



NEW OR EXISTING SUPPLIERS

HOW TO ACCESS Ariba SUPPORT



QRG Topic	This Quick Reference Guide (QRG) will advise how to receive Customer Support in Ariba.
Audience	Existing or new suppliers who are transacting on the Ariba Network.
Background	<p>This process is used to seek support through the Help Centre on the Ariba Network.</p> <ul style="list-style-type: none">If you have an existing Ariba Network ID you will be able to log in to your Ariba Network Supplier Account and navigate to the Help Centre for support.If you do not have an Ariba Network ID, or can't remember your username (email address) or password, you will be able to seek support outside the Ariba login process by clicking on the Help Centre from the login page. Both options are displayed in this QRG.

HOW TO ACCESS SUPPORT

Step 1

Do not have an existing Ariba account

Go to the Ariba Supplier Log in Page

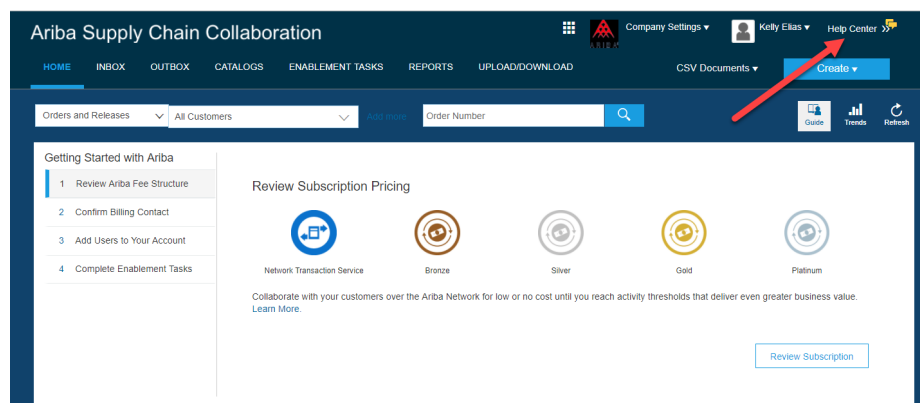
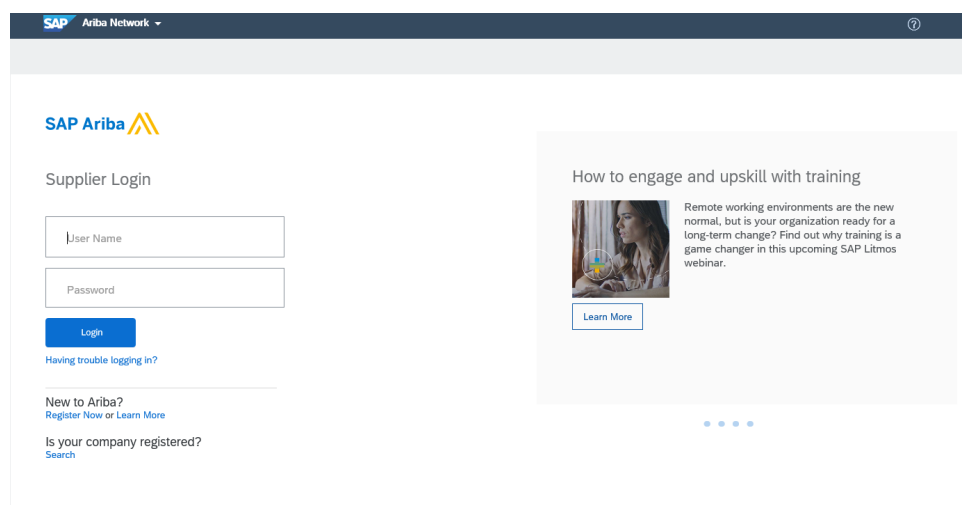
<https://service.ariba.com/Supplier.aw/>

Click on the help (?) icon to open the **Help Centre**.

OR

Have an existing Ariba account

You can **Login** to your Ariba Network account and navigate to the **Help Centre**. This is helpful if you are an Enterprise Account supplier as extra support options are available to Enterprise Account suppliers.



Step 2

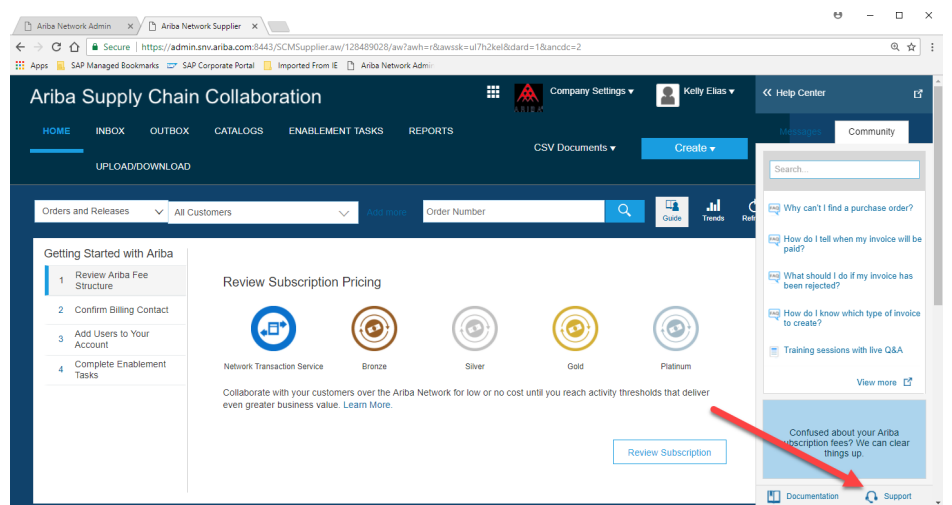
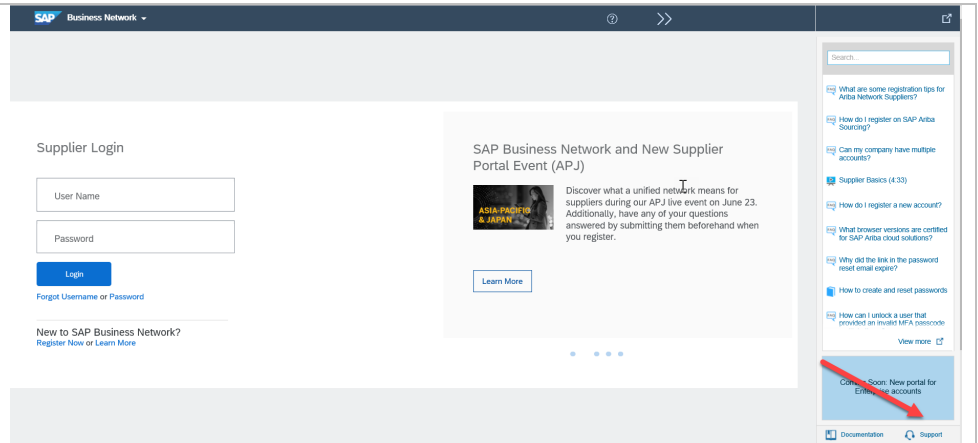
Do not have an existing Ariba account

From the Supplier Login screen, select the Headset icon on the bottom right hand side of the screen

OR

Have an existing Ariba account

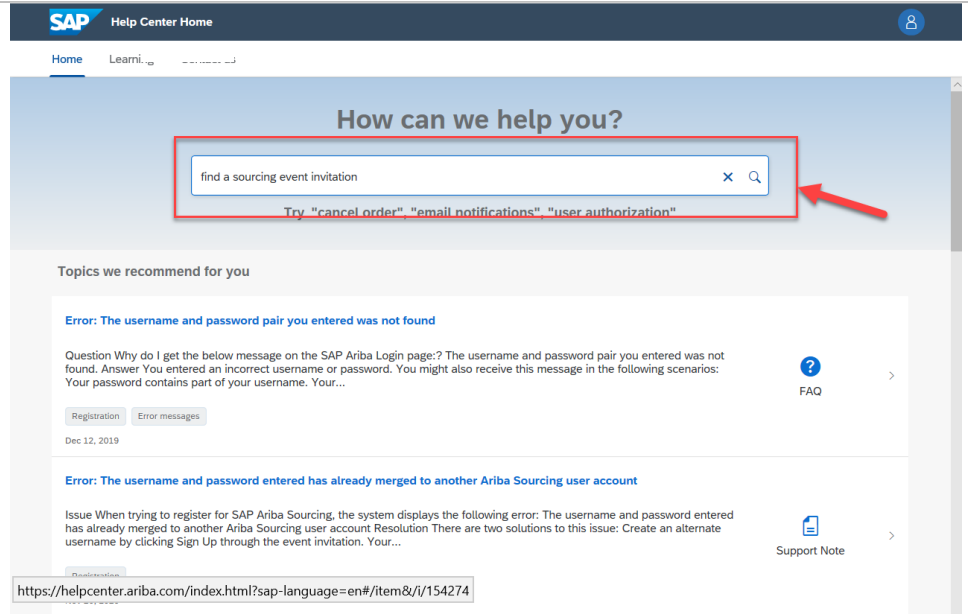
Once logged into your Ariba Network Account, click the **Support Headset** icon in the lower right corner.



Step 3

If you have a general question, type the question in the box and **press enter** on your keyboard or click the **magnify glass**

Note: This is a self-service portal that allows you to quickly find solutions for questions.



Step 4

From the question you typed, you will be able to see links for similar questions displayed. These questions have been previously asked by other users. There may also be additional questions displayed which will assist you to refine the solution, if required.

Step 5

If none of the information is helpful, click **Contact Us** on the top left-hand side of the screen.

You will be able to select from the option tiles.

Step 6

Once you click on the tile relevant to your enquiry, you will receive further options. Click on the option that best suits your enquiry.

Step 7 (Optional)

If you are not able to find the relevant information you require. You can complete a form which will be sent to an SAP Ariba Support Agent who will assist you with your enquiry.

Help Center Contact us

Home

Learning

Contact us

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:

Extension:

Confirm phone:

☐ My phone number is correct.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems. It is currently located in the United States.

Recommendations*

Search

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?

Error: "User already exists. Please enter a different username." while registering

What are some registration tips for Ariba Network Suppliers?

Ariba Mobile: Can I activate multiple devices for my

One last step

FURTHER ASSISTANCE

Ariba Help Centre and TAFE NSW Supplier Education Portal.	https://support.ariba.com/item/view/185112
TAFE NSW Supplier Information page.	https://www.tafensw.edu.au/corporate/supplier-information

TAFENSW.EDU.AU