

In this Quick Reference Guide, we explore: **HOW TO RECOVER ACCOUNT WHEN ADMIN. IS NO LONGER IN COMPANY**

Suppliers have 2 options to recover the account

- A. If you have access to the former administrator email
- B. If you *do not* have access to the former administrator's email.

## A. IF YOU HAVE ACCESS TO FORMER ADMINISTRATOR EMAIL

1. Go to [supplier.ariba.com](http://supplier.ariba.com)
2. Click "Forgot Password"
3. Enter the former administrator email
4. You will receive an email with the password
5. Access Ariba ([supplier.ariba.com](http://supplier.ariba.com))
6. Enter former administrator email and password

Once you are in the Ariba account you will need to delegate the administrator role to the new admin, to do this please:

7. Click on the initials in the top-right corner of Ariba
8. Select "Settings"
9. Select "Users"
10. Go to "Manage users" tab

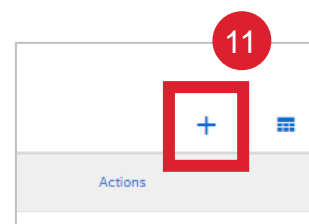
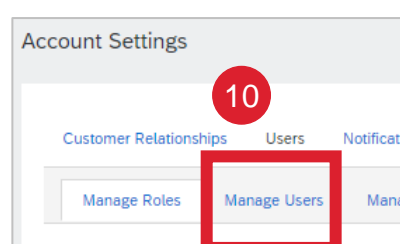
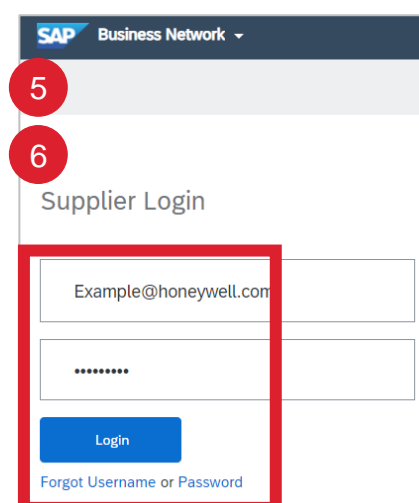
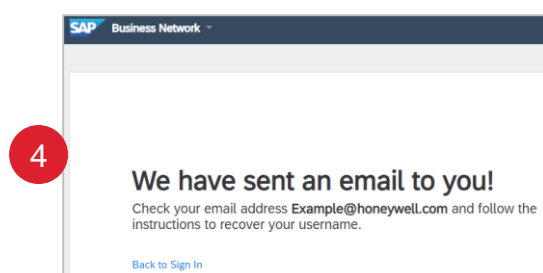
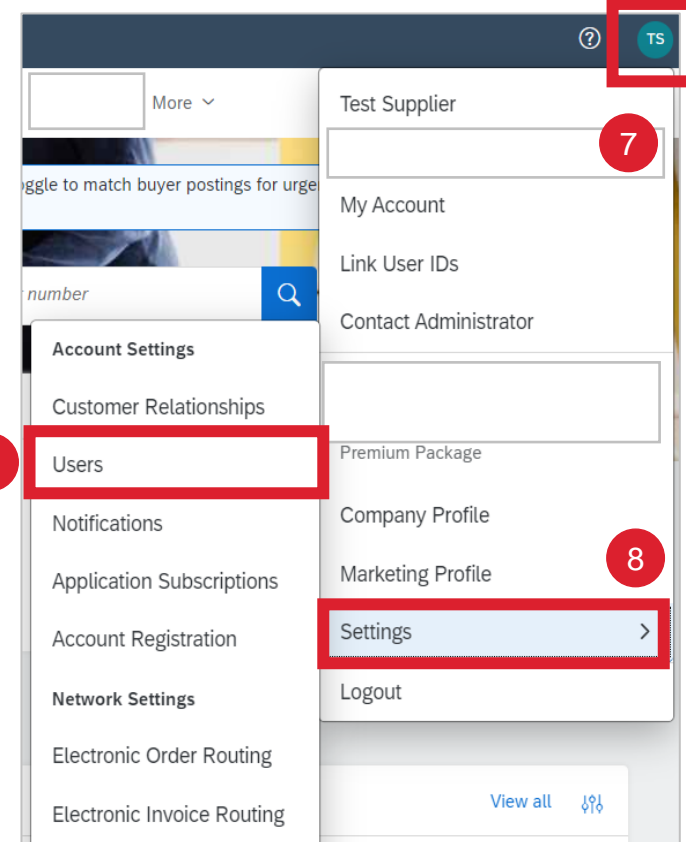
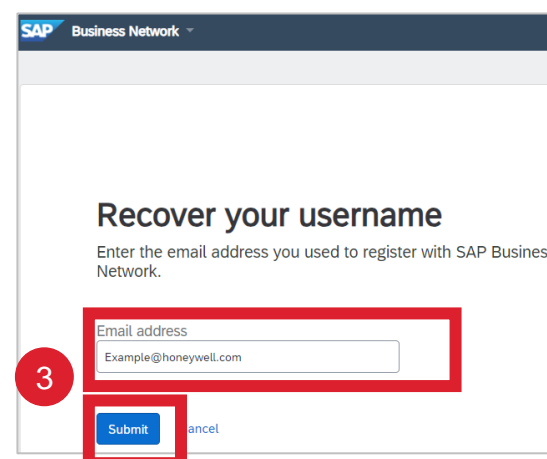
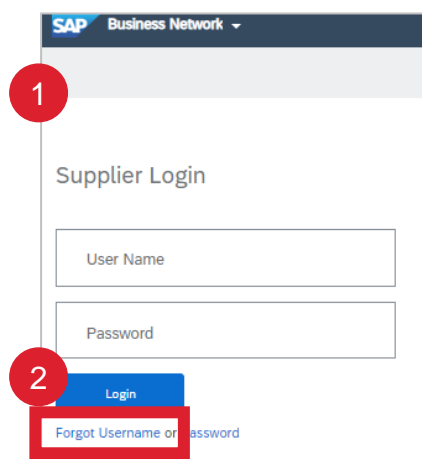
### If the new admin is already in Ariba :

11. Scroll to the right, click on "Actions" on the row from the user to be administrator, then click on "Make administrator"

### If new admin do not have access to Ariba

12. Click the plus sign icon "+" (right side of the screen)
13. Create a username for new admin
14. follow instructions from step 11.

15. The assigned person will now become the administrator



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## B. IF YOU DO NOT HAVE ACCESS TO FORMER ADMINISTRATOR EMAIL

1. Contact SAP Ariba Customer Support via the Support Center to change the administrator. You will be required to provide the ANID number of the account, the listed administrator name, and email.

## HOW TO CONTACT SAP ARIBA SUPPORT TEAM

1. Click on the question mark icon at the top-right corner of Ariba (either from Ariba login page or within your account)
2. Click on "Support"
3. Then "Contact us" at the top.
4. Enter your query in the Search field
5. Click the Search icon.
6. Select one of the possible answers from results.
7. If the solution for your inquiry is not listed, scroll to the bottom and click "Create case"
8. Complete the information requested to create a Case. Fields with asterisks are mandatory.
9. Select preferred contact method
10. Click Submit

