



Contact SAP Business Network Support without logging into your account

Change of Administrator, Password Reset, Login Issue

May, 2023

Public



*** This is only for certain instances – like an Administrator is no longer with the company or a user has difficulty logging into SAP Business Network (SBN). All other help queries with regards to functionality require you to be logged into SBN. Go to the SBN Supplier portal <https://service.ariba.com>

1. Click the Question Mark icon “ ? ” on the upper right of your screen - <https://service.ariba.com>
2. A drop bar to the right side will appear, click the “Support” icon at the upper right

The screenshot shows the SAP Business Network Supplier Login page. The top navigation bar includes the SAP logo and 'Business Network' with a dropdown arrow. On the right side of the top bar, there is a 'Help' icon (a question mark) which is highlighted with a yellow box. A dark blue sidebar menu is open on the right, containing a search bar for 'Help Topics', a 'Documentation' button, and a 'Support' button, which is also highlighted with a yellow box. Below the 'Support' button, there are links for 'Why was my session terminated f...' and 'How long can I be logged in?'. The main content area features a 'Supplier Login' section with input fields for 'User Name' and 'Password', a 'Login' button, and a link for 'Forgot Username or Password'. Below this is a section for 'New to SAP Business Network?' with links for 'Register Now' and 'Learn More'. To the right of the login section is a 'Supplier Center of Excellence Webinar' section with a video thumbnail, a description, and a 'Learn More' button. The footer contains the SAP logo, copyright information, and links for 'Privacy Statement', 'Security Disclosure', and 'Terms of Use'.

3. You will be taken to the screen below, please click “Contact us”

SAP Help Center Home

Home Learning **Contact us**

How can we help you?

Search knowledge base articles, documentation, and tutorials

Try "cancel order", "email notifications", "user authorization"

Topics we recommend for you

What are some registration tips for Ariba Network Suppliers?

Question What are some registration tips for Ariba Network Suppliers? Answer Proactively managing your company's Ariba Network presence can enhance your experience, prevent missed orders, and save money. The best practice is one supplier Ariba Network Identification Number (ANID) for all buyers, have as few ANID's as possible across the...

Registration Supplier account login

Aug 16, 2019

FAQ

Error: The username and password entered has already merged to another Ariba Sourcing user account

Issue When trying to register for SAP Ariba Sourcing, the system displays the following error: The username and password entered has already merged to another Ariba Sourcing user account Resolution There are two solutions to this issue: Create an alternate username by clicking Sign Up through the event invitation. Your...

Registration

Support Note

4. The below screen will be displayed, please select the most appropriate option

5. For a change of Administrator or if you would like a call back from SAP Customer Support select “**Register on SAP Business Network**”

6. Click the “**Something else**” option, select What you are using SAP Business Network for, e.g. “**Transacting documents (purchase orders, invoices, etc.)**” and then “**Create Case**” button will appear on the bottom right (click the button)

The screenshot shows the SAP Help Center 'Contact us' page. The top navigation bar includes the SAP logo, 'Help Center Contact us', and a user profile icon. Below the navigation bar are links for 'Home', 'Learning', and 'Contact us'. The main content area features five service tiles: 'Register on SAP Business Network' (highlighted in orange), 'Reset my password', 'Forgot username', 'Unsubscribe', and 'Privacy request'. Below these tiles is a section titled '3. Choose from the options below to continue.' with the question 'What do you need help with?'. The options are: 'Register a new account', 'Registration error', 'Login', 'Find out if my company has an account', and 'Something else' (highlighted in orange). Below this is the question 'What are you using SAP Business Network for?' with four options: 'Transacting documents (purchase orders, invoices, etc.)' (highlighted in orange), 'Participating in Sourcing events (RFPs, auctions, bids, etc.)', 'Searching for new business opportunities', and 'Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)'. At the bottom of the page, there is a search bar with the text 'Can't find what you're looking for?' and a 'Create a Case' button (highlighted in orange) on the right.

7. A new page will appear, complete all the fields with an asterisk*, please provide as much detail as possible to speed up the process

8. After completing the form, please click “**One Last Step**” at the bottom right

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: Register on SAP Business Network

Full description: * *Affected items, expected results, etc.*

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 (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

I agree

One last step

Recommendations*
Search
How do I register a new account?
How do I register on SAP Ariba Sourcing?
What is Business Network?
What are some registration tips for Ariba Network Suppliers?

Recommendations*
Search
How do I register a new account?
How do I register on SAP Ariba Sourcing?
What is Business Network?
What are some registration tips for Ariba Network Suppliers?
How do I register a free Standard account from an email invitation?
Do I need Dun & Bradstreet Data Universal Numbering System (DUNS) number?
What is SAP Supplier Financing?
Error: "Please correct the fields marked in red" when registering
Why does the negotiation task email notification sent to suppliers does not have the option to register for private suppliers?

9. Please select your best contact method. “Phone” is recommended. Then click “Submit” at the bottom right

- For security purposes you will receive a call from SAP Support to validate you and your company (around the estimated waiting time)
- If you miss the call, you will receive an email from Ariba, you must action this email immediately to ensure support can connect with you in a timely manner

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a dark blue header with the SAP logo and the text 'Help Center Contact us'. Below the header, there are navigation links for 'Home', 'Learning', and 'Contact us'. The main content area is divided into two sections. The first section, titled 'Choose this contact method for the fastest resolution of your issue:', contains two radio button options. The first option is 'Phone', which is marked as 'Recommended' and has an orange box around it. Below this option, there is a text description: 'A support engineer will respond to your case by phone.' and a yellow box containing the text 'Estimated wait time in minutes: 17'. There is also a checkbox labeled 'Do not record my phone call.' The second option is 'Email', which is not selected. Below this option, there is a text description: 'A support engineer will respond to your case by email.' At the bottom right of the page, there are three buttons: 'Back', 'Submit' (highlighted with an orange box), and 'Cancel'.