How To: Check Details of LMS Demo Instance Request

About the Learning Management System (LMS) Demo Instance

- An LMS Demo Instance allows a Partner to demonstrate the LMS product.
- The Partner must perform integration of the LMS Demo Instance into an existing Sales Demo Instance, using instructions provided with the assignment.

Requirements to Assign LMS Demo Instance

Limited Availability

- Please note: We have a VERY LIMITED number of LMS demos to assign.
- LMS demos are only assigned if related to significant potential business and approved by the Global Solution Consultant Team (also called Partner Sales Engineering). Information about Global SC on the Cloud E&C intranet: https://mysp.successfactors.com/Alliances/partner-services/Pages/Global-Partner-Solution-Consultants.aspx.

Training

- Partner must have successfully completed required training:
  - Required: Intro to Mastery
  - Recommended: additional LMS training

Provisioning / Sales Demo

- Partner must have successfully requested a Sales Demo. Information on requirements for a Sales Demos on the Partner Portal: https://partners.successfactors.com/Pages/Sales-Demo-Request.aspx

One LMS Demo Instance Per Partner Organization

- We typically only assign one LMS demo instance per Partner Organization.
- Partner Resources in the same Partner Organization must coordinate use of the shared demo.
- Contact information for Partner Resources within a Partner Organization is available in the LMS Demo Assignment List.
- Exceptions can be made for large organizations with multiple regions (such as Accenture, Deloitte, etc.) – but this depends on availability of LMS Demo Instances.

How Partner Can Request LMS Demo Instance

- We request that the Alliance Manager make a request on behalf of the Partner to ensure that they are a pre-qualified Partner. The Partner may also contact the Partner Helpdesk directly to make a request if they meet the requirements above.
- Partner Helpdesk contact information is available on the Partner Portal: https://partners.successfactors.com/Pages/Partner-Support.aspx

Partner Helpdesk Checklist for LMS Demo Request

- The Partner Helpdesk goes through the initial checklist below.
- If the request meets requirements then they forward to LMSDemoRequest@successfactors.com for confirmation, with a cc to the Alliance Manager.
- If the request does NOT meet requirements then the Partner Helpdesk responds to the Partner using the email templates available in the Helpdesk Knowledgebase.
- LMSDemoRequest responds back to the Partner Helpdesk and Alliance Manager whether the assignment can be made. LMSDemoRequest will contact the Global Solution Consultant team for verification if necessary.

The Partner Helpdesk should confirm the following before sending a request to LMSDemoRequest@successfactors.com:

- ☑ Does the Partner Organization already have one or more LMS demo assignments? (check LMS Demo Assignment SharePoint List to confirm)
- ☑ Does the Partner Resource have required training to use an LMS demo? (check LMS Admin Tool to confirm)
- ☑ Does the Partner Resource have Provisioning?
- ☑ Does the Partner Resource have an existing Sales Demo?
- ☑ Has the Partner or Alliance Manager provided complete contact information? (see required Partner Contact Information below)

The Checklist is available as a separate XLS that can be provided to the Alliance Manager, and/or LMSDemoRequest group.

If the Partner does not meet one or more of the checklist requirements, then the demo cannot be assigned. Please respond to the Alliance Manager.

Confirm if Partner already has assignment

- "LMS Demo Assignments for Partners": https://partners.successfactors.com/Lists/LMS Demo Assignments for Partners/AllItems.aspx

LMS Demo Assignment SharePoint List

Provide the existing contact information and Demo Instance tenant(s) to LMSDemoRequest@successfactors.com

- Use the LMS Demo Assignment List in SharePoint to check for existing Partner Organizations / assignments (and also to add new assignments when approved).

- "LMS Demo Assignments for Partners": https://partners.successfactors.com/Lists/LMS Demo Assignments for Partners/AllItems.aspx

Confirm Partner Has Required Training

Provide confirmation to LMSDemoRequest@successfactors.com

- Access Administration Tools in the LMS database to look up the Partner Resource and ensure they have taken "Intro to Mastery" as a minimum prerequisite.

Confirm Partner Has Provisioning

Provide confirmation to LMSDemoRequest@successfactors.com

- A Provisioning account is required to configure LMS demos.
- More information on Provisioning on the Partner Portal: https://partners.successfactors.com/Pages/Partnering-With-Us.aspx
- https://partners.successfactors.com/Pages/Sales-Demo-Request.aspx

Confirm Partner has Existing Sales Demo

Provide contact information to LMSDemoRequest@successfactors.com:

- Sales Demo ID
- More information on Sales Demo requirements on the Partner Portal: https://partners.successfactors.com/Pages/Sales-Demo-Request.aspx

Confirm Partner Contact Information

Provide contact information to LMSDemoRequest@successfactors.com:

- Partner Organization / Company
- Individual Partner Name (main point of contact for the demo)
- Individual Partner Email (for the resource who will be the point of contact for the demo)
- Individual Partner Telephone
- Number of instances requested (typically one per organization)
- Existing Sales Demo ID (Company ID, for example: ace555)

Further Questions

- Email LMSDemoRequest@successfactors.com

After LMSDemoRequest Approves Assignment

IMPORTANT: The Partner Helpdesk must receive confirmation from LMSDemoRequest@successfactors.com before assigning a new LMS demo instance, or reassigning an existing instance.

- The Program Operations team will assign an LMS Demo Instance and update the SharePoint LMS Assignment list if all requirements are met, and if LMS Demos are available.

Troubleshooting for LMS Demos

- The Partner must configure their own demo with the instructions provided – the Partner Helpdesk or DemoOps cannot provide technical assistance.
- If the Partner wants additional assistance, advise them to contact their Alliance Manager. The Alliance Manager can make a request to the Global Solution Consultant team through internal processes. Information on the Cloud E&C intranet: https://mysp.successfactors.com/Alliances/partner-services/Pages/Global-Partner-Solution-Consultants.aspx

User Name / Password Reset

Initial Assignment – LMS Demos

- A user name and temporary password is provided with the initial LMS Demo assignment.
- The typical combination is: User name = “admin” / Password = “partner”
- Later assignments use the combination: User name = “partner” / Password = “partner”
- If the Partner remembers their User name, then they can reset the password using the Forgot Password link on the LMS demo login page.
- See the separate document in the Partner Helpdesk Knowledgebase on unlocking LMS accounts.

LMS Sandbox Migration

- Several Partners received a replacement for their LMS demo “sandbox” in the July – August, 2013 timeframe.
- If a Partner calls the Helpdesk with a question about their migrated sandbox, then you can forward the email to LMSDemoRequest@successfactors.com for resolution.

Sample Email Templates

- Sample email templates will be available in the Helpdesk Knowledgebase to assist you in responding to Partners.
- Knowledgebase: https://mysp.successfactors.com/it/CloudBusinessServices/HelpDeskServices/PartnerHelpdesk/Forms/AllItems.aspx

Help / Information for Partners

Support for LMS Demo Instances is not available

- Support is NOT provided for LMS demos.

- The Partner must already have the proper LMS training to demonstrate the product.
- See the Partner Helpdesk Checklist for a summary of requirements to receive a demo.
- **DO NOT CONTACT** the Partner Helpdesk, Partner Services Delivery (PSD / PBS) team, IT Helpdesk, Program Operations team, or Training organization for questions about LMS demos. All we can provide to Partners is the LMS demo assignment and instructions; they must configure and work with the demo.

Alliance Manager

- We ask that the Alliance Manager make the LMS Demo request on behalf of the Partner.
- If the Partner does not meet the requirements to be assigned an LMS Demo, then the Alliance Manager can make a request to the Global Solution Consultant Team for Pre-sales support. Information for Alliance Managers is available on the Cloud E&C intranet (this is internal only, and not available to Partners): https://mysp.successfactors.com/Alliances/partner-services/Pages/Global-Partner-Solution-Consultants.aspx

About the Demo

- When an LMS demo is assigned, it will contain the latest sample information based on the latest available release.
- Partners are welcome to build out data as they see fit to suit their demo needs.
- NOTE: SuccessFactors does not impose restrictions on what data can be built out, however, please note that these are demo systems only and should not be used for any mock implementations or other significant build out.
- LMS Demo systems should not be used for Customer data.

Instructions provided

- Instructions for integrating the LMS demo with an existing HCM Suite (formerly BizX) instance is sent with each LMS demo assignment.
- LMS instances are provided without integration to a HCM Suite instance. It is up to the Partner to configure this integration based on provided documentation.
- An LMS instance can be attached to one single HCM Suite instance.

Other Questions about LMS Demos

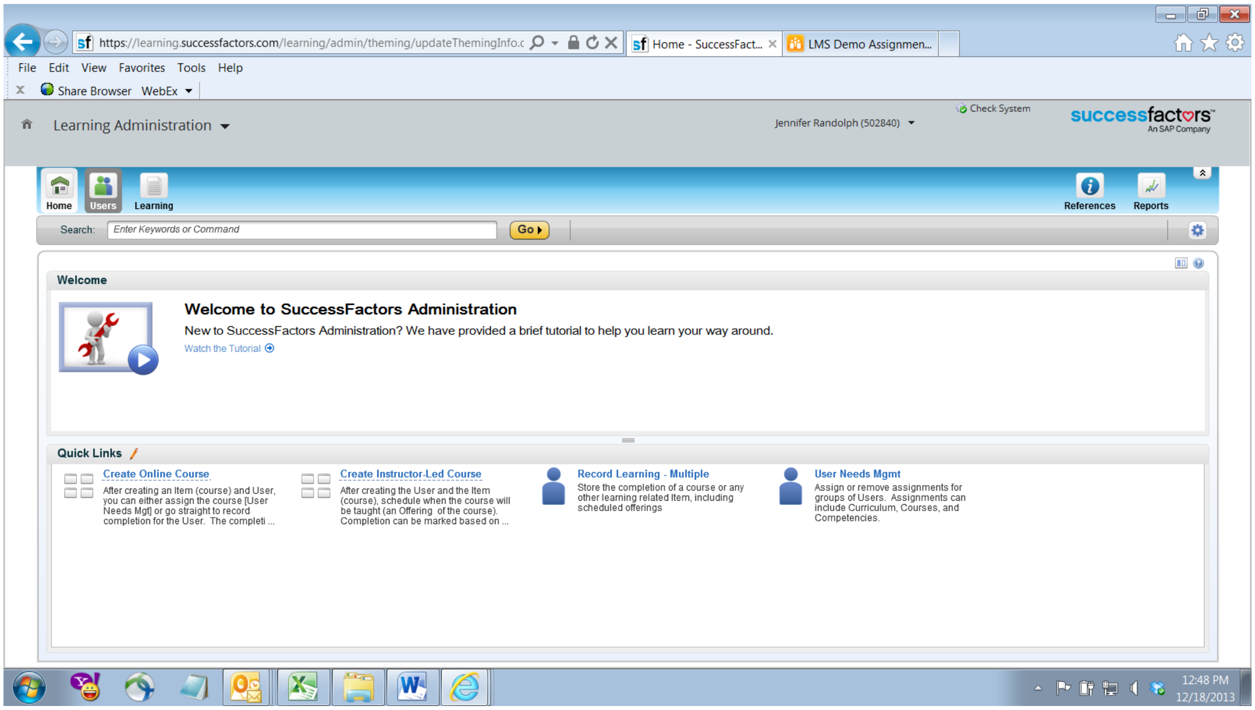
- If you have a question that is not covered by the documentation or email templates, contact LMSDemoRequest@successfactors.com. Please note that our team cannot provide support for demos, although we may be able to direct you to resources.

Demo Operations

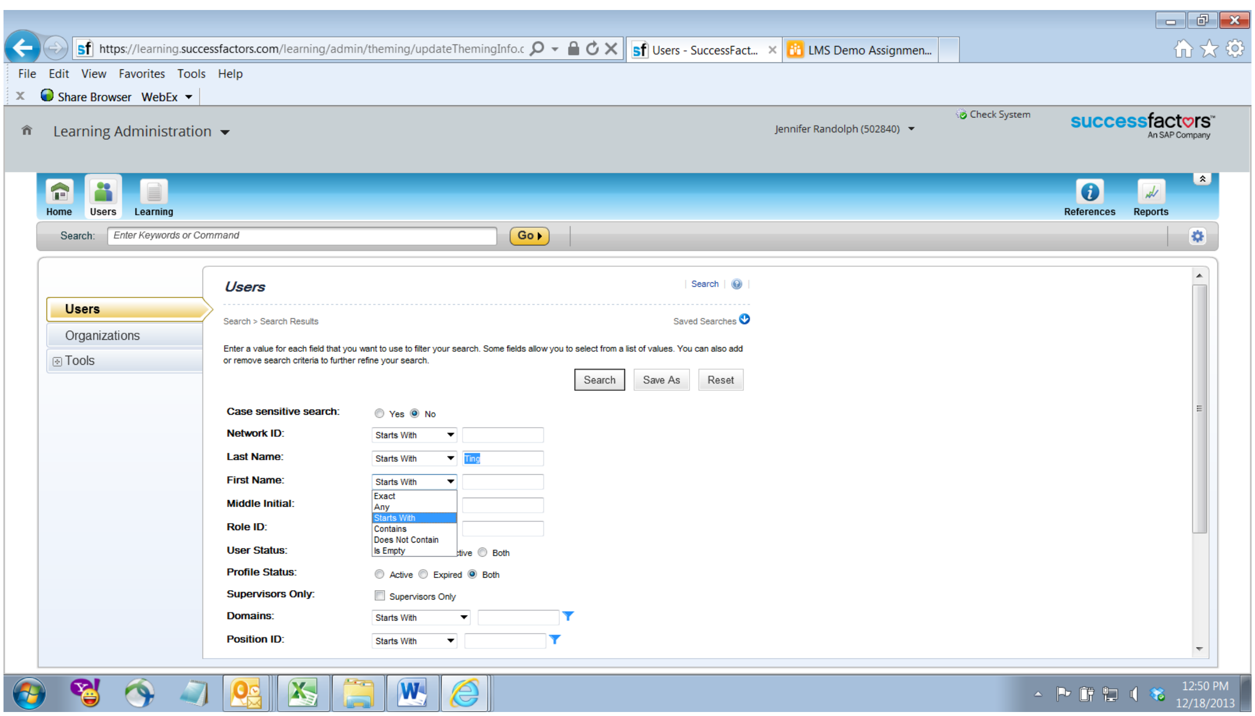
- Technical questions may be answer by demoops@successfactors.com. DO NOT provide this email to partners; it is internal only.
- Contact DemoOps@successfactors.com for further troubleshooting.
- Note: some LMS demos were migrated from a sandbox environment (noted in the LMS SharePoint list). DemoOps must coordinate with Data Operations to get credentials reset for migrated LMS sandboxes.

Appendix – locate partner record for LMS training

1. Go to LMS system, administrative tools: https://performancemanager4.successfactors.com/sf/admin
2. Click User button



3. Search on Partner Last Name (or Company name) -> Click Search



4. View record
5. Click Learning History, scroll to see courses completed. Partner should have completed Intro to Mastery (required) and LMS Mastery (recommended).