FAQs
FREQUENTLY ASKED QUESTIONS

SAP Ariba

Lilly

FREQUENTLY ASKED QUESTIONS
I CANNOT SIGN INTO MY ARIBA ACCOUNT

1. **Forgotten username or Password**

    1. Go to the SAP Business Network Supplier Login Page <u>SAP Business Network Supplier Login Homepage</u>

    2. Click on Forgot username or password and follow the steps

    3. SAP Business Network sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your account. If you didn't receive these instructions, <u>click here to troubleshoot</u>.

2. All other sign in issues - Contact Ariba Customer Support

1. Go to the SAP Business Network

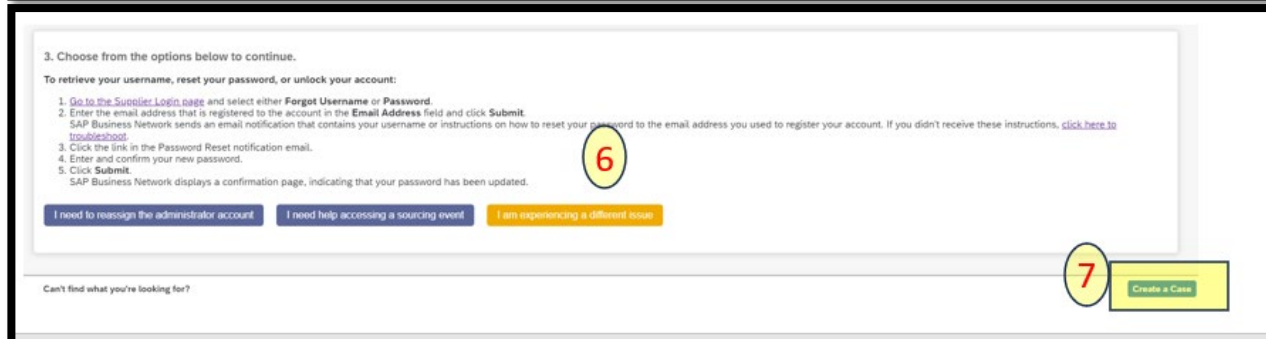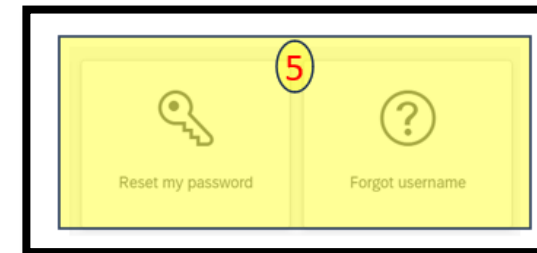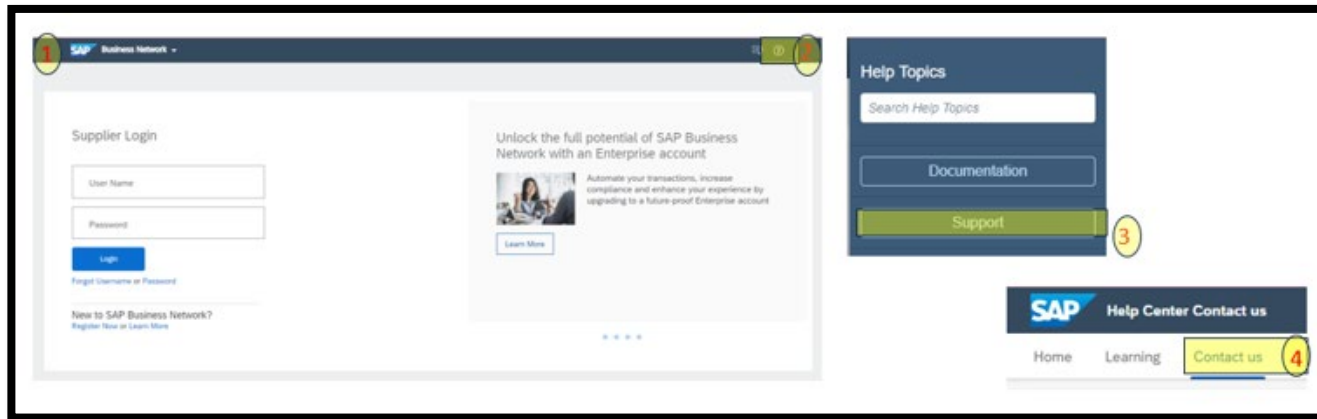2. Click the [?] icon

3. Click Support

4. Go to "Contact Us"

5. Click on the "Reset my Password or Forgot username" tile

6. Choose the option "I am experiencing a different issue"

7. At the bottom of the page select "Create a Case"

8. Fill in the details in both sections of the form and click on "One last Step"

9. Choose your preferred contact method & Submit

FREQUENTLY ASKED QUESTIONS
I SIGN INTO MY ARIBA ACCOUNT BUT CANNOT VIEW THE EVENT

1. Did you receive an event invitation in your email inbox?
1. Buyers invite suppliers to events by selecting each participant, so there is a chance that only one person from the company received an invitation. Only those who are invited to the event will have access.
2. To request an invitation for yourself or additional people from your organization, you will need to contact the project owner.
3. Double-check the email address and if there is a typo the buyer will need to edit it.

2. Did you log in to the correct account?
1. You might have more than one SAP Ariba account. If you have multiple accounts, make sure you are logged into the account that was invited.

3. Do you have permissions to see the page?
1. To view your organization's Ariba Sourcing events, questionnaires, and Ariba Contract Management contracts, documents, and tasks, sub users need to have the permission Access Proposals and Contracts assigned. If you do not have the correct permissions, please contact your administrator.
2. You can find the administrator's contact information by following these steps:
   1. Click your initials in the top right corner
   2. Click Contact Administrator

4. Is your user activated? Is your profile approved?
1. It is possible that your user or organization profile is deactivated which will restrict your access to Ariba.
2. Your requested profile information has been submitted to [Customer Name] and is pending approval.

5. Are you on the SAP Ariba Sourcing solution?
1. If you see Ariba Discovery, Ariba Contract Management, or Ariba Network in the upper-left corner of the application, you are currently accessing another app within your SAP Ariba Commerce Cloud account and will not see the event here.

   1. Click the app drop-down in the upper-left corner
   2. Click Ariba Proposals & Questionnaires
   3. Click the name of the buyer dashboard you need to access

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6. Have you filled out your Customer Requested Profile?

     To access the Customer Request Profile Information:
1. Click on the initials in the top right corner
2. Click Company Profile
3. Click Customer Requested tab
4. Click the Customer
5. For additional assistance, [How do I complete/update my customer requested profile?](#)

7. Are you locked out of the event?

1. If the buyer has locked your account from the event, you will not see the event on your dashboard Check your email to see if you were notified of being locked out of the event and contact the project owner.

8. Are you directed to a blank page when you click on an event within your account?

1. Security features on your computer might cause a blank page when accessing an event, check [here](#) what to do to fix it.

9. When I click on the invitation link and try to access with my username and password the following message appears:

1. [Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under ANID (ANID).](#)

10. Where do I find my ANID?

1. Sign into your SAP Business Network account.

2. Click [user initials] in the upper-right corner of the application.

3. Your ANID will be displayed below your company name in the dropdown menu.