HEC Customer Dashboard
01 - Getting Started

March 2017
# TABLE OF CONTENTS

- ACCESSING THE HEC CUSTOMER DASHBOARD .......................................................... 3
- LOGON TO THE HEC CUSTOMER DASHBOARD ....................................................... 4
- FEATURES OF THE HEC CUSTOMER DASHBOARD .................................................. 5
- PERSONALIZATION ..................................................................................................... 6
- ASSIGN HANA ENTERPRISE CLOUD PROFILE ...................................................... 7
- HOW TO GET SUPPORT? ............................................................................................ 8
ACCESSING THE HEC CUSTOMER DASHBOARD

The HEC Customer Dashboard is a view in the SAP One Support Launchpad. The SAP One Support Launchpad comprises a set of tools provided by SAP to all customers and is part of the SAP One Support Portal.

There are two possibilities for users accessing the Launchpad:

- Via SAP One Support Portal: https://support.sap.com and then click on the <View my Launchpad button>
- Directly via: https://launchpad.support.sap.com/

Having the appropriate profile assigned to the user, you will have all available HEC Customer Dashboard related tiles and apps available on the landing page.

General information about the SAP One Support Launchpad is available here.

Figure 1: SAP One Support Portal landing page
LOGON TO THE HEC CUSTOMER DASHBOARD

In case you have launched the HEC Customer Dashboard directly via the SAP One Support Launchpad URL, you might have to logon. Please use your user credentials of the SAP Service Marketplace/SAP One Support Portal (S-User).

Figure 2: Landing page of the SAP One Support Launchpad with HEC Customer Dashboard view
FEATURES OF THE HEC CUSTOMER DASHBOARD

1. Login/Logout, user specific settings and launchpad profile/role assignment
2. Personalization of the launchpad content: Fade in or hide tiles
3. Knowledge base search
4. Tiles concerning Incident Management
5. Transparency and self services on certain service delivery / operational topics
6. Transparency on resource consumption topics
7. Provide general feedback on the launchpad (not related to Customer Support System)
8. Link to additional help information about Launchpad content and to this document

Sections (1), (2) will be described in this document, sections (5) and (6) will be explained in separate documents (one document for each tile).
PERSONALIZATION

The SAP One Support Launchpad provides essential tools for all SAP Customers. A click on the symbol in the top left corner of the dashboard reveals the entire tile catalog.

1. HEC relevant tiles are indicated by the abbreviation <HEC> right under the tile title
2. The symbol indicates that the tile is already visible on the dashboard
3. The symbol indicates that you can add this tile to the dashboard
4. With <Reset> you can revert all changes and go back to default settings
5. Please ensure that you choose tiles you are entitled to. Otherwise you will see empty tiles on the dashboard or get error messages

Figure 4: Tile catalog of the SAP One Support Launchpad to hide and reveal tiles and applications
ASSIGN HANA ENTERPRISE CLOUD PROFILE

To see all HEC related tiles at once, you should have the HANA Enterprise Cloud profile assigned to your user. Profile assignment is a self-service and available in the user account management.

1. Click on the symbol in the top right corner of the dashboard screen
2. Select <User Profile> in the drop down window
3. Select section <General Settings>
4. Click on the pencil symbol
5. Under <ROLES> indicate HANA Enterprise Cloud
6. Click on the <Save> symbol
7. Click on the <Home> symbol in the top left corner of the screen

Figure 5: Click-Flow to assign the HANA Enterprise Cloud profile
HOW TO GET SUPPORT?
In any cases, it is helpful to create an incident in the Customer Support System.
Please use the following component (HEC Customer Dashboard related incidents only):

**XX-SER-SAPSMP-HEC**

The HEC Customer Dashboard support team is monitoring this component closely and is committed to provide issue resolutions timely.

General questions, feedback on usability or content issues can also be addressed to your CESM. He/She is in close contact with the HEC Customer Dashboard team.

![SAP One Support Portal - Report an Incident](image)

*Figure 6: SAP One Support Portal - Report an Incident*

Launch SAP One Support Portal [https://support.sap.com](https://support.sap.com) or SAP One Support Launchpad [https://launchpad.support.sap.com](https://launchpad.support.sap.com) directly.

Both ways will lead you to the same application.

1. Click on `<Report an Incident>` in the SAP One Support Portal or on the tile `<Find Solution>` in the SAP One Support Launchpad

For more details about how to report an incident, please refer to the following documentation:

https://support.sap.com/support-programs-services/about/help-index/report-incident-launchpad.html