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**
This process is used to seek support through the Help Centre on the Ariba Network.

- 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.
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