



Contact SAP Business Network Support without logging into your account

Change of Administrator, Password Reset, Login Issue

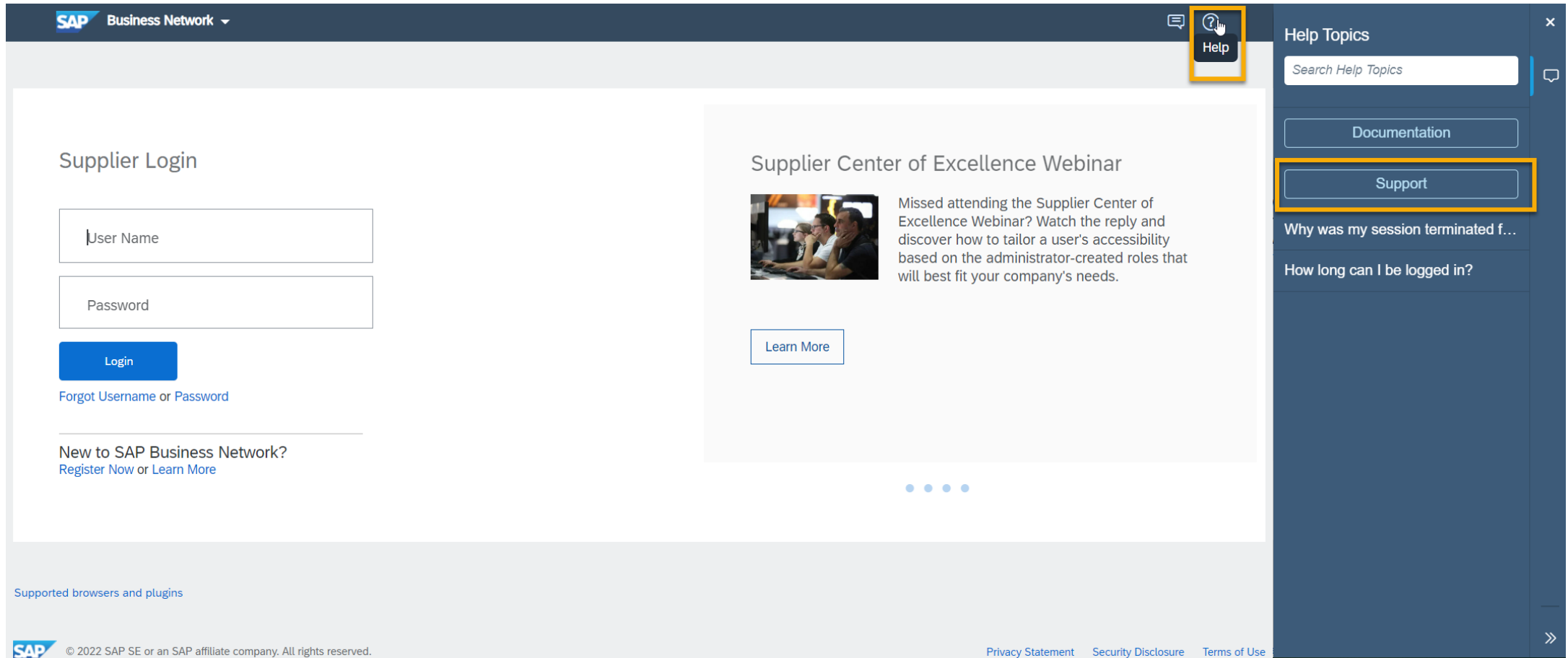
SAP
June 27, 2022

Public

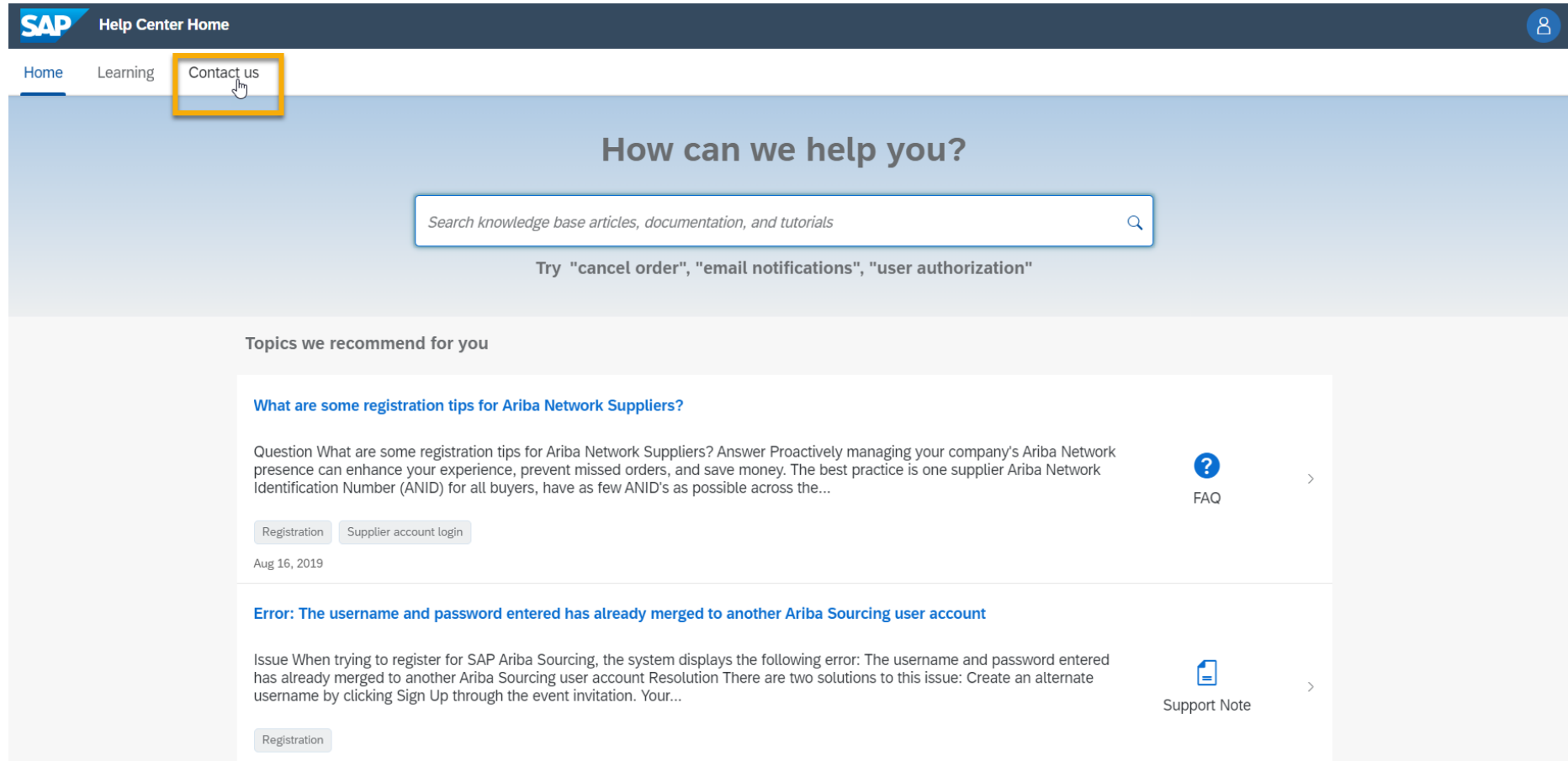
*** This is only for certain instances – like an Administrator is no longer with the company or a user has difficulty logging into Ariba.

All other help queries with regards to functionality require you to be logged into Ariba. Go to the Ariba Network Supplier portal <https://supplier.ariba.com/>

1. Click the Question Mark icon “ ? ” on the upper right of your screen - <https://supplier.ariba.com/>
2. A drop bar to the right side will appear, click the “Support” icon at the upper right



3. You will be taken to the screen below, please click “Contact us”



The screenshot shows the SAP Help Center Home page. At the top left is the SAP logo and the text "Help Center Home". A navigation bar contains "Home", "Learning", and "Contact us", with "Contact us" highlighted by a yellow box and a mouse cursor. Below the navigation bar is a large blue header with the text "How can we help you?". Underneath is a search bar with the placeholder text "Search knowledge base articles, documentation, and tutorials" and a magnifying glass icon. Below the search bar is a suggestion: "Try 'cancel order', 'email notifications', 'user authorization'". The main content area is titled "Topics we recommend for you" and contains two article cards. The first card is titled "What are some registration tips for Ariba Network Suppliers?" and includes a question, an answer, tags for "Registration" and "Supplier account login", and the date "Aug 16, 2019". The second card is titled "Error: The username and password entered has already merged to another Ariba Sourcing user account" and includes an issue description, a resolution, and a tag for "Registration". Both cards have a right-side icon and a chevron: a question mark icon labeled "FAQ" for the first card, and a document icon labeled "Support Note" for the second card.

4. The below screen will be displayed, please select the most appropriate option

5. For a change of Administrator or if you would like a call back from Ariba select “**Register on Ariba Network**”

6. Click the “**Something else**” option, select What you are using SAP Business Network for, e.g. “**Transacting documents (purchase orders, invoices, etc.)**” and then a “**Contact us**” button will appear on the bottom right (click the button)

SAP Help Center Contact us

Home Learning **Contact us**

Register on SAP Business Network

Reset my password

Forgot username

Unsubscribe

Privacy request

3. Choose from the options below to continue.

What do you need help with?

Register a new account Registration error Login Find out if my company has an account **Something else**

What are you using SAP Business Network for?

Transacting documents (purchase orders, invoices, etc.) Participating in Sourcing events (RFPs, auctions, bids, etc.) Searching for new business opportunities

Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)

Public

Can't find what you're looking for?

Contact us

7. A new page will appear, complete all the fields with an asterisk*, please provide as much detail as possible to speed up the process

8. After completing the form, please click “**One Last Step**” at the bottom right

SAP Help Center Contact us

Home Learning **Contact us**

Requested language of support: English [Change?](#)
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject: Register on SAP Business Network

Full description: * *Affected items, expected results, etc.*

2. Please review your contact information for correctness:

First name: *
Last name: *
Username:
Company: *
Email: *
Phone: *
Extension:
Confirm phone: *

My phone number is correct.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

I agree

Recommendations*

Search

- How do I register a new account?
- How do I register on SAP Ariba Sourcing?
- What is Business Network?
- What are some registration tips for Ariba Network Suppliers?

Recommendations*

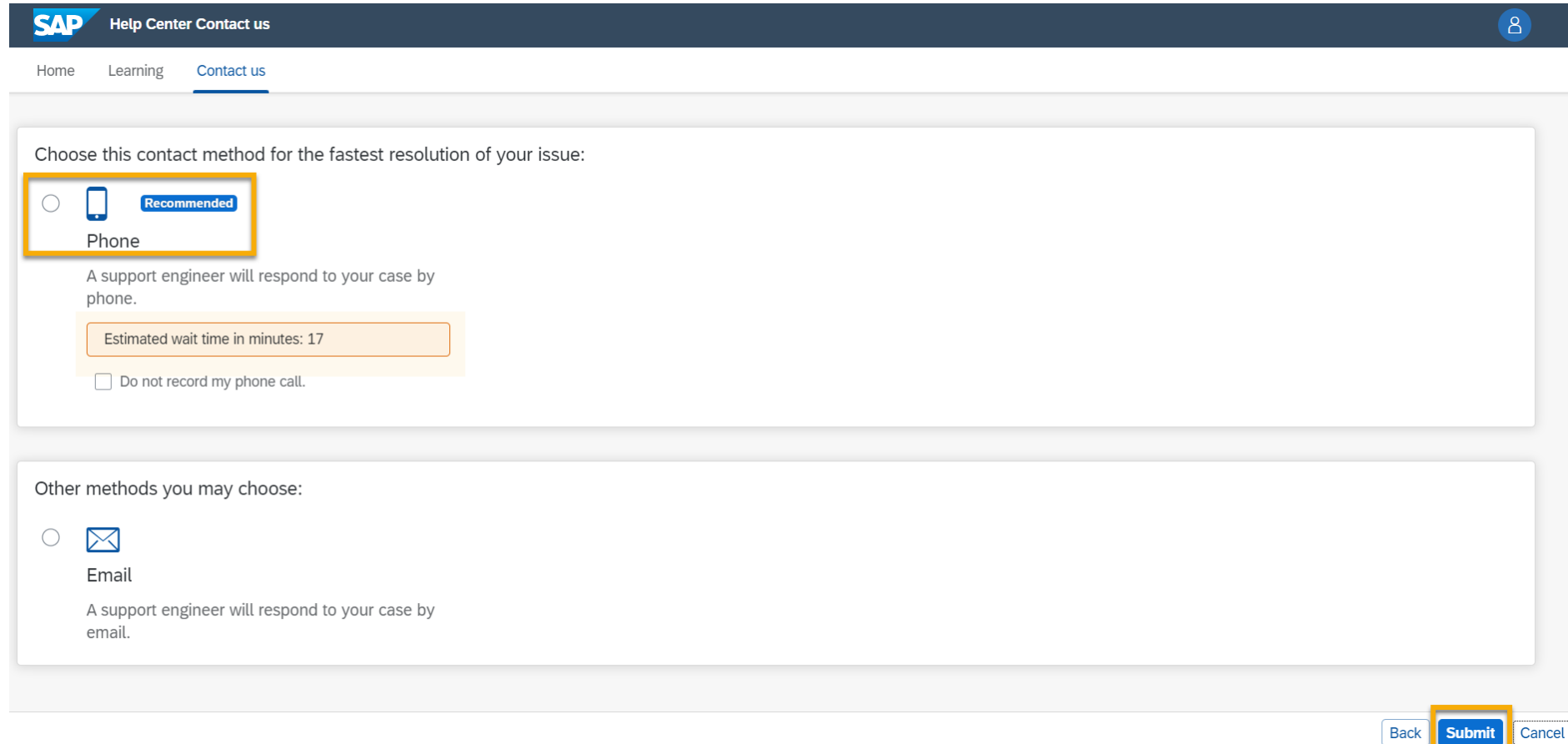
Search

- How do I register a new account?
- How do I register on SAP Ariba Sourcing?
- What is Business Network?
- What are some registration tips for Ariba Network Suppliers?
- How do I register a free Standard account from an email invitation?
- Do I need Dun & Bradstreet Data Universal Numbering System (DUNS) number?
- What is SAP Supplier Financing?
- Error: "Please correct the fields marked in red" when registering
- Why does the negotiation task email notification sent to suppliers does not have the option to register for private suppliers?

One last step

9. Please select your best contact method. “Phone” is recommended. Then click “Submit” at the bottom right

- For security purposes you will receive a call from Ariba Support to validate you and your company (around the estimated waiting time)
- If you miss the call, you will receive an email from Ariba, you must action this email immediately to ensure support can connect with you in a timely manner



The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo and 'Help Center Contact us' text, and a user profile icon on the right. Below the header is a navigation bar with 'Home', 'Learning', and 'Contact us' (which is underlined). The main content area is divided into two sections. The first section, titled 'Choose this contact method for the fastest resolution of your issue:', contains a radio button next to a phone icon and the word 'Phone'. The radio button is selected, and a blue 'Recommended' badge is next to it. Below this, it says 'A support engineer will respond to your case by phone.' and 'Estimated wait time in minutes: 17'. There is also a checkbox for 'Do not record my phone call.' The second section, titled 'Other methods you may choose:', contains a radio button next to an envelope icon and the word 'Email'. Below this, it says 'A support engineer will respond to your case by email.' At the bottom right of the page, there are three buttons: 'Back', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a blue border.