How to Request an AIE Service

Accelerated Innovation Enablement powered by SAP Enterprise Support Academy

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Learning Hub Support Edition: Access

Getting Started

1. Go to the SAP Enterprise Support Academy landing page at support.sap.com/esacademy.
2. Click the Access the Learning Content button.
3. Log in with your s-user ID and password.
4. The SAP Learning Hub home page displays.
5. Select Learning Content from the drop-down menu to view your active courses and learning resources.
Search an AIE

Catalog Search

1. Use the search option to find the AIE offerings you're looking for.
2. Enter a search term and click the magnifying glass icon.
3. The search results can be filtered by delivery format: select Accelerated Innovation Enablement in the filter criteria of Delivery Method.

Search tips:

- The title and description fields are automatically indexed when the search runs.
- If you are looking for AIE items related to the "Corporate Functions", type CF_, and for "Financials" type FIN_.
- You can also type a specific topic or a solution name.
- Please ensure that primary language of the search option is set to English.
How to Request an AIE

Assign and Start Request

1. To request an AIE service, click the **Save for Later** button. All assigned items will be available in the My Active Courses widget of the Learning Content section.

2. Click the **Start Request** button.

3. Click the **Submit** button in the Approval Submission screen but do not enter any comments. This step is required by the Learning Hub system for contingency handling.

4. Your AIE request has been successfully submitted. You will be contacted by an AIE coordinator for pre-check of customer system availability and session scheduling.

Please note:

- Each customer must first Sign Up in the Learning Hub support edition to use the AIE services.
- SAP employees are no longer allowed to create an AIE request on behalf of the customer.
How to Complete an AIE

Start and Complete Course

1. The assigned AIE item will be listed on the *My Active Courses* widget in My Learning Content.
2. You can complete the item by clicking the button.
3. Frequently Asked Questions will automatically open as a pop-up document. If that is not the case, please enable pop-ups in the browser settings.
4. When you close the FAQ document, the AIE item will be changed to Complete status and will be moved to the *My Learning History* section.
Learning Hub Support Edition: Sign-Up

To access the SAP Learning Hub, edition for SAP Enterprise Support, a one-time edition sign-up is required. As before, learners will need an s-user to authenticate themselves. The registration triggers an automatic eligibility check. Access is included in SAP Enterprise Support and SAP Enterprise Support, cloud editions as well as in SAP Product Support for Large Enterprises.

Getting Started

1. Go to the SAP Enterprise Support Academy landing page at support.sap.com/esacademy.
2. Click the Sign up button.
3. The SAP Learning Hub, edition for SAP Enterprise Support page displays. Click Sign up.
4. Log in with your s-user ID and password.
5. Upon first access to the SAP Learning Hub, edition for SAP Enterprise Support, the system will check the eligibility, create a learning hub user, and update the catalog. You will receive a registration confirmation via e-mail within a few minutes. Confirm the message popup.
6. After you have received the confirmation e-mail, use the link in the e-mail to log in again.
Thank you

Contact information:
SAP_AIE@sap.com
SAP_ES_Academy@sap.com