

1) Admin is unable to access Proxy management

Admin Center / RBP Troubleshooting

RBP Troubleshooting

Use this tool to better prevent, diagnose, and fix Role-Based Permissions issues. It replaces the legacy View User Permission tool.

User Role and Permission Search Target Population Search Compare Roles User Group Search

▼ Search Criteria

This tool allows you to search for and compare permission roles and user permissions. You have two options: 1. Input a single user into the "Access User 1" field to search for that user's permissions and roles. 2. Input the permissions and roles of the two users.

- As the admin is part of the “Super Admins” group. We dont need to look it up in Permission Groups.
- Go to “Manage Role Permissions” from the top search bar and select “System Admin (Full Permissions)”

Admin Center / Manage Permission Roles

Manage Permission Roles

Different users should have different access to the information in the application. A role controls the access rights of its users to the application or employee data. Each role has its own access permissions that you define. You can also limit what a group can access.

If you encounter issues listed in [this Help Portal topic](#), create a Refresh RBP Model job in Scheduled Job Manager to fix them.

ID	Name	User Type	Description	Status	RBP-Only	Last Modified	Actions
1420	System Admin (Full Permissions)	Employee	System Admin (Full Permissions)	Active		Feb 4, 2026	Add Role Assignments Edit Copy Delete View History
101	System Admin	Employee	System Admin	Active		Feb 4, 2026	Add Role Assignments Edit Copy Delete View History
81	Recruiter	Employee	This role grants access to RCM processes and limited recruiting system administration...	Active		Nov 21, 2025	Add Role Assignments Edit Copy Delete View History
581	Sandbox - System Admin	Employee	System Admin	Inactive		Nov 21, 2025	Add Role Assignments Edit Copy Delete View History
585	Sandbox - Recruiter	Employee	This role grants access to RCM processes and limited recruiting system administration...	Active		Oct 14, 2025	Add Role Assignments Edit Copy Delete View History
903	Sandbox - Recruiter (DE)	Employee	This role grants access to RCM processes and limited recruiting system administration...	Active		Oct 14, 2025	Add Role Assignments Edit Copy Delete View History
181	Default Pixel Perfect Templates Role	Employee	Created by system automatically	Active		Aug 26, 2024	Add Role Assignments Edit Copy Delete View History
145	Second Managers (System Role)	Employee	Created for compensation field	Active		Feb 27, 2024	View History

- Click the edit button at the top right.

Admin Center / Manage Permission Roles / View Role for System Admin (Full Permissions)

View System Admin (Full Permissions)

System Admin (Full Permissions)

User Type: Employee Status: Active RBP-Only: No Last Modified: Feb 4, 2026 Last Modified By: Aanya Singh

Permissions Assignments

*=Access period can be defined at the granting rule level. !=Target needs to be defined. >=Target criteria need to be defined.

User Permissions

Analytics permissions

- Analysis Dimensions (All)
- Measures(All)
- Configure Structural Dimensions

Benefits Management

- d. Click Next on the Basic information tab. On the Add Permissions tab, search for “Proxy Management”. This is unchecked which is causing the issue.

- e. To verify, logout and log back in. Now you can see “Proxy Management” in the top search.

ENDOFTASK

2) User Jacob Smith Cannot Access Learning Administration

- a. Type “RBP Troubleshooting” and select the action.

The screenshot shows the SAP Home interface. At the top, there is a search bar containing "RBP Troubleshooting". Below the search bar is a navigation bar with various icons: Clock Time, Request Time Off, Pay Statement, Request Feedback, Give Feedback, Create Activity, Tile Reports, Company Documents, and Reminders. A message "Good evening" is displayed in the center of the screen.

- b. Select the User Group Search tab. Then type the affected user's name (in this case Jacob Smith). Then click the search button. Now we know the group that he is a part of. “New Employees”

The screenshot shows the "User Group Search" tab selected in the RBP Troubleshooting interface. In the search criteria section, the "User" field contains "Jacob Smith". A red arrow labeled "1" points to the "User Group Search" tab. Another red arrow labeled "2" points to the "User" input field. A third red arrow labeled "3" points to the "Search" button. The results table shows one entry: Group ID 8039, Group Name New Employees, User Type Employee, and Group Type Dynamic.

Results (1 of 1)				
Group ID	Group Name	User Type	Group Type	
8039	New Employees	Employee	Dynamic	

- c. Go to “Manage Permission Group” and look for a group named “New Employees”

The screenshot shows the "Manage Permission Groups" page in the Admin Center. A red arrow points to the "New Employees" group row in the list. The table columns include ID, Group Name, User Type, Static or Dynamic, and RBP-Only. The "New Employees" group has ID 8039, Group Name New Employees, User Type Employee, Static or Dynamic Dynamic, and RBP-Only unchecked.

ID	Group Name	User Type	Static or Dynamic	RBP-Only
8039	New Employees	Employee	Dynamic	<input type="checkbox"/>
6962	SPM Managers	Employee	Dynamic	<input type="checkbox"/>
5519	All Employees excl Sandbox Recruiters and Onboarders	Employee	Dynamic	<input type="checkbox"/>
7317	All Employees - excluding External New Hires	Employee	Dynamic	<input type="checkbox"/>
1886	HR Admin	Employee	Dynamic	<input type="checkbox"/>
3448	Best Run Japan	Employee	Dynamic	<input type="checkbox"/>
4152	Employees US	Employee	Dynamic	<input type="checkbox"/>
8040	Developers	Employee	Dynamic	<input type="checkbox"/>
3185	Employees	Employee	Dynamic	<input type="checkbox"/>
8038	aly_static	Employee	Static	<input type="checkbox"/>

- d. Click on “New Employees” Group from the list.

Permission Group

Print Preview

Definition Related Permission Roles

Type a name for your group. Then choose who you want to include in the group.

Group Name:

User Type: Employee

Choose Group Members: Tip: You can include multiple People Pools in the same group. [See examples](#)

▼ People Pool

User

Add another category

Add another People Pool

Exclude these people from the group:

▼ People Pool

The screenshot shows a web-based application for creating a permission group. The main title is 'Permission Group'. There are two tabs at the top: 'Definition' (which is active) and 'Related Permission Roles'. A 'Print Preview' link is in the top right. The 'Definition' section has a text input for 'Group Name' containing 'New Employees'. It also includes a 'User Type' dropdown set to 'Employee'. A 'Choose Group Members' section allows adding multiple people pools; one pool is currently defined with users 'Tom Holland', 'Sophia Thaler', and 'Jacob Smith'. Buttons for 'Add another category' and 'Add another People Pool' are available. Below this is an 'Exclude these people from the group:' section with its own 'People Pool' dropdown. In the bottom right corner are 'Done' and 'Cancel' buttons. On the right side of the window, there is a vertical scroll bar and a small box labeled 'Active Group Membership' showing '3' members.

- e. Check what roles are assigned to the user in the “Related Permission Roles” tab. It seems to be “Employee Self Service”.

The screenshot shows a modal dialog titled "Permission Group". At the top, there are two tabs: "Definition" and "Related Permission Roles", with "Related Permission Roles" being the active tab. Below the tabs, a message states: "Permission group New Employees belongs to the access or target populations of the following permission roles:". Under the heading "Permission Role", the role "Employee Self Service" is listed. At the bottom right of the dialog are "Done" and "Cancel" buttons.

- f. Now search “Manage Permission Roles” in the top search.

The screenshot shows the SAP Admin Center search interface. The search bar at the top contains the query "Manage Permission Roles". Below the search bar, a dropdown menu lists several options: "Manage permission roles", "Manage Permission Roles", "Manage Permission Groups", and "Manage RBP Admin and Super Admin Access". The option "Manage Permission Roles" is highlighted with a blue border.

- g. Now look for the “Employee Self Service” role from the list and click the edit button in front of it.

The screenshot shows the "Manage Permission Roles" page. A table lists various roles, including "Employee Self Service" which is highlighted with a red box. To the right of the table, there is a toolbar with icons for "Search for actions or people", "Create", and other management functions. The "Edit" button for the "Employee Self Service" row is also highlighted with a red box.

ID	Name	User Type	Description	Status	RBP-Only	Last Modified	Actions
103	Employee Self Service	Employee	Users can view and modify their employee and development info	Active		Feb 5, 2026	Edit Copy Delete View History
1420	System Admin (Full Permissions)	Employee	System Admin (Full Permissions)	Active		Feb 4, 2026	Edit Copy Delete View History
302	HR Admin for Contingent Workforce	Employee	Managing HR Processes and User Info	Active		Feb 4, 2026	Edit Copy Delete View History
1001	OnboardingBpeAdmin	Employee		Active		Feb 4, 2026	Edit Copy Delete View History
101	System Admin	Employee	System Admin	Active		Feb 4, 2026	Edit Copy Delete View History
114	HR Admin for Employees	Employee	Managing HR Processes and User Info	Active		Feb 4, 2026	Edit Copy Delete View History

- h. Click next on the Basic information tab and search for “Manage Learning” on the Add Permissions tab. Then, the “Learning admin access permission” checkbox is

unchecked; therefore, this is the root cause.

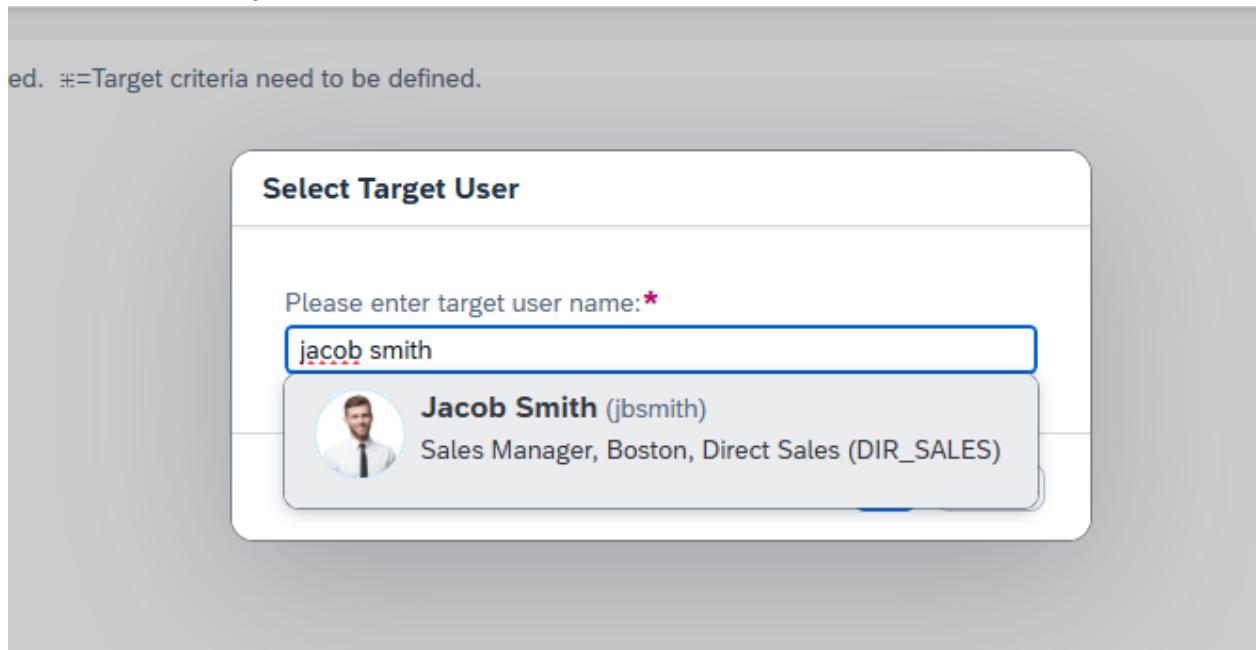
The screenshot shows the SAP Admin Center interface for editing a role. The top navigation bar includes the SAP logo, Admin Center dropdown, and a search bar. Below the header, the URL is 'Admin Center / Manage Permission Roles / Edit Role for Employee Self Service'. The main title is 'Edit Employee Self Service'. The process is divided into three steps: 1. Basic Information, 2. Add Permissions (which is active), and 3. Preview. Step 2 is titled '2. Add Permissions' with the sub-instruction 'Specify what permissions users of this role should have.' A search bar contains the text 'manage learning'. On the left, under 'Administrator Permissions', the 'Manage Learning' option is selected. A note indicates that 'Manage Learning' allows defining access periods at the granting rule level. There are also 'Select All' and 'Learning Admin Access Permission' checkboxes.

- i. To Verify, click on the profile icon on the top right corner and select Proxy Now from the drop down

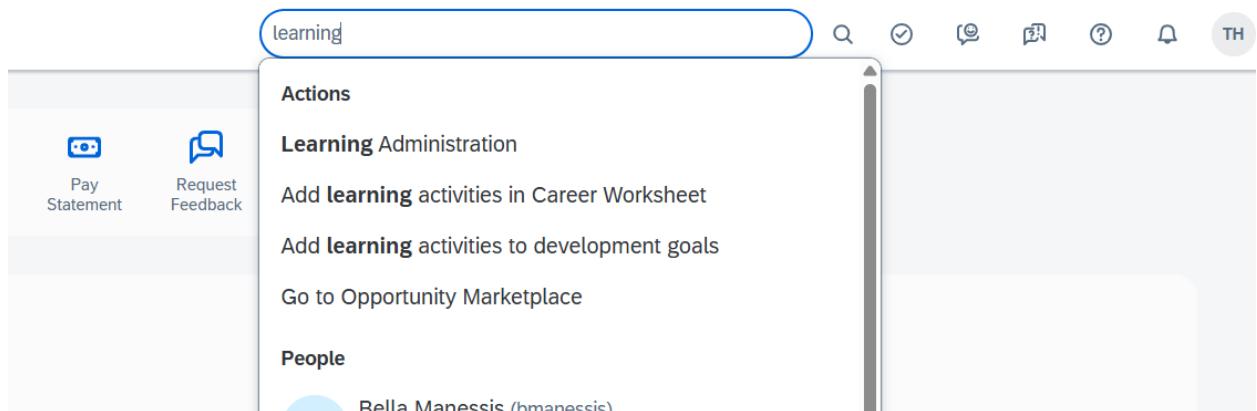
The screenshot shows the SAP Admin Center user profile menu. The top right corner features a user profile icon with a red notification bubble containing the number '91'. A dropdown menu is open, showing the following options:

- Aanya Singh (sfadmin)
- Public Profile
- Proxy Now** (this option is highlighted with a red box)
- Settings
- Admin Center
- Show version information
- Log Out

- j. Type the affected user's name in the popup, which is Jacob Smith. Select the user from the dropdown and hit Ok.



- k. Now type “Learning Administration” in the top search and you can see it appear.



ENDOFTASK

3) A User Cannot See Another User or Population.

Sophie Thaler can see April Kennedy in the top searchbar, but other people do not show up.

The screenshot shows the SAP Fiori Home interface. At the top, there is a search bar with the name "april". Below the search bar, a card displays "April Kennedy (akennedy)" with the title "Director Learning", a phone number "(1) 214 555-0222", and a small profile picture. To the left of the card is a blue circular icon with a white "G" and the text "Clock Time". To the right is a blue circular icon with a white "i" and the text "reminders". Below the card, the text "Good evening" is displayed. At the bottom of the screen, there is a navigation bar with links: "Team Absence Calendar", "Time Sheet", "Pending Workflows", "Benefits Overview", and "My Calendar".

- Go to RBP troubleshooting like the **Second task (1 to 5)** and check what group Sophie Thaler is a part of. Then open that Group in “Manage Permission Groups” to check what Roles are assigned to that group.

The screenshot shows the Admin Center interface with the title "Admin Center" and a sub-section "Manage Permission Groups". On the left, there is a list of permission groups with columns for "ID" and "Group Name". One group, "8039 New Employees", is highlighted with a red box. On the right, a modal window titled "Permission Group" is open, showing the "Related Permission Roles" tab. It lists "Employee Self Service" under "Permission Role", which is also highlighted with a red box. At the bottom right of the modal are "Done" and "Cancel" buttons.

- It is the Employee Self Service Role. Now go to “Manage Permission Roles” from top search.

- c. Now click the Self Service Role from the list.

Manage Permission Roles

Different users should have different access to the information in the application. A role controls the access rights of its users to the application or employee data. Each role has its own access permissions that you define. You can also limit what a group can access.

If you encounter issues listed in this Help Portal topic, create a Refresh RBP Model job in Scheduled Job Manager to fix them.

ID	Name	User Type	Description	Status	RBP-Only	Last Modified	Actions
361	Best Run Japan	Employee		Active		Feb 4, 2026	Add Role Assignments Edit Copy Delete View History
1637	Senior Developers	Employee	devs	Inactive		Feb 4, 2026	Add Role Assignments Edit Copy Delete View History
114	HR Admin for Employees	Employee	Managing HR Processes and User Info	Active		Feb 4, 2026	Add Role Assignments Edit Copy Delete View History
103	Employee Self Service	Employee	Users can view and modify their employee and development info	Active		Feb 4, 2026	Add Role Assignments Edit Copy Delete View History
115	MSS	Employee	Manager Self Service	Active		Dec 15, 2025	Add Role Assignments Edit Copy Delete View History
1001	OnboardingBpeAdmin	Employee		Active		Dec 15, 2025	Add Role Assignments Edit Copy Delete View History
101	System Admin	Employee	System Admin	Active		Dec 15, 2025	Add Role Assignments Edit Copy Delete View History
82	Hiring Managers	Employee	ONB Hiring Managers	Active		Dec 15, 2025	Add Role Assignments Edit Copy Delete View History
1000	ONB2.0 Manager	Employee	ONLY ONB2.0 authorization for	Active		Dec 15, 2025	Add Role Assignments Edit

- d. Click the assignments tab and then click the Edit button in front of the “New Employees” Access population Group.

View Employee Self Service

Users can view and modify their employee and development info

User Type:	Status:	RBP-Only:	Last Modified:	Last Modified By:
Employee	Active	No	Feb 4, 2026	Aanya Singh

Permissions **Assignments** Edit View History Print

ID	Name	Access Population	Target Population	Description	Status	Actions
1837	Role Assignment 1770201089053	Employee in the following groups: <input checked="" type="checkbox"/> New Employees	Employee in the following groups: <input checked="" type="checkbox"/> Best Run Japan	Active	Edit Delete	
123	No Name (Click "Edit" to get a system-generated name for the assignment.)	Employee in the following groups: <input checked="" type="checkbox"/> Employees	The granted users themselves.	Active	Edit Delete	

- e. Click Next on the Basic Information tab and then again on the Grant access to tab. Now the “Define a Target Population Tab” is set to a filter instead of “Everyone” radiobutton which is the problem.

Edit Role Assignment 1770201089053

Assign role to user or group with conditions.

1 Basic Information 2 Grant Access To 3 Define a Target Population 4 Define Target Criteria 5 Define Data Blocking 6 Preview

3. Define a Target Population

Everyone Filtered by:

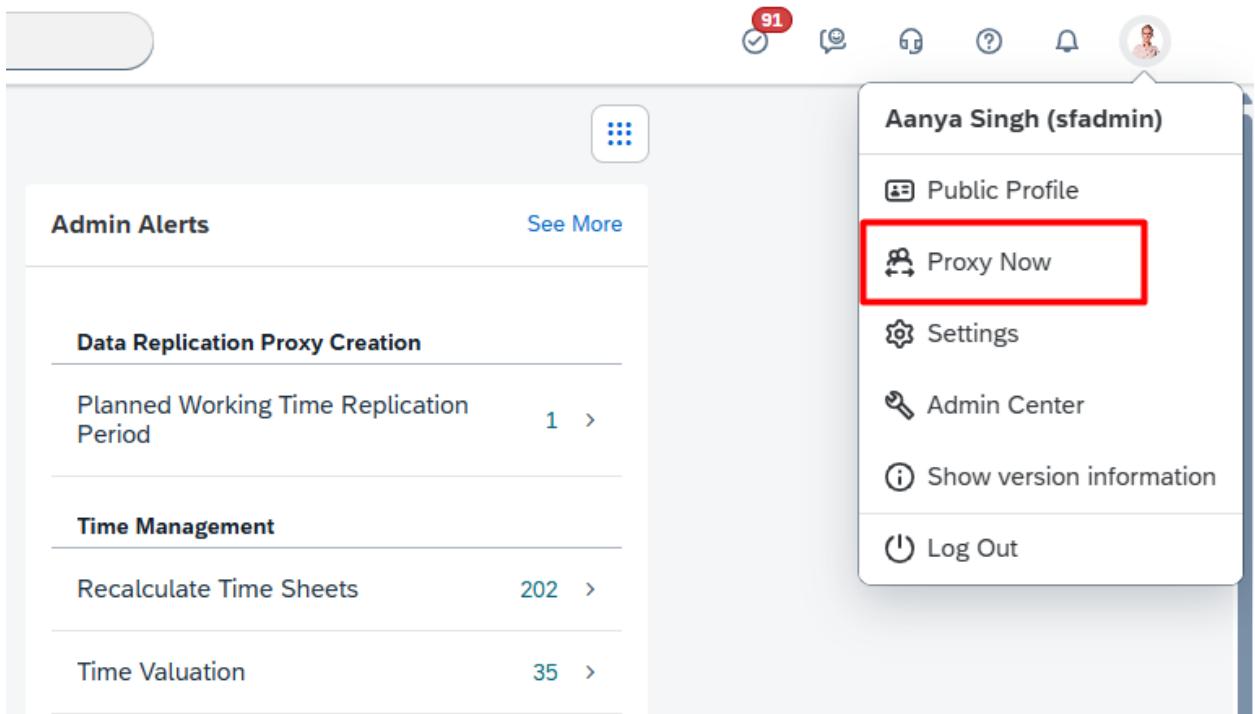
Permission Group Select Groups
Best Run Japan X

Granted User's Customizable Field 1

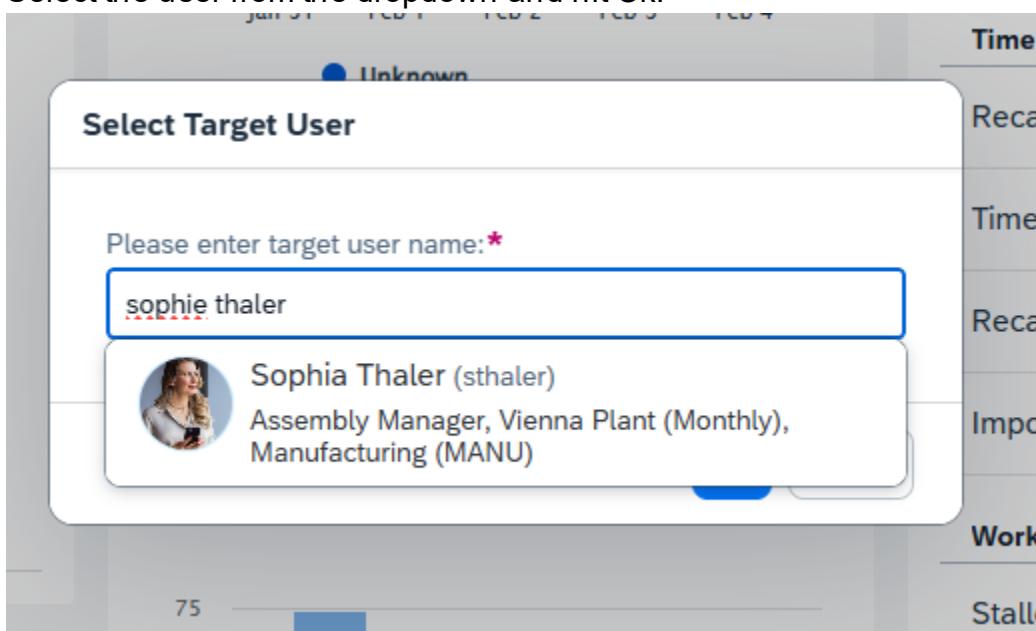
Exclude granted users from having the same access to themselves.
 Exclude by User
 Exclude by Person

4. Define Target Criteria

- f. If it is set to “Everyone”, Sophie can now see all the employees. To Verify, click on the profile icon on the top right corner and select Proxy Now from the drop down



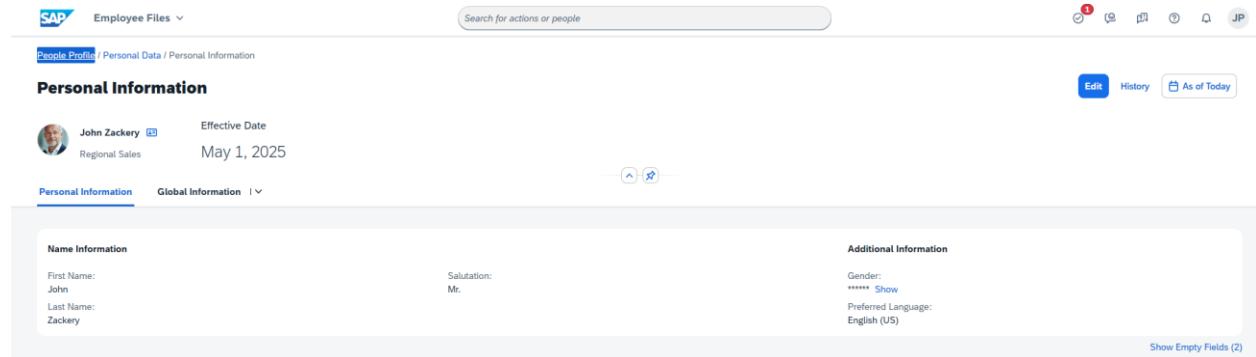
- g. Type the affected user's name in the popup, which in this case is Sophie Thaler. Select the user from the dropdown and hit Ok.



- h. Now when you type other people's names, aside from April, in the top search they will show up.

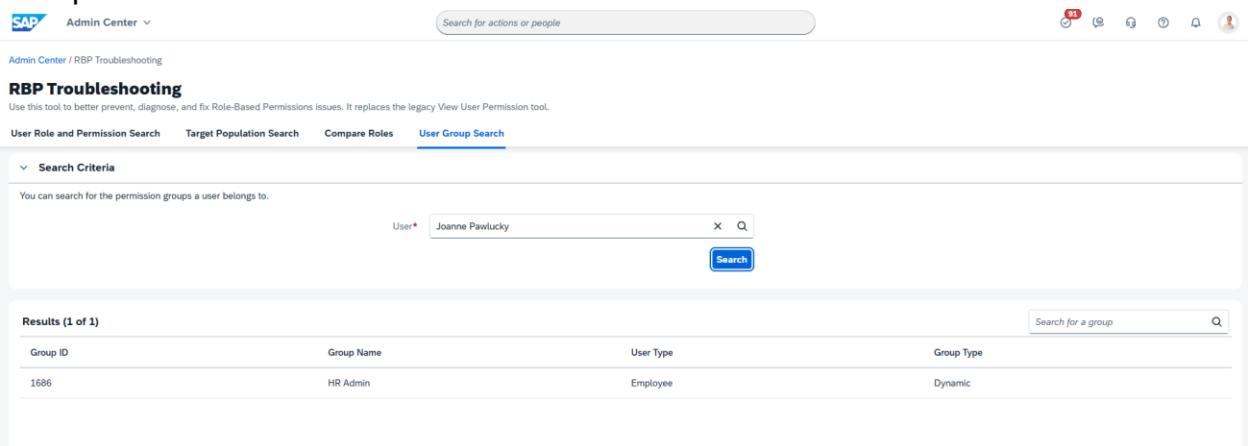
ENDOFTASK

4) Joanne Pawlucky cannot see another user John Zackery's nationality.



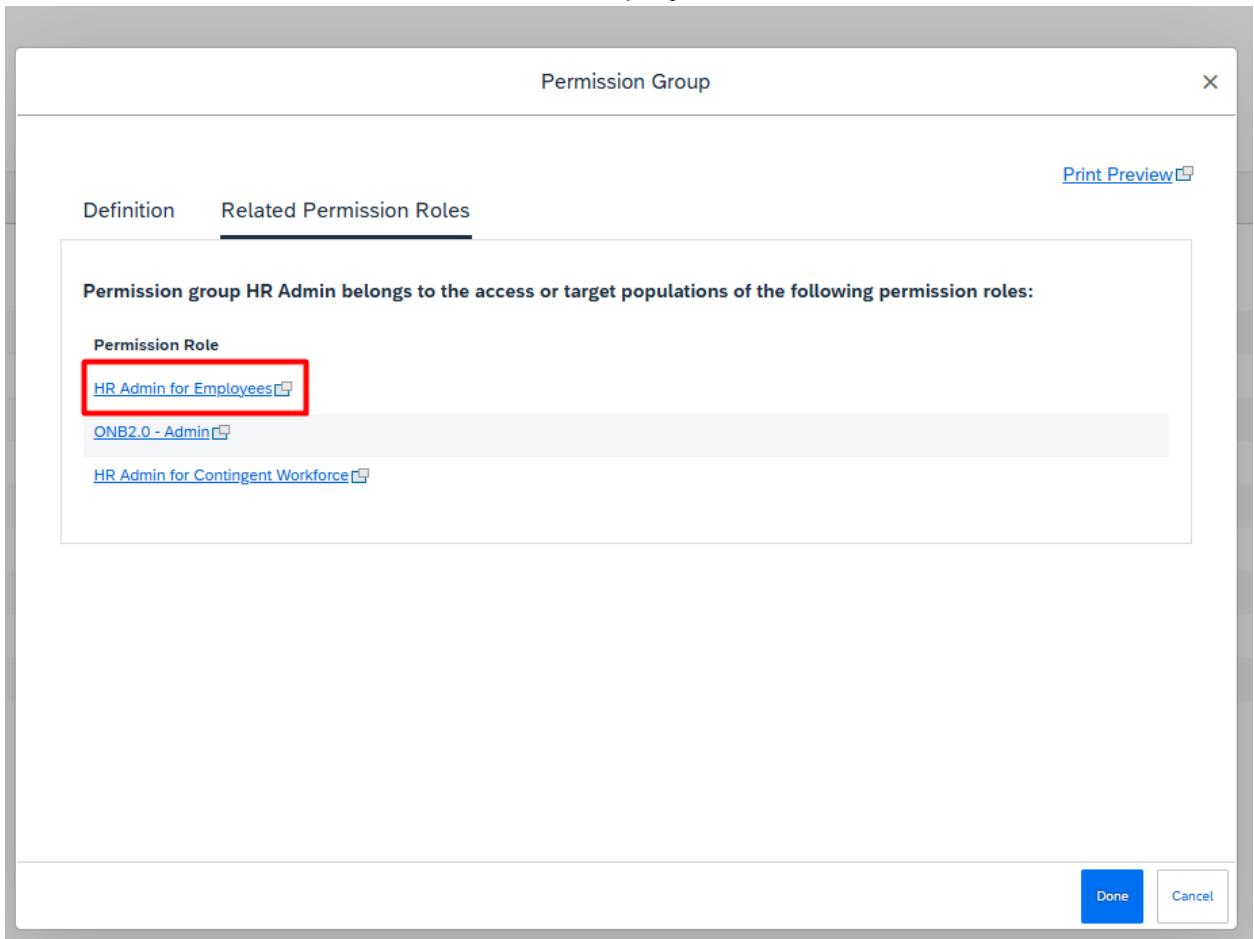
The screenshot shows the SAP Employee Files interface. At the top, there is a navigation bar with the SAP logo, 'Employee Files' dropdown, search bar ('Search for actions or people'), and various icons. Below the navigation is a breadcrumb trail: 'People Profile / Personal Data / Personal Information'. On the left, a sidebar titled 'Personal Information' shows a profile picture of John Zackery, his title 'Regional Sales', and his effective date 'May 1, 2025'. The main content area has tabs for 'Personal Information' (selected) and 'Global Information'. Under 'Personal Information', there are sections for 'Name Information' (First Name: John, Last Name: Zackery) and 'Additional Information' (Salutation: Mr., Gender: ***** Show, Preferred Language: English (US)). A link 'Show Empty Fields (2)' is at the bottom right.

- Go to RBP troubleshooting like the **Second task (Step 1 to 5)** and check what group Joanne Pawlucky is a part of. Then open that Group in “Manage Permission Groups” to check what Roles are assigned to that group. “HR Admin” Group.



The screenshot shows the SAP Admin Center interface, specifically the RBP Troubleshooting tool. At the top, there is a navigation bar with the SAP logo, 'Admin Center' dropdown, search bar ('Search for actions or people'), and various icons. Below the navigation is a breadcrumb trail: 'Admin Center / RBP Troubleshooting'. The main content area has tabs for 'User Role and Permission Search', 'Target Population Search', 'Compare Roles', and 'User Group Search' (selected). Under 'User Group Search', there is a section for 'Search Criteria' with a note: 'You can search for the permission groups a user belongs to.' A search bar shows 'User*' with 'Joanne Pawlucky' typed in, and a 'Search' button. Below the search bar is a table titled 'Results (1 of 1)' with one row. The table columns are 'Group ID', 'Group Name', 'User Type', and 'Group Type'. The row shows '1686' in 'Group ID', 'HR Admin' in 'Group Name', 'Employee' in 'User Type', and 'Dynamic' in 'Group Type'. There is also a search bar for 'Search for a group' at the bottom right.

- b. We will use the first role. “HR Admin for Employees”



- c. Go to “Manage Permission Roles” and select “HR Admin for Employees” from the role list.
d. On the Add Permissions tab search for “Employee Central Effective Dated Entities” and search for Nationality in the list. This is unchecked which is causing

the problem.

Edit HR Admin for Employees

2. Add Permissions
Specify what permissions users of this role should have.

Employee Central Effective Dated Entities

Personal Information	View Current	View History	Edit/Insert	Correct	Delete
Nationality	<input type="checkbox"/>				
Preferred Language	<input checked="" type="checkbox"/>				
Attachment	<input type="checkbox"/>				
globalInfo_country	<input checked="" type="checkbox"/>				
USA - Ethnic Group	<input checked="" type="checkbox"/>				
USA - Veteran	<input checked="" type="checkbox"/>				

- e. If it was checked, Proxy Joanne Pawlucky just like the previous tasks and search John Zackery in the top search and click him.
- f. Click "View All" on the Personal Information section.

Employee Files

People Profile

Personal Data

Personal Information

First Name: John
Last Name: Zackery
Salutation: Mr.
Gender: ***** Show
Global Information: United States

Biographical Information

Person Id: 103319

View All

National ID Information

Primary Emergency Contact

Job Data

Compensation

Time Management

Benefits

Payroll

- g. She is now able to see John Zackery's nationality.

The screenshot shows the SAP Employee Files interface. At the top, it says "Employee Files" and "Search for actions or people". Below that, it says "People Profile / Personal Data / Personal Information". The main area is titled "Personal Information" and shows a profile picture of John Zackery, his first name (John), last name (Zackery), and his effective date (May 1, 2025). There are tabs for "Personal Information" and "Global Information". Under "Personal Information", there are sections for "Name Information" and "Additional Information". In the "Additional Information" section, the "Nationality" field is set to "United States" and is highlighted with a red box. Other fields include Gender (Male), Preferred Language (English (US)), and Salutation (Mr.). A "Show Empty Fields (2)" link is also present.

ENDOFTASK

5) No Workflow Triggers on saving Home Address - City

- a. Go to “Manage Business Configuration” and select “homeAddress” from the left side.

The screenshot shows the SAP Admin Center interface. The left sidebar has a tree view under "Employee Central" with various nodes like "Employee Elements", "HRIS Fields", and "Filters". The node "homeAddress" is selected and highlighted with a red box. The main content area is titled "Employee Central / compinfo" and shows a configuration for the "homeAddress" identifier. It includes fields for "Label" (Compensation Information), "Default Label" (Compensation Information), "Enabled" (Yes), and "Enabled For Onboarding" (Yes). Below this, there is a table titled "HRIS Fields" listing various fields with their labels, enabled status, mandatory status, and details. The "HRIS Fields" table has columns for Identifier, Label, Enabled, Mandatory, and Details. Examples include "Identifier" (Label: Job Level, Enabled: No, Mandatory: No, Details), "pay-type" (Label: Pay Type, Enabled: No, Mandatory: No, Details), and "is-highly-compensated-employee" (Label: Is Highly Compensated Employee, Enabled: Yes, Mandatory: No, Details).

- b. Click the “Take Action” button on the top right corner of the screen. Then click make correction from the dropdown.

- c. Scroll to the bottom to the Trigger Rules.

Trigger Rules

Base Object	Event Type *	Rules *	Enabled	(1) More Actions
Home Address Model	onSave	SB EC WF Address Changes (SB_E...)	No	Details
Home Address Model	onView	ghome (ghome)	No	Details
Home Address	No Selection	No Selection	Yes	Details

Updated by Anya Singh(sfadmin) on Wednesday, February 4, 2026 8:18:28 AM EST

Save Cancel

- d. There needs to be a rule by setting base object as “Home Address Model”, Event Type “OnSave” and Rule as “EC WF Address Changes”, which is missing here and is the root cause of this issue.

Trigger Rules

Base Object	Event Type *	Rules *	Enabled	(1) More Actions
Home Address Model	onSave	SB EC WF Address Changes (SB_E...)	Yes	Details
Home Address Model	onView	ghome (ghome)	No	Details
Home Address Model	onSave	EC WF Address Changes (ECWFAdd...	Yes	Details
Home Address	No Selection	No Selection	Yes	Details

Updated by Anya Singh(sfadmin) on Wednesday, February 4, 2026 8:13:09 AM EST

Save Cancel

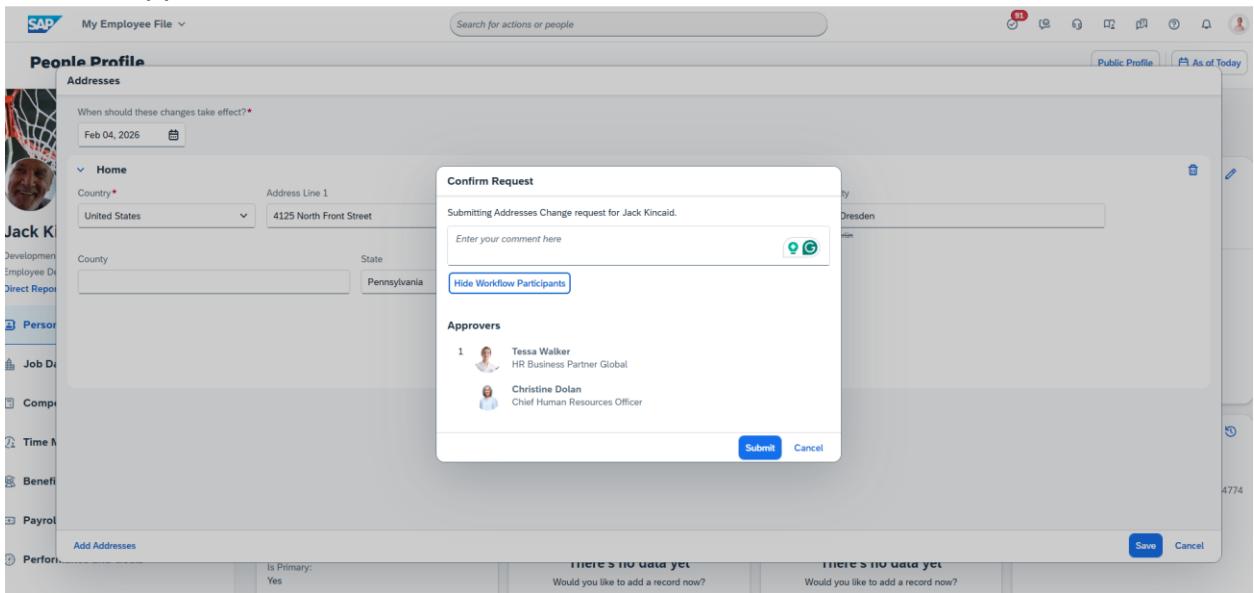
- e. To verify, go to the profile of the person by searching Jack Kincaid.

The screenshot shows the SAP My Employee File interface. On the left, there's a sidebar with navigation links like Personal Data, Job Data, Compensation, Time Management, Benefits, Payroll, and Succession. The main area is titled "People Profile" and shows a thumbnail of a basketball player. Below the thumbnail, it says "Jack Kincaid (jkincайд)" with a "Edit" button. To the right, there are four sections: "Personal Information", "Biographical Information", "Addresses", and "Contact Information". The "Addresses" section has a red box drawn around its edit icon. The "Personal Data" section also has a blue "Edit" icon above the "View All" button.

- f. Now Click the pencil icon on the Addresses Section which displays this popup.

The screenshot shows the SAP My Employee File interface with the "Addresses" edit popup open. The popup has a title bar "People Profile" and "Addresses". It asks "When should these changes take effect?*" with a date input field showing "Feb 04, 2026". Below this, there's a "Home" section with fields for "Country" (United States), "Address Line 1" (4125 North Front Street), "Address Line 2", "City" (berlin), "County", "State" (Pennsylvania), and "ZIP" (17110). At the bottom, there are buttons for "Save" and "Cancel". The background shows the same SAP interface as the previous screenshot, with the "Addresses" section highlighted.

- g. Now when you change the City and click Save. You are shown another popup with the approvers visible from the workflow. Click Submit



ENDOFTASK

6) After changing the language on a Profile, the changes revert after saving.

- Search “Manage Business Configuration” in the top search bar and select “personalInfo” from the left side.

The screenshot shows the SAP Admin Center interface. On the left, there's a navigation tree under 'Employee Central' with several nodes like 'complInfo', 'directDeposit', 'emailInfo', etc. The 'personalInfo' node is specifically highlighted with a red box. The main right panel displays the configuration details for the 'complInfo' profile. At the top, it shows the identifier as 'complInfo', label as 'Compensation Information', and various properties like 'Enabled' set to 'Yes'. Below this, there's a table titled 'HRIS Fields' listing various attributes such as 'job-level', 'pay-type', 'notes', etc., each with its label, enabled status, mandatory status, and a 'Details' link.

- Click the “Take Action” button on the top right and Select Make Correction from the dropdown.

This screenshot is similar to the previous one but shows the 'Take Action' button being interacted with. A red arrow points from the button to a dropdown menu that is partially visible, showing options like 'Make Correction'. The rest of the interface is identical to the first screenshot, showing the 'Employee Central' configuration for the 'complInfo' profile.

- Scroll down to the Trigger Rules section.

- d. The Enabled field to is set to Yes on EC Override Change rule. This is causing the override.

The screenshot shows the SAP Fiori interface for configuring Trigger Rules. At the top, there are several input fields for certificate-related parameters like 'certificate-start-date', 'certificate-end-date', 'attachment-id', 'script', and 'language script'. Below these is a section titled 'Trigger Rules' with a table. The table has columns for 'Base Object', 'Event Type *', 'Rules *', 'Enabled', and 'Actions'. There are eight rows in the table. The last row, labeled 'Personal Information Mode...', has an 'Enabled' dropdown menu open. The menu shows 'Yes' (selected) and 'No' highlighted with a red box. Other options in the menu include 'No Selection' and 'Click or focus to edit'. At the bottom of the screen, there is a message 'Updated by Aanya Singh(sfadmin) on Wednesday, February 4, 2026 8:21:51 AM EST' and two buttons: 'Save' and 'Cancel'.

- e. Now the language will not revert back when being changed on a profile which can be verified by going to Samantha Alexander's Profile from the top search. Click the Pencil icon on the Personal Information section. Change the Preferred language and Save.

The screenshot shows the SAP Fiori interface for managing a person's profile. On the left, there is a sidebar with navigation links for 'Personal Data', 'Job Data', 'Compensation', 'Time Management', 'Benefits', 'Payroll', 'Performance and Goals', and 'Succession'. The main area shows a profile picture of Samantha Alexander and her details: First Name: Samantha, Last Name: Alexander, Gender: Female, Marital Status: Married, and Preferred Language: German (highlighted with a red box). To the right, there are sections for 'Contact Information' (Business phone number +1 323 292 4328, Business email Samantha.Alexander@bestrupsap.com) and 'Details' (with a note: 'There's no data yet Would you like to add a record now?'). At the bottom, there are three buttons: 'Add', 'Save', and 'Cancel'.

ENDOFTASK

7) Workflow Should not Trigger for Preferred Name

- Go to “Configure Business Rules” from top search.
- Type “personal_info” in the search bar and hit enter. Then click anywhere on the Rule.

Business Rules Admin

Rule Name	Rule ID	Scenario	Rule Type	Base Object	Last Modified By	Assigned
Personal info	Personal_Info	Trigger Workflows (coreEC_triggerWorkflow)		personalInfoModel	Ananya Singh (sfadmin)	

- Click on the “Take Action” button then “Make Correction” from the dropdown.

Configure Business Rules

Search: Rule No Selection Advanced ▾

History «

01/01/1900 Take Action ▾

Rule created

Personal info (Personal_info)

Scenario: Trigger Workflows Change Scenario

Make Correction

Permanently Delete Entry

Copy Rule

Add to Transport Bundle

01/01/1900

Personal Information Model

Variables

If

Personal Information Model.Preferred Name.Previous Value is not equal to Personal Information Model.Preferred Name.Value

or

Personal Information Model.First Name.Previous Value is not equal to Personal Information Model.First Name.Value

Personal Information Model.Last Name.Previous Value is not equal to Personal Information Model.Last Name.Value

Then

Set Personal Information Model.wfConfig.Value to be equal to Personal info(Personalinfo)

Name	Object
Context	System C
Personal Information Model	Personal

- d. Here you can see the preferred Name field is part of a workflow, which is causing the issue.

SAP Admin Center

Back to: Business Rules Admin

Configure Business Rules

Search: Rule No Selection Advanced

Personal info (Personal_info)

Scenario: Trigger Workflows

Basic Information

- Start Date: 01/01/1900
- Description:
- Base Object: Personal Information Model

Parameters

Name	Object	Access
Context	System Context	Read-only
Personal Information Model	Personal Information Model	Full

Variables

If

- Personal Information Model.First Name.Previous Value is not equal to Personal Information Model.First Name.Value
- or
- Personal Information Model.Last Name.Previous Value is not equal to Personal Information Model.Last Name.Value
- Personal Information Model.Preferred Name.Previous Value is not equal to Personal Information Model.Preferred Name.Value

Then

Set Personal Information Model.wfConfig.Value to be equal to Personal info(Personalinfo)

Add Else If Add Else

- e. To verify, go to Sam Martin's Profile from top search.

Sam Martin

Sam Martin (smartin)
President United Kingdom (44) 3069 990798

Search "Sam Martin" in Directory Search

- f. Click the pencil icon on the Personal Information.

The screenshot shows the SAP My Employee File interface. On the left, there's a sidebar with tabs for Personal Data, Job Data, Compensation, Time Management, and Benefits. The main area is titled "People Profile" and features a large photo of a man (Sam Martin) and his name below it. To the right, under "Personal Data", there are four sections: "Personal Information", "Biographical Information", "National ID Information", and "Primary Emergency Contact". The "Personal Information" section contains fields for First Name (Sam), Last Name (Martin), Salutation (Mr.), Preferred Name (Sam), and Global Information (United Kingdom). A red box highlights the edit icon (pencil) next to the "Personal Information" title. Below these sections are "View All" buttons.

- g. Change the Preferred Name and hit Save. No Workflow popup will appear.

This screenshot shows the "People Profile" page in edit mode. The "Personal Information" section is open, displaying fields for First Name (Sam), Middle Name, Last Name (Martin), Gender (Male), Marital Status (Married), Preferred Language (German), Salutation (Mr.), Preferred Name (Sammy), and Nationality (United Kingdom). A red box highlights the "Preferred Name" input field, which contains "Sammy". A red arrow points from this field down to the "Save" button at the bottom right of the screen. The "Save" button is also highlighted with a red box.

ENDOFTASK

8) “My Team” tile in the Organizational Updates section is missing from the Home Page

The screenshot shows the SAP Home Page. At the top, there is a search bar labeled "Search for actions or people". Below the search bar, there are several navigation links: "Team Absence Calendar", "Time Sheet", "Pending Workflows", "Time Sheet Approval Center", "Benefits Overview", and "My Calendar". A red box highlights the "Organizational Updates" section. This section contains three cards: "My Profile" (with a photo of a man), "Admin Center" (with a photo of a woman), and "New Critical Skills" (with a photo of a group of people). Above the "Organizational Updates" section, there is a "Needs Attention" section with three cards: "Job Requisition" (Relationship Manager, Submitted on Feb 4, 2026), "Data Review" (Review New Hire Data, Jenny Kergis, Start Date: Jan 1, 2025), and "Learning Assignments" (Anti-Discrimination Policy w/Quiz, Online, 340 days overdue).

a. Search for “Manage Home Page”

The screenshot shows the SAP Home Page with a search overlay. The search term "Manage home page" is entered, and a dropdown menu appears with the following options: "Manage Home Page", "Manage Benefit Dependencies", "Document Generation - Manage Document Template", and "Document Generation - Manage Document Template Mapping". Below the search bar, there is a "Good evening" greeting, a "Needs Attention" section, and a "All (44)" button. The rest of the page content is visible.

- b. Click on the arrow in front of the “Organizational Updates”

Admin Center / Manage Home Page
Manage Home Page

Content

- Quick Actions >
- Quick Links >
- Organizational Updates** > **My Team**
- Supplemental Tasks >
- Banner Cards >
- Featured Cards >

General

- Card Settings >

- c. Expand the “Default Folder” arrow and then click on the pencil icon in row of “My Team”

Admin Center / Manage Home Page / Manage Organizational Updates
Manage Organizational Updates

You can add up to 100 custom cards. People can see up to 16 of them. They see the top 16 active cards that are visible to them, in the order below.
To change the order of cards or folders, you can drag and drop them with a mouse or use the More Actions menu.

Name	Target Group	Active Period	Enabled	Actions
Default Folder (Untitled)				...
My Team	All Employees - excluding External New Hires (group)	Always	No	edit trash ...
My Profile	All Employees - excluding External New Hires (group)	Always	Yes	edit trash ...
Enterprise Alumni	Tessa Walker + country	Always	Yes	edit trash ...
Succession	Tessa Walker + country	Always	Yes	edit trash ...
Admin Center	SFADMIN only	Always	Yes	edit trash ...
Recruiting	Tessa Walker + country	Always	Yes	edit trash ...
My Mobile	Sandbox Users	Always	Yes	edit trash ...
...				

- d. The Enabled button is unchecked, therefore it is not showing on the home page.

The screenshot shows the 'Edit Organizational Updates' screen. On the left, a sidebar lists organizational units like 'My Team', 'My Profile', and 'Admin Center'. The main area has tabs for 'General', 'Card', 'Navigation', and 'Assignments'. The 'General' tab is selected, showing fields for 'Card Name' (set to 'My Team') and 'Description' (with placeholder 'Enter card description'). Below these is an 'Enabled' toggle switch, which is currently off (unchecked) and highlighted with a red box. The 'Card' tab is visible below, containing fields for type (set to 'Image'), title ('My Team'), subtitle ('Enter card subtitle'), and image file ('My Team-min.jpg'). A preview window shows a white box labeled 'My Team'. At the bottom are 'Save' and 'Cancel' buttons.

- e. To verify, My Team is visible in the Organizational updates section of the Home Page.

The screenshot shows the SAP Fiori Home page. At the top, there's a navigation bar with 'SAP' and a 'Home' dropdown menu, which is highlighted with a red box. Below the navigation is a search bar. The main content area starts with a greeting 'Good evening'. Under 'Needs Attention', there are three cards: 'Job Requisition', 'Review New Hire Data', and 'Learning Assignments'. Under 'Organizational Updates', there are three cards: 'My Team', 'My Profile', and 'Admin Center'. The 'My Team' card is highlighted with a red box. At the bottom right, there are navigation arrows.

ENDOFTASK

9) Workflow Triggers but it is assigned to the wrong Approver

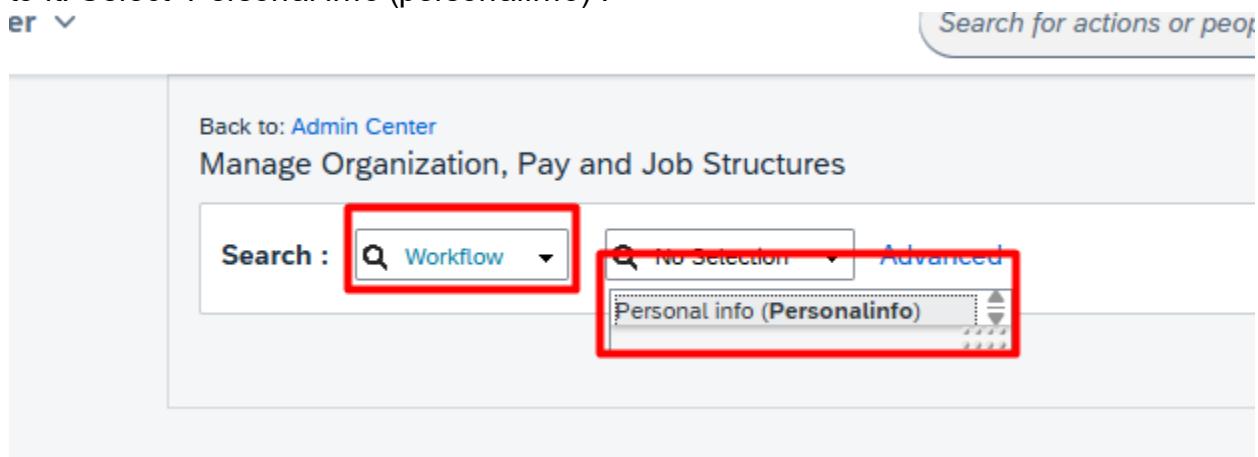
Sam Martin's changes to his First and Last Name should go to HR for Approval but it goes to his Manager instead.

The screenshot shows a 'People Profile' page with 'Personal Information' fields. A 'Confirm Request' dialog box is overlaid, stating: 'Submitting Personal Information Change request for Sam Martin.' It includes a comment input field, a 'Hide Workflow Participants' button, and an 'Approvers' section listing 'Laurent Moulet, President BestRun EMEA'. Buttons for 'Submit' and 'Cancel' are at the bottom. Below the dialog, a message says 'No attachments uploaded'.

- Go to “Manage Organization, Pay and Job Structures”



- Select Workflow in the first dropdown and search “personalinfo” in dropdown next to it. Select “Personal info (personalinfo)”.



- c. Hover over Take Action on the top right and select Make Correction.

Back to: Admin Center
Manage Organization, Pay and Job Structures

Search : Workflow Personal info (Personalinfo) Advanced Create New : No Selection

Workflow: Personal info (Personalinfo)

Workflow ID: Personalinfo
Name: Personal info
Description
Remind In Days
Is Delegate Supported: No
Alternate Workflow
Escalation
Redirect CC Users To Workflow Approval Page: No

Step 1

Approver Type	Approver Role: Manager	Context: Source	Edit Transaction: No Edit	No Approver Behavior: Skip this Step	Relationship to Approver: Employee	Respect Permission: No	Workflow Email Configuration
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Contributors
No data for Contributors available or you do not have the necessary permission.

Cc Role

Take Action ▾
Make Correction
Permanently delete record
Add to Transport Bundle

- d. The approver is set as the manager which is why he is showing up in the workflow. It should be Employee HR instead.

Back to: Admin Center
Manage Organization, Pay and Job Structures

Search : Workflow Personal info (Personalinfo) Advanced Create New : No Selection

Workflow: Personal info (Personalinfo)

* Workflow ID: Personalinfo
Name: Personal info
Description
Remind In Days: Click or focus to edit
Is Delegate Supported: No
Alternate Workflow: No Selection
Escalation: No Selection
Redirect CC Users To Workflow Approval Page: No

Step 1

Approver Type *	Approver Role *: Manager	Context: Source	Edit Transaction: No Edit	No Approver Behavior: Skip this Step	Relationship to Approver: Employee	Respect Permission: No	Workflow Email Configuration
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Step 2

Approver Type *	Approver Role *: Manager	Context: Source	Edit Transaction: No Edit	No Approver Behavior: Skip this Step	Relationship to Approver: Employee	Respect Permission: No	Workflow Email Configuration
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- e. Now if we changed that to Employee HR when Sam changes his first or last name, the approver is Martin's HR Manager.

The screenshot shows a 'People Profile' page with a 'Personal Information' section. A modal window titled 'Confirm Request' is open, prompting the user to submit a Personal Information Change request for 'Sam Martin'. The modal includes fields for comments and workflow participants, and a list of approvers. The 'First Name' field ('Samu') and the 'Approvers' section are highlighted with red boxes.

Personal Information

When should these changes take effect? *

Feb 05, 2026

Personal Information

First Name *	Middle Name	Last Name *
Samu		
Sam		

Gender: Male | Marital Status: Married

Salutation: Mr. | Preferred Name: Samy

Nationality*: United Kingdom

Confirm Request

Submitting Personal Information Change request for Sam Martin.

Enter your comment here

Hide Workflow Participants

Approvers

1 Kevin McClure
HR Business Partner

Submit Cancel

ENDOFTASK

10) Wrong Approver Showing up in workflow

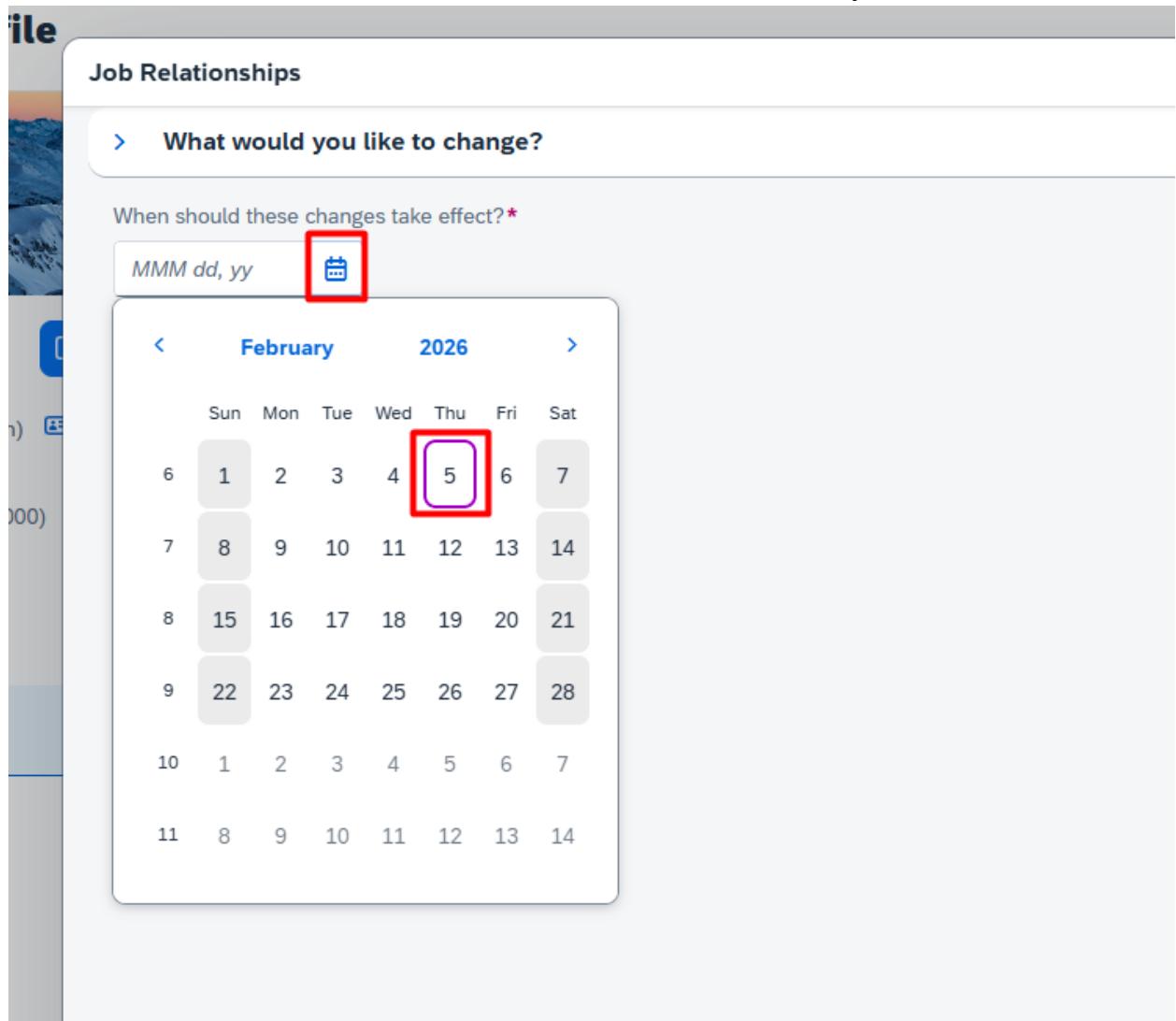
Sam Martin says that his HR Manager has changed in the company but the approval for the Name changes are still going to his previous HR manager.

The screenshot shows a SAP Fiori interface for a 'People Profile'. On the left, there's a sidebar with various tabs like 'Personal Data', 'Job Data' (which is highlighted with a red box), 'Compensation', 'Time Management', and 'Benefits'. The main area is titled 'Personal Information' and contains fields for First Name ('Samu' and 'Sam'), Gender ('Male'), Marital Status ('Married'), Salutation ('Mr.'), Preferred Name ('Samy'), Nationality ('United Kingdom'), and an attachment section. A modal window titled 'Confirm Request' is open over the profile page. It contains a message 'Submitting Personal Information Change request for Sam Martin.', a text input field 'Enter your comment here' with a placeholder 'Comment', and a list titled 'Approvers' which shows one entry: '1 Kevin McClure HR Business Partner'. The 'Submit' and 'Cancel' buttons are at the bottom of the modal.

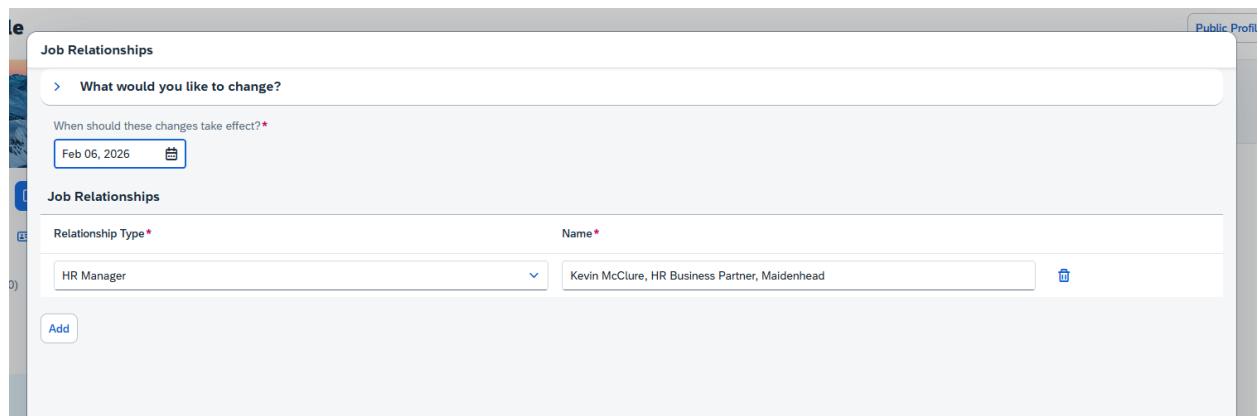
- Go to Martin's Profile from top search and Click on the "Job Data" section from the right side. Then click the pencil icon on "Job Relationships"

The screenshot shows the 'Job Data' section of the SAP Fiori interface. On the left, under 'Personal Data', the 'Job Data' tab is selected and highlighted with a red box. The main area is divided into four cards: 'Position and Organization Information', 'Job Information', 'Alternative Cost Distribution', and 'Job Relationships'. The 'Job Relationships' card shows a list for 'HR Manager' with one entry: 'Kevin McClure'. There is a pencil icon in the top right corner of this card, which is also highlighted with a red box. Below the list, it says 'There's no data yet' and 'Would you like to add a record now?' with an 'Add' button.

- b. Click on the calendar icon on the effective date and select today's date.



- c. Here you can see the Previous HR is named here. This can be changed to the new HR and this issue will be resolved.



- d. Now to verify click on the Personal Data section from the right hand side and then the pencil icon on the Personal Information.

The screenshot shows the SAP My Employee File interface. On the left, there's a sidebar with various tabs: Personal Data (highlighted with a red box), Job Data, Compensation, Time Management, Benefits, and others. The main area is titled "People Profile" and features a large photo of a man (Sam Martin) and his name. Below the photo, it says "Sam Martin (smartin)" and lists "President United Kingdom" and "Leadership Team UK (50120000)". It also shows "Direct Reports: 6". To the right, there are four sections: "Personal Data" (with a red box around the edit icon), "Biographical Information", "National ID Information", and "Primary Emergency Contact".

- e. Now when you make changes to the First name and Save. The new person you picked is shown in the approvers.

This screenshot shows the "Personal Information" tab in the SAP My Employee File. The "First Name" field is highlighted with a red box and contains "Samw". A modal window titled "Confirm Request" is open, asking for confirmation of the personal information change for Sam Martin. It shows an approver named Chung Tai from HR BP Planning & Scheduling. At the bottom of the modal, there are "Submit" and "Cancel" buttons. The main page below shows a message "No attachments uploaded".