

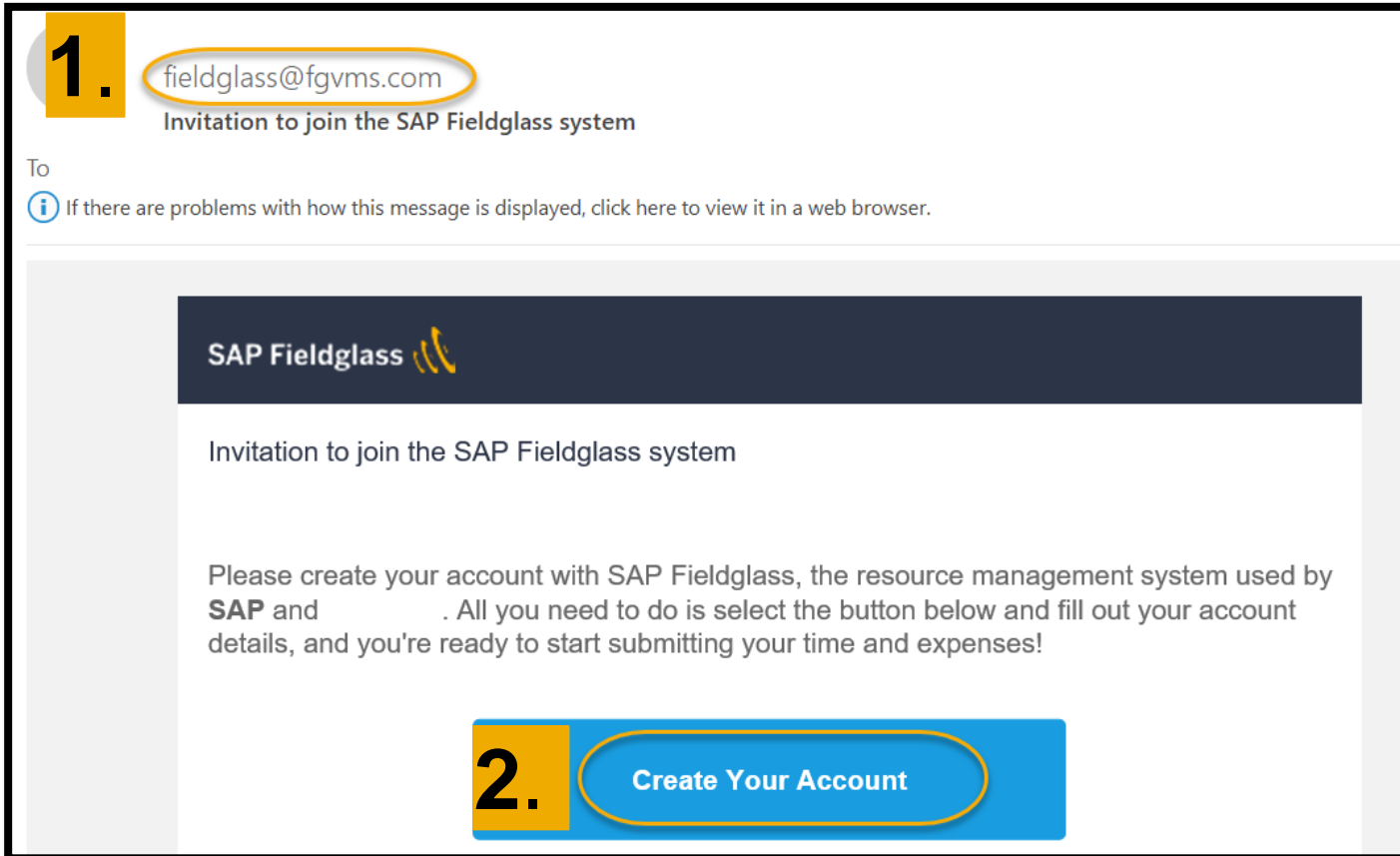
# Reference Guide

## Creating Accounts and Completing Onboarding (Workers)

Version 4.0  
January 2022

PUBLIC

# Step 1: Create worker account



**Important Note:** The Worker Account is the link which enables the worker to enter his/her time and expenses. For those suppliers where the workers do not enter this information themselves, please check the respective guides on submitting time and expenses.

1.) Once the work order has been activated by SAP, the supplier worker will receive an email notification from [Fieldglass@fgvms.com](mailto:Fieldglass@fgvms.com).

Each time you receive a work order, you will receive this link to register.

2.) Click on “create your account link”, unregarded if you have an existing worker account or not.

## Create Your Account

SAP Fieldglass Beta Mode

Please provide just a few details so we can set up your account.

3. **Already have an SAP Fieldglass account?** [Click here](#) to link this job to your existing account.

### 4. Basic Information

First Name

Lisa

Last Name

Island

Email \*

lisa.island@yahoo.com

Security ID \*

Please enter security ID in the following format: **FFMMDDZZZZ** where:

**FF**: First 2 characters of First Name

**MMDD**: 2 digit birth month followed by 2 digit birth day

**ZZZZ**: Last four digits of Govt. issued ID, if no Govt. ID then last 4 digits of the passport

Re-enter Security ID \*

3.) **Important:** In case you already have an active worker account, click the link “click here” to log in.

4.) If you do not have a worker account yet, complete the basic information asked:

- E-mail Address
- Security ID (case sensitive, please also note of the format shown) – If you are unsure what your security ID is, please contact your supplier administrator.

4.

I acknowledge the Fieldglass Privacy Statement \*

YES 



Login Details

Desired Username \*



Desired Username is required.

Password \*



Re-enter Password \*



SAP Fieldglass Privacy Collection Statement

SAP Fieldglass collects and uses your personal information to provide services and information to its customers, for its business operations, and to comply with the law. Our Privacy Policy (available [here](#)) tells you how we usually collect, use and disclose your personal information, and how you can ask for access to it or seek correction of it. Our Privacy Policy also contains information about how you can make a complaint and how we will deal with such a complaint.

If you would like further information about our privacy policies or practices, please contact your System Administrator.

(continued)  
4.) Complete the basic information asked:  
• Fieldglass Privacy Statement  
• Desired Username and Password  
  
5.) Once mandatory fields are filled in, click sign in.

5.



Welcome

To complete your Time Sheets follow these 3 easy steps.

**1 Enter Time**

**2 Submit Time Sheets**

**3 Get Approval**

Don't show this window again [Next >>](#)

6.) Give a quick read on the quick guides that will appear, and get started with Fieldglass.

To complete your Expense Sheet follow these 3 easy steps.

**1 Enter Expense**

**2 Submit Expense Sheet**

**3 Get Approval**

Don't show this window again [Continue to SAP Fieldglass >>](#)

**6.**

7c.

Welcome

[Create Expense Sheet](#)

[Select Favorite Tasks](#)

[View Time Sheets](#)

[SAP Fieldglass Release Communication - Click here](#)

Announcements

External Links

[SAP Supplier Portal \(Create Time Sheet and Expense - Worker User Reference Guide\)](#)

Time Sheet Quantity

7d.

No data to display

7b.

[Complete Time Sheet](#)

[Complete Time Sheet](#)

[Complete Time Sheet](#)

[Complete Time Sheet](#)

7a.

[Privacy Statement \(Privacy Statement\)](#)

7.) The worker account homepage is displayed. From this page, the worker can:

- a) Complete onboarding items
- b) Capture timesheets
- c) Create expense sheets
- d) View the guide on how to submit time and expenses.

Work Items to Act Upon

Information / Reason	ID	Status	Period
<a href="#">Complete Time Sheet</a>	SAPXTS00044953	Draft	08/19/2019 - 08/25/2019
<a href="#">Complete Time Sheet</a>	SAPXTS00044952	Draft	08/12/2019 - 08/18/2019
<a href="#">Complete Time Sheet</a>	SAPXTS00044951	Draft	08/05/2019 - 08/11/2019
<a href="#">Complete Time Sheet</a>	SAPXTS00044950	Draft	07/29/2019 - 08/04/2019
<a href="#">Privacy Statement (Privacy Statement)</a>	-	Pending	07/30/2019

## Step 2: Complete onboarding items

Welcome [redacted]

Create Expense Sheet

Select Favorite Tasks

View Time Sheets

Time Sheet Hours

SAP Fieldglass Release Notes - Click here to see what's new

Work Items to Act Upon SAPXWK00000503

Information / Reason	ID	Status	Period
<a href="#">Enter hours in Time Sheet</a>	SAPXTS00004571	Draft	02/08/2016 - 02/14/2016
<a href="#">External Worker Checklist for C-User (External Worker Checklist for C-User)</a>	-	Pending	01/25/2016
<a href="#">External Worker Firewall Training (External Worker Firewall Training)</a>	-	Pending	01/25/2016
<a href="#">External Worker Security Guidelines (External Worker Security Guidelines)</a>	-	Pending	01/25/2016

[Don't see your Time Sheet?](#)

**8.**

8.) There are 3 onboarding items to complete. The onboarding items status remains **Pending** until onboarding items are marked as completed. To complete an onboarding item, click on the link to open the onboarding item (or document) which needs to be read/completed/signed.

Activity Items List

### Human Firewall Training |

ACTIVITY ITEM

Status	Due	Actor	Code	Work Order
Pending	27/01/2020	Supplier Account	Information Security Fundamentals	<a href="#">SAPXW</a>

[Upload Attachment](#)
[Mark as Complete](#)
Actions ▾

Persons who have received Work Item

Send Work Items On 24/01/2020

Escalate On when Not Completed

#### Attachments


Name
<a href="#">Human Firewall Training - NE.pdf (65,2 KB)</a>

11. 12.

9.

- 9.) Click on the attachment to load the document.
- 10.) Click to start the training and download the training completion certificate.
- 11.) Once you have accomplished the action, upload the proof of completion (certificate).
- 12.) Once uploaded, click "mark as complete".

SAP External Workforce Center



### Mandatory Information Security Training for External Workers

Dear Colleagues,

In the digital age, there is no doubt that security is critical for our success. We protect our company's and our customers' information. Our customers trust that SAP delivers solid and secure products and services that they can rely on for their businesses.

The mandatory Information Security Fundamentals Training for External Workers is now available and must be completed prior to the start of your engagement. This training provides the knowledge and tools you need to become an effective member of SAP's Human Firewall and to protect company

10. [Click here to start the training now!](#)

- > Please note SAP system access is not required to complete this exercise and will take between 15 and 20 minutes to complete.
- > Upon completion of the training there will be an assessment; a score of 70% or greater will be required in order to pass.
- > Upon passing the assessment, a completion certification will be provided. Please save this certificate and email it along with the duly signed CPS form and completed C-User questionnaire.

If you have questions regarding this training, please contact the External Workforce Center using the contact information below.

[Email EWFC](#)
[Call EWFC](#)
[Open a ticket with the EWFC](#)

Regards,


**The External Workforce Center**      **SAP Global Security**



Mark as Complete

Job Seeker / Worker    Action  
Human Firewall Training

Completion Type  
Add Form Attachment

Completion Date \*  
13/02/2020 

Comments (optional)

Remaining: 1000

Cancel    **14.** [Mark as Complete](#)

**16.**

[Activity Items List](#)

### Human Firewall Training

ACTIVITY ITEM

Status	Due	Actor	Code	Work Order ID
<b>15.</b> <a href="#">Completed</a>	27/01/2020	Supplier Account	Information Security Fundamentals	<a href="#">SAPXWO00004111</a>

[Actions](#) ▾

[Details](#)

- 13.) Input the completion date.
- 14.) Click mark as complete.
- 15.) The status of the activity item will change to completed.
- 16.) Continue the steps above for all onboarding items listed by going back to other activity items.

# Changes in Fieldglass Data from 31.01.2022 onwards

Phone numbers needed for all new C-users in Fieldglass (ONLY FOR 2 factor authentication\*)

This will allow onboarded workers to initially set password credentials more easily without sharing the password over email

The phone number can be a private/work phone – it also doesn't have to be a mobile phone as the verification can be done with an automatic call

Validation would then be the combination of:

- Individual email address (unique URL for password reset sent to C-user)
- Security ID\* (as defined by the C-User in his registration form - questionnaire)
- NEW: Individual phone number (stored in Fieldglass)

The screenshot shows a registration form with the following elements:

- Start Date \***: 2022-01-01
- End Date \***: 2022-12-31
- Display candidate's workforce record to the Buyer? \***:  Yes  No
- Resume / CV (optional)**:
- Country Code \***: +81
- Worker's Mobile Number \***: 9012345678

The 'Country Code' and 'Worker's Mobile Number' fields are highlighted with a red border.

\*The phone number can be changed to a dummy number after the password is created

# Admin (Supplier) – How to set-up SOW worker

Translation and Interpretation Services

SIMPLIFIED SOW

Status: Approved | Statement of Work ID: SAPXT000022001 | Period: 2022-01-10 to 2022-12-31 | Buyer: SAP

Details | Manage | Characteristics | SOW Workers | Time & Expense | Related

Accounting

Spend Allocation

Spend to Date

Statement of Work Details

Worker	Total	Buyer Reference	Supplier Reference
0.00	0.00		

Actions

- Add Schedule
- Add and Complete Schedule
- Add Event
- Add and Complete Event
- Add SOW Worker**
- Submit Existing Workforce
- Add Active SOW Worker
- Print

Add SOW Worker as usual under *Actions, Add SOW Worker*

Fill the form as described in [docu on translation.sap.com](https://documentation.sap.com)

**Note:** You will need to enter the Security ID once you request a new password.

Security ID \*

Confirm Security ID \*

(Username (optional))

Start Date \* 2022-01-19

End Date \* 2022-01-20

Display candidate's Workforce record to the Buyer? \*

Yes  No

Time Sheet Start Date \*

2022-01-19

Resume / CV (optional)

Attach

Security ID \*

Confirm Security ID \*

Username (optional)

**IMPORTANT**

If this is for an existing C-User, please confirm the Security ID directly with the worker. Otherwise, please enter Security ID in the following format: FFMMDDZZZZ where: FF: First 2 characters of first name; MMDD: 2 digit birth month followed by 2 digit birth day; ZZZZ: Last four digits of Government issued ID or last 4 digits of the passport

\*we will update the docu with the correct screenshot once it is live

# RM\* & EWFC\*\* (SAP) to approve

- After supplier has created SOW worker...
- LX resource manager checks & approves SOW worker sends to EWFC for approval
- EWFC double checks & approves
- C-user is generated
- Fieldglass data is synched to NEPRA\*\*\*
- Password reset email is triggered

[Work Orders List](#) [Go to PMO List](#)



Belyouaou, Samira

WORK ORDER

Approve

Reject

Actions



Progress	Status	Next Step	Work Order ID
<span style="color: green;">✔</span> <span style="color: blue;">●</span> <span style="color: gray;">○</span> <span style="color: gray;">○</span>	Pending Approval	Need to approve	SAPXWO00097154

Period	Supplier	Flags
01/10/2022 to 01/30/2023	Ulysse AG (UAG)	<a href="#">Duplicate</a> <a href="#">Submit</a>

### Approve Work Order

I confirm I have validated that the work order site matches the bill-to company code for this worker \*

▼

No  
Yes

Admin Cost Center \*

▼

System Access Type \*

▼

Work Delivery Location (City) (optional)

Work Delivery Location (Country) (optional)

▼

SAP SE General Terms and Conditions - Works and Services

English: If there is a framework agreement in place between the supplier and SAP SE, the existing framework agreement conditions apply. If there is no framework agreement in place between the supplier and SAP SE the following shall apply: SAP SE General Terms and Conditions for Purchase of Works and Services, in case of purchasing works and services [www.sap.com/supplier-portal-gtc-works-services-germany-en](http://www.sap.com/supplier-portal-gtc-works-services-germany-en) This document has been created automatically and is valid without a signature. German: Besteht zwischen dem Lieferanten und der SAP SE ein Rahmenvertrag, dann gelten die Bedingungen des derzeit gültigen Vertrages. Soweit für die vorliegende Bestellung kein Rahmenvertrag mit dem Lieferanten besteht, gelten: - die Allgemeinen Einkaufsbedingungen für Bestellungen und Beauftragungen über Dienst- und Werkleistungen der SAP SE, soweit Dienst- und Werkleistungen bestellt werden [www.sap.com/supplier-portal-gtc-sap-se-services-germany-de](http://www.sap.com/supplier-portal-gtc-sap-se-services-germany-de) Dieser Beleg wurde maschinell erstellt und ist somit ohne Unterschrift gültig.

\*RM = Resource Manager at SAP-LX | \*\* EWFC = External Workforce Center | \*\*\* NEPRA = New Employee Password Reset Application

# Password reset – email to set password


After C-User is generated, you will receive an email to (re)set a password.

SAP - New user password reset

SAP - New user password reset <sappasswordreset@sap.com>  
Mi, 19.01.2022 15:40  
An: Sie

THE BEST RUN S

**Welcome to SAP!**  
INTERNAL



Hi Samira

In order to begin your IT Onboarding process, you first have to set a password for your SAP user account. To set your password, click the 'Set Password' button below. This will take you through a short identification process, and afterwards you will set your password:

**Set Password**

The link is time based and will be expired within 48Hrs from the time the email was sent. If the time expired and you didn't have the chance to set your password, you can restart the process using [this link](#)

\*Please note that once the password has been successfully reset, you will not be able to reset it again using this process.

Need support?  
In case you experience issues setting your password, or you need to reset the password again,

New User Password Reset

Welcome to SAP! After a short identification process, you can set the password of your SAP domain account. The whole process only takes a couple of minutes. So, once you are ready, simply choose Start.

Start



Click *Start* to begin with the Password reset process.

Click on *Set Password* and then you will be directed to a website with SAP Fiori design.

# Enter security ID and phone number

New User Password Reset

Home >> User >> Key

Please enter your security ID and your phone number to authenticate.

Enter your security ID (case sensitive):

SA05061111

You can receive a PIN code via SMS to your mobile phone or via speech to your alternate phone.

Mobile  Phone

Make sure that you use SMS ONLY for your mobile phone!  
If you don't receive a PIN code via SMS, please try "via speech" instead.

via SMS  via speech

Enter the 4 last digits of your mobile phone:

4 4 2 1

Get a PIN code via... +49xxx iPhone

Enter your *Security ID* you entered when creating the SOW in Fieldglass. (see slide 6)

To receive the code you can choose either *via SMS* or *via speech*\* (phone call).

\* language: English, code can be repeated maximum 3 times.

Make sure to enter the 4 last digits of the mobile phone number you entered in Fieldglass.

# Sending security code / enter PIN Code

New User Password Reset

Please enter your security ID and your phone number to authenticate.

Enter your security ID (case sensitive):  
SA05061111

You can receive a PIN code via SMS to your mobile phone or via speech to your alternate phone.

Information  
successfully verified. Sending security code via cellphone. Please be patient, delivery can take up to 5 minutes.

via SMS  via speech

Enter the 4 last digits of your mobile phone:  
4 4 2 1

Get a PIN code via...

Enter the PIN code:

Once you entered the 4 last digits correctly, you will receive a message telling you that you the code is being send to you.

Wait for the SMS with the code or for the phone call..

Enter the PIN code and click *Proceed*.

New User Password Reset

Please enter your security ID and your phone number to authenticate.

Enter your security ID (case sensitive):  
SA05061111

You can receive a PIN code via SMS to your mobile phone or via speech to your alternate phone.

Information  
Successfully verified pin code.

via SMS  via speech

Enter the 4 last digits of your mobile phone:  
4 4 2 1

Get a PIN code via...

Enter the PIN code:  
4 3 0 1 0 7

Proceed

# Set your password

New User Password Reset



Enter a new password  
and click *Proceed*.

Please set your password:

The new password must comply with the policy described below:

- Passwords must contain a minimum of fifteen (15) characters.
- Must contain a mixture of the following three classes:
  - Latin uppercase letters A, B, C ... Z
  - Latin lowercase letters a, b, c ... z
  - Westernized Arabic numerals and/or extended characters: 0, 1, 2, 3..9

[see more](#)

Enter a new password:

Confirm your new password:

Proceed



# Confirmation email - *The End.*

SAP - New user password reset

THE BEST RUN 

After the password is set you will receive a confirmation email.

## Confirmation email INTERNAL



**Hi Samira**

You successfully set your SAP user account password.

Note that it will take up to an hour for the new password to replicate, before you proceed with the IT Onboarding process.

In case you need support, please call SAP IT Regional support hotlines for support:

- EMEA - +496227767000
- US / Canada - +16106616118
- Latin America - +16106616117
- India - +918043291111
- APJ - +862161087331

# Q&A on Mobile Numbers in Fieldglass for new C-users

- When this new functionality is going to be live in the Fieldglass systems?
  - **Start is Monday, January 31<sup>st</sup> 2022**
- Who is managing the entry of this mobile phone data on the supplier side?
  - Entry is performed by the Fieldglass responsible on the supplier side.
- How is this being managed from a GDPR perspective?
  - In the **New Employee Password Reset Application (NEPRA)**, the phone data **is deleted after the new C-user onboarding process** (or 2 weeks later if the onboarding process is not completed). The phone data **remains in Fieldglass but can be anonymized** after the password process has been successfully completed.
- Which Fieldglass roles can see these numbers?
  - The Fieldglass Account Admin
- Which Fieldglass roles can input these numbers?
  - The Fieldglass Account Admin
- Are these compulsory fields?
  - Yes
- Does this field have to be filled for existing C-users?
  - Yes, but if the worker already has a password to SAP systems, you can add a “dummy number”
- How and where will changes be made?
  - Via the Fieldglass supplier coordinator
- Is SMS part of the password delivery process?
  - Yes. SMS is used as part of the C-user identity validation. After the C-User identity is validated successfully, they can set their password via NEPRA.
- If SMS is used for password reset, what is delivery platform is used for SMS delivery?
  - [We are using Sinch Authentication 365](#)
- If SMS is used for password reset, what is alternative for countries in which SMS is not received?
  - Our Sinch Authentication 365 is already set to serve [all countries in which SAP has offices](#). Since July 2021, the coverage of countries and the SMS arrival success rate (for I-User password reset via NEPRA) was greatly improved. In cases of failure to receive the security verification code via SMS, the user can select to receive the verification code via an (automated) phone call audio message.