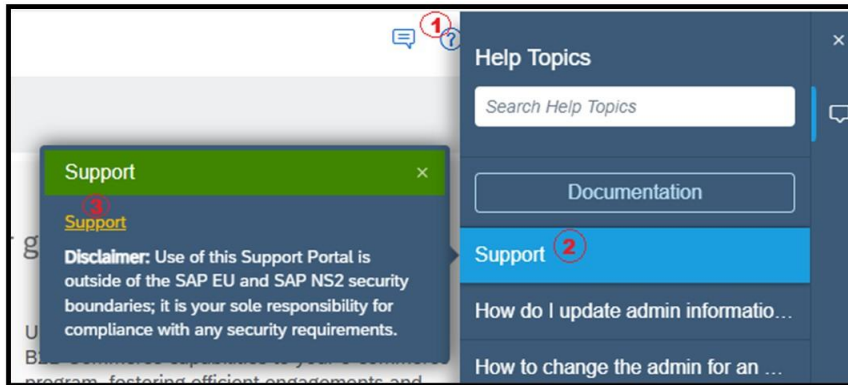
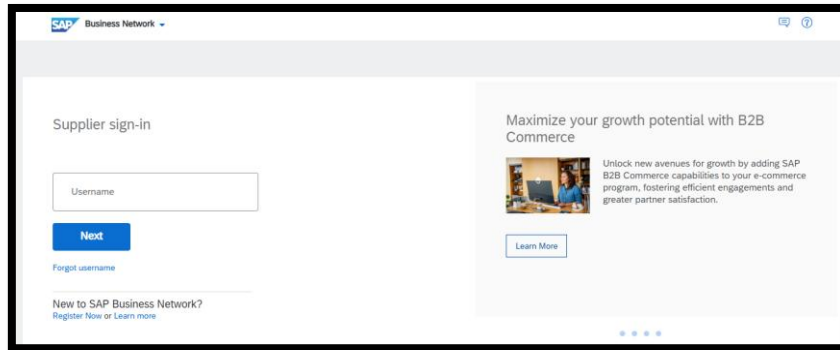


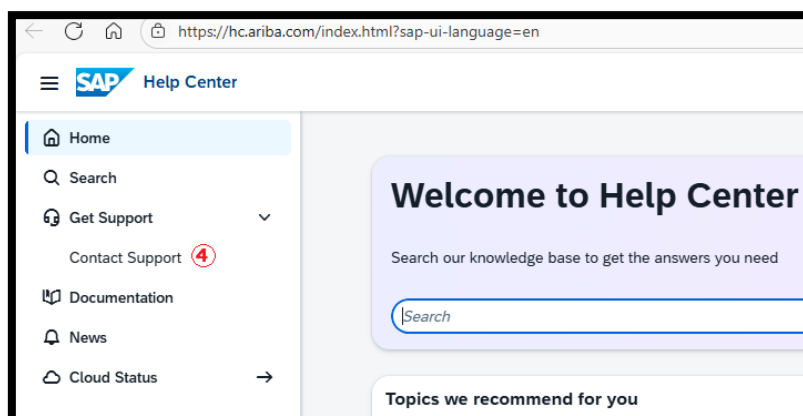
How to Access the SAP Business Network (Ariba) Help Centre

Firstly, click [SAP Business Network Supplier](#).

- If you already have Ariba access, log in using your credentials.
- If you don't have Ariba access or cannot log in, click **"Help"**, select **"Support"**, then click the orange **"Support"** button to open a new webpage.



Secondly, click **"Contact Support"**, then follow the steps below:



Step 1: Describe Your Issue

Enter a short description of the issue you are facing, for example: "Change SAP Business Network primary email (Ariba admin email)" or "Reset password".

Click **"Next"**, choose the relevant category such as **"Reassign/Transfer Account Admin"** or **"User Access"**, then click **"Next"**

Step”.

Home

Search

Get Support

Contact Support

Documentation

News

Cloud Status

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Step 1

How can we support you?

6

Change SAP Business Network Primary email (Ariba admin email)

2939 characters remaining

Click the Log in button above for quick assistance and support on topics such as:

Account management

- Reassigning the account administrator
- Adding new users to an existing account
- Updating email preferences
- Downgrading your account and learning about subscription levels
- Merging multiple accounts together

Invoicing

- Creating and submitting invoices
- Rejected invoices and other statuses
- Uploading and accessing invoices
- Payment of an invoice

Learn more and get support:

7

Reassign / transfer account admin

User access

Locked account

Downgrade Enterprise account to Standard

Merge multiple accounts

Delete / expire account

8

Next Step

Step 2

Resources

Step 3

Confirm the details

Step 4

Contact options

Step 2: Click “Next” to continue.

Step 2

Resources

How do I change the administrator in my SAP Business Network supplier account?

How do I change the administrator user in my SAP Business Network supplier account? Depending on what access you have, use any of the following procedures to change your account's administrator: You're the current administrator user a

How can I change the administrator for an Ariba account I cannot access?

The account administrator is no longer with our company, and we cannot access the Ariba account. There are a few ways to be granted access to an SAP Ariba Business Network account if the administrator is no longer with the company: I

How do I update administrator information on SAP Business Network?

How do I update administrator information on SAP Business Network ? Sign in as the administrator to SAP Business Network supplier account: Click [User Initials] in the upper-right corner and select My Account . Update the information.

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

How do I contact SAP Business Network Customer Support as a supplier? Click the help icon in the upper-right corner of the application. Click Support at the top of the help menu. Click the Contact us tab. Enter a brief descr

How do I configure my email notification preferences?

How do I configure my email notifications preferences? Account administrator and users have the authorization to edit order routing settings, notification settings, and for all sub-users with an SAP Business Network Account. To change the not

Created by AI.

9

Next

Step 3: Complete all required fields marked with an asterisk (*) and click “Next”.

Step 3
Confirm the details

Subject: *

Change SAP Business Network Primary email (Ariba admin email)

Describe your issue or question and steps to reproduce: *

Change SAP Business Network Primary email (Ariba admin email)

2939 characters remaining

Top Recommendations:

How do I change the administrator in my SAP Business Network supplier account?
How can I change the administrator for an Ariba account I cannot access?

Confirm your issue: *

Administration

Select an issue area: *

Administration

The combined size of attachments must not exceed 20MB.

Choose a file for upload

Document number(s):

How does this impact your business: *

Affected: business tasks are impacted due to system functionality or process

Next

Step 4: Fill in the remaining fields, check the box “I agree”, and click “Chat with us”.

Step 4
Contact options

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Chat
Estimated wait time: 2 minutes
Recommended

First name: *

Last name: *

User name:

Email: *

Your phone number: *

+1 201-555-0123

Extension:

Company: *

Account ID:

Help us help you faster:

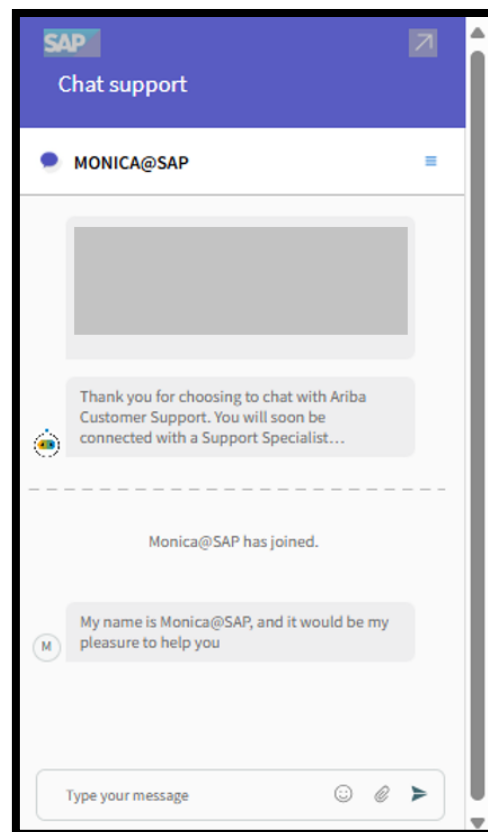
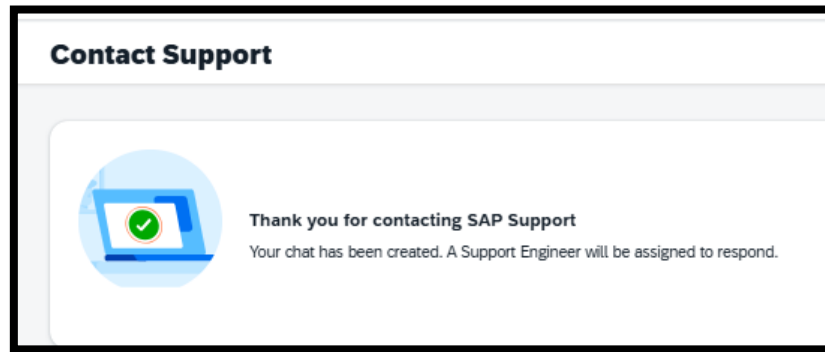
Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some account and system information will be sent to SAP SE and support calls and chats may be recorded.

12
☐ I agree *

Chat with us
13

Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our Privacy Policy and Terms of Use.

Translation services may be used in support calls, chats, and email communications.



Important Notes:

For Standard Account Users:

After submitting your ticket, you can start a live chat with an agent. Live chat support is available 24 hours a day.

For Enterprise Account Users:

You can ask the live agent to continue resolving the issue via chat or request a call from the agent.

After your chat or call ends, you will receive a follow-up email from the SAP Support Team.

If the issue is not resolved, click "**Reject**" in the email, and the team will contact you again.

[EXTERNAL] CASE RESOLVED: 97/2025 7 [Chat] would like to know how this sup...

Summarize



ITSM Notification <itsm.notification-service@sap.com>

To [REDACTED]

Retention Policy Inbox (60 days)

Expires 12/28/2025

Wed 10/29/2025 10:56 AM

If there are problems with how this message is displayed, click here to view it in a web browser.

Reply Reply All Forward



SAP Application Support

Hello,

The below resolution has been provided to your case 97/2025.

Resolved on initial chat

This case will auto-close in 10 days. If further action is required from the SAP Application Support Team please respond to this email within the next 10 days.

To accept the provided resolution, please reply to this email with "Accept" in the subject line, or click "Accept" below.

To reject the provided resolution, please reply to this email with "Reject" in the subject line, or click "Reject" below.

Clicking the below link will open your email client with a pre-filled message ready to send.

[Accept](#) [Reject](#)

No action, or a reply without either of the above actions identified, will result in no response from the SAP Application Support Team and the case will auto-close in 10 days. Once a case has been closed no further updates can be made to the case and a new case will need to be created with the SAP Application Support team. If you would like to provide feedback on this case a short survey will be sent to your email address once the resolution has been accepted or 10 days have elapsed.

Best regards,

Monica