



SAP Ariba 

# Help Center Guide for Sourcing

PUBLIC

# Help Centre Guide

1. Go to <http://supplier.ariba.com> and log in.
2. In the case you forgot your credentials **click on the link**



## Supplier Login

[Having trouble logging in?](#)

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New to Ariba?  
[Register Now](#) or [Learn More](#)

# Help Centre Guide

3

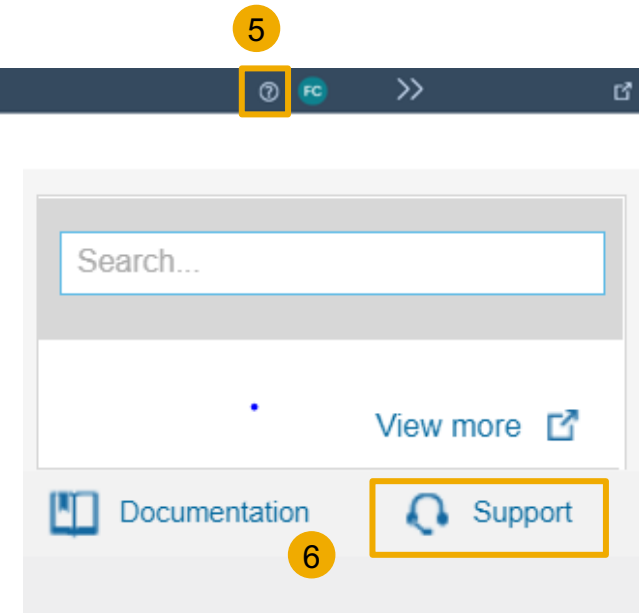
The screenshot displays the SAP Ariba Network user interface. At the top, the navigation bar includes the SAP logo, 'Ariba Network', 'Standard Account', 'Upgrade', and 'TEST MODE'. A dropdown menu is open under 'Ariba Network', with 'Ariba Proposals And Questionnaires' highlighted. A yellow circle with the number '4' is placed over this menu item. Below the navigation bar, there are sections for 'Home', 'Orders', and 'Pinned Documents'. A table with columns 'Document #', 'Document Type', 'Customer', 'Status', and 'Amount' is visible, showing 'No items'. On the right side, there are promotional banners for mobile apps and a 'Tasks' section with an 'Update Profile Information' button.

3. Click on the **Menu drop-down menu**.
4. Click on ***Ariba Proposal and Questionnaires***.

# Help Centre Guide

5. Click on the “?” Icon.

6. Click on **Support**



# Help Centre Guide

7. Write what you need help with in the given box.
8. You may read the **suggested solutions** if applicable
9. If you cannot find what you are looking for, you can get help by **email**, **chat** or by **phone**.

The screenshot displays the SAP Ariba Help Center interface. At the top, there is a navigation bar with 'Home', 'Learning', and 'Support' links. Below this is a search bar with the text 'need help with' and 'Unable to find the proposal' entered, and an 'Update' button. A yellow circle with the number '7' is placed next to the search bar. Below the search bar, there is a section titled 'Search results for Unable to find the proposal' containing a list of search results: 'Why am I unable to download a file from an event?', 'What do I do if technical issues prevent me from placing a bid in an auction?', 'Why can't I respond to an auction even when the countdown is still running?', 'Troubleshooting for event participants', and 'Why can't I respond to an event?'. A yellow circle with the number '8' is placed to the right of this list. Below the search results, there is a section titled 'Contact SAP Ariba Customer Support' with a sub-heading 'Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.' and a question 'Are you trying to access an event?' with 'Yes' and 'No' buttons. Below this, there is a section titled 'Can't find what you are looking for? Let us help you.' with a sub-heading 'Choose your communication preference:' and a list of options: 'Get help by email', 'Get help by live chat', 'Get help by phone' (with 'Estimated wait in minutes for non-bidding call: 2'), and 'Attend a live webinar'. A yellow circle with the number '9' is placed to the right of this list.

# Help Centre Guide

- If you chose to get help by email, you need to fill in all mandatory fields marked as “\*” in below form then press submit.
- You will receive an email shortly to assist you with your issue.

SAP Ariba Help Center

Home Learning Support

### SAP Ariba Email Support

Please add customer\_support\_ar\_update@sap.com to your Safe Sender List. For a faster response, choose chat support or phone support.

**Problem Description**

Short Description: \*

Problem Type: \* Please Select

Details: \*

For fast resolution, please include all relevant details in your case. For example:

- A detailed description of the issue including full navigational paths, actions performed prior to the issue.
- Your expected results from the system.
- Steps to replicate the issue.
- Attach screenshots or recordings of the issue.

File Attachment 1: Choose File No file chosen

Document or Event No.:

Company that invited you:

**Contact Information**

First Name: \*

Last Name: \*

User ID: no\_real\_user\_name

Company: \*

Email: \*

Phone: \* +1 201-555-0123 Extension: \*

Ariba Network ID: \* AN01506509898-T

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 Ariba Privacy Statement and applicable law.

I agree

\* Required Fields

Submit Cancel

# Help Centre Guide

SAP Ariba Help Center

Search...

Home Learning Support

**SAP Ariba Phone Support**

Provide the following information, and the next available specialist will call you.

**Problem Description**

Short Description: \*

Do you require assistance bidding in an event that closes within the next 60 minutes?  
 Yes  No

Details: \*

**Contact Information**

First Name: \*

Last Name: \*

User ID: no\_real\_user\_name

Company: \*

Email: \*

Requested Language: English [Select a different language from the Home tab.](#)

Phone: \* +1 201-555-0123 Extension: \*

Confirm Phone Number: \*

My phone number is correct.  
 Do not record this phone call.

Ariba Network ID: \* AN01508509898-T

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 [Ariba Privacy Statement](#) and applicable law.

I agree

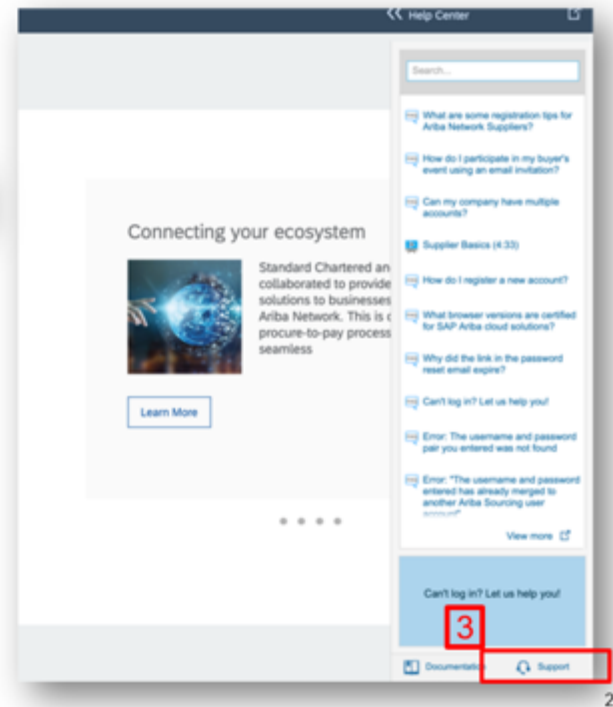
\* Required Fields

Submit Cancel

- If you chose to get help by Phone, you need to fill in all mandatory fields marked as "\*" in below form then press submit.
- Please use a mobile number that you are available on, as the call back will be within 2-4 minutes.

# Help Centre Guide – if you can't access your Ariba Account

1. Go to [supplier.ariba.com](https://supplier.ariba.com) and log in your credentials
2. On top right side, click on “?” icon
3. Click on the support icon below

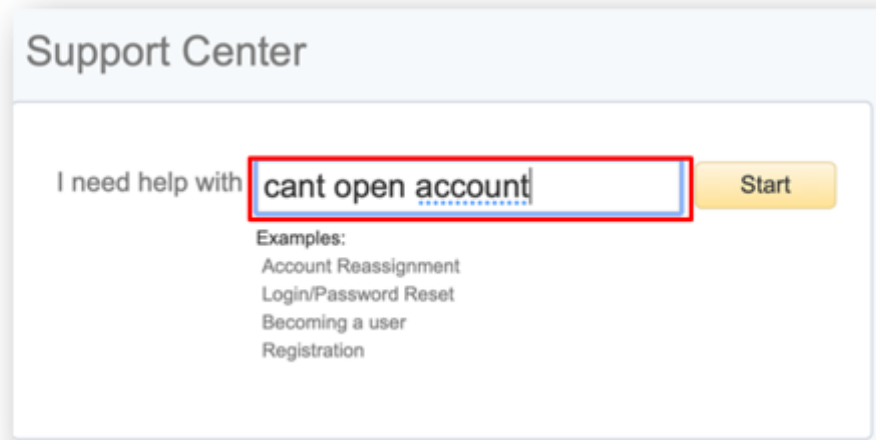


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# Help Centre Guide – if you can't access your Ariba Account

- Write what you need help with in the given box “I need help with” (For example, I cant open account).....and click on start



The screenshot shows a 'Support Center' window. It features a search input field with the text 'I need help with' and a 'Start' button. The text 'cant open account' is entered in the search field and is highlighted with a red rectangular border. Below the search field, there is a list of examples: 'Account Reassignment', 'Login/Password Reset', 'Becoming a user', and 'Registration'.

Support Center

I need help with  Start

Examples:  
Account Reassignment  
Login/Password Reset  
Becoming a user  
Registration

# Help Centre Guide – if you can't access your Ariba Account

The screenshot shows the SAP Ariba Support Center interface. At the top, there is a search bar with the text "I need help with cant open account" and an "Update" button. Below the search bar, there are several search results listed with icons and titles: "Can't log in? Let us help you!", "How do I contact SAP Ariba Customer Support as a supplier?", "How to access the help center in a new window", "Browsing content in the help center", and "Overview of the help center". A pagination bar at the bottom of the results shows "1 2 3 4". Below the search results, there is a "Service Alert" section with a red warning icon and text: "Some SAP Ariba suppliers are experiencing an unexpected error within the 'My Subscriptions' tab. This is a known issue and our technical team is working to fix the issue. We apologize for the inconvenience." At the bottom of the screenshot, there is a "Contact SAP Ariba Customer Support" section with a question: "Does the message 'User already exists. Please enter a different username' appear?". Below this question, there are two buttons: "Yes" and "No", with the "No" button highlighted by a red box.

The screenshot shows the communication preference selection screen. At the top, there are two buttons: "Yes" and "No", with the "No" button highlighted by a red box. Below this, there is a question: "Does the message 'You must enter the username and password associated with your account' appear?". Below this question, there are two buttons: "Yes" and "No". Below the buttons, there is a section titled "Can't find what you are looking for? Let us help you." with the text "Choose your communication preference:". Below this text, there are two options: "Get help by phone" and "Attend a live webinar". The "Get help by phone" option is highlighted by a red box and includes the text "Estimated wait in minutes: 3".

- Click on “No” for all the suggested options until the option to get Help by Phone appears
- Click on the option

# Help Centre Guide – if you can't access your Ariba Account

- fill in all mandatory fields marked as “\*” in below form then press submit.
- You will receive an phone call shortly to assist you with your issue.

Ariba Exchange User Community

Search...

Home | Learning | Support

### SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

**Problem Description**

Short Description: \*

**Contact Information**

First Name: \*

Last Name: \*

User ID:

Company: \*

Email: \*

Phone: Country: \* Please Select  
Country Code:  Area Code:  Number: \*  Extension:

Confirm Number: \*

My phone number is correct.  
 Do not record this phone call.

Arriba 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 Ariba Privacy Statement and applicable law.

\* I agree

\* Required Fields

**SAP Ariba**

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# Help Centre Guide – Reset Password



## Supplier Login

[Having trouble logging in?](#)

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New to Ariba?  
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1. Go to <http://supplier.ariba.com> and log in.
2. In the case you forgot your credentials **click on the link**

# Help Centre Guide – Reset Password

Having trouble logging in?

Please select one:

- I forgot my username.
- I forgot my password.
- I want to log in with a one-time password using the Ariba Supplier mobile app. [Learn more](#)

Continue

Cancel

- 1. Select I forgot my Password, if you wish receive the password**
- 2. Select I forgot my username, if you wish to receive the username**

# Help Centre Guide – Reset Password

SAP Ariba Network

## Forgot Password

Enter your email address. You will receive an email message with further instructions on how to reset your password.

Email Address:

[Submit](#) [Cancel](#)

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- 1. Type in your email address**
- 2. Expect to receive an Email from Ariba**

# Help Centre Guide – If you your mail exchange is not receiving Ariba notifications.

Please refer back to IT for the following:

White list the **domain/IP addresses** given below from the firewall and mail exchange.

**157.133.92.0/24**

**157.133.78.0/24**

**@smtp.mn1.ariba.com**

**@smtp.mn2.ariba.com**

**@ansmtp.ariba.com**

**@eusmtp.ariba.com**

Make sure the **TLS (Transport Layer Security) version is 1.2 and above.**

# Help Centre Guide- Sourcing Webinars

Suppliers can participate in additional training provided by Ariba Customer Support including a wide range of topics from Source to Settle:

## [Sourcing Webinars](#)







# User & Role Setup

PUBLIC

# Understand Roles for Users

## Administrator

- Automatically linked to the username and login entered during registration
- Responsible for account set-up/configuration and management
- Primary point of contact for users with questions or problems.
- Creates roles for the account

## User

- Can have different roles, which correspond to the user's actual job responsibilities
- Responsible for updating personal user information



# Create Users and Roles

1. **Click** on the Users tab under the **Company Settings** options. The Users page will load.
2. **Click** on the **Create Role** button in the Manage Roles section and type in the Name and a Description for the Role.
3. **Add Permissions to the Role** that correspond to the user's actual job responsibilities by checking the proper boxes and click save to create the role.

**Note: For Proposal and contract access role, Buyers must approve the request**

4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account

The screenshot displays the SAP Ariba interface. At the top right, a gear icon is circled with a '1'. Below it, a dropdown menu is open, showing 'Users' highlighted with a red box. The main content area is titled 'Manage Users' and contains a table of users. The 'Create User' button is highlighted with a red box and a '4'. Below the table, the 'Manage User Roles' section is visible, with the 'Administrator' role highlighted by a red box and a '3'. At the bottom left of this section, the 'Create Role' button is highlighted with a red box and a '2'.

Username	Email Address	First Name	Last Name	Ariba Discovery Contact	
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No

Role	Actions
Administrator	Details
All Access	Details Edit Delete

# Enhanced User Functionality

- 1. Click** on your name in top right corner, to access the User Account Navigator. It enables you to:
  - Quickly access your personal user account information and settings
  - Link your multiple user accounts
  - Switch to your test account

**Note:** After your multiple user accounts are linked, the User Account Navigator displays the multiple accounts.
- 2. Click** on My Account to view your user settings.
- 3. Click** Complete or update all required fields marked by an asterisk. **Note:** If you change username or password, remember to use it at your next login.
- 4. Hide** personal information if necessary by checking the box in the Contact Information Preferences section.

The image shows a sequence of four numbered callouts illustrating the user account navigation process:

- 1:** A dark blue header bar with icons for settings, help, and a user profile labeled 'RP'. A yellow circle with the number '1' is next to the 'RP' label.
- 2:** A dropdown menu is open, showing the user's name 'Ramyashree P' and options: 'My Account', 'Link User IDs', 'Contact Administrator', and 'Logout'. A yellow circle with the number '2' is next to 'My Account'.
- 3:** A 'My Account' settings page is shown. The 'Email Address' field contains 'junk@phoenix.ariba.com' and has an asterisk. A yellow circle with the number '3' is next to the field.
- 4:** The 'Security' section of the settings page is shown. It includes a 'Secret Question' field with the text 'What is the last name of your first boss?', a 'Secret Answer' field with masked characters, and a 'Confirm Secret Answer' field with masked characters. A yellow circle with the number '4' is next to the 'Secret Answer' field.

# Modify Roles

1. Click on the **Company Settings**.
2. Click on **Users**
3. Click on Edit for the selected user.

4. Click on the Reset Password Button to reset the password of the user.

5. Other options:

- Delete User
- Add to Contact List
- Remove from Contact List
- Make Administrator

The image shows two screenshots from the SAP Account Settings interface. The top screenshot, labeled 'Account Settings', shows the 'Manage Users' section with a table of users. A user with the email 'rebecca.novotny@sap.com' is selected, and the 'Edit' button is highlighted with a yellow circle containing the number '3'. A dropdown menu is open, showing a list of settings categories. The 'Users' option is highlighted with a yellow circle containing the number '2'. The bottom screenshot, labeled 'Edit User', shows the 'Selected User Information' for the user 'rebecca.novotny@sap.com'. The 'Reset Password' button is highlighted with a yellow circle containing the number '4'.

**Account Settings**

Customer Relationships Users Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

<input type="checkbox"/>	Username ↑	Email Address	First Name
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca

**Edit User**

View user information, revise role assignments, or reset user passwords. Ariba recommends only using the reset password functionality. Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends

**Selected User Information**

Username: rebecca.novotny@sap.com  
Email Address: rebecca.novotny@sap.com  
First Name: Rebecca  
Last Name: Novotny  
Office Phone:

This user is the Ariba Discovery Cont...

**Reset Password**

# Useful Links

Register for a training webinar, view a demonstration video, and learn about the functionality of Standard Account:

<https://connect.ariba.com/KAAcontent/1,,170809,00.html?bypass=1>

<https://uex.ariba.com/le/email-Standard-account-unregistered>

Visit our marketing page to get more information about Standard account and watch a video:

<http://www.ariba.com/go/ariba-network-Standard-account>

Log a ticket for technical issue:

[Contact Support](#)

Learn about Ariba Standard Account

<http://www.ariba.com/go/ariba-network-Standard-account>

Learn about the difference between Standard Account (free) and Enterprise Account (fees apply)

<https://support.ariba.com/ariba-network-overview>

Register for live demo and Q&A session about the Ariba Network:

[Support On24 Portal](#)



# Thank You!