



PUBLIC  
2022-05

## Registration and logging in

**SAP Ariba Contracts for suppliers**

**SAP Ariba Sourcing for suppliers**

**SAP Ariba Discovery for suppliers**

**Ariba Network for suppliers**

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# Registration and logging in

This guide describes how suppliers can register as sellers on the Ariba Network.

This guide applies to:

- Ariba Network
- SAP Ariba Supply Chain Collaboration
- SAP Ariba Discovery
- SAP Ariba Contracts
- SAP Ariba Sourcing

## Related guides

[Seller account settings and profile configuration](#)

## Ariba Network is now part of SAP Business Network

### What is SAP Business Network?

SAP Business Network is a cloud-based collaboration offering that can help you transform disconnected supply chains into unified, collaborative, and intelligent networks that remove barriers and centralize data.

With a unified network, you can connect to all trading partners through a single directory, collaborate using shared data and workflows, and apply network-wide intelligence to guide decisions and improve your business.

### Is SAP Business Network a new or different network?

No; SAP Business Network is the new solution name for the trading partner portal that all Ariba Network suppliers use as part of SAP's unified network vision. The transaction network behind the portal remains branded as Ariba, and remains operated by Ariba Inc. (a wholly owned subsidiary of SAP SE).

### What exactly is renamed to SAP Business Network and what stays Ariba Network?

Two supplier experiences are renamed as SAP Business Network: the trading relationship request invitation-based onboarding for enterprise accounts, and the supplier homepage and workbench for all enterprise and standard accounts. All other network experiences remain branded with Ariba Network or SAP Ariba Supply Chain Collaboration.

# New menus for the 2105 release

The Ariba Network **Inbox** and **Outbox** have been replaced with object-oriented menus for all buyers and suppliers. Menu items are now grouped logically by process, improving navigation and usability.

## User interface changes for suppliers

The following table describes previous menu paths for suppliers and their counterpart in the new object-oriented menus.

Old menu	New menu
Home	Home
▶ Inbox ▶ Orders and Releases ▶	For suppliers without SAP Ariba Supply Chain Collaboration: ▶ Orders ▶ Purchase Orders ▶  For suppliers with SAP Ariba Supply Chain Collaboration: ▶ Orders ▶ Orders and Releases ▶
▶ Inbox ▶ Extended Collaboration ▶	▶ Fulfillment ▶ Extended Collaboration ▶
▶ Inbox ▶ Collaboration Requests ▶	▶ Opportunities ▶ Collaboration Requests ▶
▶ Inbox ▶ Time and Expense Sheet ▶	▶ Fulfillment ▶ Time and Expense Sheet ▶
▶ Inbox ▶ Transport Requests ▶	▶ Fulfillment ▶ Transport Requests ▶
▶ Inbox ▶ Early Payments ▶	▶ Payments ▶ Early Payments ▶
▶ Inbox ▶ Scheduled Payments ▶	▶ Payments ▶ Scheduled Payments ▶
▶ Inbox ▶ Remittances ▶	▶ Payments ▶ Remittances ▶
▶ Inbox ▶ Contracts ▶	▶ Orders ▶ Contracts ▶
▶ Inbox ▶ Notifications ▶	▶ ... ▶ Notifications ▶, in the <b>Track</b> section.
▶ Inbox ▶ Receipts ▶	▶ Fulfillment ▶ Goods Receipts ▶
▶ Inbox ▶ Pending Queue ▶	▶ ... ▶ Pending Queue ▶, in the <b>Track</b> section.
▶ Inbox ▶ Product Activity ▶	▶ ... ▶ Product Activity Messages ▶, in the <b>Track</b> section.
▶ Inbox ▶ Inquiries ▶	▶ Orders ▶ Order Inquiries ▶
▶ Outbox ▶ Invoices ▶	▶ Invoices ▶ Invoices ▶
▶ Outbox ▶ Timestamp Verification ▶	▶ Invoices ▶ Timestamp Verification ▶
▶ Outbox ▶ Order Confirmations ▶	▶ Fulfillment ▶ Order Confirmations ▶

Old menu	New menu
▶▶ Outbox ▶ Ship Notices ▶	▶▶ Fulfillment ▶ Ship Notices ▶
▶▶ Outbox ▶ Transport Confirmations ▶	▶▶ Fulfillment ▶ Transport Confirmations ▶
▶▶ Outbox ▶ Service Sheets ▶	▶▶ Fulfillment ▶ Service Sheets ▶
▶▶ Outbox ▶ AP Plus Transactions ▶	▶▶ Payments ▶ AP Plus Transactions ▶
▶▶ Outbox ▶ Archived Invoices ▶	▶▶ Invoices ▶ Archived Invoices ▶
For ship notice and service sheet drafts, ▶▶ Outbox ▶ Drafts ▶	
▶▶ Outbox ▶ Sales Orders ▶	▶▶ Fulfillment ▶ Sales Orders ▶
▶▶ Outbox ▶ PDF Conversion ▶	▶▶ Invoices ▶ PDF Conversion ▶
▶▶ Outbox ▶ Product Replenishment ▶	▶▶ Fulfillment ▶ Product Replenishment ▶
▶▶ Outbox ▶ Extended Collaboration ▶	▶▶ Fulfillment ▶ Extended Collaboration ▶
▶▶ Outbox ▶ Documents to resend ▶	▶▶ ... ▶ Documents to Resend ▶, in the <b>Track</b> section.
<b>Catalogs</b>	<b>Catalogs</b>
<b>Enablement Tasks</b>	<b>Enablement</b>
<b>Reports</b>	<b>Reports</b>
▶▶ Document Archive ▶ Archived Documents ▶	▶▶ ... ▶ Archived Documents ▶, in the <b>Document Archive</b> section.
▶▶ Document Archive ▶ Download Status ▶	▶▶ ... ▶ Download Status ▶, in the <b>Document Archive</b> section.
<b>Messages</b>	<b>Messages</b>
▶▶ Planning ▶ Forecast ▶	▶▶ Planning ▶ Forecast ▶
▶▶ Planning ▶ Planning Collaboration ▶	▶▶ Planning ▶ Planning Collaboration ▶
▶▶ Planning ▶ Sales Report ▶	▶▶ Planning ▶ Sales Report ▶
<b>Documents</b>	...
▶▶ Documents ▶ Order Confirmation CSV ▶	▶▶ ... ▶ Order Confirmation ▶, in the <b>CSV Upload</b> section.
▶▶ Documents ▶ Ship Notice CSV ▶	▶▶ ... ▶ Ship Notice ▶, in the <b>CSV Upload</b> section.
▶▶ Documents ▶ CSV Templates ▶	▶▶ ... ▶ Templates ▶, in the <b>CSV Download</b> section.
▶▶ Documents ▶ Invoice CSV ▶	▶▶ ... ▶ Invoice ▶, in the <b>CSV Upload</b> section.
▶▶ Documents ▶ Service Entry Sheet CSV ▶	▶▶ ... ▶ Service Entry Sheet ▶, in the <b>CSV Upload</b> section.
▶▶ Documents ▶ PDF Invoice ▶	▶▶ ... ▶ PDF Invoice ▶, in the <b>CSV Upload</b> section.
▶▶ Documents ▶ External Document ▶	▶▶ ... ▶ External Document ▶, in the <b>CSV Upload</b> section.
▶▶ Documents ▶ PO Invoice ▶	▶▶ Create ▶ PO Invoice ▶

Old menu	New menu
▶ Documents > Non-PO Invoice >	▶ Create > Non-PO Invoice >
▶ Documents > Contract Invoice >	▶ Create > Contract Invoice >
▶ Documents > Service Entry Sheet >	▶ Create > Service Entry Sheet >
▶ Documents > Time & Expense Sheets >	▶ Create > Time & Expense Sheets >
▶ File Downloads >	▶ ... > Upload/Download >, in the <b>Excel Files</b> section.
For invoice drafts, ▶ Outbox > Drafts >	▶ Invoices > Drafts >
▶ Outbox > Invoices >, filter by <b>Credit Memos</b>	▶ Invoices > Credit Memos >
▶ Outbox > Invoices >, filter by <b>Debit Memos</b>	▶ Invoices > Debit Memos >

## Before you register

You can register by responding to an invitation or welcome letter from your customer, or you can create an account that's not yet linked to a customer by going to the Ariba Network login page to register.

If you have an existing supplier account, registering on Ariba Network allows you to consolidate your company profile information and provides you with a centralized location to access all your SAP Ariba Sourcing events.

During registration, the Ariba Network requires you to enter basic information about your company and your account administrator. After you complete registration, you can enter additional information about your company, including:

- **Company information:** Enter information about your company, including a company description, contact information, and website URL.
- **User account information:** Enter additional contact information for yourself (the account administrator or user), such as your username, email address, password, and other values. Administrators can also enter your company's default currency in this section.
- **Certifications:** Enter company certification information, such as Small and Disadvantaged Business or Minority-Owned Business status.
- **Profile visibility:** Select options to make your business profile visible to all buying organizations or to allow potential new customers to contact you.

## Registering with assistance from your customer

Typically, your company is already in contact with a customer that transacts with their suppliers through Ariba Network. The customer logs in to Ariba Network and invites your company to join. Ariba Network sends an email message to you that contains a link for starting the registration process. Ariba Network notifies you through email when the account is active and ready to transact with your customer.

## Registering without assistance from your customer

If you are not already in contact with a buying organization on Ariba Network, you can create a free, standard account at [supplier.ariba.com](https://supplier.ariba.com). You can use this account to learn how to conduct e-commerce through Ariba Network, create a company profile, and find new business through SAP Ariba Discovery.

Completing a company profile allows buying organizations to locate your company when searching for suppliers by product and service category, industry, ship-to or service location, or other criteria. After reviewing basic company information, a buying organization can then request a relationship with your company. After you accept a relationship request, your account is ready to transact with the buying organization.

## Unified Terms of Use

SAP Ariba has a unified Terms of Use for all SAP Ariba seller-facing solutions. The unified Terms of Use are available for review at any time on the **Ariba Terms Center** page. You must accept the unified Terms of Use before using Ariba seller-facing solutions.

### i Note

SAP Ariba records the date on which you accept the Terms of Use Agreement as the effective date of service.

The **Ariba Terms Center Page** displays the unified Terms of Use, Data Policy and Privacy Statement. Click **Terms of Use** at the bottom of any page to access the **Ariba Terms Center** page.

## Choosing a secure password

Passwords are case-sensitive, must be at least eight characters long, and can include only alphabetic letters (without accents), numbers, and common symbols. For increased security, you should include at least one numeral between the first and last characters and at least one letter. To change your password, you must enter your current password as well as the new one, then confirm the new password.

Passwords for users who have access to customer PCard numbers expire every 90 days.

## Selecting the right account administrator

The person whose name is entered when the account is created becomes the account administrator automatically. The account administrator plays a key role in the value your company realizes through SAP Ariba, so it is important you choose the appropriate person in your organization. The right person will have the time and capabilities to add users with appropriate roles, set configuration options, manage customer relationships, subscribe to services, respond to user questions or problems, and maintain your SAP Ariba account in a consistent manner. If you currently use SAP Ariba, you already have an account administrator, so assess whether they meet the qualifications.

# Selecting the right business role

## About Business Roles

Your **Business Role** determines the default action tiles displayed on the Ariba Network dashboard. New Ariba Network users are asked to select a **Business Role** during account creation. Existing Ariba Network users who have not yet selected a business role will be prompted to select one the next time they log in. You can select or change your **Business Role** from the **My Account** page at any time. For more information see [Business roles reference \[page 8\]](#).

## Business roles reference

Business Role	Description	Default Workbench Tiles
Accounts Receivables	An Accounts Receivables role represents a user focused on money owed to the company.	Orders to invoice, Orders, Rejected invoices, Remittances, Early payment opportunities, Scheduled payments
Business Owner	A Business Owner role represents a user focused on monitoring daily business on Ariba Network.	New purchase orders, Orders, Rejected invoices, Remittances, Early payment opportunities, Scheduled payments
Customer Service	A Customer Service role represents a user focused on monitoring daily business on Ariba Network.	New purchase orders, Items to confirm, Orders
E-Commerce	An E-Commerce role represents a user focused on monitoring the IT infrastructure.	New purchase orders, Orders, Items to confirm, Items to ship, Orders to invoice, Invoices
Field Services	A Field Services role represents a user focused on monitoring daily business on Ariba Network.	Orders to invoice, Orders, Orders with service lines, Service entry sheets
Finance	A Finance role represents a user focused on money owed to the company.	Orders to invoice, Orders, Rejected invoices, Remittances, Early payment opportunities, Scheduled payments
Information Technology	An Information Technology role represents a user focused on monitoring the IT infrastructure.	New purchase orders, Orders, orders to invoice, Rejected invoices
Manager	Leads a business unit or other team and provides operational oversight to help the company achieve its goals.	Orders, Orders to invoice, Orders with service lines
Marketing	A Marketing role represents a user focused on monitoring daily business on Ariba Network.	New purchase orders, Items to confirm, Orders, Orders to invoice



Business Role	Description	Default Workbench Tiles
Order Management	An Order Management role represents a user focused on monitoring daily business on Ariba Network.	New purchase orders, Items to confirm, Items to ship, Orders, Orders to invoice, Invoices
Sales	A Sales role represents a user focused on monitoring daily business on Ariba Network.	New purchase orders, Items to confirm, Orders, Orders with service lines
Service Administrator	A Service Administrator role represents a user focused on monitoring the IT infrastructure.	Orders to invoice, Orders, Orders with service lines, Service entry sheets
Shipping	A Shipping role represents a user focused on ensuring ordered items have been shipped.	New purchase orders, Items to confirm, Items to ship, Orders, Orders with service lines, Service entry sheets
Treasury	A Treasury role represents a user focused on when invoices are going to be paid.	Early payment opportunities, Scheduled payments, Remittances, Invoices pending payment
Other	This role represents a user who doesn't fall into the other defined roles. You can customize the name of this role.	New purchase orders, Orders, Rejected invoices, Remittances

## How to register as a supplier on Ariba Network

You register an Ariba Network account in order to transact with your customers and potentially find new business opportunities.

### Context

#### i Note

To avoid potential confusion, Ariba Network checks for duplicate accounts as part of the registration process. This applies to both standard and enterprise accounts as well as accounts created in SAP Ariba Discovery (so called walk up registrations).

Suppliers can register non-public email domains to get notified whenever a new account is created or a relationship is established using this email domain.

### Procedure

1. You can use one of the following methods to register a new or existing seller account on Ariba Network:

- If you received an email invitation from a buying organization, click the link in the email message. When Ariba Network shows the welcome page, do one of the following:
  - If you already have an account, click **Log in**.
  - If you don't already have an account, click **Sign up**.
- If you received a purchase order welcome letter that contains a temporary ID and secure code, you can use a web browser to go to the web address contained in the welcome letter. Enter your temporary ID and secure code to activate the account. After you activate your account, the temporary ID becomes your username.
- If you received a purchase order or other first-time document from your customer, click the action button in the email, such as **Process order**. From the landing page, choose **Sign up** to register a free, standard account, or choose **Log in** to add the document to your existing Ariba Network account.

### i Note

You must be the account administrator to move the document to an existing account.

- If you didn't receive an invitation, you can use a web browser to go to [supplier.ariba.com](https://supplier.ariba.com). Click **Register Now** to register a free, standard account on Ariba Network.
2. Follow the steps in the registration wizard.

Ariba Network asks for basic information about your business, such as your company name, address, and email address. You also create a username and password.

The wizard performs automatic address validation to detect and correct any wrong or misspelled portion of a mailing address. A pop up window shows a recommendation, which you can accept or reject.

There is an ISO-based country- or region-specific drop-down list for state/province in the address section of the supplier profile. Select from the drop-down list (where available) instead of entering free text.

### i Note

The person whose name is entered in the user account information section becomes the account administrator automatically. Account administrators can transfer the administrator role to another user later.

### i Note

When double byte non-Latin characters (such as Chinese) are detected in an address, a warning displays and a Latin character translation has to be provided by the user which is then also validated for correctness.

3. Read the terms of use, and choose the check box if you agree to the terms.
4. (Optional) Print the **Summary** page for your records. You can also print the terms of use.
5. Click **Continue**.

Ariba shows the **Activate Your Account Now** page.

Ariba Network sends you an email confirming registration of your account. You must click the link in the email to activate your account and start transacting with your customer.

If you change your email address, Ariba Network sends an email to the newly updated email address requesting you to confirm the email address. You must use the link in the email to activate and log in to the account.

You can also resend the email containing the link to activate your Ariba Network account in case the previous email did not reach you. If for any reason, you are unable to launch a browser using this link, you can copy the link and paste it into the address bar of any of the supported Web browsers to form a single-line URL.

6. To activate your account, click the link in the email sent to you.

Ariba Network shows the **Welcome to Ariba** page, where you can view your company profile completeness meter.

7. Choose one of the following options:

- Click **Go to Company Profile** to enter additional information about your company.

#### i Note

To increase your visibility to buying organizations, be sure your company profile is completed accurately, and consider subscribing to the SAP Ariba Discovery Advantage Program to further distinguish your organization in SAP Ariba's publicly-accessible supplier directory.

When registering on Ariba Network following an invitation initiated from SAP Ariba Supplier Lifecycle and Performance or SAP Ariba Sourcing, the **Product and Service Categories** and **Ship-to or Service Location** fields listed under **Tell us more about your business** are mandatory.

- Click **Complete my Company Profile later**, to access the **Home** dashboard.

## Related Information

[Ariba Network duplicate account check process](#)

## After you register

When you are finished with basic configuration, you can do the following:

## Manage your SAP Ariba profile

Complete additional information about your company, such as website information, and set options for extending business profile visibility. You may need to update this information periodically, such as when a different individual at your company becomes the administrator.

Manage your profile in a way that maximizes exposure for your business. Potential and existing customers rely on the information in your SAP Ariba profile when deciding whether to do business with you, so it is essential to keep your profile complete and accurate. In addition to completing requested fields, frequently review and update your profile to ensure it is current. While every section is important, pay special attention to the following four sections:

- **Addresses:** Buying organizations use your company name and main address to transact with you through SAP Ariba Discovery, SAP Ariba Sourcing, SAP Ariba Contracts, and the Ariba Network, so ensure this information is always up to date. You should also add any addresses served by your account, such as your company's

subsidiaries, since these are exposed to SAP Ariba Sourcing and can be used by your own team members when creating e-invoices online.

- **Product and Service Categories, Ship-to or Service Locations, and Industries:** As the key criteria used to match your company to potential buyers through SAP Ariba Discovery, these three categories are vitally important in helping you obtain new business opportunities, so ensure to select these values carefully.
- **Contacts:** By assigning specific contacts for particular business activities (such as accounts payable, catalog management, and sales), you can ensure that buyers are able to contact the correct person quickly and easily. You have the option to designate both company-wide contacts and customer-specific contacts (only for Ariba Network relationships).
- **Marketing:** Subscribing to the SAP Ariba Discovery Advantage program increases your visibility to potential buyers. The SAP Ariba Discovery Advantage program gives your company preferential placement in search results along with the option to display enhanced sales and marketing information—including a detailed company description, logos, URLs, attachments, and more—in your Ariba Network for Suppliers profile. You can assign a marketing team member to be the user responsible for completing and maintaining this section of your profile.

## Complete customer-requested profile information

SAP Ariba profile information can include additional profile information requested by buyers as part of the Supplier Profile Questionnaire.

If you are the administrator for your organization's account, you see information about company profile fields requested specifically from the buyer. Buyers may require that you complete all requested profile information before you can participate in their events.

## Define user roles and create users

Assign user roles and permissions to employees based on their functional roles in your company, such as:

- Company profile manager
- Leads creator/manager
- Proposal and contract manager
- Order manager
- Invoice manager

Inform individual users and teams in your company about the SAP Ariba account to which they are assigned, so they can be well prepared to respond to and collaborate with buyers. If you participate in sourcing events, be sure to assign the appropriate users in your company the **Access Proposals and Contracts** permission so that SAP Ariba Sourcing buyers can view and approve them to join events.

### i Note

By default, users are not visible to or searchable by your customers.

SAP Ariba recommends that you regularly review, identify, and eliminate or reassign unapproved users added to your account as a result of SAP Ariba Sourcing buyers asking them to participate in sourcing events.

## Access Web Assistant and review additional product documentation and tutorials

Click the question mark icon in the upper right-hand corner to activate Web Assistant in-app help and explore the field-level help, guided tours, and learning content. Click the Documentation tile to access product documentation or the Support tile to access the Help Center.

## Link multiple SAP Ariba seller accounts

If you have more than one SAP Ariba seller account, you can link accounts to consolidate your company's account management and service management tasks.

- You can create a parent-child account hierarchy. For example, link one parent account to any number of child accounts. Creating an account hierarchy allows parent account administrators to manage settings and components (including instant access to solution-specific dashboards and related child account services) for all accounts. Both parent and child accounts are visible in buyer searches, however you have the option to make child accounts invisible by configuring the **Allow buyer organizations to search this account** setting. After an account hierarchy is created, parent account administrators can log in and access child accounts with a single click.
- If your company has created duplicate accounts by mistake, it's important to keep these accounts current, since transactions have already been processed through them. To help reduce the amount of time spent on managing multiple accounts, you can enable Profile Sharing, allowing you to automatically synchronize your parent account profile with selected child accounts. Profile sharing reduces the need for separate profile updates.

### i Note

Profile sharing synchronization does not occur for all fields and settings, (for example, not for electronic order/invoice routing), so you may need to maintain these settings individually for each account.

- You can use the **User Account Navigator** to link and quickly navigate among multiple user accounts.

## Verify your email address

To avail yourself of the full benefits of the Ariba Network, you must validate your email addresses. To expedite registration, SAP Ariba allows you to register without validating your email addresses in some cases. For example, if you are moving your existing account from your buyer's SAP Ariba Sourcing application to the Ariba Network, SAP Ariba does not require you to validate your email addresses immediately.

The User Email Address Validation feature reminds suppliers without validated email addresses to validate their email addresses. SAP Ariba automatically marks the email addresses of suppliers invited to sourcing events as valid.

If you log in with a non-validated email address, an alert icon appears in the upper-right portion of the screen. A popup message appears when the cursor hovers over this icon. Follow the instructions in the message to verify your email address.

# Receive relationship requests, receive orders, and send invoices

When you register for an SAP Ariba account through SAP Ariba Sourcing, SAP Ariba Discovery, or SAP Ariba Contracts, you are automatically enabled to receive orders and send invoices on Ariba Network.

Buyers on Ariba Network can see your company profile in search results and send you trading relationship requests. SAP Ariba Sourcing and SAP Ariba Supplier Lifecycle and Performance relationship requests are set to “manual approval” by default. All other relationship requests are automatically accepted by default, but your account administrator can choose to manually review all relationship requests.

An indicator appears in the right corner of the header bar in all solutions if there is a pending relationship request waiting to be approved, and email notifications are sent to you as a reminder. If you accept a relationship request from a buyer, a popup is displayed, prompting you to configure your preferred order routing method.

You are not obliged to accept trading relationship requests. For more information about managing customer relationships, see [Seller account settings and profile configuration](#).

You can enable the **Do not expose my company in search results to Ariba Discovery users and Ariba Network buyers** preference on the **Profile Visibility** page if you do not want to appear in search results to SAP Ariba Discovery users and Ariba Network buyers.

## How to create and reset passwords

### Context

Your password is case-sensitive and must be at least eight characters long. It can only include unaccented alphabetic characters, numbers, and common symbols.

For increased security on SAP Ariba, passwords expire every 90 days for users who have PCard access but are not the PCard owner. These users receive email notifications that indicate how many days remain before their password expires. You cannot reuse your recent passwords.

#### **i** Note

For users without PCard access, passwords do not expire for five years.

You have a limited number of attempts to enter your password. After too many failed attempts, your account will be locked. Your account will automatically unlock after a few hours. You can initiate the password reset process to unlock your account immediately.

If you cannot remember your username or the email address you used to register, you must contact your account administrator to reset your password. You can contact your account administrator by clicking the user icon, then **Contact Administrator**. When your account administrator resets your password, SAP Ariba sends an email notification to you that contains a link to confirm your email address and enter a new password.

If you cannot remember your username or the email address you used to register, and you are the account administrator, you must call SAP Ariba Customer Support or log a service request. Click the question mark icon in the top right corner to access Web Assistant in-app help, then click the Support tile; you are redirected to the Help

Center. In the Help Center, click **Support Center** to access support content, phone numbers, or create an online service request.

## Procedure

1. If your SAP Ariba password is not working or if you forget your password, click **Password** on the **Login** page.
2. Click **Continue**.
3. Enter your username or email address in the **Username or Email Address** field and click **Submit**.

SAP Ariba sends an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Ariba account.

4. Click the link in the Password Reset email.

### i Note

Links in password reset notifications are only valid for 24 hours.

If you receive a password reset notification, but the link provided is invalid or expired, contact your account administrator and have them initiate the password reset process for you. If you are the account administrator, initiate the password process again.

### i Note

If you do not receive a password reset email from SAP Ariba:

- Check your junk mail folder or spam filter settings to verify that automated emails from SAP Ariba are not blocked from your email account.
- You might have multiple SAP Ariba usernames with different email addresses. Make sure you check the correct email account.
- You might have recently changed your email address without updating the email address in your SAP Ariba account. Check the email account associated with your SAP Ariba account.
- You might have mistyped your username.

5. Enter and confirm your new password on the **Password Reset** page.
6. Click **Submit**.

## Results

You can now use your username and new password to log in to SAP Ariba.

# How to retrieve usernames

If you forgot your SAP Ariba username, you can request that SAP Ariba send you an email with instructions for retrieving your username.

## Context

The username retrieval email notification is sent to the email address you entered when you registered your SAP Ariba account. If your email address is registered with multiple SAP Ariba accounts, the email will contain all the usernames associated with your email address.

## Procedure

1. If you forget your Ariba Network for Suppliers username, click **Forgot Username** on the login page.
2. Enter the email address you used when you registered your SAP Ariba account.
3. Click **Submit**.

## Results

SAP Ariba sends an email listing all the usernames associated with your email address.

### i Note

If you do not receive a username retrieval email from SAP Ariba, check the following:

- Did you enter the correct username that is registered with the SAP Ariba? If you have more than one username, you can try to enter the other usernames.
- Does your email configuration allow you to receive automated emails from SAP Ariba? Check your junk mail folder or email filter settings to verify automated emails from SAP Ariba are not blocked from your inbox.





# Important Disclaimers and Legal Information

## Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
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