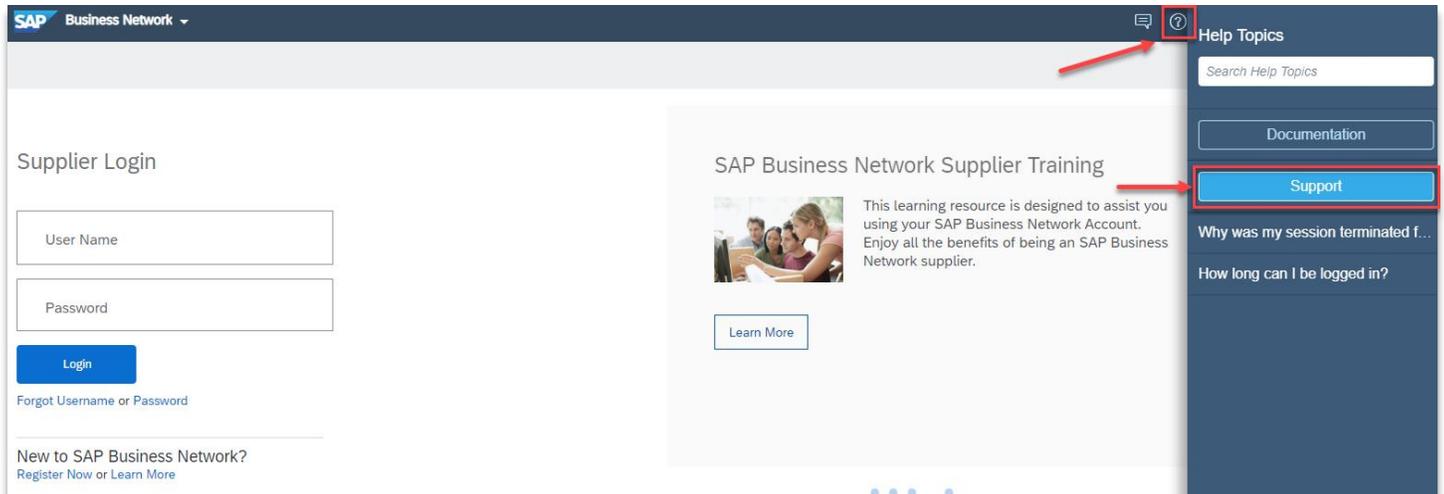


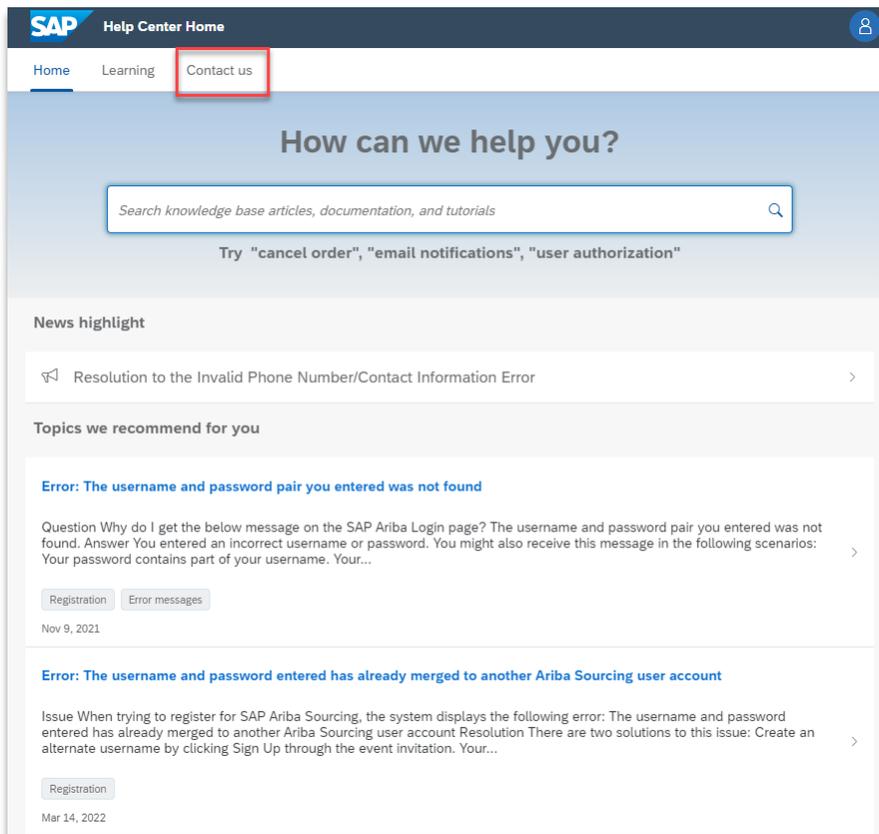
How to Request Ariba Support for User Registration Issues

Go to supplier.ariba.com

Click on the question mark in the upper right of the screen and select Support



The Help Center screen will open. Click on **Contact Us**



Select "Register on the SAP Business Network"

SAP Help Center Contact us

Home Learning Contact us

1. Log in to your account.

By logging in to your account, you get access to personalized content and topics to get the right support, from the right team, at the right time.

[Log in](#)

2. If you're unable to log in, tell us what you need help with.

[Register on SAP Business Network](#)

[Reset my password](#)

[Forgot username](#)

[Unsubscribe](#)

Click on "Something Else"

Click on "Participating in Sourcing Events (RFP, auctions, bids, etc.)"

Click "Contact Us"

3. Choose from the options below to continue.

What do you need help with?

[Register a new account](#) [Registration error](#) [Login](#) [Find out if my company has an account](#)

[Something else](#)

What are you using SAP Business Network for?

[Transacting documents \(purchase orders, invoices, etc.\)](#)

[Participating in Sourcing events \(RFPs, auctions, bids, etc.\)](#) [Searching for new business opportunities](#)

[Freight collaboration \(tendering, subcontracting, settlement, milestone reporting, etc.\)](#)

Can't find what you're looking for? [Contact us](#)

Fill out the required information and click on “One Last Step”

The screenshot shows the SAP Help Center 'Contact us' page. At the top, there are navigation links for 'Home', 'Learning', and 'Contact us'. Below this, a language selection box shows 'Requested language of support: English' with a 'Change?' link. A note states: 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.' The main form is divided into two sections: '1. Tell us what you need help with.' and '2. Please review your contact information for correctness:'. In the first section, the 'Subject' field contains 'Register on SAP Business Network' and the 'Full description' field contains 'Affected items, expected results, etc.'. A '3000 characters remaining' indicator is shown below the description field. An 'Attachment' field is present with an upload icon. A 'Top Recommendations' box lists two questions: 'How do I register a new account?' and 'How do I register on SAP Ariba Sourcing?'. The second section contains fields for 'First name', 'Last name', and 'Username', all of which are currently empty. On the right side of the page, there is a 'Recommendations*' sidebar with a search bar and a list of 12 related questions. At the bottom right of the form, a blue button labeled 'One last step' is highlighted with a red box.

Select your preferred contact method and click Submit

The screenshot shows the 'Choose this contact method for the fastest resolution of your issue:' screen. It features two radio button options. The first option is 'Phone', which is marked as 'Recommended'. Below it, a text box indicates 'Estimated wait time in minutes: 2' and there is a checkbox for 'Do not record my phone call.'. The second option is 'Email', with a description: 'A support engineer will respond to your case by email.'. At the bottom of the page, there are three buttons: 'Back', 'Submit', and 'Cancel'. The 'Submit' button is highlighted with a red box.