

SAP Ariba

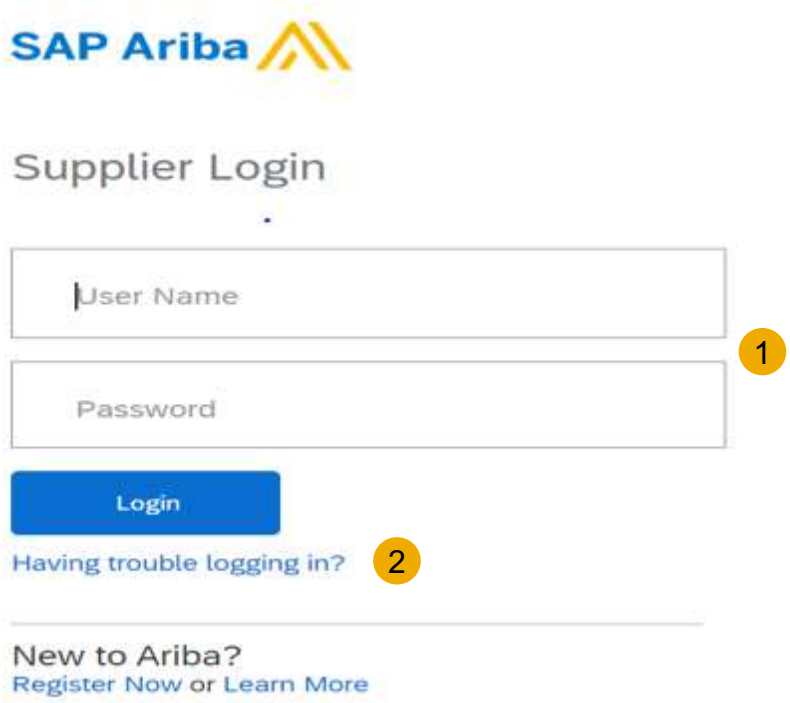
Help Center Guide for Sourcing

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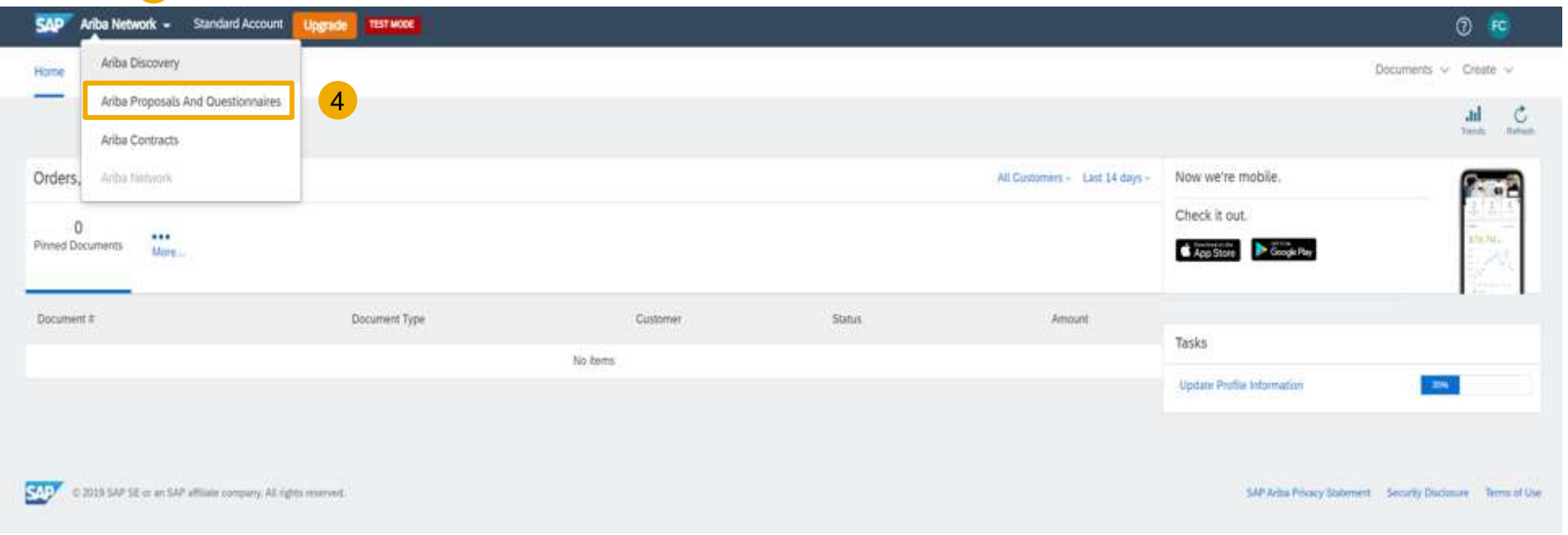
Help Centre Guide

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



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3. Click on the **Menu drop-down menu**.

4. *Click on **Ariba Proposal and Questionnaires**.*

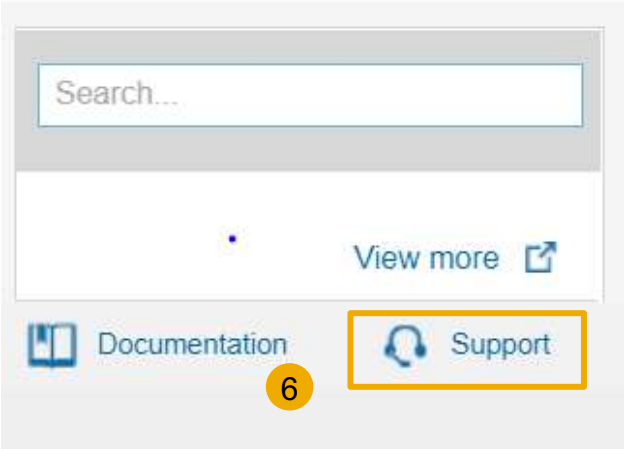
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5. Click on the **“?”** Icon.

6. *Click on **Support***



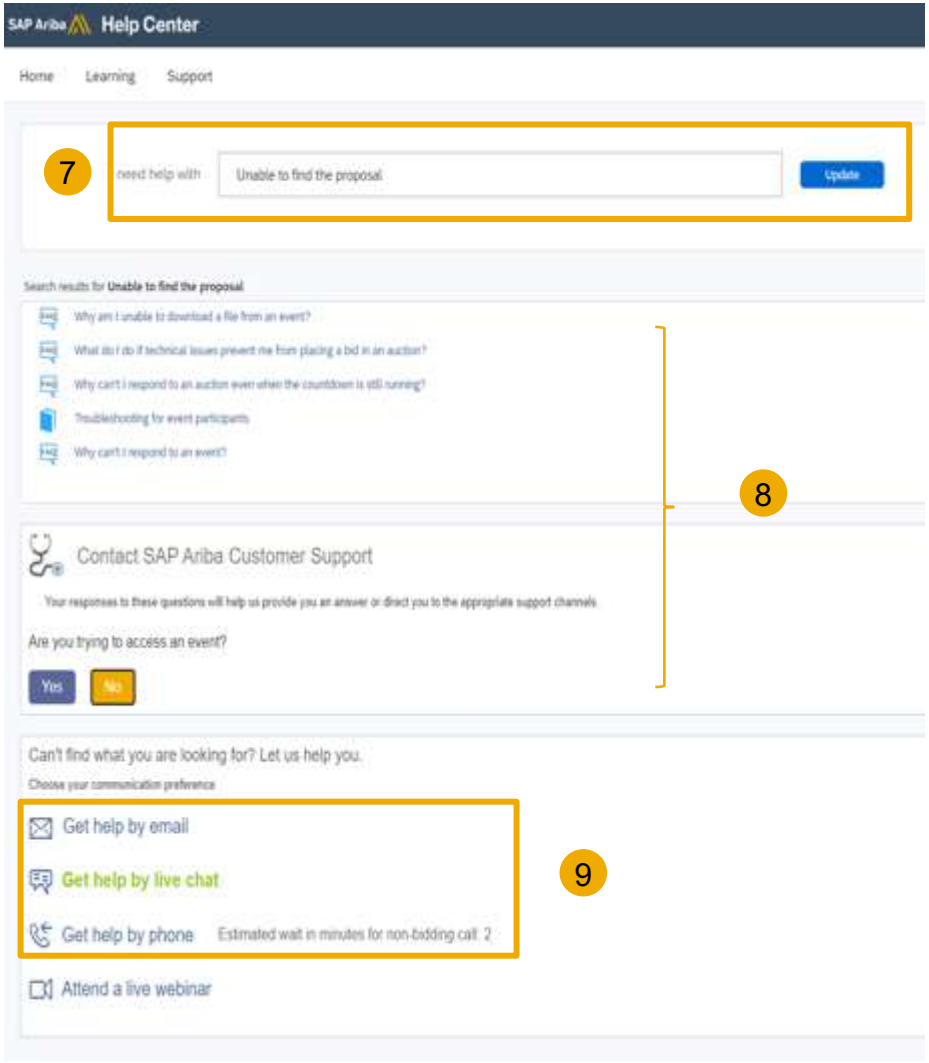
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7. Write what you need help with in the given box.

8. You may read the **suggested solutions** if applicable

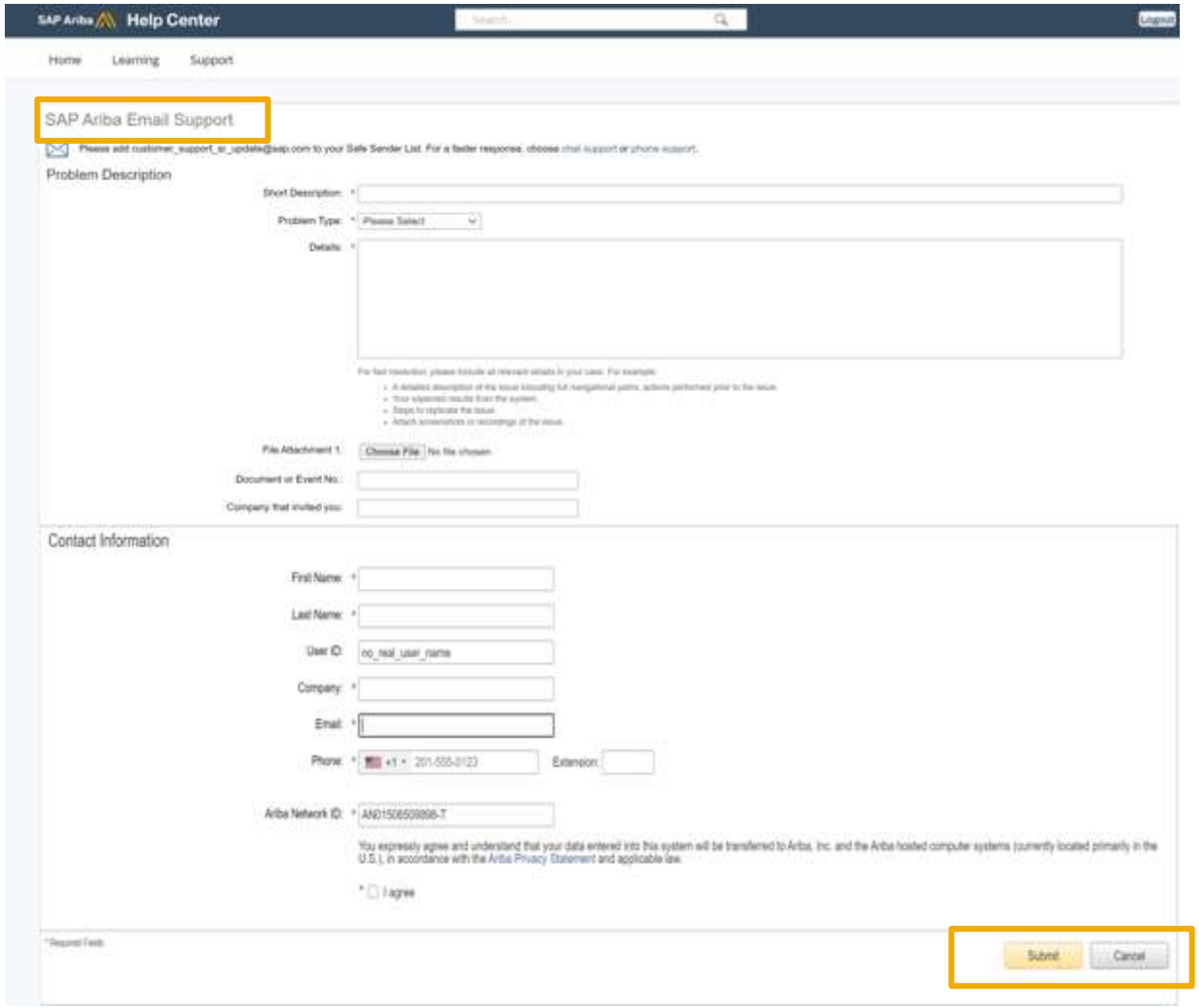
9. If you cannot find what you are looking for, you can get help by **email**, **chat** or by **phone**.



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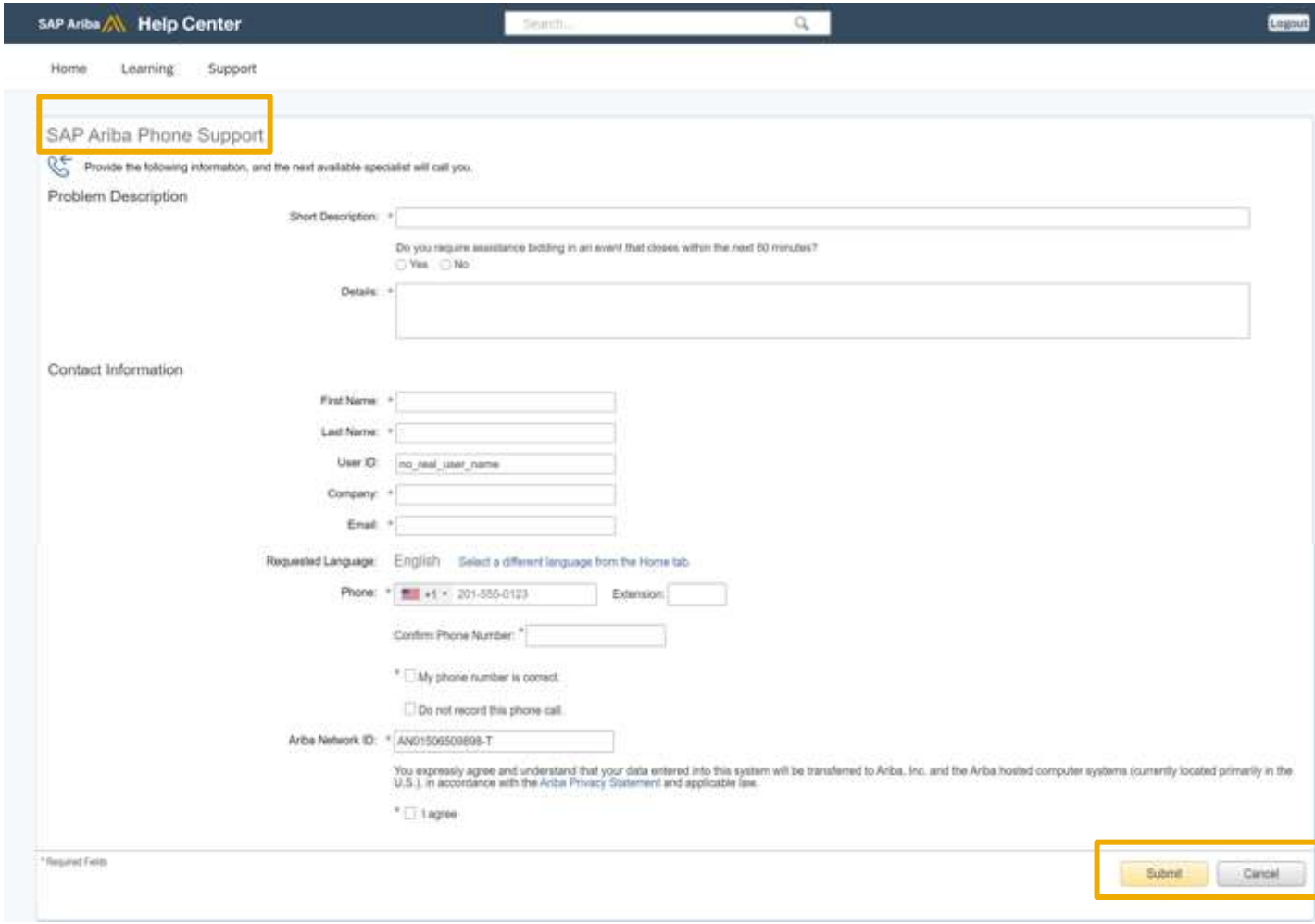
- If you chose to get help by email, you need to fill in all mandatory fields marked as “*” in below form then press submit.
- You will receive an email shortly to assist you with your issue.



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- 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.

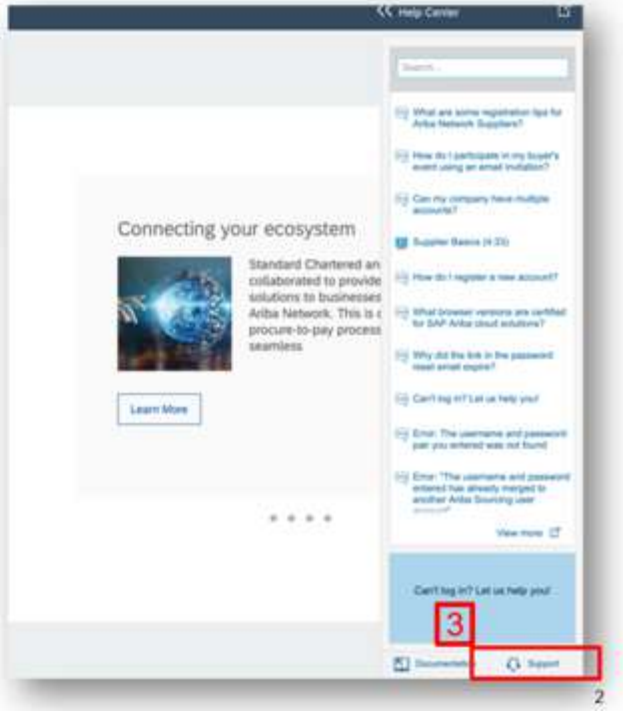


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Help Centre Guide – if you can't access your Ariba Account

1. Go to supplier.ariba.com and log in your credentials
2. On top right side, click on "?" icon
3. Click on the support icon below

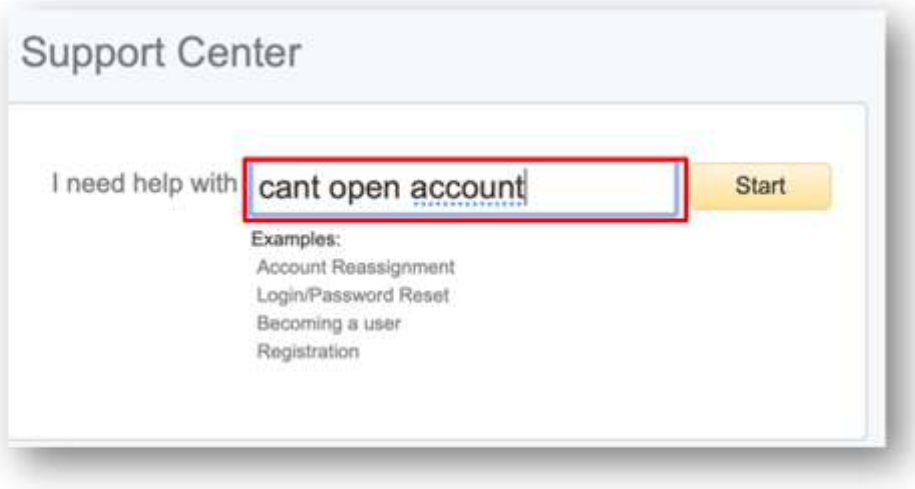




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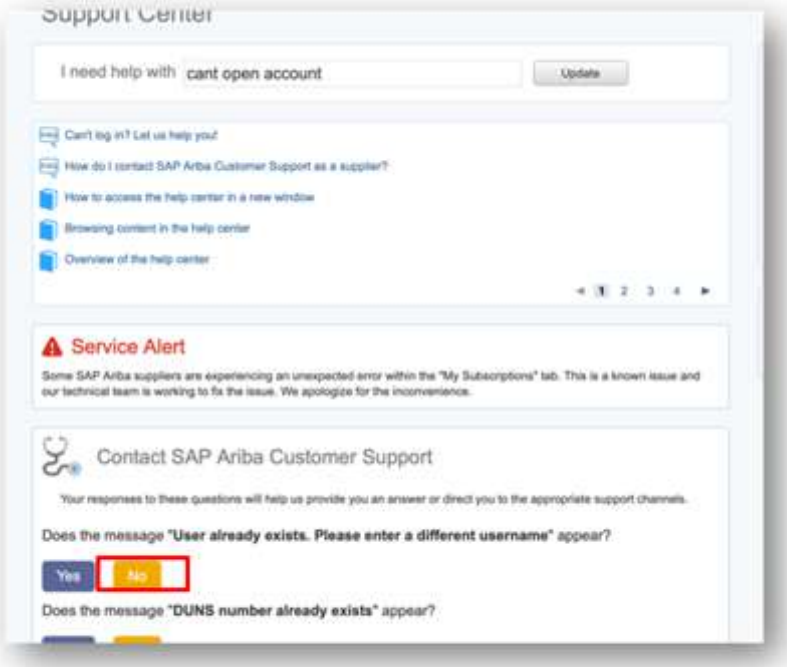
Help Centre Guide – if you can't access your Ariba Account

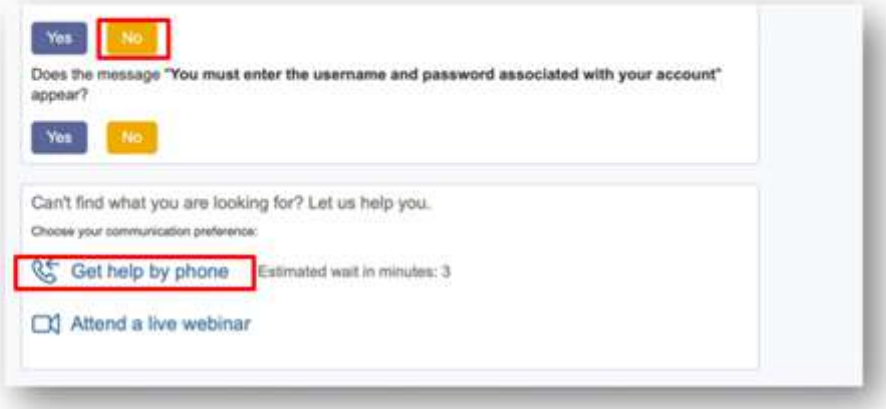
- Write what you need help with in the given box "I need help with" (For example, I cant open account).....and click on start



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



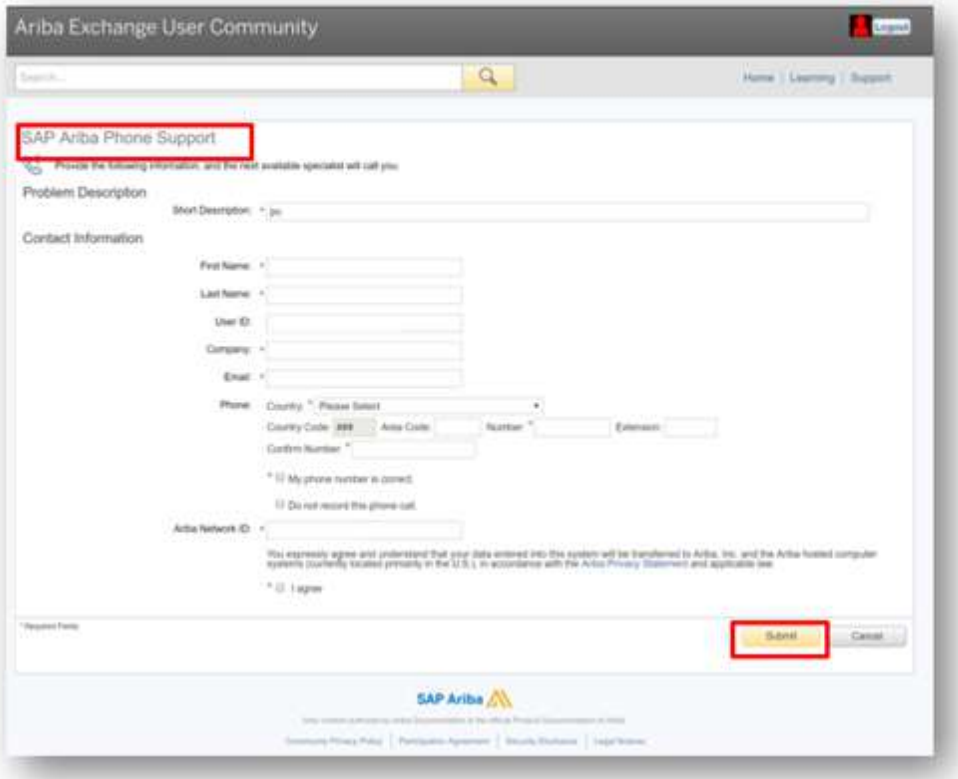


- Click on "No" for all the suggested options until the option to get Help by Phone appears
- Click on the option

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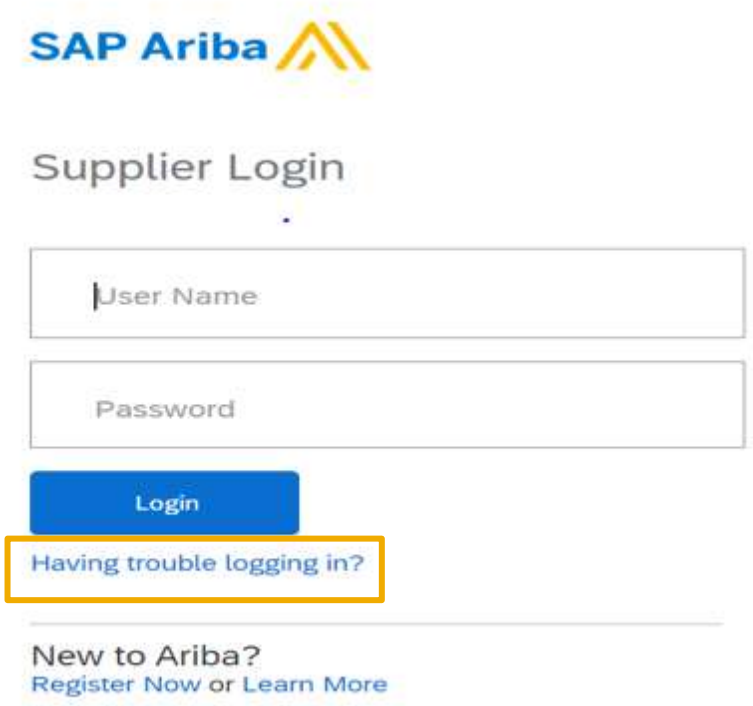
- fill in all mandatory fields marked as "*" in below form then press submit.
- You will receive an phone call shortly to assist you with your issue.



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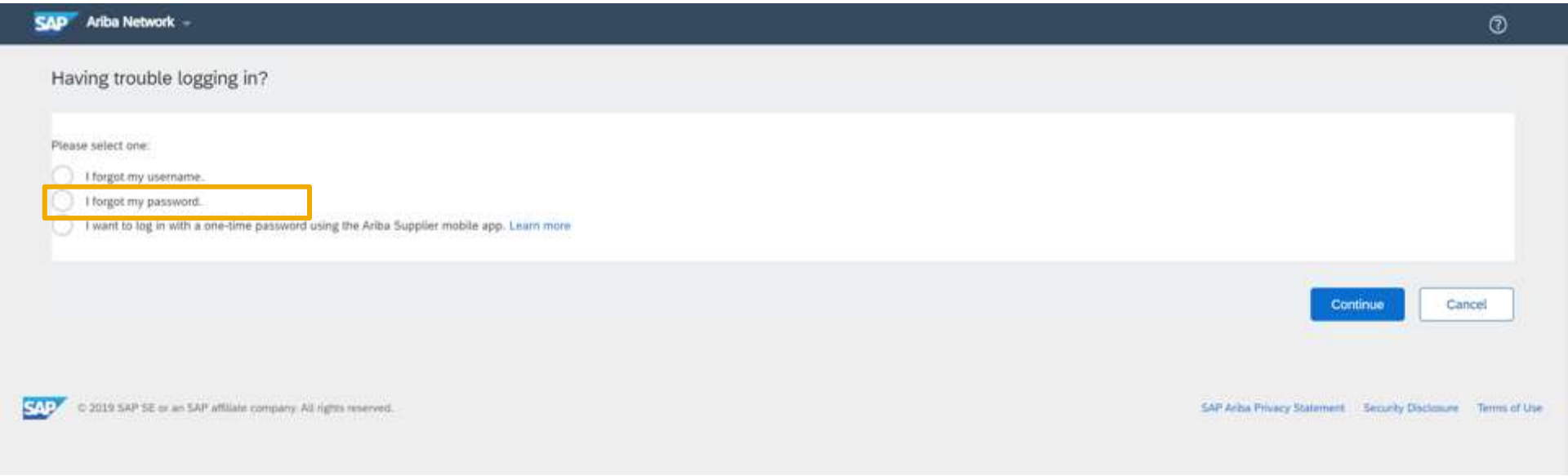
Help Centre Guide – Reset Password

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



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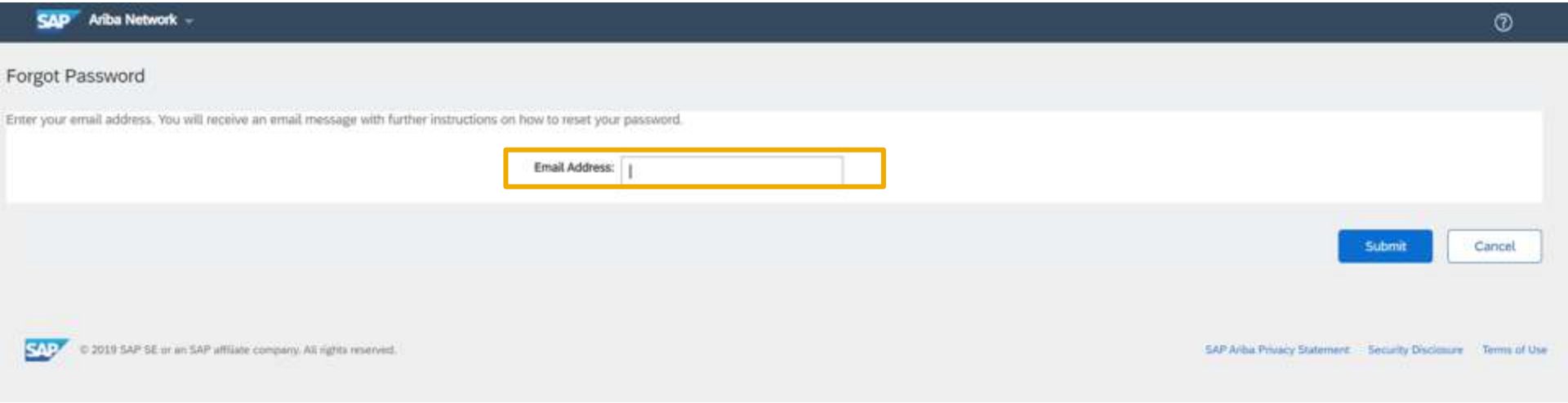
Help Centre Guide – Reset Password



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**

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Help Centre Guide – Reset Password



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

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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.**

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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



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SAP Ariba

User & Role Setup

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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

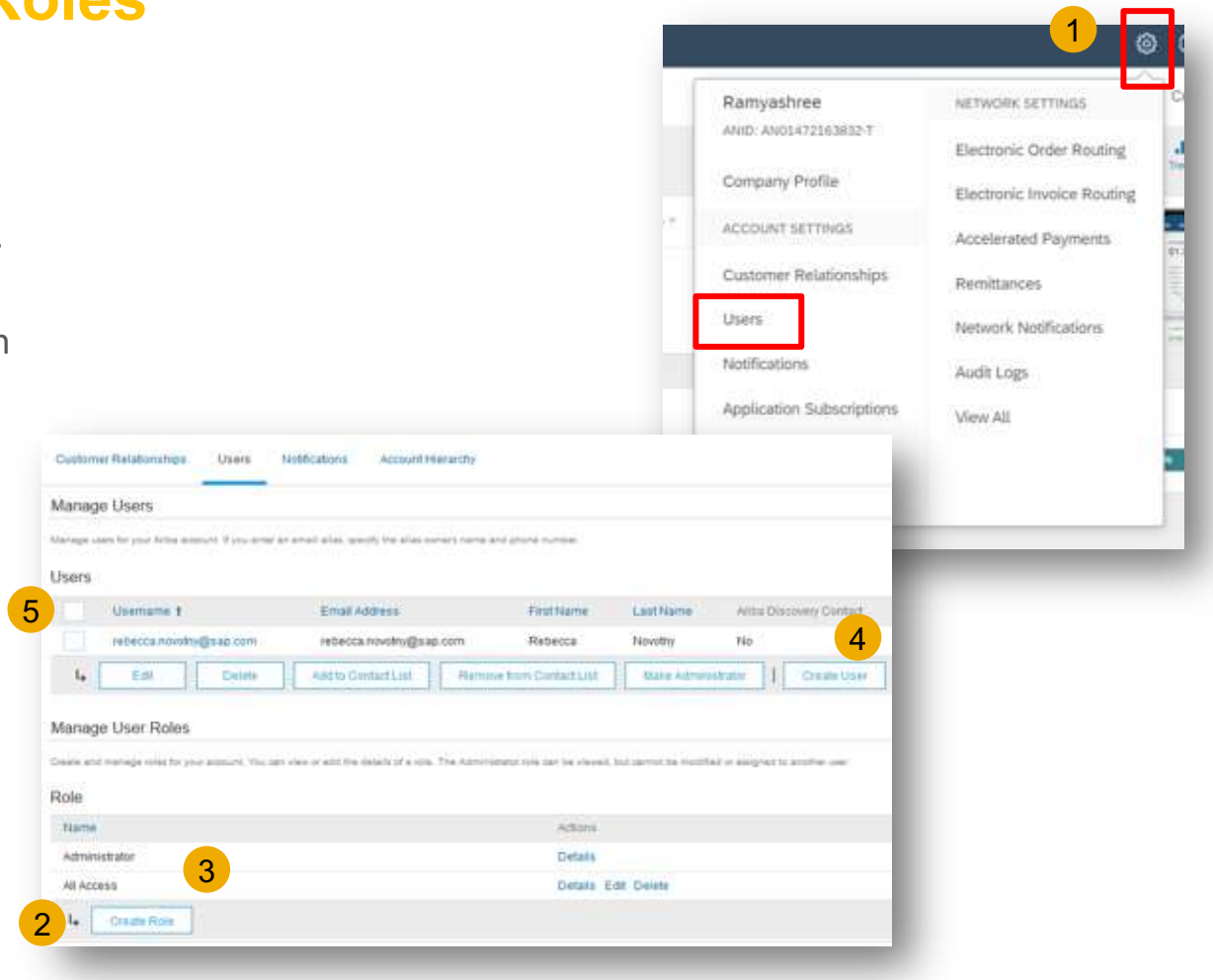


User

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

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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

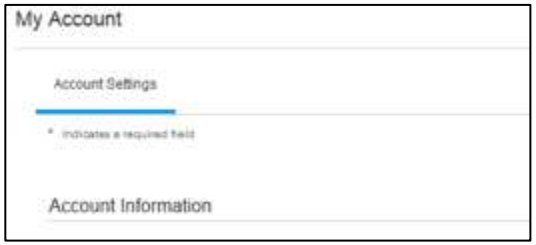
4. **To Create** a User Click on Create User button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to your Ariba Network account

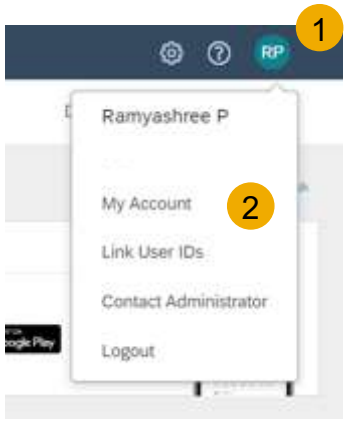
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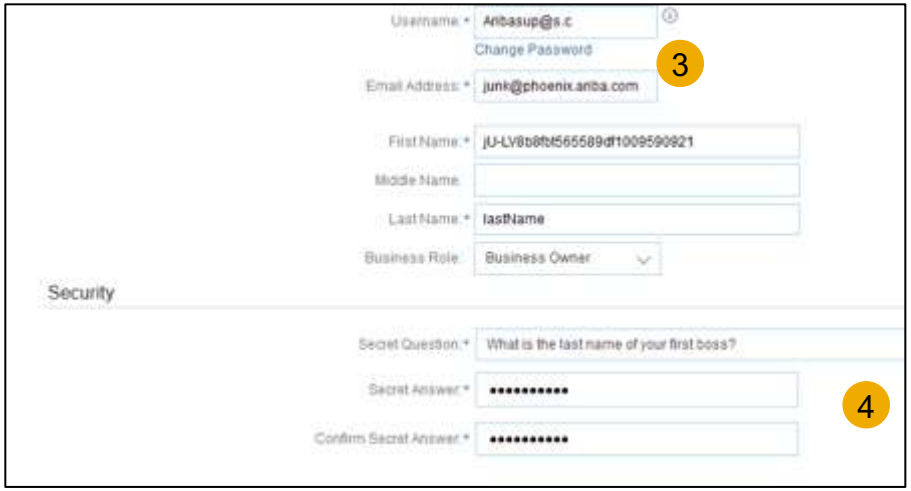
Enhanced User Functionality

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.



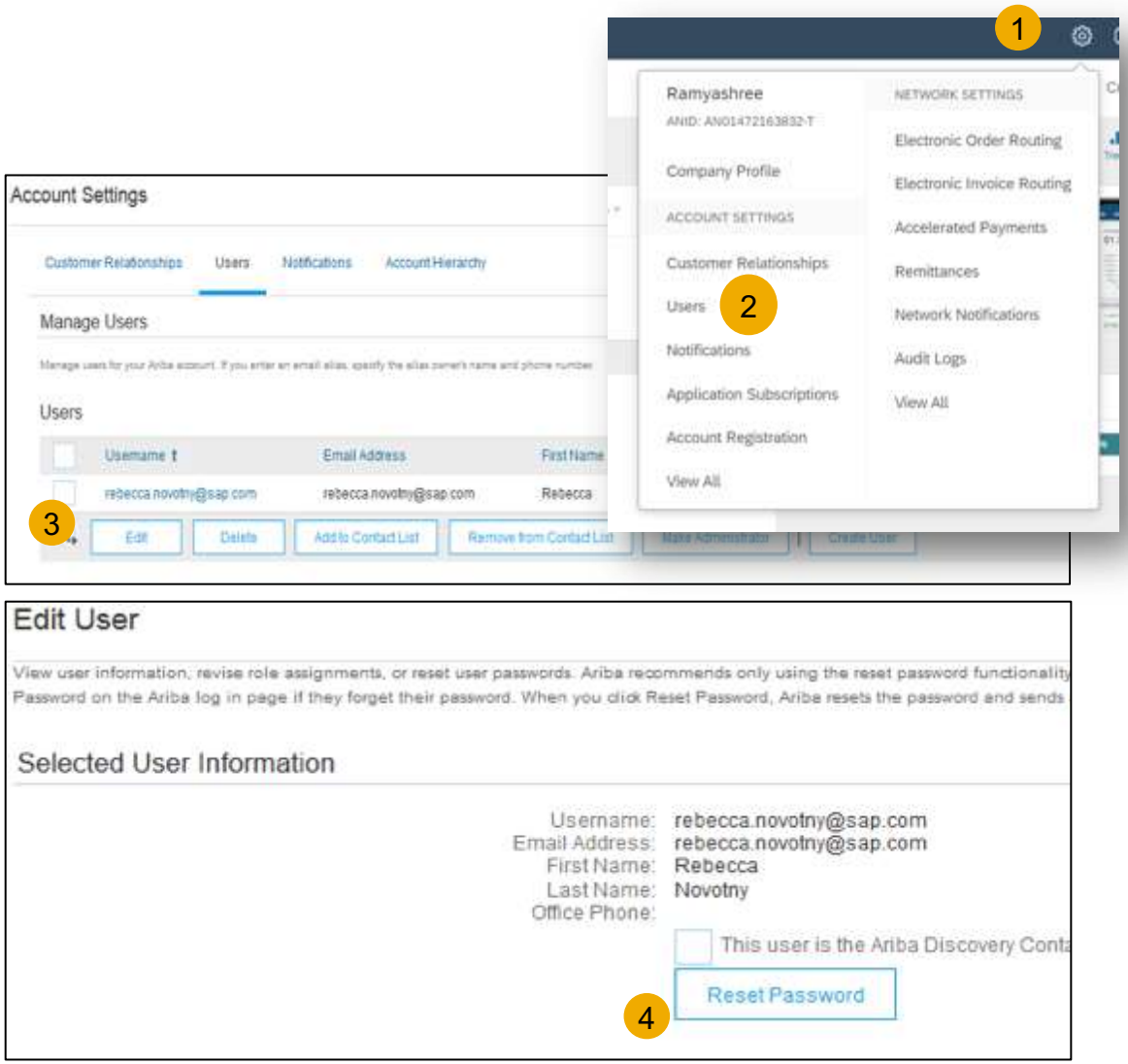




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Modify Roles

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



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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

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Thank You!

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