

TAFE NSW Ariba Network Supplier Training

Quick Reference Guide:

How to Access Ariba Support without Logging into an Account

September 2023



Hyams Beach, South Region Wandi Wandian Country, traditional lands of the Jerrinja people

> TAFE NSW acknowledges Aboriginal and Torres Strait Islander Peoples as the Traditional Custodians of the Land, Rivers and Sea. We acknowledge and pay our respects to Elders; past, present and emerging of all Nations.

Topic Audience Background

QRG Topic	This Quick Reference Guide (QRG) will advise how to receive Customer Support in Ariba without logging into your Ariba Network Account.
Audience	Existing or new suppliers who are transacting on the Ariba Network. There is a separate QRG for suppliers that need to contact SAP Ariba for help with accessing a tender/sourcing event.
Background	This process is used to seek support through the Help Centre on the Ariba Network without having to log into your Ariba Network Account, if your company has one.
	If you do not have an Ariba Network ID, or can't remember your username (email address format) or password, you will be able to seek support outside the Ariba login process by clicking on the Help Centre from the login page.
	If you need help with accessing a Sourcing Event, please refer to the QRG for obtaining assistance in that situation.

Go to the Ariba Supplier Log in Page: <u>https://service.ariba.com/Supplier.aw/</u>. Click on the help (?) icon.

SAP Ariba	
Supplier Login	How to engage and upskill with training
	Remote working environments are the new normal, but is your organization ready for a
User Name	game changer in this upcoming SAP Litmos webinar.
Password	
Login	Learn More
Having trouble logging in?	
New to Ariba? Register Now or Learn More	
Is your company registered? Search	

The screen below will appear. Click on the word 'Support.'



If the screen below will appears, click on 'Supplier Help Center.'



TAFE NSW Ariba Supplier Training

Step 3

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If the screen below appears and you have a general question, type the question into the search field and press '*Enter*' on your keyboard or click the *magnifying glass*. Links will then appear for various supporting documents. If none of these answer your question, move to the next Step.

How can we help you?		
Search knowledge base articles, documentation, and tutorials		
Iry "cancel order", "email notifications", "user authorization"		
Topics we recommend for you		
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If none of the information is helpful, or if you want someone to contact you from SAP Ariba, click '**Contact Us**' on the top left-hand side of the screen.

The screen below will appear. Since this Quick Reference Guide is about getting Ariba Support without logging in, ignore *item number 1*, and look at the tile options for *item number 2* in the screen, and select the one that most closely matches your enquiry.

 Log in to your account. By logging in to your account, you get acce 	ss to personalized content and topics to get	the right support, from the right team, at t	he right time.	E
2. If you're unable to log in, tell us what	rou need help with.	usiness Reset my password e Privacy request	Forget username	

Once you click on the tile most relevant to your enquiry, you will receive further options. The screen will look different depending on which tile you selected from the previous screen. Below are examples of the different screens you might come to, depending on which tile you clicked from the previous screen.

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You now need to select whichever of these two options appears on your screen:

- Something else (and then pick whichever of the next options best suit your enquiry)
- I am experiencing a different issue

3. Choose from the options below to continue. Glick a notification type below to learn more and find steps on how to configu Parchase orders General Subscription/Transaction fee Enable	rre email nodifications or complete required action: kennent lasks Expired profile information Unsubscribe Something obe]
What are you using SAP Business Network for?	-	
Transacting documents (purchase orders, invoices, etc.) Freight collaboration (tendering subcontracting settlement	Participating in Sourcing events (RFPs, auctions, bids, etc.)	Searching for new business opportunities
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Again, you may get a different screen depending on whether you selected 'Something else or 'I am experiencing a different issue.' dialogue box will appear at the bottom of the screen. Click on '*Create a Case*.'

SAP Help Center Contact us		
Home Learning Contact us		
3. Choose from the options below to continue	B.	
What do you need help with?		
Register a new account Registration error	Login Find out if my company has an account Something else	
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A Help Centre Contact Form will appear. You will need to complete all the mandatory fields, and then click on '**One last step**' at the bottom right-hand side of the screen. The '**One last step**' button allows you to select the relevant option to receive assistance. This will generally be via email, but in the case of problems with accessing a tender, you may be offered support via a phone call within a few minutes.

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Further assistance

For help with:	Contact
Invoicing TAFE NSW	 Call 1300 823 343 Press Option 2 for 'Finance' Press Option 3 for 'Accounts Payable and Supplier Accounts – Unpaid Invoices'
Help with SAP Ariba from TAFE NSW	 Call 1300 823 343 Press Option 2 for 'Finance' Then Press Option 2 for 'Help with SAP Ariba' Alternatively, you can email <u>suppliers@tafensw.edu.au</u>.
TAFE NSW Supplier Resources Hub Website	 Click the following link to visit the <u>Supplier Resources</u> – <u>Hub TAFE NSW</u>.

Thank you

