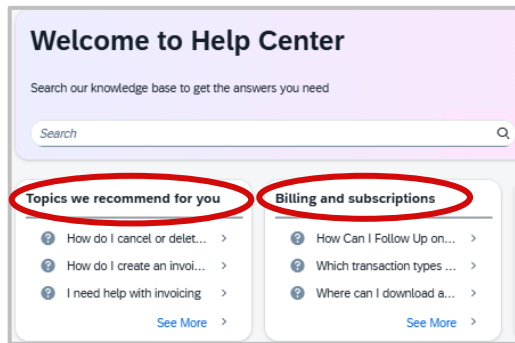


Access Help Centre: Create a Case – When Signed in – Enterprise Account

Artificial intelligence (AI) provides recommendations based on the keywords you have entered. Topics recommended can be selected for information



Bubbles displayed can be selected to take you to the required information




Enterprise Account users have more options to access help, including:-

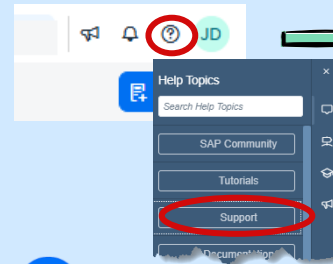
- ❖ Ask an Expert Peer
- ❖ Request a Call
- ❖ Chat
- ❖ Webform

Request a call, and chat will display the approximate time it will take for a Help Centre representative to contact you.

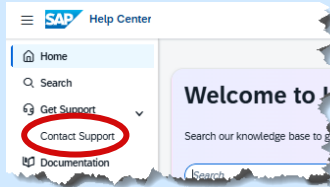
Each option will require a Webform to be completed

 You are signed in to your SAP Business Network Account

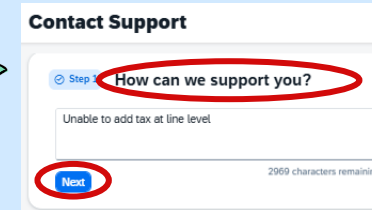
1 Click the **Question Mark**  **Select Support**



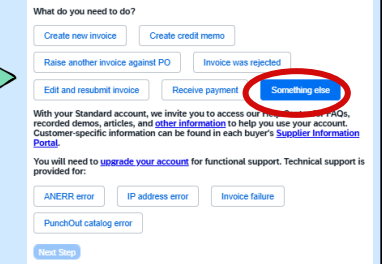
2 Click on **Contact Support**



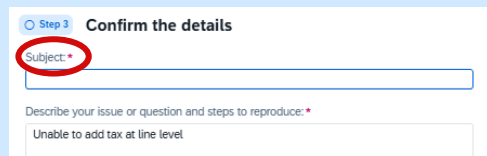
3 Enter the reason for reaching out to contact the Help Centre



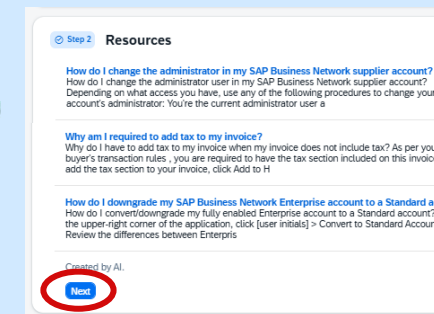
4 Review the information, if nothing suits, click on **Something Else**



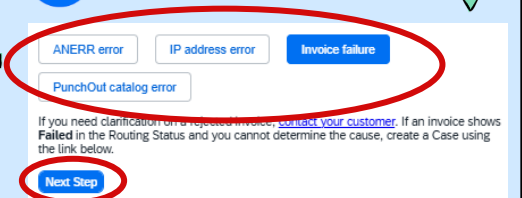
7 Enter the **Subject** of your query



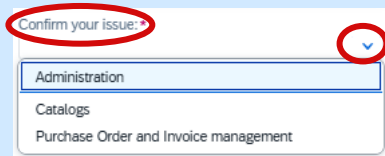
6 Review the AI information. If nothing suits, click on **Next**



5 Click on **Contact Support**



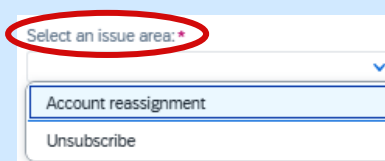
8 Select **Confirm your issue** from the drop-down



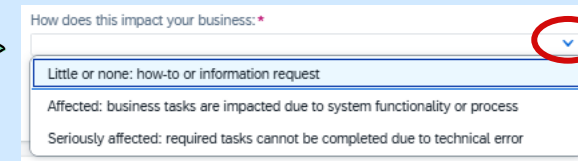
11 Click on **Next**



9 Select an **issue area** from the drop-down



10 How does this impact your **business** from the drop-down



12 Click on the option available and complete the applicable Webform

