



Product Support - Procurement Webcast Series

SAP User Assistance – Get help fast with self-service resources! FAQ

Q: What's the difference between SAP Companion, Web Assistant, and SAP Enable Now?

A: SAP Companion is a component of SAP Enable Now, it's not a standalone product. SAP Companion provides the framework for adding embedded (in-application) help to SAP solutions. SAP provides standard embedded help content that you can use for free.

SAP Companion used to be called "Web Assistant" before being rebranded.

SAP Enable Now is the product that includes SAP Companion. If you want to extend the standard help or create your own help, you must acquire an SAP Enable Now license.

Q: Which SAP Ariba solutions have SAP Companion integrated?

A: For an overview of SAP Ariba solutions that provide SAP Companion content, see [SAP Companion – Supported Applications and Content Scenarios](#) on SAP Help Portal.

For more information about how to set up SAP Companion for your SAP Ariba solution, see [Setup of SAP Companion for SAP Ariba](#).

Q: Why don't I see embedded help in my solution?

A: If you don't see embedded help in your solution, this can be due to one of the following reasons:

- There's no embedded help available for your SAP Ariba solution.
- There's no embedded help available for the page you're looking at.
- Embedded help has been disabled by your administrator.

Please note that SAP Companion is not available for all SAP Ariba solutions. SAP Companion integration is page-based, that is, embedded help may only be available for selected pages.

If you feel that SAP Companion should be available for your SAP Ariba solution, or on more pages of your SAP Ariba solution, please create an influence request at [SAP Customer Influence](#).

Q: In which languages is the embedded help available?

A: Embedded help is available in the same languages as the user interface.

Q: What are the steps for enabling embedded help in my solution?

A: For an overview of SAP Ariba and SAP Business Network solutions that offer embedded help, and for more information about how to set it up for your solution, see [Setup of SAP Companion for SAP Ariba](#) in the SAP Companion Integration Guide.

Q: Are there plans to integrate SAP Companion with a chatbot or AI system?

A: It's currently not possible to integrate SAP Companion with a chatbot or AI system. However, SAP is currently working on approaches to enrich SAP Companion content with AI capabilities.

Q: What is the difference between learning content (tutorials) and the guided tours?

A: Learning tutorials give users the opportunity to walk through standard business processes in a simulated environment before performing it in the live system. This allows users to develop the necessary skills for their business tasks. Guided tours guide you through the processes in the moment of need, while performing the task.

Q: Which languages are learning tutorials available in?

A: The learning tutorials are based on screenshots taken from a demo system in English. They are not translated into additional languages. However, all the explanations, text bubbles and prompts can be translated using the machine translation functionality embedded in SAP Enable Now. This allows you to translate the tutorials in real-time into 40 languages to accommodate users all around the world. Completely free of charge.

Q: Are all possible business processes covered with learning tutorials?

A: Learning tutorials focus on the standard business processes relevant for many users or for which we receive many customer tickets. Therefore, not every business process is available as a tutorial. However, the different content types delivered via SAP Companion provide a holistic enablement experience.

Q: Why are there two questions mark buttons in my SAP Ariba solution?

A: In some Ariba solutions, including SAP Ariba Supplier Lifecycle and Performance and guided sourcing, SAP Companion is launched using a question mark button on the right of the page.

In others, including SAP Business Network and guided buying, the SAP Companion launch icon is in the shell bar on the top of the page.

If you see two question mark icons in your solution, the one in the shell bar opens the SAP Ariba Help Center, a support tool that allows you to search for more information on specific topics and to contact SAP Product Support.

Q: Can I change the embedded help content delivered by SAP or create my own content? What are the prerequisites?

A: You can create your own content or extend the standard content delivered by SAP if the following prerequisites are met,

- You need an SAP Enable Now license.
- SAP must have enabled custom/extended content for your solution.

For more information about which solutions provide this option, see [Setup of SAP Companion for SAP Ariba](#).

Q: How does licensing work for SAP Enable Now?

A: You need an SAP Enable Now license if you want to create your own help content or extend the standard content provided by SAP.

One SAP Enable Now license covers all your SAP solutions, that is, one license allows you to create or extend embedded help content for all of your SAP solutions that offer the custom/extended content option. SAP Enable Now has a user-based licensing model. To request a quote, please see [SAP Enable Now Pricing](#) at sap.com.

Q: I want to create custom content for multiple SAP solutions. Do I need a separate SAP Enable Now license for each solution?

A: No, you just need one SAP Enable Now license. One SAP Enable Now license covers all your enablement needs across industries and lines of business and the corresponding SAP solutions. For example, if you have an SAP S/4HANA, SAP Ariba, or SAP SuccessFactors solution, you can create custom content for all of them with just one license.

Q: What is the difference between SAP Help Portal and SAP Ariba Connect?

A: The Documentation and Learning page on SAP Ariba Connect is another entry point to product documentation. Most links listed there redirect you to SAP Help Portal.

However, unlike SAP Help Portal, SAP Ariba Connect is accessible to s-users only.

Also note that SAP Ariba Connect will transition to [SAP for Me](#) early next year.

Q: Which place is better to get setup information – SAP Ariba Connect or SAP Help Portal?

A: SAP Help Portal provides all relevant product documentation. In addition, most resources on SAP Help Portal are available to everyone, no S-user ID required. (Note that, depending on the nature of the content, some resources on SAP Help Portal may be restricted to customers and partners).

We recommend that you start with SAP Help Portal when looking for setup information. If you don't find what you're looking for, search SAP Ariba Connect for Knowledge-Base Articles or SAP Notes. These resources often include information on corner cases or specific scenarios that are not covered in product documentation.

Q: Does SAP Ariba Connect offer more information compared to SAP Help Portal?

A: SAP Ariba Connect provides access to support assets, such as Knowledge-Base Articles (KBAs), SAP Notes, and webcasts. It also includes documentation for on-premise solutions that's no longer available on SAP Help Portal.

However, resources on SAP Ariba Connect are only accessible to S-users.

Q: As a system administrator, should I focus on SAP Connect when searching for information while directing my end users to SAP Help Portal?

A: That's a good approach. Although SAP Help Portal also contains product documentation for system administrators, SAP Ariba Connect and SAP for Me contain further resources that are only accessible to S-users, for example, SAP Notes and Knowledge-Base Articles (FAQs).

Q: Can I use an existing S-user or Universal SAP ID to log in to SAP Help Portal?

A: Yes, although you don't require an S-user or Universal SAP ID to log in to SAP Help Portal, you can use an existing S-user or Universal SAP ID to do so.

If you don't have an S-user or Universal SAP ID, you will be asked to create an account with SAP when logging in to SAP Help Portal for the first time. This creates a public user (P-user) ID for you.

Please note that some documents on SAP Help Portal are accessible to customers and partners only (indicated by a lock symbol next to the document). These



documents are only available to you if you have an S-user ID.

Q: How does SAP deal with feedback provided on SAP Help Portal?

A: The feedback you provide on SAP Help Portal is anonymous. It's not visible to other users of SAP Help Portal and only shows up in the SAP writer's inbox.

If you'd like to be available for questions or get a response, please enter your contact data together with your feedback.

The writer responsible for the page will evaluate your feedback carefully. Depending on the nature and relevancy of the feedback, the writer will adjust the content of the page and publish an update with the next possible release.

Q: Where can I access the content previously available in the SAP Ariba Connect discussion forums?

A: The SAP Ariba Connect discussion forums were migrated to SAP Community. Questions and answers are now available in the Intelligent Spend Management community at

<https://community.sap.com/topics/intelligent-spend-management>. You can browse previously posted questions and answers or post new questions.