

How do I contact Ariba Customer Support

To create a case with Ariba, please follow the steps below.

- 1. Access the Ariba Login page.
- 2. Click on the question mark icon in the upper-right corner of the page to access the Help Center.

Business Network -	
plier sign-in	Unlock additional benefits
Isername	upgrading, you can leverage new ways to grow and strengthen your business.
Next	Learn More
: username	
to SAP Business Network? er Now or Learn more	

3. Click on "Support"

^r Business Network 👻	Help Topics
	Search Help Topics
	Documentation
plier sign-in	Why was my session terminated f
Isername	upgrading, you can leve and strengthen your bu Support
Next	Learn More
username	
to SAP Business Network?	

4. Click on "Support"

^F Business Network +		Help Topics
		Search Help Topics
plier sign-in	Have you visited our supplier of Support	Documentation Why was my session terminated f How long can I be logged in?
Isername	Disclaimer: Use of this Support Portal is outside of the SAP EU and SAP NS2 security boundaries; it is your sole responsibility for compliance with any security requirements.	Support
Next	Learn More	

5. This page will show up, please type your problem on the search bar:

me Learning Contact us			
	How can we help you?		
	Search knowledge base articles, documentation, and tutorials	2	
	Try "cancel order", "email notifications", "user authorization"		
То	pics we recommend for you		
E Q fe Y Y	rror: The username and password pair you entered was not found uestion Why do I get the below message on the SAP Ariba Login page? The username and password pair you entered was not und. Answer You entered an incorrect username or password. You might also receive this message in the following scenarios: pur password contains part of your username. Your Registration Error messages # 2, 2022	FAQ	>
E I yy b	rror: "Could not complete your request at this time" (or the blank page) when I sign in to my supplier account eceive the following error (or the blank page) when signing in to my supplier account: System error Sorry, we could not complete our request at this time. Please try again later. (error code: system-toggle-init-timeout-error Request ID:) This error can be caused y if one or all of the Registration Supplier account togin	Support Note	>

6. Click "Sign in help"



7. Click on "I am experiencing a different issue."

the options below to	o continue.		
username, reset your pa	assword, or unlock your account:		
<u>Ipplier Login page</u> and see nail address that is registe ss Network sends an ema e instructions, <u>click here 1</u> k in the Password Reset r onfirm your new password it. ss Network displays a cor	lect either Forgot Username or Password. ered to the account in the Email Address field and cl il notification that contains your username or instruct to troubleshoot. to troubleshoot. d. firmation page, indicating that your password has be	lick Submit . tions on how to reset yo een updated.	our password to the email address you used
mail after these steps	I need to reassign the administrator account	Account locked	I am experiencing a different issue

8. Can't find what you're looking for? Click "Create a Case"



9. Fill out the required fields in the form accurately.

SAP 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:	Sign in help
Full description: *	Affected items, expected results, etc.
	3000 characters remaining
Attachment:	
	Top Recommendations:
	() Why is my account locked and how do I unlock it?
	(7) How do I reset/change my SAP Business Network password?
2. Provide your preferred contact details:	
First name:*	
Last name:*	
User Name:	
Company:*	
Email:*	
Phone:*	<u>۵</u>
Extension:	
Confirm phone:*	
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 (currently located primarily in the U.S.), in accordance with the SAP Ariba Privacy Statement and applicable law. I agree

10. After filling out the form, click "One last step" at the bottom right of the page.



11. A new window will pop-up, you can choose to receive a call from Ariba



12. Or you can click "Submit" and complete the Case.



13. A confirmation window will show up, click "OK."



14. You case has been created with Ariba, click "OK" to finish the session.

