Training.sap.com User Guide
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WELCOME TO SAP EDUCATION ONLINE!

Welcome to the SAP Training & Certification web shop. You can purchase training, consume e-learnings, and manage your training in one location. Experience new integrated e-commerce functionality and benefit from our global support, 24 hours a day – 5 days a week. This guide is intended to show you how to register yourself to the new platform so that you can begin to experience all of these benefits immediately. The step-by-step guide will take you through new account registration, association of your new account to your S-User ID, and finally e-learning course consumption.

We are sure you will find this guide clear and informative, however you can direct any additional questions you may have to our dedicated e-learning support team at the following mail address: e-learning@sap.com

HOW TO REGISTER IN SAP EDUCATION ONLINE AND START YOUR COURSES

1. Go to https://training.sap.com
2. If you already have an existing user account, click on the Login button at the top-right corner of the screen and jump to instruction number 7. Otherwise, click on the Register link at the top-right corner of the screen.

3. Fill out all necessary fields in the Registration Screen:

4. Read the SAP Privacy Statement
5. Acknowledge that you have read the SAP Privacy statement by selecting the checkbox and click on the Submit Details button
6. You will receive a registration confirmation (see below):
7. Click on Login button

8. There are three areas for managing your account information on the web shop; My Profile, My Training and My Team.

   **NOTE:** The account information areas will be presented depending on your user role and if you have purchased education offerings.
**BASIC NAVIGATION**

**Search:** This allows you to search across not only courses within the Education catalogue, but also across certifications, curriculum maps and grouped offerings.

**Browse Our Catalogue** The Courses & Curricula area displays regional catalogues for your preferred country. These are grouped on a top level by Solution and Tools & Methodologies. Here you can have easy access to all the Curricula offered by SAP Education.

**Certification:** The certification area is designed to give you an overview of what Certification is and what it can offer to you and your career. This section also has access to the same search functionality, mentioned above, it will be defaulted to certification offerings.

**Basket (Training Planner):** This section of the navigation alerts you to the status of your training plan (normally called their Shopping Cart on traditional Ecommerce web shops); from this section you can immediately proceed to checkout, or opt to modify the courses and certifications added to your training plan.

**Training Options:** This section provides various options for accessing training and knowledge to suit your circumstances and requirements. Search from one of the options pages is pre-filtered by the option.

**Training Locations:** This section provides information for all training locations within your selected country.

**Demo Center:** This is a link to SAP Demo Center. You can test drive our e-learning, review our instructor led courses and more. You'll learn firsthand how simple and cost effective it is.
BROWSE OUR CATALOGUE HOME

Courses and Curricula

The Courses & Curricular home is accessible from the main navigation bar, this section displays information on Courses and Certifications available to book on SAP online.

The page is broken down into easily digestible segments, such as curriculum collections by solution, most popular curriculum maps. There is also search box available or failing that support numbers are provided to help.
By Delivery Method

The By Delivery Method homepage displays the information about the different delivery methods and breaks them down into three different delivery method sections – Classroom, Online and Mixed.

By clicking on one of the delivery methods you will be presented with a list of courses that are relevant to the delivery method.
By Business Process

The By Business Process homepage displays the information about the different business processes and breaks them down into three different business process sections – Core, Strategy and Support.

### Core

<table>
<thead>
<tr>
<th>Business Process</th>
<th>Curriculum Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service</td>
<td>Marketing, Sales,</td>
</tr>
<tr>
<td>Sales Material</td>
<td>Technology, Sales</td>
</tr>
<tr>
<td>Sales Management</td>
<td>Management, Sales</td>
</tr>
<tr>
<td>Supply Chain</td>
<td>Logistics, Supply</td>
</tr>
<tr>
<td>Supply Chain</td>
<td>Management, Supply</td>
</tr>
<tr>
<td>Supply Chain</td>
<td>Logistics, Supply</td>
</tr>
</tbody>
</table>

### Strategy

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Curriculum Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRM</td>
<td>Marketing, Sales,</td>
</tr>
<tr>
<td>CRM</td>
<td>Technology, Sales</td>
</tr>
<tr>
<td>CRM</td>
<td>Management, Sales</td>
</tr>
<tr>
<td>CRM</td>
<td>Logistics, Supply</td>
</tr>
<tr>
<td>CRM</td>
<td>Management, Supply</td>
</tr>
<tr>
<td>CRM</td>
<td>Logistics, Supply</td>
</tr>
</tbody>
</table>

### Support

<table>
<thead>
<tr>
<th>Support</th>
<th>Curriculum Areas</th>
</tr>
</thead>
<tbody>
<tr>
<td>CRM</td>
<td>Marketing, Sales,</td>
</tr>
<tr>
<td>CRM</td>
<td>Technology, Sales</td>
</tr>
<tr>
<td>CRM</td>
<td>Management, Sales</td>
</tr>
<tr>
<td>CRM</td>
<td>Logistics, Supply</td>
</tr>
<tr>
<td>CRM</td>
<td>Management, Supply</td>
</tr>
<tr>
<td>CRM</td>
<td>Logistics, Supply</td>
</tr>
</tbody>
</table>

By clicking on one of the business strategies listed in one of the three Business Processes you will be presented with a list of curriculum(s) which are relevant to the business strategy.

### Segmentation and Campaign Management

In this curriculum, you'll benefit from a greater understanding of the SAP Segmentation and Campaign Management functionality. You'll learn how to increase the effectiveness of marketing campaigns - from planning to execution and reporting - by analyzing integrated customer data from internal and external sources, all from one source.

- CRM Enterprise
- SAP Global Certification Program for SAP CRM 7.0 EHP2
- SAP Global Certification Program for SAP CRM 7.0 EHP1
- SAP Global Certification Program for SAP CRM 7.0
- SAP Customer Relationship Management (CRM)
- SAP NetWeaver Programming Core
By Role (Certification)

The By Role (Certification) homepage displays the information about the different roles for which there are Certification.

**BY ROLE (CERTIFICATIONS ONLY)**

Whether you are an SAP partner, customer, or user - SAP Education provides certification exams to support your current and aspiring role.

**ROLES**

- Application Consultant
  - Implementation Consultant, Solution Consultant, Business Process Consultant
- Enterprise Architect
- Business Analyst
  - Business Consultant
- Business Process Architect
  - Business Analyst, Business Architect
- Business Process Owner / Team Lead / Power User
- Change Manager
  - Business Transformation Manager
- Data Consultant / Manager
- Database Administrator
  - Database Designer
- Developer
  - ABAP Developer, Java Developer, SQL Developer, Net Developer, User Interface Designer
- Development Consultant
- User
- Executive
- Industry Specialist
- Technology Consultant
- Program / Project Manager_USE
- Solution Architect
- Help Desk / COE Support
- System Administrator
  - Security Administrator, Security Officer, Performance and Tuning Specialist, IT Administrator
- System Architect
  - Technical Architect
- Trainer

By clicking on one of the roles listed you will be presented with a list of certifications which are relevant to the role.
CERTIFICATION DETAILS

To get more details click on the certification you are interested in and get to the following page. (In our case SAP Certified Application Associate – SAP HANA 1.0)

You will find the “FAQ’s” and “Certification Test Security Guidelines”, here.
Further Register links

- Schedule (when and where you can make the certification)
- Related Courses & Certifications (with a click on the related topic you will get further information)
- Related Curricula (with a click on the related curricula you will get further information)

Depending on local conventions you get planning options to book this certification via SAP Training Centre or via our delivery partner Pearson VUE on the right side.
SEARCH:

Search is a major factor in the purchase path and decision making process for users shopping online. To ensure we delivered a system that would streamline the process we have given you a simple yet robust search system that allows multiple ways to find what you need.

With search available from all pages of the site, you have a consistent action point to launch your query.

The search result page (above) clearly lists the most relevant results from your search terms, based on their preferred country setting. The search results are also divided into five groups; All, Courses, Certification, Curricula and Grouped Products. From this point you can also further refine their results by engaging with the filter options on the left side of the page.

BASKET

Basket can be accessed by either clicking on the Basket button located on the top right hand side of the site, or by adding a course to your basket and clicking “Proceed to Checkout” button on the pop-up.
1. Click ‘Proceed to Checkout’

2. Select suitable event (if you have not selected it previously) by clicking ‘Change Schedule’ and click proceed to checkout

3. You will be given multiple payment options
   a. Invoice
   b. Preferred card
   c. Credit Card

Please note that payment options are country specific and some of the options may not be available in your country
4. After selecting your payment option you will be taken to ‘Order Summary’ page, accept the ‘Terms & Conditions’ and click ‘Submit Order’
5. A ‘Booking confirmation’ page is displayed.

**BOOKING CONFIRMATION**

Your transaction reference: Z001B787C

If you do not receive a confirmation email within two business days, please contact your local SAP Education office.

**Order summary**

<table>
<thead>
<tr>
<th>Order Number</th>
<th>Country</th>
<th>Number of bookings</th>
<th>Price</th>
<th>Order details</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000100618</td>
<td>SAP Germany</td>
<td>1 bookings</td>
<td>3,650.00 ECR</td>
<td>Order details</td>
</tr>
</tbody>
</table>

[Print this page] [Continue Shopping]
MY PROFILE

The My Profile section allows you to track your purchase history, update your S-User, redeem Access Codes and manage your profile.

Once you have logged in select the "My Profile" push button.

S-User Assignment

Your S-User number is your unique ID with SAP. All your scheduled education offerings, education history and certifications are associated to your unique SAP S-User ID. The SAP S-User ID is the Participate number (PT number) in the training confirmation you receive when you purchase an education offering. For example, if the PT number is PT 0001234567, your SAP S-User ID will be S0001234567.

NOTE: If you are assigned the role of BUYER or ADMIN your SAP S-User ID will provide reports and other relevant information you need for managing your team’s education online.

You are able to several S-Users assign to your account.

You can manage them under My Profile > S-User Management

You can assign a new S-User to your account by entering the new S-User and S-User password. To complete the association click ‘Add New S-User’
If you cannot remember your S-User password please click ‘Send Reminder’

**Redeem Access Code**

An Access code is available to companies (within a single country) for the purchase of online bulk education products. The company that purchases the online bulk education products receives an Access Code to distribute to their learners. The learner must redeem the Access code on the web shop prior to expiration for access to the online bulk education products.

To redeem Access code click ‘Redeem Access Code’

Enter your Access Code and click ‘Redeem’.

**TRAINING ACCESS CODE**

If you have been given a training access code, you can redeem it here.

![Access Code Image]

Accept the Terms & Conditions and click ‘Submit order’ to complete redeeming your Access Code purchase.
Manage Profile

To change your account details click ‘Manage Profile’

You will be able to update the following:
- Name
- Email address
- Phone number
Please note that if you change your email address then your login email will also be updated.

On completion click ‘Submit details’

**MY TRAINING**

The My Training section allows you to access your purchased e-learnings and manage all your education offerings; purchased, waitlisted and pre-booked.

**NOTE: You must have an S-User assigned to your user to view the ‘My Training’**

Once you have logged in, select the ‘My Training’ push button
TRAININGS

This section provides you with a list of all your education offerings; you can access, check progress, rate, complete and download a certificate for your E-learnings. You can also cancel a booking and rebook a course for an alternative (country specific conditions apply and with the exception of subscription based education offerings).

Accessing your E-Learning
To access an e-learning, select the education offering and select the “Access” push button. The area below the course expands and a course progress bar is visible so you can view the current progress. You can set the course to complete by selecting the ‘Set Complete’ push button.

After you have set your course complete you will be able to download a certificate of completion.
Cancelling a booking

Conditions for cancelling:

- Cancellation procedure and fees are country specific
- Cancellations are only possible for event based education offerings
- A Learner needs to be logged in with S-User assigned
- A Buyer can cancel their own and on behalf bookings. Learners can cancel bookings which they have purchased.

1. The education offering title is a hyperlink. Selecting the education offering title will show further options if applicable.

2. Select the “Cancel” button
3. You will be alerted by pop-up of your cancellation and if any fees apply. Select “Cancel Booking”. You will then be taken to the payment details page.

Rebooking a course

Conditions for rebooking:

- Rebooking can only happen when inside the cancellation period as defined by the country specific cancellation procedure.
- If a learner has been booked on a course by a buyer (through an on behalf booking) they will not have the option to rebook themselves – this functionality will be provided in the Buyer’s My Team section.

Rebooking allows you to change your booking to another date or to rebook on a different course.

1. The education offering title is a hyperlink. Selecting the education offering title will show further options if applicable.

2. Select the “Rebook” button. You will now have the options to rebook your course for a different time slot or rebook on a different course currently in your basket.
a) Select a new date from the available options and confirm your booking.

Confirm Rebooking

Are you sure you wish to proceed with the rebooking?

<table>
<thead>
<tr>
<th>Old Activity:</th>
<th>ABAP Objects - BC401 - Walldorf - 5 Nov 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Activity:</td>
<td>ABAP Objects - BC401 - Ratingen - 3 Dec 2012</td>
</tr>
<tr>
<td>Rebooking Cost:</td>
<td>No cost will be incurred</td>
</tr>
</tbody>
</table>

[Cancel] [Rebook]

b) Select a date from the courses in your training planner – Please note you will need to add a course to your basket.

3. Select the “Rebook” button.

4. You will be alerted by a popup to confirm your rebooking and if any fees apply, Select “Proceed”.
   You will be taken to the payment details page and you can complete your rebooking.
Qualifications

Your Certifications are displayed in the Qualifications section in My Training menu. From the Qualification page you are able to see your passed and failed Certification tests. With failed Certification test there is also a number of attempts displayed.

From the Qualification page you are also able to access the Crowdsourcing Tool to enter Questions for Certifications.

To see your Certification Tests you need to click on *Qualification* push button

A list of your Passed and Failed Certification tests is displayed. With Failed Certification Test(s) a number of failed attempts is displayed.
WAIT-LISTING

Wait-listing occurs when a course event is fully booked and you wish to go on a course waiting list. If a place becomes available on the course event you will be notified with the option to book on the course.

Conditions for Wait-listing:

- You have to provide payment details.
- Only when a new seat becomes available will you be charged for the event booking.
- You will be notified when a seat is vacant.

After you click ‘Add to Basket’, if an event is fully booked you will receive the pop-up below. Click on the ‘Go onto waiting list’ to continue to checkout (and be added to the waiting list).

When you choose to checkout a basket containing a fully booked course you will again be asked to confirm your wait-listing before proceeding to checkout.

The pop-up below will appear.
Proceed to checkout and enter your details. The payment will only occur when you have requested an available seat.

When a seat does become available you are informed within the My Training > Waitlisting section.

You will have to select the button “Request Seat”. This will confirm your booking and allow you to be successfully booked on the course. The payment will now occur as you have requested the available seat and successfully booked on the course.
PRE-BOOKING REQUESTS

If you can’t find a bookable event for a specific course, it may be possible to pre-book – this allows you to make a request for training (specifying location and dates if you wish).

Conditions for Pre-booking:

- Logged into the webshop with an S-User assigned.
- You can pre-book education offerings with or without events.
- Pre-booking date and location fields are optional.

When a course does not have an event or you cannot see a suitable event, you can perform a pre-booking.

Pre-booking is only available if you are logged in with a valid S-User assigned to your account.

The pre-booking button will be displayed in place of the add-to-cart button (across the site) where there are no events available for booking. Upon clicking the pre-book button a pop-up will be triggered that allows you to submit your pre-booking while also setting your preferred location and timeframe.

You can then access the pre-booking from within the My Training > Pre-Bookings section.

Here you will have the ability to review all submitted pre-bookings as well as cancel a previously created
pre-booking. The user will be notified when a booking becomes available and can then continue checkout via the link to the course description page.

<table>
<thead>
<tr>
<th>Prebooking Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>TZPR10 - SAP BusinessObjects Process Control and...</td>
</tr>
<tr>
<td>2012-10-06 - 2012-11-16</td>
</tr>
</tbody>
</table>
MY TEAM (BUYERS ONLY)

The My Team account management feature allows a user with buyer privileges to manage bookings on-behalf of the participant, add attendees to No-Name (NN) courses, and view Preferred Card and Access Code reports.

Learner Manager Bookings – NN (No-Name) Booking

Within the Basket you can book multiple seats for a training event without specifying the attendees by entering the required number of seats in the text box. By clicking on the View/Edit Attendees button this will expand the menu allowing you to book attendees without providing further information. These bookings can be allocated to users at a later time.

To make a mass or NN booking you will have to firstly create a Team Basket

Conditions for NN bookings:

- You need to be logged in to training.sap.com.
- You must have a “Buyer” S-User number assigned to your profile.
- Please note that every country has their own conditions for rebooking
After clicking on the View/Edit Attendees button, a menu will appear allowing you to book attendees without providing further information.

The image below shows **NN (No-Name)** booking under Learner Manager tab in My Team section;
To add an attendee to a course

1. Select the “Manage” link on behalf of an attendee and from the bookings that require learner assignment table.

2. Add an attendee to the course by selecting the “Add Attendee” link.

```
LIST OF ON-BEHalf BOOKINGS
you still need to add 8 more attendee(s)

BC401 - ABAP Objects
classroom
11 - 18 Nov 2013
View Details

Add Attendee
```

3. You have three different ways of adding an attendee.

Selecting the first option would add yourself as an attendee for the course.

```
Add an attendee

- Add yourself as attendee
- Add attendee with S-Number
S-User contact
Please Select

- Add attendee without S-Number

Cancel Add attendee
```

4. To add a learner, select the second option.

This will allow you to select one of the learners associated to your company ID.

```
Replace attendee

- Add yourself as attendee
- Add attendee with S-Number
S-User contact
Please Select

- Mr. Best Checker
- Mr. Test Test
- Mr. Mappings Are Cool
- Mr. Test Man
```
5. If the learner is not found within the dropdown list you can add the user without an S-User number by manually entering their Title, First name, Last name and email address. (Third option)

**NOTE:** Please note that the learners will not be able to consume/view purchased learning until they have registered on the shop and been issued an S-User number.

6. Once all fields have been entered click on the “Add Attendee” button.

7. This will update the Attendee list with the manually added learner.

**On-behalf bookings**

On-behalf allows you to manage bookings for learners that you have purchased bookings for.

**Conditions of On-behalf booking**

- Please note that every country has their own conditions for rebooking
Cancel a course (on behalf booking)

1. Select “Manage”

2. Select a course from from the list and select the “Edit Booking” link.

3. Select the “Cancel” button.

4. You will be alerted by a popup to confirm your cancellation and alerted if any fees apply, Select “Proceed”. You will then be taken to the payment details page.
Rebook a learner (on behalf booking)

Conditions for rebooking:

- Rebooking can only occur within the cancellation period.
- If a learner has been booked by a buyer (through an on-behalf booking) they will not have the option to rebook themselves.
- Please note that every country has their own conditions for rebooking

1. Select “Manage”
2. Select a course and click the “Edit Booking” link which will take you to next page with some more options.
3. Select the “Rebook” button. You will now have the options rebook your course on a different time slot or rebook on a different course which is in your training planner. Either -

   a) Select a new course date from the available options
b) Select a new course from the valid courses in your basket

4. Select the “Rebook” button.

5. You will be alerted by a popup to confirm your rebooking and alerted if any fees apply, Select “Proceed”. You will then be taken to the payment details page.
Replace a learner (on behalf booking)

Conditions for replacing:

- Only Buyers have access to this feature
- Replacements can only occur at least 48 hours before the event starts.
- Replacements are only allowed for event-based courses.
- Replacement is not allowed for grouped products except MM event based bundles if no course types have been started.
- Replacement can only occur outside the cancellation period.

1. Select “Manage” on selected course

![Image of On Behalf Learner Bookings]

<table>
<thead>
<tr>
<th>Learner Name</th>
<th>Course Code</th>
<th>Course Title</th>
<th>Start Date</th>
<th>End Date</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC401</td>
<td>ABAP Objects</td>
<td>5 Nov 2012 - 9 Nov 2012</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MR Voucher Checkout</td>
<td>BC401</td>
<td>ABAP Objects</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Click the “Edit Booking” link which will expand an area beneath the course with some more options.

![Image of Manage Bookings for MR. Voucher Checkout]

3. Select the “Replace Learner” button.

4. You have three different ways of adding an attendee. Selecting the first option would add you as an attendee for the course.
5. To add a learner, select the second option. This will allow you to select one of the learners associated to your company ID.

6. If the learner is not found within the dropdown list you can add the user without an S-User number by manually entering their Title, First name, Last name and email address. (Third option)

7. Once all fields have been entered click on the “Replace Attendee” push button.
8. This will update the Attendee list with the manually added learner.
Preferred Card Reports

A Preferred card is available to customers within one country that want to pay a lump sum or certain budget amount in advance for education products. The sum of the card will be consumed step by step in a predefined period of time for Education products. Depending on the amount covered by the card and country specific regulations, the education products may be discounted.

Select Preferred Cards report on the My Team navigation menu.
NOTE: You can only see this if you are the admin for a preferred card.

A list of your Preferred Card(s) appears. Select the Card you want to view the Report for and click View Booking Report

From the next appearing window you can see the report and download it in .pdf or .csv format.
Additionally, if you have multiple preferred cards you can select other card and see the report:

- Select another card from Select a Card dropdown menu
- Click Update Report
- You can also search by:
  - Location
  - User
  - Course
  - Date Range

Access Codes Reports

An Access code is available to companies within one country for purchase of online bulk education products. The company that purchases the online bulk education products receives an Access code to distribute to their learners. The learner must redeem the Access code on the web shop prior to expiration for access to the online bulk education products.

To view Access Codes report click My Team > Access Codes Report

Please note that you must have Buyer account in order to view the reports.
You are able to generate six (6) different types of reports regarding Access Codes.

**ACCESS CODE REPORTS**

1. **Access Code Enrolment Report**
   - This report displays the enrollment data for a specified date range, user or course.

2. **Access Code Subscription Status**
   - This report displays the subscriptions and subscription information for this Access Code - it can be used to identify subscriptions that are about to expire, those at full capacity and those with available places.

3. **Access Code Subscription Specific Report**
   - This report displays enrollment specific data for particular Access Code that has a specific subscription directly associated with it.

4. **Access Code User Report**
   - This report displays the list of users for the selected Access Code

5. **Training Popularity Report**
   - This report lists all training courses taken and the number of corresponding completions for an Access Code within a specific date range.

6. **Individual Training Usage**
   - Create a list of individual users within the specified Access Code with the number of courses they have started and the number of courses completed.

Every report has a search functionality where you can search by:

- Access Code
- Sales Order
- User
- Course
- From date range
Please note that some of the search options are report specific.