


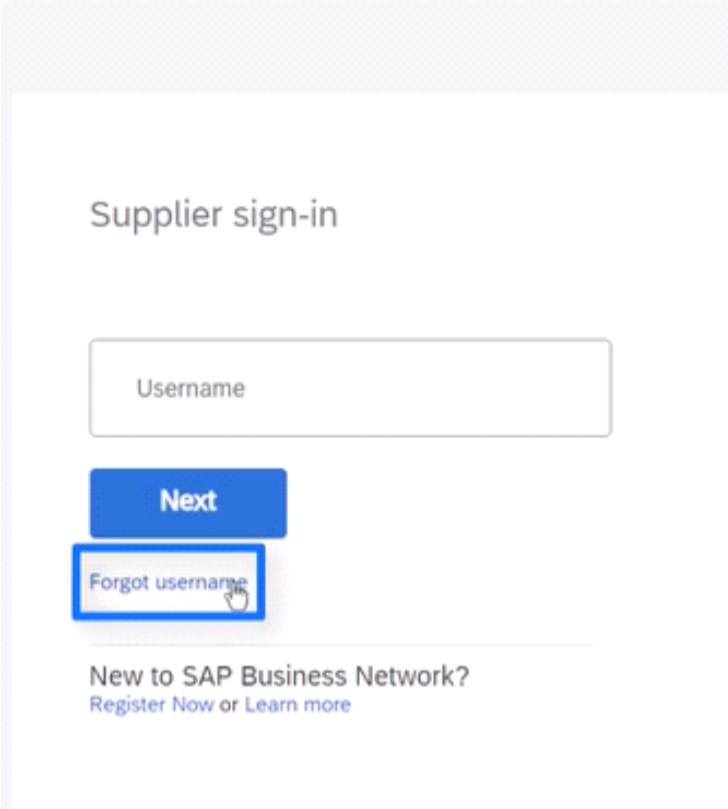
Difficulties signing into Supplier Account: (P.2)

Steps to Reset Credentials

1. **Go to the Supplier Login Page**
 - **Navigate to supplier.ariba.com.**
2. **Click “Forgot Username or Password”**
 - If you forgot your username, select **Forgot Username**. Enter your registered email address and click **Submit**.
 - If you remember your Username but not your Password, enter your **Username or registered email address** and click **Submit**. "Forgot Password" option is located under the Password field on the login page.
3. **Check Your Email**
 - SAP Business Network sends an email with a **reset link** (valid for 24 hours).
 - Click the link and set a **new password** that meets SAP’s complexity requirements:
 - 8–32 characters
 - At least one uppercase, one lowercase, one number, and one special character (Allowed symbols: !"#\$%&'()*+,-./:;<=>?@[]^_{}~`).

If You Do NOT Receive the Reset Email

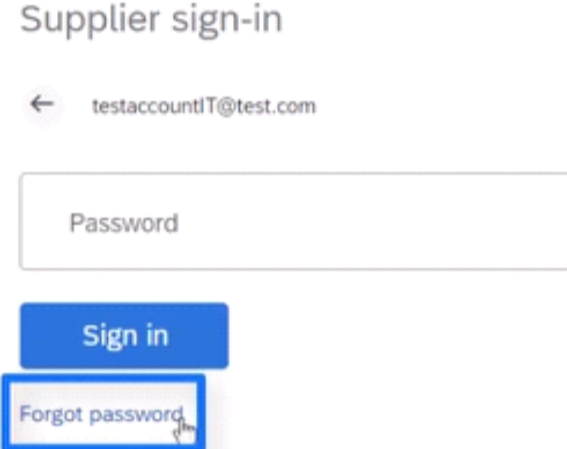
1. **Check Spam/Junk Folder**
 - **Automated emails may be filtered out.**
2. **Verify Username Format**
 - Your username is usually an **email address**, but it must match the exact format registered.
 - If unsure, click **Forgot Username**, enter your email, and SAP will send you the correct username format.
3. **Confirm Email Accuracy**
 - If your account was created by an administrator, the email might be misspelled or different.
4. **Whitelist SAP Email Address**
 - Ask IT to allow emails from: `ordersender-prod@ansmtp.ariba.com`.
5. **Check for SSO (Single Sign-On)**
 - If your account uses SSO, password reset emails will **not** be sent. Contact your admin.
6. **Contact Your Account Administrator**
 - They can initiate a password reset from **Manage Users** in Account Settings.
7. **If You Are the Admin and Still Stuck**
 - Contact or log a service request with **SAP Business Network Customer Support** via the Help Center by clicking the help icon in the upper-right corner of the application. 



SAP Business Network

Supplier sign-in

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Supplier sign-in

← testaccount1T@test.com