

Instructions for logging into SAP with either a personal or GCC email address for ‘unique users’

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How to log into SAP account using a Multi-Factor Authentication (MFA)

Step 1

- To set up your new account on SAP you will be asked to use Two-Factor Authentication. This is also known as Multi-Factor Authentication (MFA). It keeps your online SAP account more secure.
- The easiest way is to do this is to download the Microsoft Authenticator app on your phone or a mobile device.
- It’s free and doesn’t share any information with your employer or Gloucestershire County Council (GCC). It just helps you log into your new SAP account securely.
- You may already have it on your phone or mobile device. If not, download the app by visiting the ‘Play Store’ for Android phones or ‘Apple App Store’ for iPhones, or by scanning the instructions below. Look for its logo which is a blue padlock on a white background.

For iPhones

To install Authenticator on your iOS device

Scan the QR code



For Android phones

To install Authenticator on your Android device

Scan the QR code

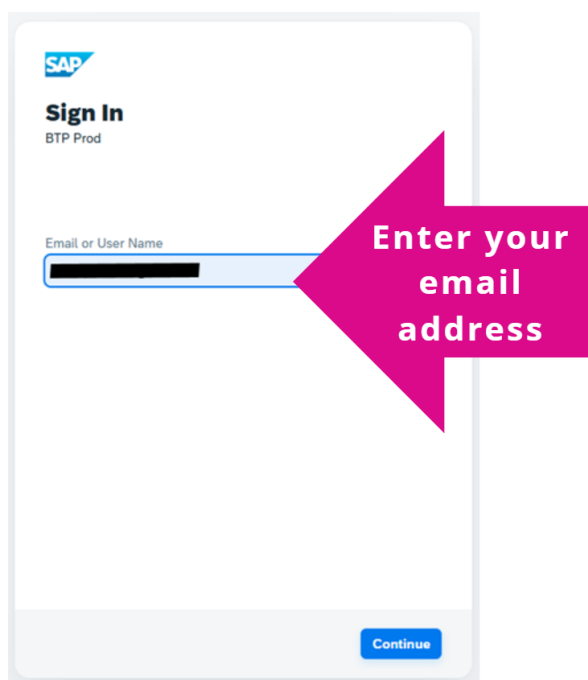


Step 2

Click on the link - [SuccessFactors](#)

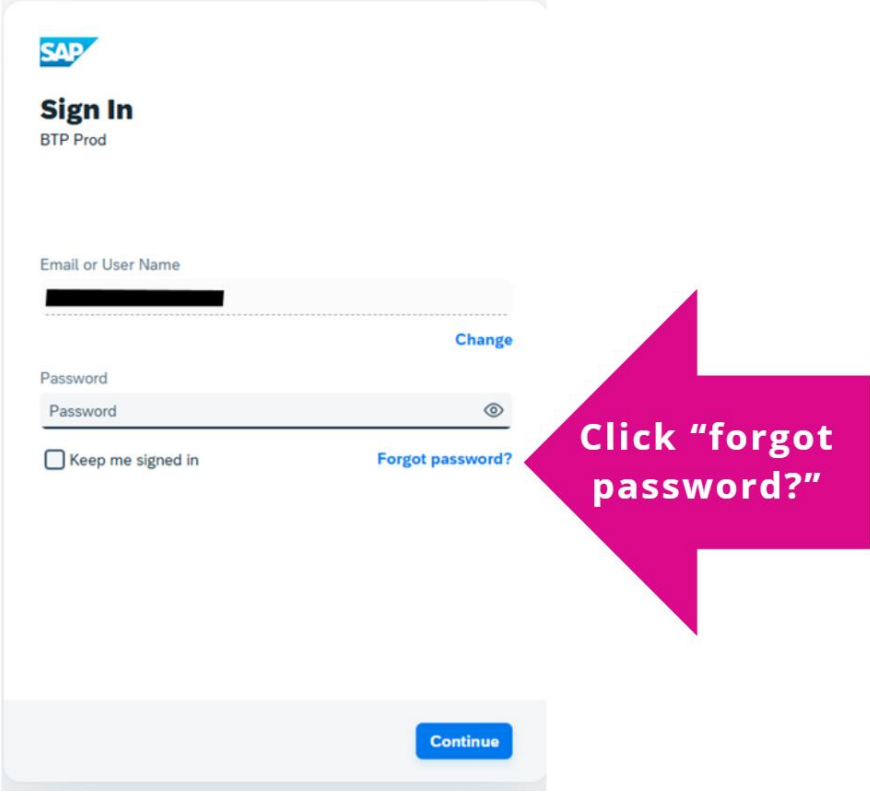
Step 3

Type in your email address and hit 'continue'.

A screenshot of the SAP Sign In interface. At the top, the SAP logo is followed by 'Sign In' and 'BTP Prod'. Below this is a text input field labeled 'Email or User Name' which contains a blacked-out email address. A large pink arrow points from the right towards this input field, with the text 'Enter your email address' written inside it. At the bottom right of the screen is a blue 'Continue' button.

Step 4

Click 'Forgot password?'



The image shows a screenshot of the SAP Sign In page for 'BTP Prod'. The page includes the SAP logo, the title 'Sign In', and the text 'BTP Prod'. There are two input fields: 'Email or User Name' and 'Password'. The 'Email or User Name' field contains a redacted value. The 'Password' field contains the text 'Password' and has an eye icon to toggle visibility. Below the password field is a checkbox labeled 'Keep me signed in'. To the right of the password field is a link labeled 'Forgot password?'. A large pink arrow points from the right side of the image towards the 'Forgot password?' link. At the bottom right of the form is a blue 'Continue' button.

Sign In
BTP Prod

Email or User Name
[Redacted]

[Change](#)

Password
Password 

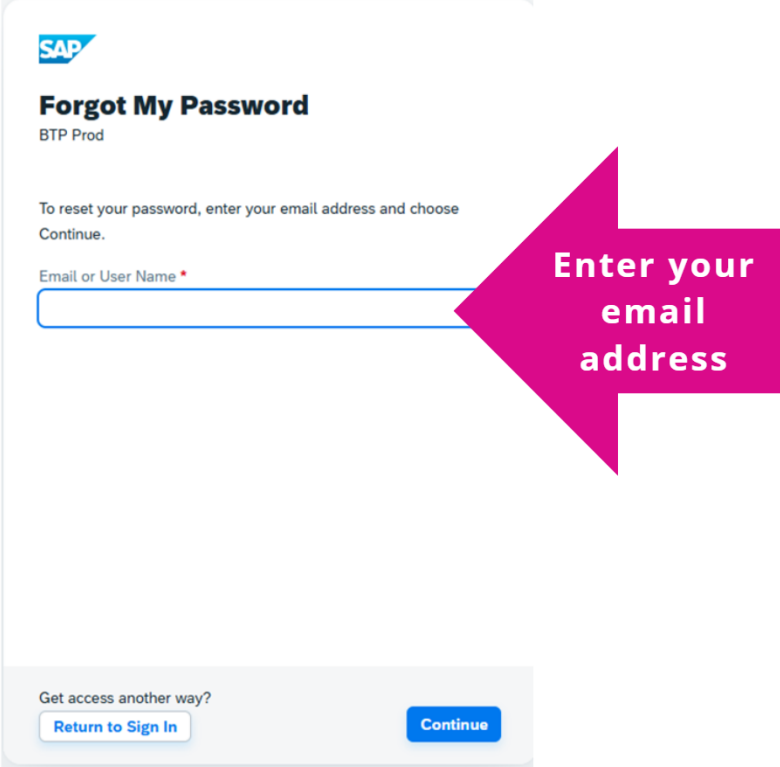
☐ Keep me signed in [Forgot password?](#)

[Continue](#)

Click "forgot password?"

Step 5

Enter your email address and click 'continue'.



SAP

Forgot My Password

BTP Prod

To reset your password, enter your email address and choose Continue.

Email or User Name *

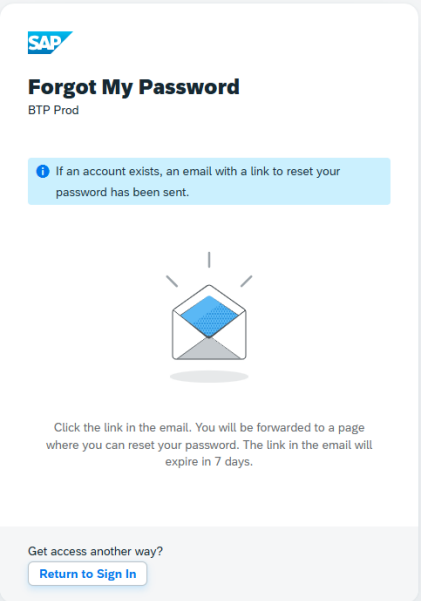
Enter your email address

Get access another way?

[Return to Sign In](#) [Continue](#)

Step 6

You'll see this page. Now open your email inbox.



SAP

Forgot My Password

BTP Prod

If an account exists, an email with a link to reset your password has been sent.



Click the link in the email. You will be forwarded to a page where you can reset your password. The link in the email will expire in 7 days.

Get access another way?

[Return to Sign In](#)

Step 7

In your email inbox (or your junk mail folder) you'll see an email that looks like this:



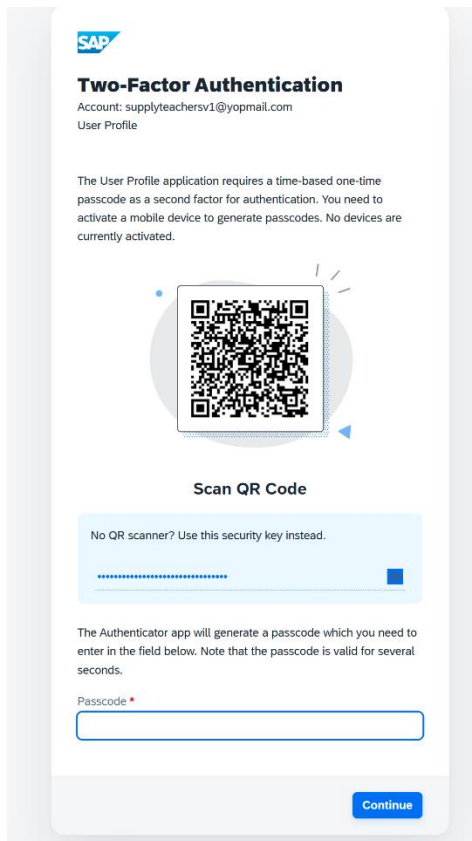
Click the blue button that says, 'click here to reset your password'.

If this doesn't work, please copy and paste the URL at the bottom and the email and paste into your internet browser (Chrome, Safari, Edge etc).

That will open up a page titled 'Two-Factor Authentication'.

Step 8

This page will open on your laptop / desktop computer:



The image shows a screenshot of the SAP Two-Factor Authentication interface. At the top left is the SAP logo. The title "Two-Factor Authentication" is prominently displayed. Below it, the account information "Account: supplyteachersv1@yopmail.com" and "User Profile" are shown. A paragraph explains that the User Profile application requires a time-based one-time passcode as a second factor for authentication, and that no devices are currently activated. A large QR code is presented for scanning, with a "Scan QR Code" label below it. A light blue box offers an alternative: "No QR scanner? Use this security key instead.", followed by a dotted line and a small blue square icon. Below this, a note states that the Authenticator app will generate a passcode valid for several seconds. A "Passcode" input field with a red asterisk is provided. At the bottom right is a blue "Continue" button.

SAP

Two-Factor Authentication

Account: supplyteachersv1@yopmail.com
User Profile

The User Profile application requires a time-based one-time passcode as a second factor for authentication. You need to activate a mobile device to generate passcodes. No devices are currently activated.



Scan QR Code

No QR scanner? Use this security key instead.

.....

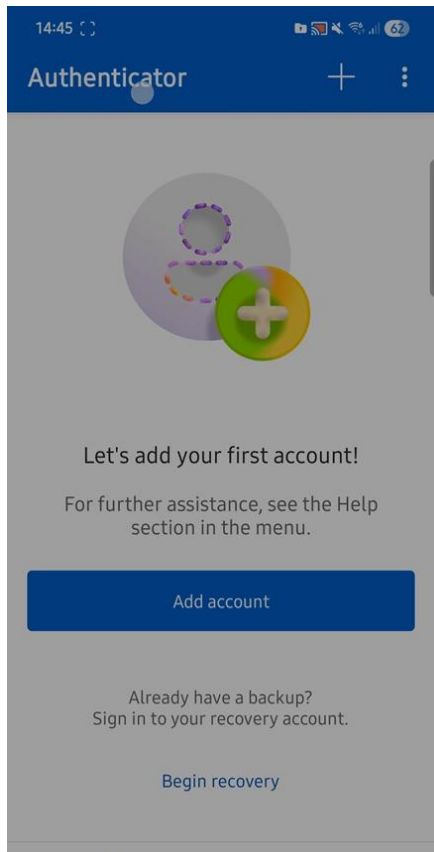
The Authenticator app will generate a passcode which you need to enter in the field below. Note that the passcode is valid for several seconds.

Passcode *

Continue

Step 9

Go to your phone or mobile device and open Microsoft Authenticator app. Click 'add account'

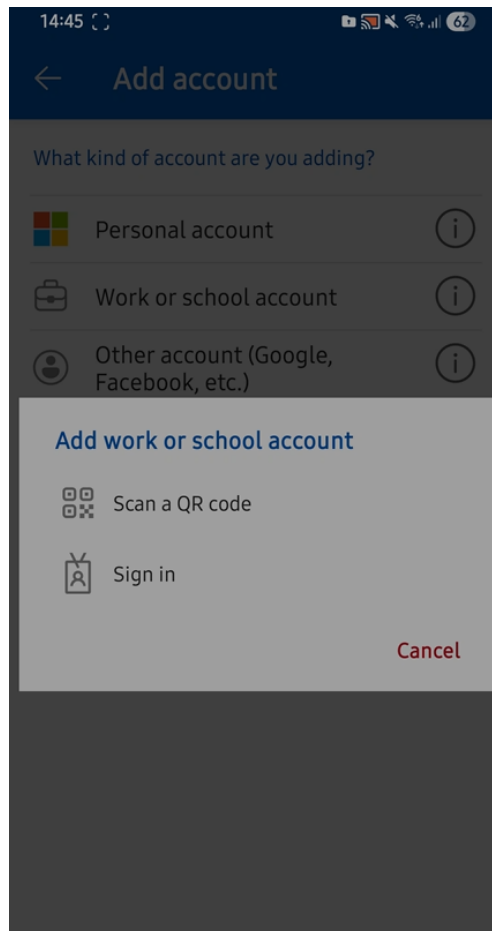


If you're already using Microsoft Authenticator for other reasons, you can also click the QR button in the bottom right corner to open the QR code reader.

Step 10

First click 'add work or school account',

Then click 'Scan a QR code'



Step 11

Hold your phone so that the QR code is in the middle of the white box. Keep it still for a few seconds until it's successful.

(Please note the security key code that is in a blue block below the QR code (can be seen in step 8) **should only be used** if the QR code does not work. Copy and paste the security key into your Microsoft Authenticator app and you will receive a one-time password. Do not paste the security key into the passcode box.)

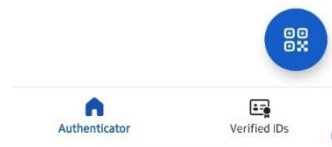
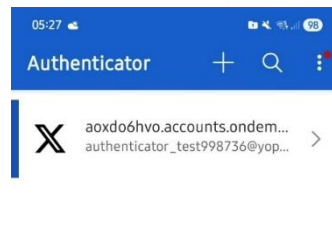


Step 12

Once successful, you'll see the account titled:

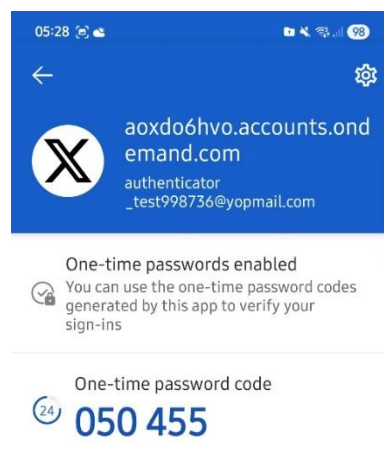
aoxdo6hvo.accounts.ondemand.com
(this is the name of the SAP system).

You've now completed setting up the Microsoft Authenticator app.



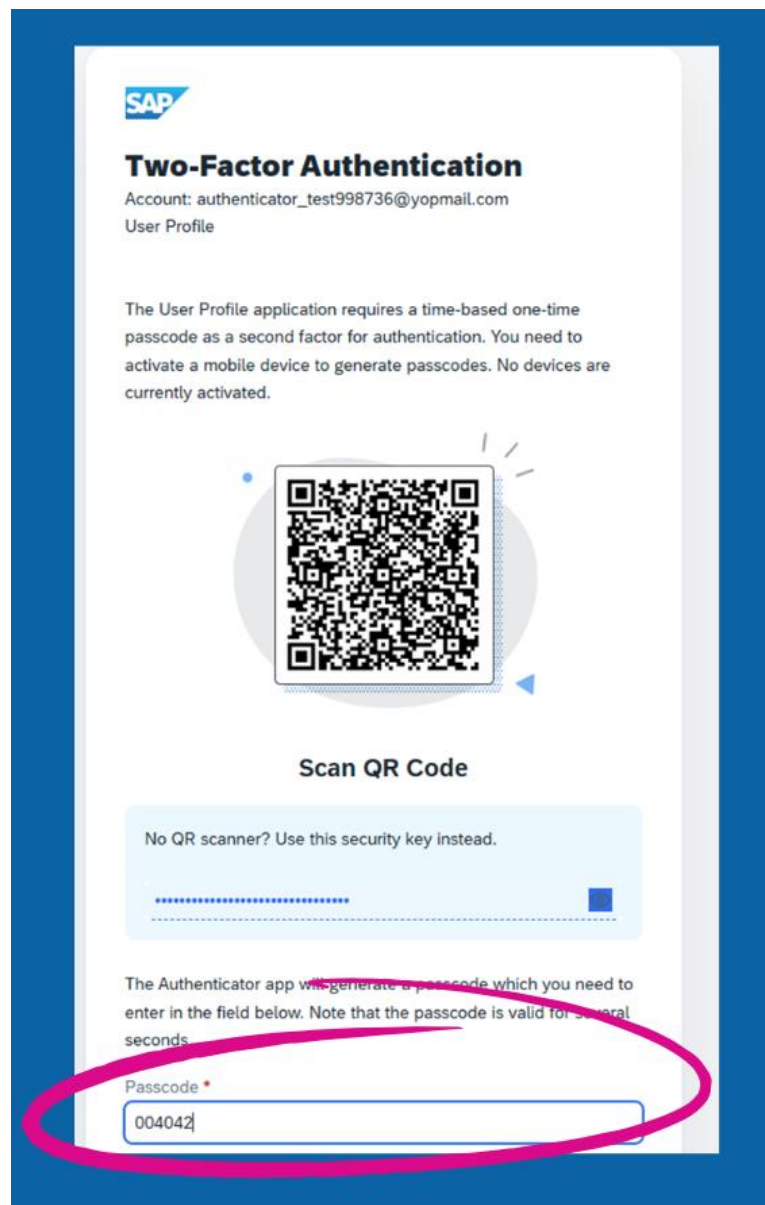
Step 13

In the Microsoft Authenticator app on your phone or mobile device, click on the account titled aoxdo6hvo.accounts.ondemand.com. It will then generate a 6-digit code.



Step 14

Now on your laptop or desktop computer, go back to the two-factor authentication page and enter the passcode shown on your Microsoft Authenticator app. An example is below:

A screenshot of the SAP Two-Factor Authentication page. The page has a blue header with the SAP logo. Below the logo, the title "Two-Factor Authentication" is displayed in bold. Underneath, the account information "Account: authenticator_test998736@yopmail.com" and "User Profile" are shown. A paragraph explains that the User Profile application requires a time-based one-time passcode as a second factor for authentication. A QR code is displayed in the center, with a blue arrow pointing to it. Below the QR code, the text "Scan QR Code" is shown. A light blue box contains the text "No QR scanner? Use this security key instead." and a dashed line for a security key. Below this, a paragraph states that the Authenticator app will generate a passcode which you need to enter in the field below. At the bottom, there is a "Passcode" label with a red asterisk and a text input field containing the example passcode "004042". A red oval is drawn around the passcode input field.

The code you generate on your Microsoft Authenticator app is only valid for 30 seconds. Don't worry if you don't type it in time, the code will automatically re-fresh and you can enter this code instead.

Please note, you must use the passcode from your app, do not use the example codes in this document.

Step 9

Enter a password into the first box. You must type exactly the same password into the second box to confirm your password.

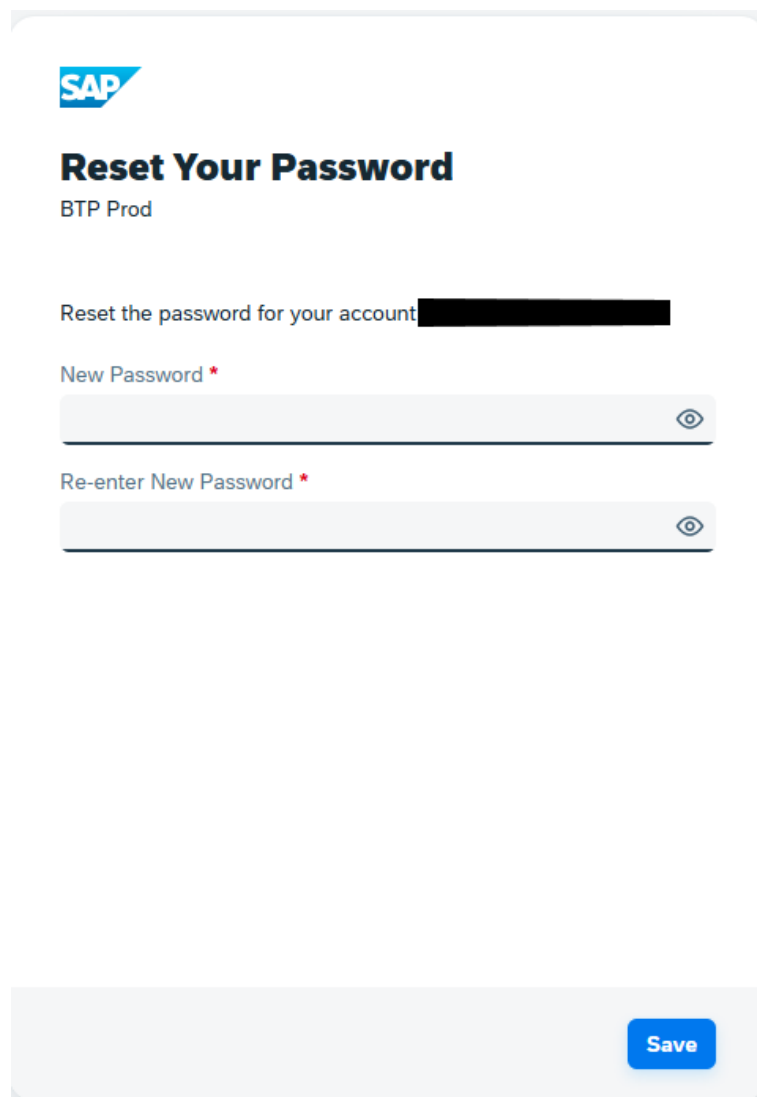
You can click the little eye icon to view your password as you're typing.

Please note:

Your password must be between 8 and 255 characters long and include 3 of the following:

- Uppercase letters
- Lowercase letters
- Numbers
- Symbols (eg !,\$,£,%,&*,@)

Click 'save' once you're done.



The image shows a screenshot of the SAP BTP Prod 'Reset Your Password' form. At the top left is the SAP logo. Below it, the title 'Reset Your Password' is displayed in bold, followed by 'BTP Prod'. The form instructs the user to 'Reset the password for your account' followed by a redacted account ID. There are two password input fields: 'New Password *' and 'Re-enter New Password *'. Each field has a text input area and a toggle icon (an eye) to the right, allowing the user to switch between masked and visible password states. At the bottom right of the form is a blue 'Save' button.

Step 15

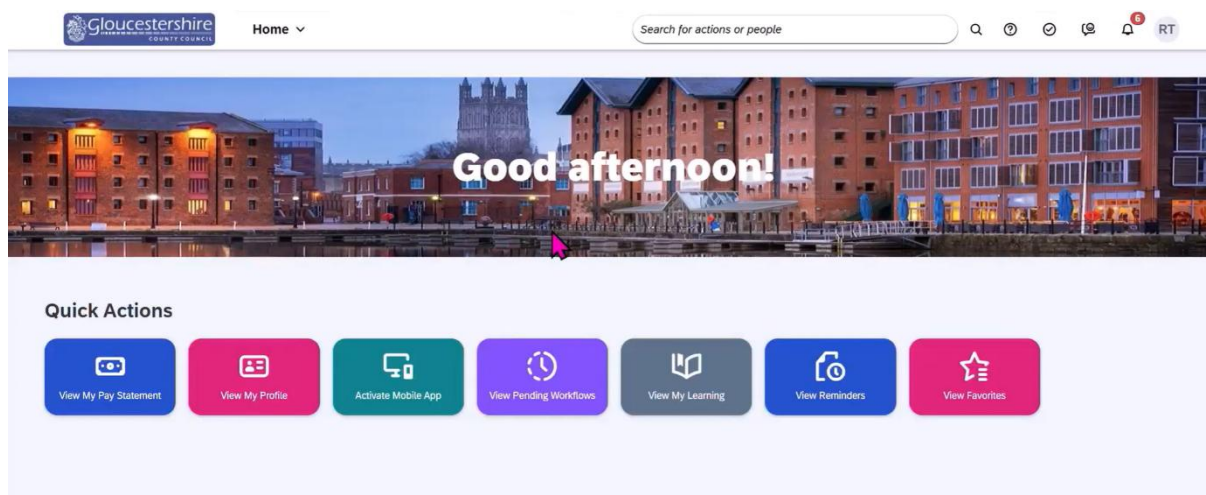
You'll be automatically redirected to SuccessFactors .

Logging in once you've authenticated

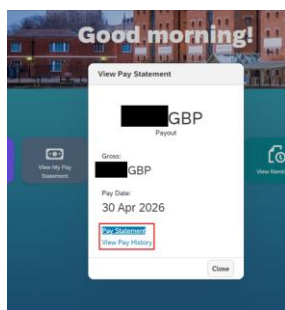
Step 16

Click on the link - [SuccessFactors](#)

When you log on you will see the screen below

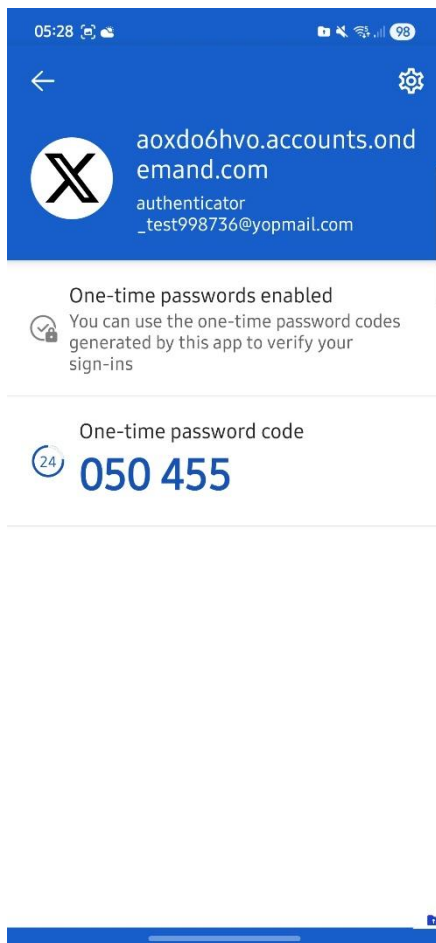


Click on 'view my pay statement' to show the most recent payment.



Click on 'Pay Statement' or 'View Pay History' for those functions.

Reminder – each time you log on



Each time you login to your SAP account, you'll need to open the Microsoft Authenticator app on your phone or mobile device and click on the account titled:
aoxdo6hvo.accounts.ondemand.com.

It will then generate a code.

You'll need to enter that code into the SAP logon page.