

# Ariba Help Center Request

November 2023

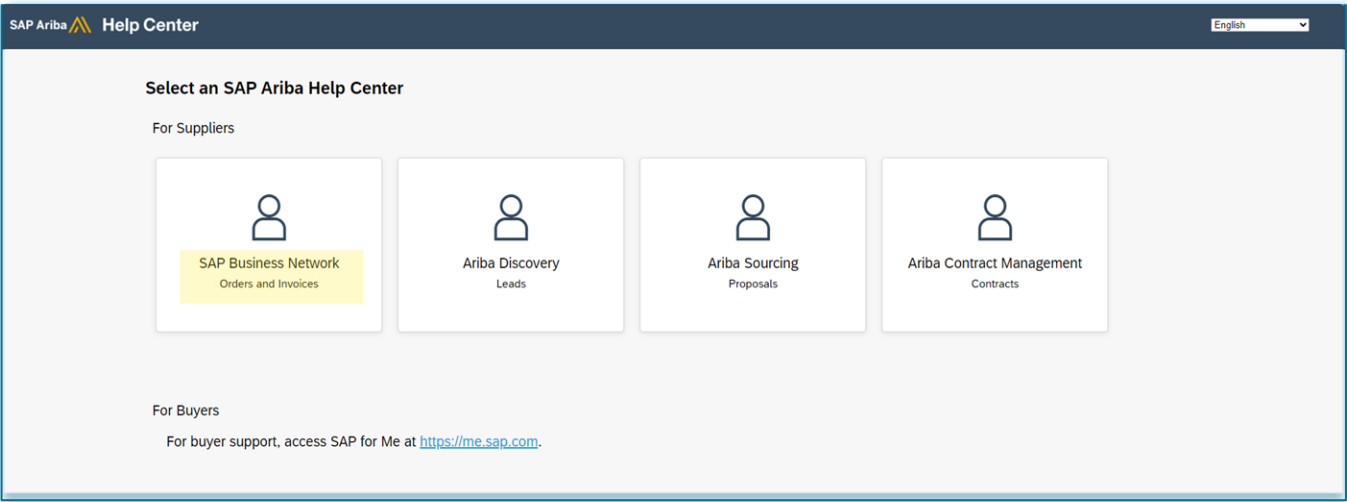
# How To Reach Ariba Help Center Page?



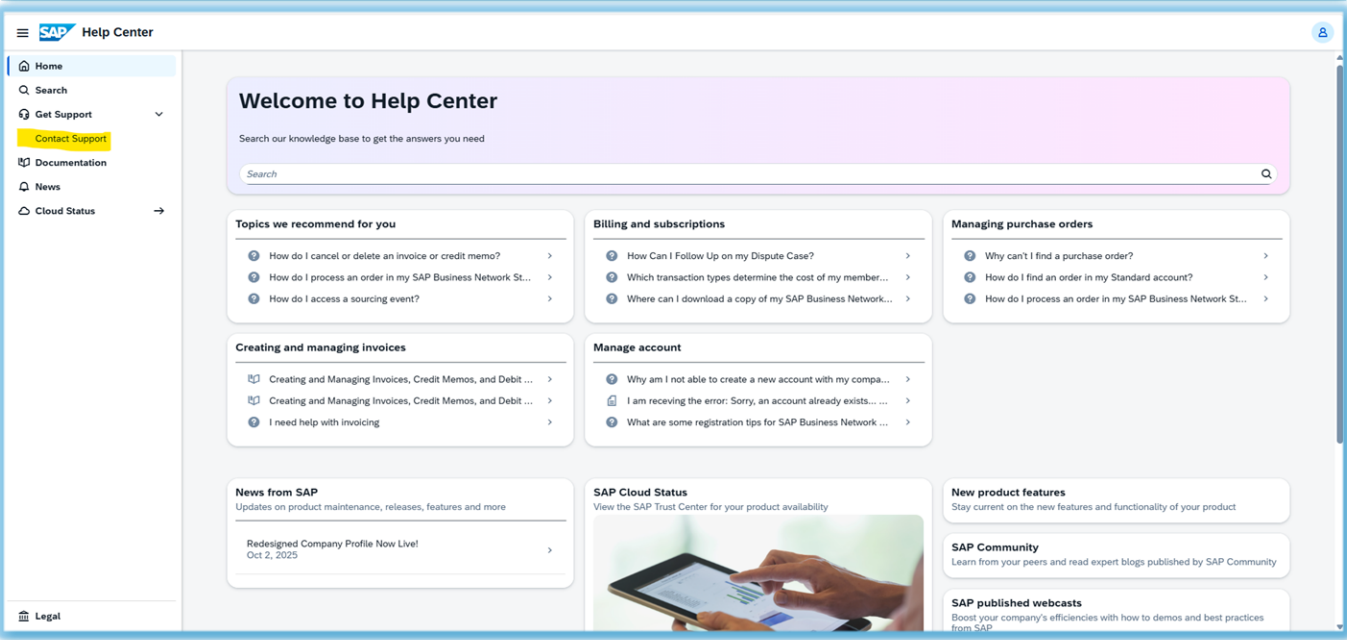
To submit your request to Ariba Help Center please go to below website:

<https://support.ariba.com/help>

# How to log a Case to Ariba Help Center



After reaching Help Center main website, please go to SAP Business Network for more options.



From this site, please go to Contact Support tab on the left side menu.

# How to log a Case to Ariba Help Center



**SAP Help Center**

Search

**Contact Support**

☒ Step 1 **How can we support you?**

password reset

2985 characters remaining

To retrieve your username, reset your password, or unlock your account:

1. [Go to the Supplier Login page](#) and select either **Forgot Username** or **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**. SAP Business Network sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your account. If you didn't receive these instructions, [click here to troubleshoot](#).
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**. SAP Business Network displays a confirmation page, indicating that your password has been updated.

☐ Step 2 **Resources**

☐ Step 3 **Confirm the details**

☒ Step 4 **Contact options**

[Legal](#)

After reaching Contact us page, in Step 1 provide a description of your issue.

Once provided you will see some suggested solutions; however if none of them applies to your issue or you specifically need to reach the SAP Support Team, chose the option: „I am experiencing a different issue” and click: „Next Step”

# How to log a Case to Ariba Help Center



The screenshot displays the SAP Help Center interface. On the left is a navigation menu with links to Home, Search, Get Support (expanded), Contact Support (selected), Documentation, News, and Cloud Status. The main content area is titled 'Contact Support' and features a search bar at the top. Below the title, the process is divided into four steps: Step 1 'How can we support you?' (completed), Step 2 'Resources' (active), Step 3 'Confirm the details', and Step 4 'Contact options'. Step 2 contains several troubleshooting links and their descriptions, followed by a 'Next' button. The footer of the page indicates it was 'Created by AI'.

**Step 1** How can we support you?

**Step 2** Resources

[How do I reset my password as a supplier?](#)  
How do I reset my password as a supplier? How can I send myself a password reset? Access the Reset my password page. Enter the email address that is registered to the account in the Email Address field and click Submit . SAP Ariba will

[Where is my password reset email?](#)  
Where is my password reset email? SAP Business Network and SAP Ariba Sourcing After you submit your request for a password reset, SAP Business Network sends instructions to the email address associated with your account. If you didn't rec

[How do I change the administrator in my SAP Business Network supplier account?](#)  
How do I change the administrator user in my SAP Business Network supplier account? Depending on what access you have, use any of the following procedures to change your account's administrator: You're the current administrator user a

[Why is my account locked and how do I unlock it?](#)  
I can't access my account. When trying to log in: I am redirected to the login home page to enter my credentials again or I see a message that my account is locked Your account may have been locked due to multiple failed login

[Why can't I find an event?](#)  
Why can't I find a sourcing event that I was invited to? Why can't I access an event? There are a number of reasons why you may not be seeing a sourcing event your company was invited to. Perform the below troubleshooting steps to deter

Created by AI.

**Next**

**Step 3** Confirm the details

**Step 4** Contact options

In Step 2 you will be again presented with additional troubleshooting Resources that might solve your issue. Click „Next” to proceed with your Request for direct support from SAP Support Team.

# How to log a Case to Ariba Help Center



SAP

Help Center

Home

Search

Get Support

Documentation

News

Cloud Status

Search

Step 2

Resources

Step 3

Confirm the details

Subject: \*

Password reset

Describe your issue or question and steps to reproduce: \*

password reset

2985 characters remaining

Top Recommendations:

How do I reset my password as a supplier?

Where is my password reset email?

Confirm your issue: \*

Login

Select an issue area: \*

Password reset

The combined size of attachments must not exceed 20MB.

Choose a file for upload

Document number(s):

12345

How does this impact your business: \*

Affected: business tasks are impacted due to system functionality or process

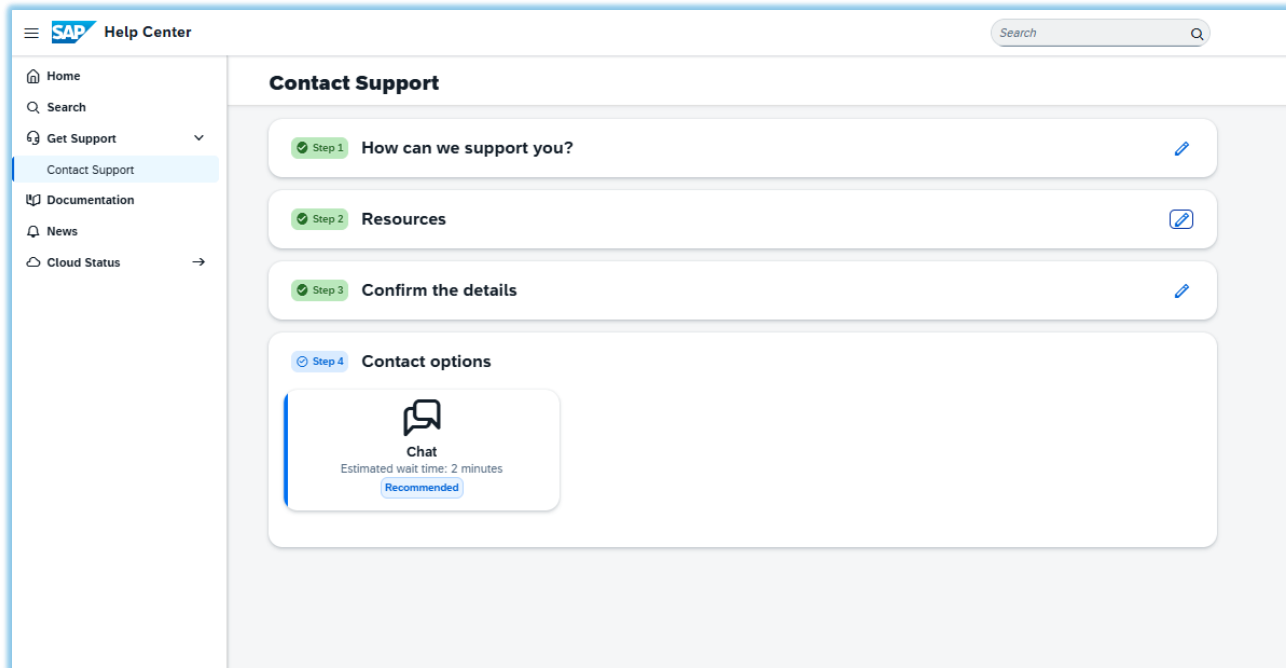
Next

Step 4

Contact options

Step 3 will require you to provide more detailed information about your issue. Please fill in / select from drop-down all mandatory information marked with a red asterisk. Once completed click „Next“.

# How to log a Case to Ariba Help Center



Step 4 will give you the Contact options – most often it will be via chat which is the recommended point of contact for the SAP Support Team.