How To: Assign an LMS Demo Instance

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

- An Alliance Manager or Sales Consultant can make a request on behalf of a partner; the partner cannot make a direct request – they must go through their representative.
- The representative makes a request to LMSDemoRequest@successfactors.com
- Refer to the document "HowTo_LMSDemoInstance_1 Check Details" for prerequisites and checklists.

After Assignment is Approved

IMPORTANT: The partner must meet requirements in the checklist before the Partner Helpdesk can assign a new LMS demo instance, or reassign an existing instance.

Open the SharePoint List

- LMS Demo Assignments for Partners: https://partners.successfactors.com/Lists/LMS Demo Assignments for Partners/AllItems.aspx
- Find the next available instance.
- NOTE: if less than 5 instances remain, you must make a request for more instances to DemoOps@successfactors.com. It can take 10 or more business days for new assignments to be available. You can place partners on the waiting list if instances are not available.

Update Information in SharePoint

- Date requested (when requested, not necessarily approved)
- Requester / Approver (Alliance Manager or Sales Consultant)
- Date assigned (date you send to the Partner)
- Partner Organization
- Assigned to (Partner Resource Name + email)
- Phone
- Notes (any notes that would be helpful)

Compose email to the Partner

- Use the LMS Demo email templates in the Helpdesk Knowledgebase to compose an email.
- Send to the Partner. CC the Alliance Manager. CC LMSDemoRequest@successfactors.com
- Attach the instructions "LMS_Demo_Changing LMS instance integration_2013_April16.docx" (available in the Helpdesk Knowledgebase).

User Name / Password Reset

Initial Assignment

- 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.
- First try to access the demo using the combination
- If the Partner does not remember their User name and the combinations do not work, then you can forward the email to DemoOps@successfactors.com for resolution.

Reassignment of Existing LMS Demos

- If the assigned LMS demo instance goes unused for one month, it will be made available for reassignment (if available, it will be noted in LMS Demo Assignment List).

Requesting New LMS Demo Instances (Assigned through JIRA)

- If the LMS Demo Assignment List shows less than 5 available demos to assign, email DemoOps@successfactors.com. That group will then make the request for a new batch of Demo Instances.

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