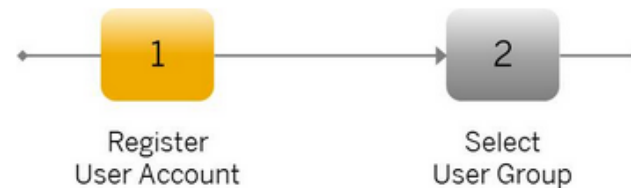
# Step 1

## Option 1: Activate Existing Account

In case you already have a user at SAP Service Marketplace, e.g. an S-user, you can simply activate this user account for Customer Influence site as well<sup>(1)</sup>.

Click on the button “Activate existing account”

### Getting Access to Customer Influence Site



Do you already have a user account from Service Marketplace or SCN? \*

No user account yet?

Activate existing account

Register new account

\* Customer Influence is connected to SAP Identity Service (SAP IDS) which allows to use the same user account for various SAP offerings like Service Marketplace (S-User), SAP Community Network (SCN), SAP Store, etc. If you already have a user account on one of these places, please activate it for Customer Influence as well - otherwise register a new user account.

<sup>(1)</sup> In case you do not have an S-user please proceed with option 2:

[Register new account.](#)

# Step 1

## Option 1: Activate Existing Account

At the “Log On” screen enter the S-user id and password.  
Click on the button “Log On”.

**Customer Influence**  
Collaborate and Co-Innovate

Welcome, **Guest**

### SAP Collaboration Workspace / Codex / Customer Influence

Not registered yet?  
**Register Now**

E-mail, ID, or User Name  
S0123456789

Password  
••••••

[Forgot Password?](#)

Remember me

**Log On**

SAP ID Service

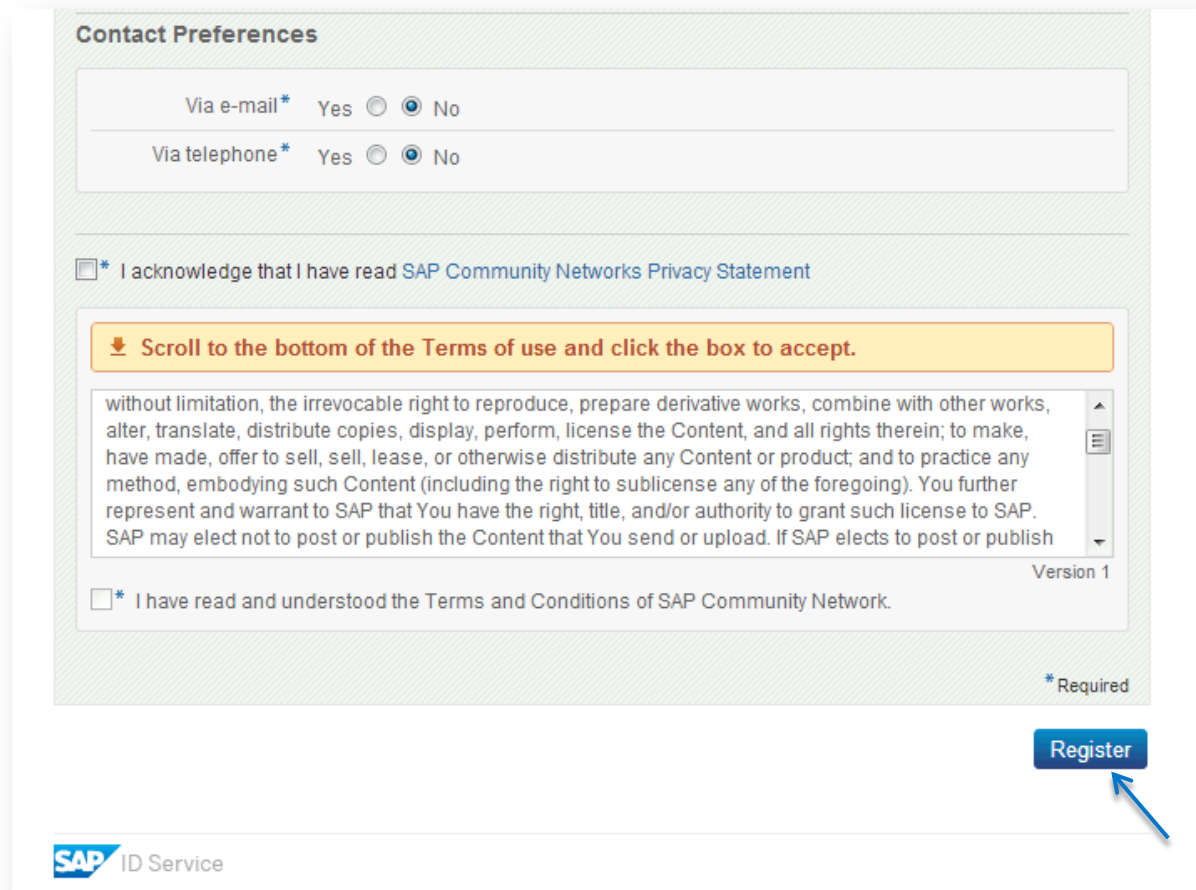
1 2

# Step 1

## Option 1: Activate Existing Account

You will have to accept the “Privacy Statement” and “Terms of Use” of the SAP Community Network, which is the legal base for Customer Influence site as well.

After you have marked the checkboxes, click on the button “Register”.



The screenshot displays the 'Contact Preferences' section of the SAP ID Service registration form. It includes two rows of radio button options: 'Via e-mail\*' with 'Yes' and 'No' (selected), and 'Via telephone\*' with 'Yes' and 'No' (selected). Below these is a checkbox labeled '\* I acknowledge that I have read SAP Community Networks Privacy Statement'. A yellow callout box with a downward arrow contains the instruction: 'Scroll to the bottom of the Terms of use and click the box to accept.' The terms of use text is visible in a scrollable area, starting with 'without limitation, the irrevocable right to reproduce, prepare derivative works...'. Below the terms is another checkbox: '\* I have read and understood the Terms and Conditions of SAP Community Network.' A '\* Required' label is positioned at the bottom right of the form area. A blue 'Register' button is located at the bottom right, with a blue arrow pointing to it. The SAP ID Service logo is at the bottom left of the page.

# Step 1

## Option 1: Activate Existing Account

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You will see a message about successful registration.

In addition you receive an e-mail with a link to activate the account. This is necessary in order to verify the correctness of your e-mail address.

After you clicked the activation link in the e-mail you get a confirmation screen.

Click on the button “Continue” to return back to Customer Influence site.

### Thank you for registering with SAP.

✓ An e-mail with a link to activate your account has been sent to storeprod-201303061@example.com

To activate your account with SAP, click the link contained in the e-mail. Note that it might take a few minutes for the e-mail to reach your inbox.

 ID Service

### Account Successfully Activated

✓ Thank you for registering and activating your account with SAP Store.

This account can also be used to access other SAP platforms such as SAP.com, SAP Community Network, SAP NetWeaver Cloud applications and many more.

[Continue](#)

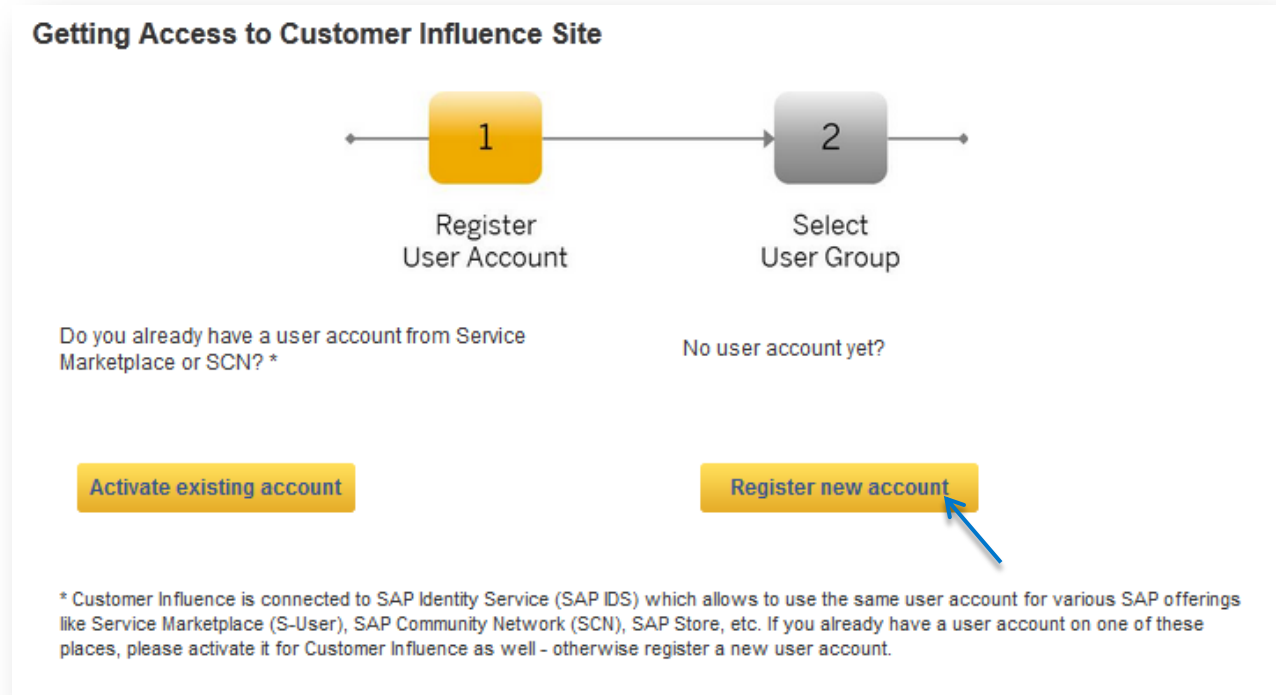
 ID Service

# Step 1

## Option 2: Register New Account

In case you do not have a user at SAP Service Marketplace, e.g. an S-user, you can still register with a new user account.

Click on the button “Register new account”





# Step 1

## Option 2: Register New Account

You will have to fill in your personal and company data and you have to accept the “Privacy Statement” and “Terms of Use” of the SAP Community Network, which is the legal base for Customer Influence site as well.

After you have filled in all data, click on the button “Register”.

**Registration**

To register for SAP Store provide the information required below.

**Tell us about yourself**

Salutation\*

First Name\*

Last Name\*

E-mail\*

Phone

**Set log on and display credentials**

User Name\*

Display Name\*

Your password must contain at least eight characters from three out of:

Uppercase letters  Lowercase letters  Numbers  Symbols

(for example fit\_4life or nUmber23)

New Password\*

Re-type new Password\*

**Tell us about your company**

I have read and understood the Terms and Conditions of SAP Community Network.

\* Required

[Scroll to the bottom](#)

I acknowledge that I have

**Contact Preferences**

Via e-mail\*  Yes

Via telephone\*  Yes

**Register**

SAP ID Service

# Step 1

## Option 2: Register New Account

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 ID Service

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Step 2: Select User Group or Customer Community

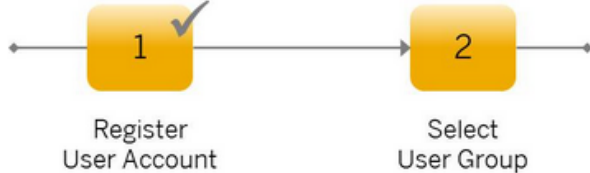
## Step 2: Select User Group/Customer Community

In order to get access to private spaces owned by User Groups or Customer Communities select the user group you are a member of from the dropdown list.

Please also provide an e-mail address (that is associated with your account) so that we can contact you in case of any questions.

Click on the button “Send Data” to submit the form.

**Getting Access to Customer Influence Site**



Some user groups offer private spaces for their members in addition to the Customer Connection & Customer Engagement Initiative spaces. Please fill out the form below and send us the requested information in order to get access to these offerings.

SAP user group you are a member of\*


Your contact email\*  
We will use this address to confirm the access granting or in case of any questions occurring with that.

Additional comment you would like to send

# Final Confirmation

You get a final confirmation and are redirected to the Customer Influence site in some seconds.

In case of any questions please contact us at [customer-connection@sap.com](mailto:customer-connection@sap.com).



**Customer Connection**  
Adding your Experience  
to our Solutions!

**Welcome, Daniel-A.!**

Your request to get access to the private User Group/Customer Community space has been submitted. You will receive a confirmation email within the next day(s). You already have access to the Customer Connection spaces and can participate in the Focus Topics.  
Sincerely yours, Customer Connection Team

You will be redirected to the Customer Influence site in: 10 seconds.  
If the redirect does not work automatically please click on: [Start on Customer Influence](#)