

How To Access the Ariba help Center

INTERNAL

What would you use the Help center for?

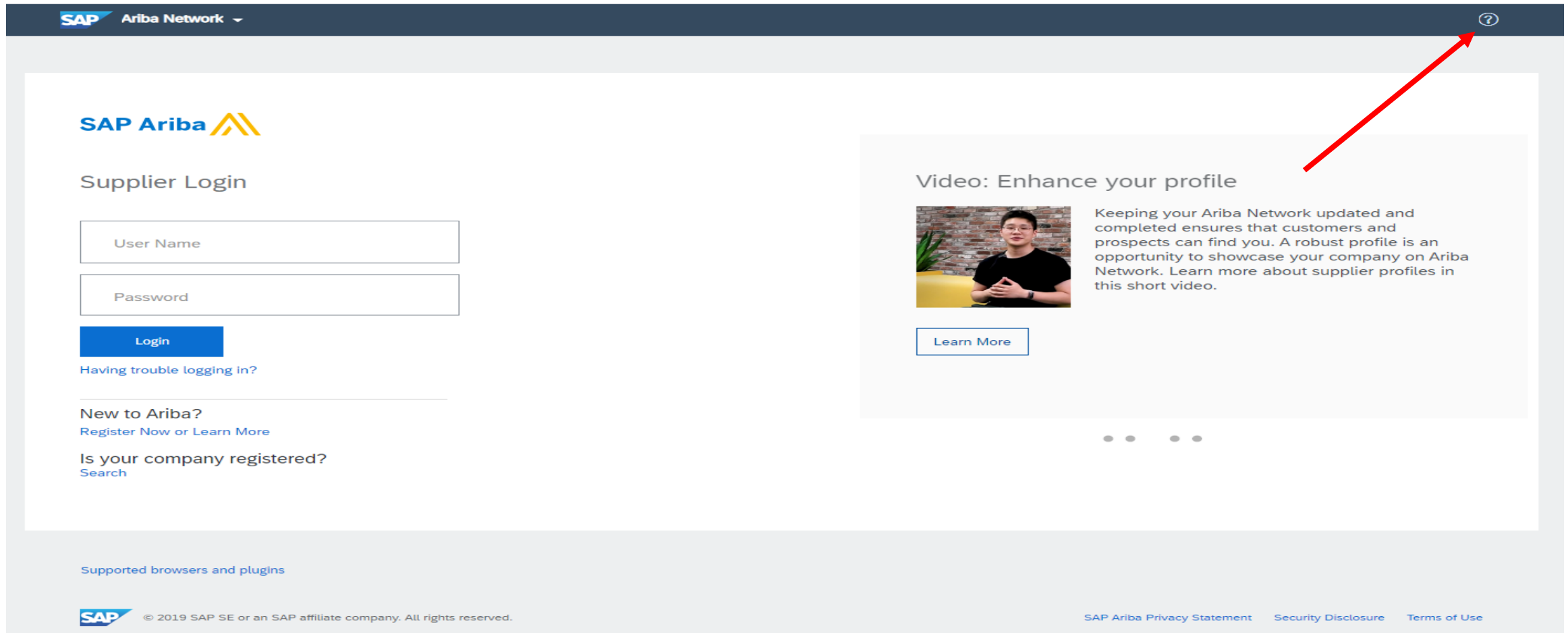
- Register for the Ariba Network
- Changing your administrator
- Forgot your username
- Need a password reset

Please follow these few steps on how to use/access the Help Center.

How to use the Help Center in 8 easy steps

Step 1: Go to your internet browser and go to supplier.ariba.com

Step 2: Open the help center by clicking the question mark at the top right side



Step 3: Once the Help center is open you will need to click Support at the top right side of the help center and another screen will open up.

SAP Business Network

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

New to SAP Business Network?
[Register Now](#) or [Learn More](#)

SAP Business Network Administrator Guide

In this session, we shall cover the role of the SAP Business Network Administrator and their role to keep your business working effectively on the Network. This session will cover items relevant mainly to the account Administrator role.

[Learn More](#)

Help Topics

Search Help Topics

Documentation

Support

Why was my session terminated f...

How long can I be logged in?

Supported browsers and plugins

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Step 4: Click the Contact us button at the top left side of the page.

SAP Help Center Home

Home Learning **Contact us**

How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

Topics we recommend for you

Supplier Basics (4:33)

Ariba Network tutorials for suppliers

Registration Supplier account login Company account settings Create sourcing event Videos: managing your supplier account Upgraded standard account email

May 21, 2021

Error: The username and password pair you entered was not found

Question Why do I get the below message on the SAP Ariba Login page:? The username and password pair you entered was not found. Answer You entered an incorrect username or password. You might also receive this message in the following scenarios: Your password contains part of your username. Your...

Registration Error messages

Dec 11, 2019

Error: The username and password entered has already merged to another Ariba Sourcing user account

Issue When trying to register for SAP Ariba Sourcing, the system displays the following error: The username and password entered has already merged to another Ariba Sourcing user account Resolution There are two solutions to this issue: Create an alternate username by clicking Sign Up through the event invitation. Your...

Step 5: This will then refresh the page and give you several options to choose from. Pick what you need assistance with or in this case follow step 6.



1. Log in to your account.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

Log in

2. If you're unable to log in, tell us what you need help with.



Register on SAP Business Network



Reset my password



Forgot username



Unsubscribe



Privacy request






Step 6: click on the first tile that says Register on SAP Business Network

1. Log in to your account.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

[Log in](#)

2. If you're unable to log in, tell us what you need help with.

 Register on SAP Business Network	 Reset my password	 Forgot username
 Unsubscribe	 Privacy request	

Step 7: The next step is click Login then Yes. Then click Something else which will then give you the option at the bottom right side of the page to click Create a Case. This will open another page for you to get into contact with Ariba support.

SAP Help Center Contact us

Home Learning **Contact us**

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

Are you receiving an error when trying to login?

Yes No

What error message are you getting?

The username and password pair you entered was not found Your account is locked? Try again later... **Something else**

Can't find what you're looking for **Create a Case**

Step 8: Fill out the information below and click One Last step and Support will be in contact with you.

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:*

Full description:*

Attachment: 

Top Recommendations:

-  How do I register a new account?
-  How do I register on SAP Ariba Sourcing?

2. Please review your contact information for correctness:


First name:*

Last name:*

Username:













Company:*

Email:*

Phone:* 

Recommendations*



-  How do I register a new account?
-  How do I register on SAP Ariba Sourcing?
-  Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) message
-  How does supplier self-registration work?
-  How do I allow suppliers to self-register?
-  How can I register for the Ariba Network through a purchase order I received?
-  Supplier Management event emails are not being sent. How can we fix this?
-  How do I register a free Standard account from an email invitation?
-  What is Ariba Network?
-  What is cXML?
-  What is an AribaPay Merchant ID (APMID)?
-  Do I need separate Ariba Network ID numbers for Ariba Contracts, Ariba Sourcing, and Ariba Network?

One last step

Thank you.