



# Feature at a Glance

## Ability to Switch Accounts on SAP Business Network mobile app

Lorraine Yao, SAP Ariba  
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CONFIDENTIAL

# Feature at a Glance

Ease of implementation



Low touch / simple

Geographic relevance



Global

## Introducing: **Ability to Switch Accounts on SAP Business Network mobile app**

### Customer challenge

Ariba Network suppliers using the mobile app may have multiple accounts. In order to access their different accounts, the supplier must log out of one account and login to another.

This process is cumbersome and not consistent with the supplier portal experience on desktop where the supplier user can switch accounts without having to log out.

### Meet that challenge with **SAP Ariba**

This capability provides suppliers with the ability to log in to all their accounts using one username and password, and switch between multiple accounts

### Experience key benefits

The ability to switch accounts on the SAP Business Network mobile app streamlines process of switching accounts and improves the user experience.

### Solution area

Ariba Network  
SAP Business Network mobile app

### Implementation information

This feature is **automatically on** for all customers with the applicable solutions and is ready for immediate use.

### Prerequisites and Restrictions

The supplier user with multiple accounts must have already established a link between user IDs in order to switch accounts in SAP Business Network Supplier.

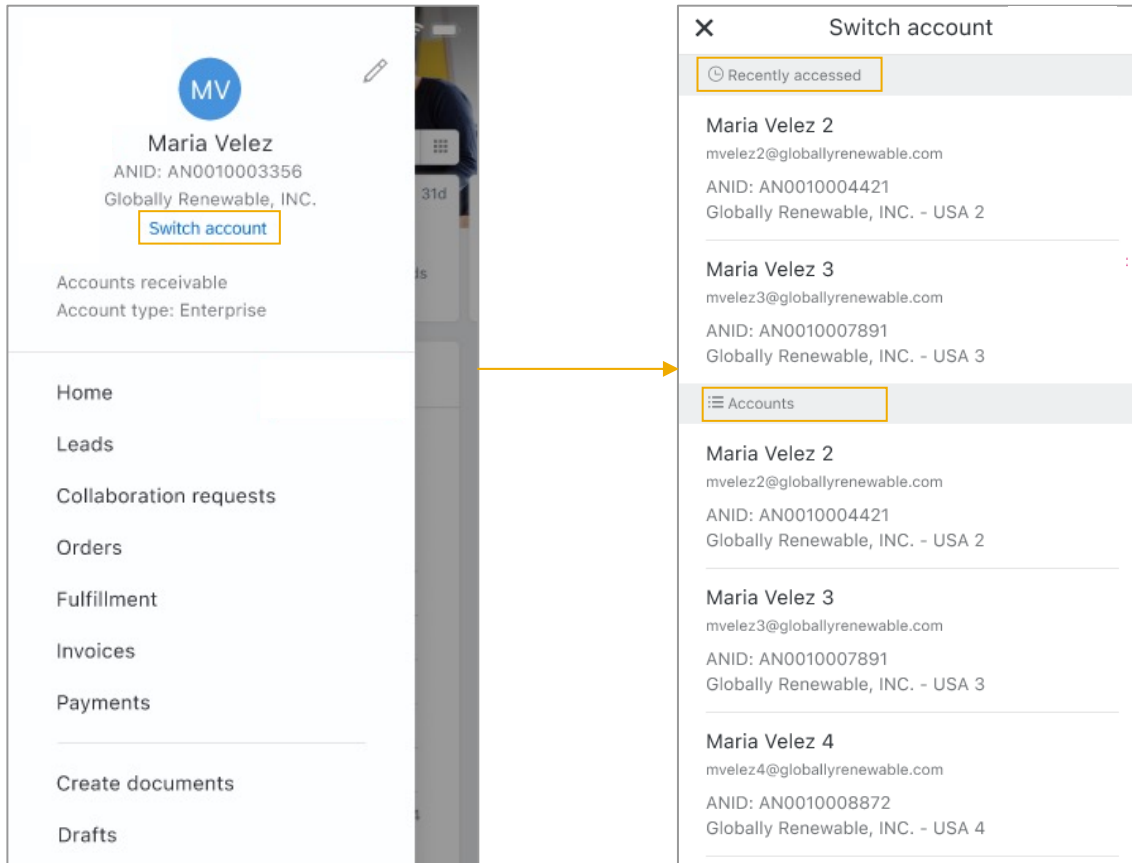
The supplier user can't link user IDs from the SAP Business Network Supplier mobile app. Account linking must be completed on the SAP Business Network supplier portal.

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## Introducing: Ability to Switch Accounts on SAP Business Network mobile app

### Detailed feature information

If SAP Business Network mobile detects that a user has multiple linked accounts, the user will see the “Switch Account” link under their account information. The user will be brought to the switch account screen when they click the link. The switch account screen displays two sections: **recently accessed** and **accounts**.



The **Recently accessed** section displays up to two linked user IDs that have been accessed in the last 30 days, sorted by login time. If no user IDs have been accessed in the last 30 days, the Recently accessed is not displayed.

The **Accounts** section displays all linked user IDs. The linked user IDs are sorted alphabetically by username. Each linked user ID displays the first and last name, username, ANID, and organization name.

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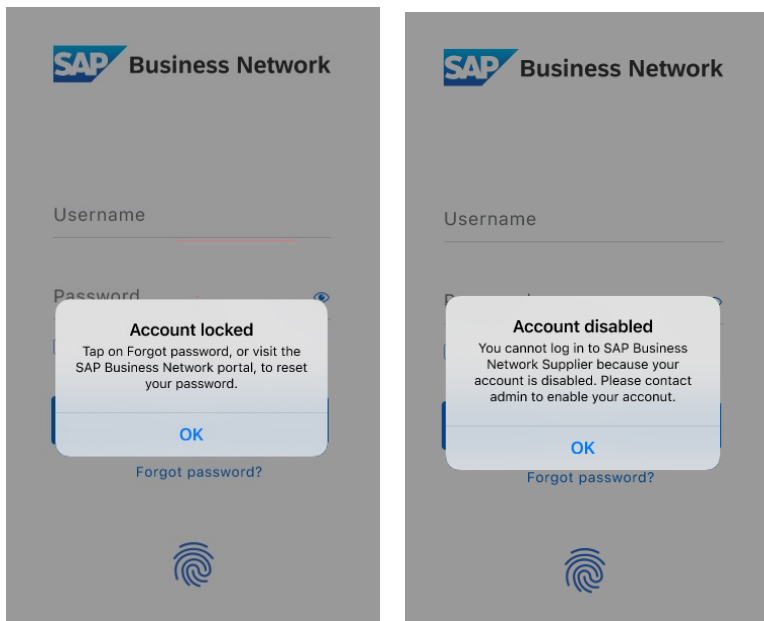
## Introducing: Ability to Switch Accounts on SAP Business Network mobile app

### Detailed feature information

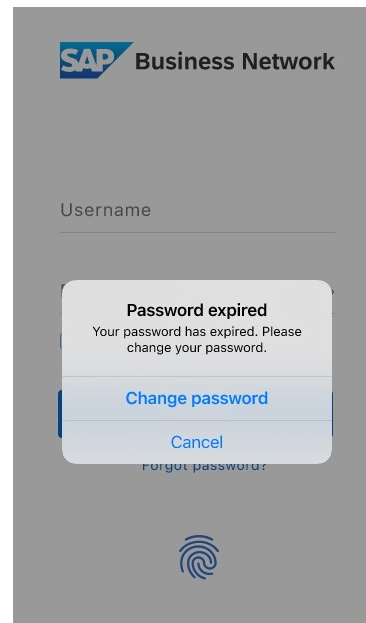
If the user is switching to a linked account in the following scenarios, they will not be able to immediately access their linked account:

- the account is locked or deactivated - user is signed out and returned to the login screen. The login screen displays an error message to inform the user that account they attempted to log in to is locked or deactivated.
- the account belongs to an external user ID or is disabled - user is signed out and returned to the login screen. The login screen displays a generic message indicating that the username and password pair are incorrect. This error message is intentionally generic for security reasons.
- the user ID has an unconfirmed email address - user can log in to the account and see the "Confirm email" link to continue with the account screen. SAP Business Network sends a confirmation email to the email address associated with the linked user ID. After they click the activation link in the confirmation email, user must log in again due to security reasons.

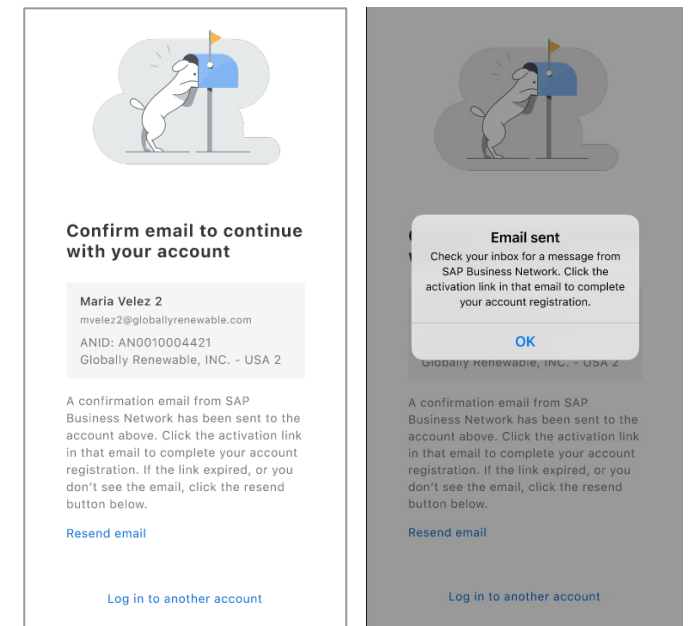
account is locked or deactivated



account belongs to an external user ID or is disabled



user ID has an unconfirmed email address



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