

## Ariba Network Account Access – FAQ

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How do I contact Business Network Customer Support as a supplier?

### Answer

1. Click on this [Ariba Network Supplier](#) to take you to the login page
2. Click the help  icon in the upper-right corner of the application.
3. Click **Support** at the top of the help menu.
4. Click the **Contact us** tab.
5. Enter a brief description of your question or issue in the **Start here to find your answer** field.
6. Click the search  icon.

After searching, click on a topic based on our recommendations or a button about your question / issue under the **Choose from the options below to continue** section to learn more and get help. If you still need assistance after reviewing the steps provided:

1. In the options provided for **What do you need help with?** Click **Something else** at the bottom.
2. A bar on the bottom of the screen will appear **Can't find what you're looking for?** Click **Contact us** on the right.
3. Fill out the form with as much detail as possible.
4. Click **One last step** in the bottom-right.
5. Select your contact method and click **Submit**.

If you don't see a **Can't find what you're looking for? Contact us** button, the question / issue you are searching for may require you to click through other options to ensure we can support your request.

### Additional Information

The above steps are for the situation when you are able to login. In case you are not able to login, please follow the steps below.

1. Access <https://supplier.ariba.com>.
2. Repeat the step 1 to 3 mentioned at the beginning of **Answer** section.
3. You will see **Register on Ariba Network, Reset my password, Forgot username, Unsubscribe** tabs.

4. Select one and click on a button about your question/ issue under **Choose from the options below to continue** section to learn more and get help.

If you still need assistance after reviewing the steps provided, please select **Something else** and follow the steps at the end of **Answer** section.

For questions regarding when you should contact your customer, see [Do I contact Ariba or my customer when I have a question or issue?](#)

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## How do I access the former administrator's account?

(Requires a SAP Ariba Connect account to display access some of the links)

### Answer

If the account administrator is still with your company, they can [reassign](#) the administrator account to another user or [change](#) their user information to a different person.

If the account administrator is no longer with your company, but you have access to the registered email:

1. Use the **Password** link on the [Supplier Login page](#) to request a password reset.
2. After accessing the account, you can transfer the account administration role or reassign the administrator account to yourself. See [How do I change the administrator user in my SAP Business Network supplier account?](#) for step-by-step instructions.

If the account administrator is no longer with your company and there is no access to the email address on file, 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 address.

### Additional Information

Account Reassignment requests go to a specific team within SAP Ariba Customer Support who will verify information and work with other users on the account if necessary. You will then be contacted with further instructions.

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## How do I change the administrator user in my SAP Business Network supplier account?

(Requires a SAP Ariba Connect account to display access some of the links)

### Answer

Depending on what access you have, use any of the following procedures to change your account's administrator:

- You're the current administrator user and you'd like to transfer the administrator role to another user that already exists in the account
  - If you currently have the **Administrator** role assigned to your user, use the following procedure to transfer the administrator role to another existing user:
    1. Click **[user initials]** in the upper-right corner of the application
    2. Click **Settings > Users**
    3. Click the **Manage Users** tab
    4. To the right of the user you would like to transfer the account to, click **Actions > Make Administrator**
  - Since only one user can administer an account at a time, you must select a new role for your user.
    1. Select a role for your own user and click **Assign**
    2. Click **OK** to transfer the account administrator role
  
- You have access to the previous administrator's account and you'd like to make yourself (or another employee) the administrator
  - Update the administrator account's details to reflect the new administrator's information:
    1. Click **[user initials]** in the upper-right corner of the application, and select **My Account**
    2. Update this page with the new administrator information. Remember to change the following:
      - Username
      - User's full name
      - User email
      - Contact information
    3. Click **Save**
  
- The previous account administrator left your company, but you have access to the email address associated with their user profile
  - Reset the account's password, then reassign the account using one of the previous methods:
    1. On the [Supplier Login page](#), click the **Password** link
    2. Enter the email address associated with the previous administrator's user profile
    3. Select **Submit**
    4. SAP Ariba sends a password reset to the email address you entered

5. Follow the instructions in the email to reset the profile's password and sign in
- After you sign in, you can transfer the administrator role to an existing user or update the administrator user's info

### **Additional Information**

If the current account administrator left your company and you can't access the email address associated with their user profile, contact SAP Ariba Customer Support from the [Support Center](#) to change the administrator. You must provide the following to be considered for the account reassignment:

- The ANID number of the account
- The name of the current administrator
- The current administrator's email address

After reassigning the administrator role, it's best to confirm that all [email notification settings](#) are updated as well. If you use the account for orders and invoicing, these notifications include those related to [where purchase orders are sent](#).

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