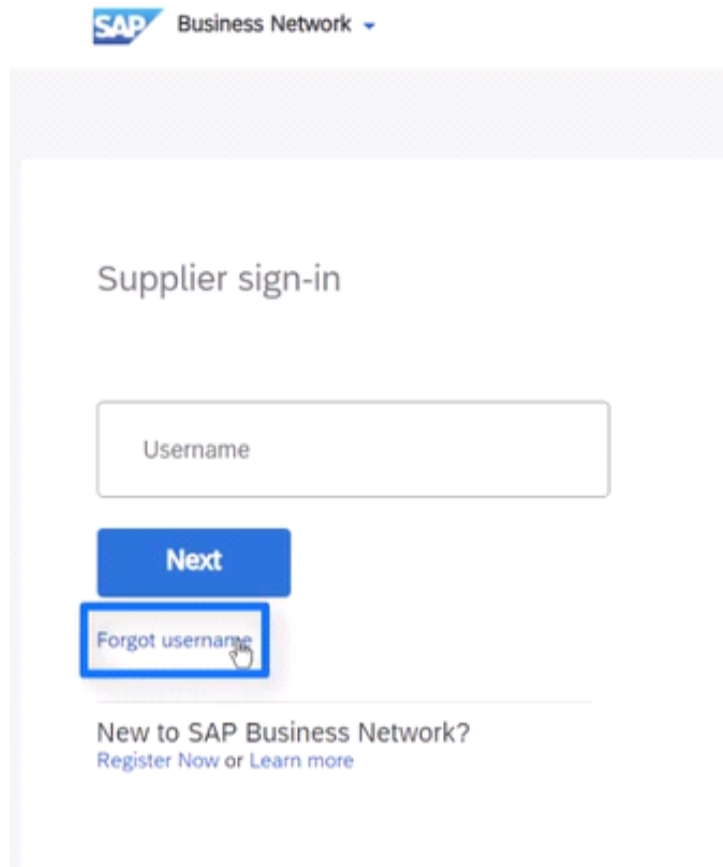


# Difficulties signing into Supplier Account:

## To reset either your username or password:

### Username:

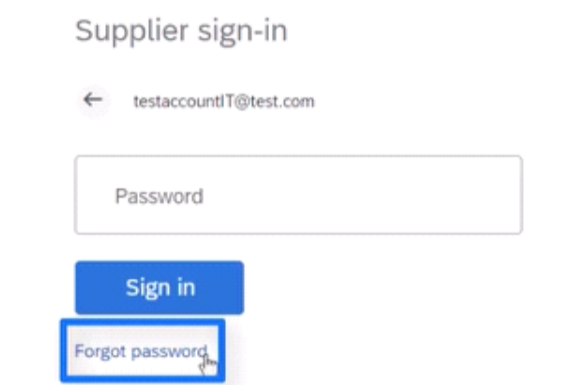
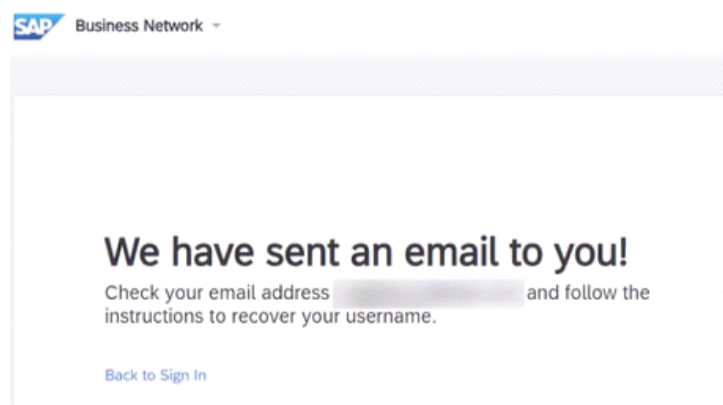
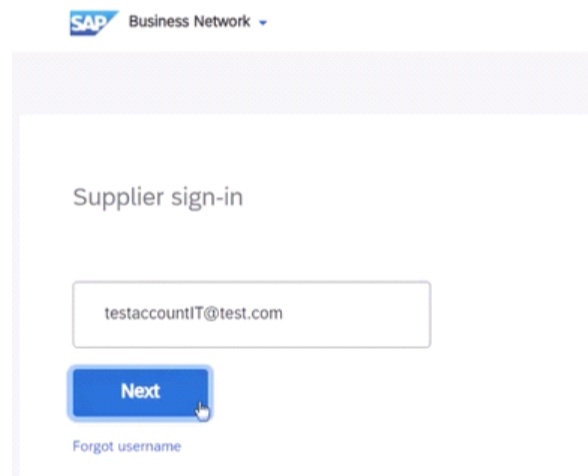


If you forgot your Username, follow the steps to the left, and click "Forgot Username" below the Username field. Enter your email address that you used to register your SAP Business Network Account (SBN). Click "Submit", and you will receive a confirmation that your username will be sent to you via email.

If you remember your Username but not your Password, enter your Username and click "Next." "Forgot Password" option is located under the Password field on the login page. Enter the email address you used to register your SBN account. You will receive confirmation that a link has been sent to your email for steps on how to reset your password.

If you do not see an email regarding your username or password, please see the steps to the right to contact Support.

### Password:



## How do I contact SAP Business Network Customer Support as a supplier?

### Before Logging In

- If you're unable to log in, visit the [SAP Help Portal](#) for login or general support OR
- [Chat with a live agent](#)

### Post-login Support

1. In the upper-right corner of your account, click the **Question Mark** icon.



2. Click **Support**.

Browse help topics in the Help Center from the **Home** page or **Search**. When searching, enter keywords or phrases such as "add user", "create invoice", "connect with customer", etc. The recommended topics will be based on your account type and common questions. You'll also see customer-specific information in the **Find information from your Buyers** tile on **Home**. If you need more than self-service assistance:

1. On the left side menu, click **Contact Support**.
2. Enter a brief description of your issue, then click **Next**.  
In some cases, you might see a Guided Assistance flow that walks you through the most common questions and issues. If the steps in the flow do not resolve your issue, click **Something else**, then **Next**.
3. The next step shows more resources gathered by an AI-powered engine. Click **Next** if these still do not resolve your case.
4. In **Step 3**, fill in details (error messages, users affected, steps to reproduce, and other details help you get Support faster) and help categorize your case with the drop-down menus. Click **Next**.
5. Select from the available contact methods. *Note: Channel options will depend on your account level, issue type, login status, and Support Engineer availability. You must be logged in to an account in order to be contacted via Phone.*
6. Confirm contact details, then click the **blue button** at the bottom of the page to submit your case. *Note: the button text will reflect the Support channel chosen.*