



# Reassign the administrator of an Ariba account

## SUPPLIER GUIDE

Last update: 25.02.2022



## › Part 1: Reassign an administrator account

If the account administrator is still in your company, but you wish to reassign this administrator account to another user

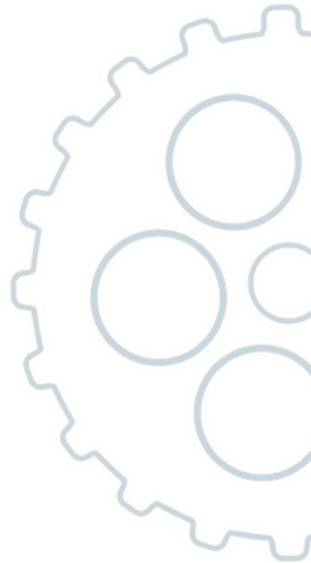


## › Part 2: Transferring the account administrator role

If the account administrator is no longer in your company, but you have access to its mailbox

## › Part 3: Contact SAP Ariba Customer Support

If the account administrator is no longer in your company and you do not have access to its mailbox





## Part 1

# Reassign an administrator account

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# Part 1. Reassign an administrator account

› If the account administrator is still in your company, but you wish to **reassign** the administrator account to another user

**As a prerequisite**, another role must be available to be assigned to the ex-administrator

1. In the top right corner of the application, click on **Profile**
2. Click on **Settings**
3. Click on **Users**



The screenshot shows the eSHOP application interface. In the top right corner, the user profile is visible with a dropdown menu. The 'Profile' option is highlighted with a red circle and the number 1. The 'Settings' option is highlighted with a red circle and the number 2. The 'Users' option is highlighted with a red circle and the number 3. The main dashboard displays various widgets including 'Company profile', 'Purchase orders', and 'Activity feed'. The 'Company profile' widget shows a 35% completion rate. The 'Purchase orders' widget shows a total of 48.6K CHF. The 'Activity feed' widget shows a list of recent orders.

# Part 1. Reassign an administrator account

4. Once on the Users interface, click on the **Manage Users** tab
5. Select **the user** who is to become the new administrator
6. go to the **Actions** column and select **Make administrator**

Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration API management

Manage Roles **Manage Users** Manage User Authentication Revoked Users More...

Users (2) **4**

Enable assignment of orders to users with limited access to Ariba Network.

Filter  
Users (You can only search on one attribute at a time)

Username  +

Apply Reset

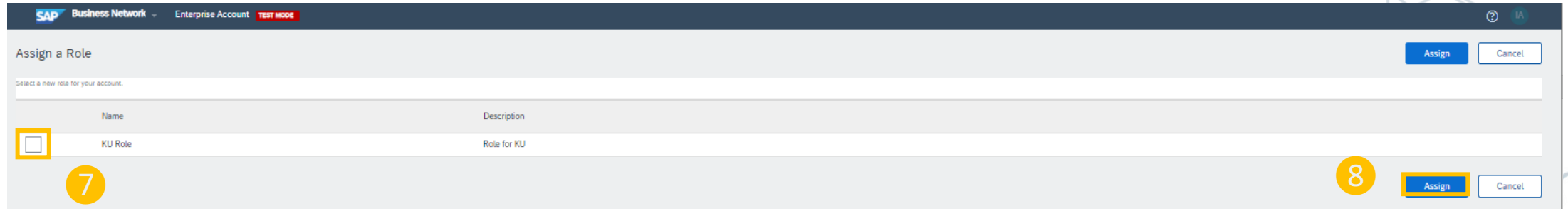
<input type="checkbox"/>	Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
<input type="checkbox"/>	<b>PREPROD@boucledor.com</b>	ch_ric_eas.eshop@richemont.com	KU user	Boucledor	No	KU Role		All(1)	Yes	<b>Actions</b> <b>6</b>
<input type="checkbox"/>	test-IT_PREPROD@boucledor.com	ch_ric_eas.eshop@richemont.com	IT	Admin	No	SUPPLIER_MASTERACCOUNT, +5		All(1)	Yes	Edit Delete Make Administrator

↳ Add to Contact List Remove from Contact List

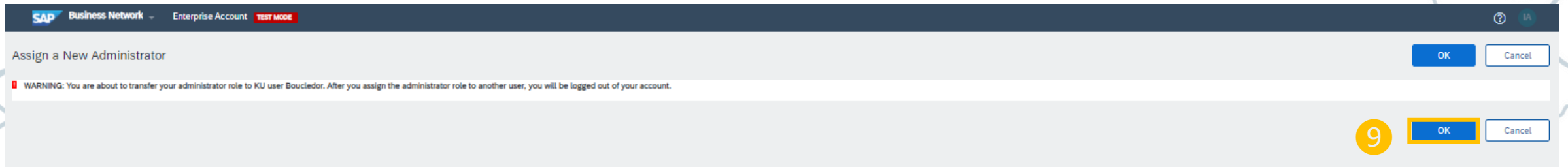
Save Close

# Part 1. Reassign an administrator account

7. Select the role to be assigned to the former administrator
8. Click on **Assign**



9. Click on **Ok** to save your change  
Please note that you will then **be logged out** of your account





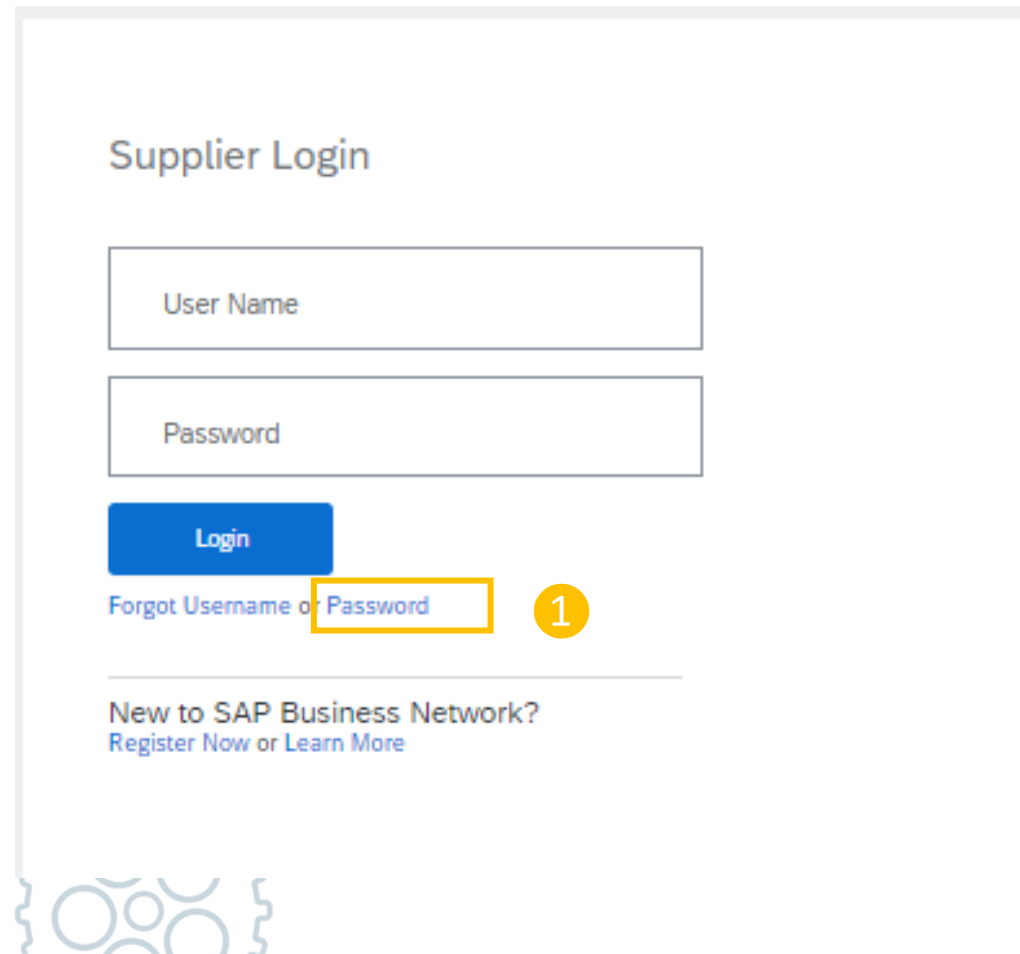
## Part 2

# Transferring the account administrator role

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## Part 2. Transferring the account administrator role

- › If the account administrator is no longer in your company, but you have access to its mailbox
  1. Click on **Forgot password** to request a password reset for the administrator account. You will receive an email with a temporary password in the administrator's mailbox
  2. Once you have access to its account, you can transfer the administrator role (remember to delete the administrator afterwards) or replace their details with your own



Supplier Login

User Name

Password

Login

Forgot Username or **Password** 1

New to SAP Business Network?  
[Register Now](#) or [Learn More](#)





Part 3

# Contact SAP Ariba Support

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# Part 3. Contact SAP Ariba Support

› If the account administrator is no longer in your company and you do not have access to its mailbox  
You will have to go through the **Ariba Help Center** to request the assignment of a new administrator

1. Click on the **help** icon to display the Help Center bar on the right-hand side of the screen
2. Click on **Support**

The screenshot shows the SAP Business Network interface. The top navigation bar includes 'Home', 'Enablement', 'Workbench', 'Planning', 'Orders', 'Fulfillment', 'Quality', 'Invoices', 'Payments', 'Catalogs', 'Reports', and 'Messages'. A search bar is present with filters for 'Orders and Releases', 'Maisons du groupe Richem...', 'Exact match', and 'Order number'. The main dashboard displays several key metrics: 2 Changed orders (Last 31 days), 49 Items to confirm (ALL last year), 1 Items to confirm (PIA Ligne 365), 25 Orders (PIA 365), and 18 Orders (IWC 365). Below these are 'My widgets' including 'Company profile' (35% Completed), 'Purchase orders' (48.8K CHF), and 'Activity feed' (listing three 'Order received' entries).

On the right side, the 'Help Topics' sidebar is open, showing a search bar and a list of topics. The 'Support' option is highlighted with a yellow box. Red callouts '1' and '2' point to the help icon in the top right and the 'Support' button in the sidebar, respectively.

# Part 3. Contact SAP Ariba Customer Support

3. Then click on **Contact Us** on the top of the screen
4. In the **search bar** you must enter the name of your problem  
Some **suggestions** appear
5. Click on the **Contact Us** button which will then appear at the bottom right of the page to contact support



The screenshot shows the SAP Help Center 'Contact us' page. At the top, there is a navigation bar with 'SAP Help Center Contact us' and a user profile icon. Below this is a breadcrumb trail: 'Home Learning Contact us', where 'Contact us' is highlighted with a yellow box and a circled '3'. The main content area is titled '1. Start here to find your answer.' and features a search bar containing the text 'set up new admin', which is highlighted with a yellow box and a circled '4'. Below the search bar, there is a section titled '2. Browse below for our AI-based recommendations\*' with a circled '4'. This section lists several articles, each with a question title, a brief description, and a date. The articles are: 'How do I accept a customer's trading relationship request / invitation?' (FAQ, Oct 8, 2021), 'Warning: We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.' (Support Note, Sep 1, 2021), 'Where did my customer send my trading relationship request?' (FAQ, Jun 17, 2021), 'OpenAPI: Configure Discovery RFx API by Customers' (Support Note, Dec 14, 2021), and 'How do multiple people receive email notifications for new purchase orders?' (FAQ, Apr 30, 2020). At the bottom of the page, there is a 'Can't find what you're looking for?' section with a 'Contact us' button highlighted by a yellow box and a circled '5'.

# Part 3. Contact SAP Ariba Customer Support

6. Fill in the **necessary information and explain your problem**
7. Click on **One last step** to validate your information so that support can contact you. You will receive an email confirming the creation of the support request.

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:

Full description:

Attachment:

Issue type:

Issue area:

PO/Invoice Number:

**Top Recommendations:**

- [How do I accept a customer's trading relationship request / invitation?](#)
- [Warning: We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.](#)

2. How does this impact your normal business processes?

Business Impact:

3. 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:

To see how your data is used by SAP Ariba, you can visit the [SAP Ariba Privacy Statement](#).

company. Please review before you create a new account.

- [Where did my customer send my trading relationship request?](#)
- [OpenAPI: Configure Discovery RFX API by Customers](#)
- [How do multiple people receive email notifications for new purchase orders?](#)
- [How do I set up my supplier account to receive notifications for service interruptions, network downtime and new releases?](#)
- [How do I set up my GST for Singaporean invoicing on Ariba?](#)
- [How do I set up my legal profile?](#)
- [What is Supplier Management/SIPM 2.0 \(New Architecture\)?](#)
- [Why did I receive an enablement task email for a customer I don't work with?](#)
- [Filters in Supplier Management search are not showing up. What can I do to fix this?](#)
- [How do I change a user's role in the SAP Ariba API Developer Portal?](#)
- [Why certain fields are not sent from SLP to the ERP in the payload file?](#)
- [How do I add a new customer to my Standard account?](#)
- [Can more than one person receive email notifications about new purchase orders?](#)
- [Where can I find the Legacy Ariba Network EDI configuration guide?](#)
- [OpenAPI: How to add my own API to the developer portal for Custom Form?](#)
- [How do I generate the OAuth client secret for an application on the SAP Ariba API Developer Portal?](#)
- [Can Single Sign On \(SSO\) be used to sign into SLP?](#)
- [I need help with purchase orders](#)

**One last step**