

Request to Become an Account Admin in Case the Previous Admin Resigns or is Unreachable

Public



Information to Prepare Before Proceeding

In case the company's SAP Business Network account admin resigns and does not provide account information, you need to recover the account to continue using the SAP Business Network with partners and request to become the new account admin. You need to prepare the following information to request to become the account admin:

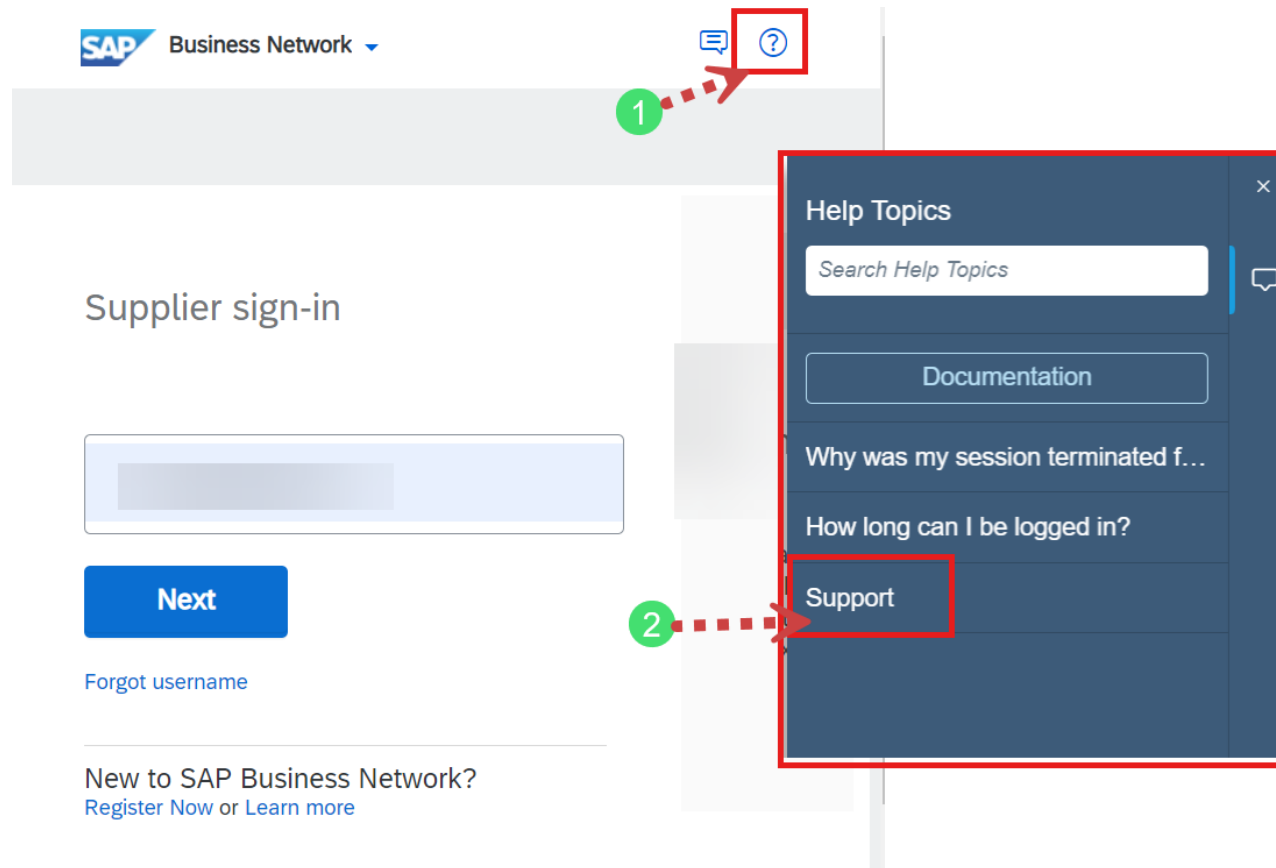
- Full company name
- ANID number (starts with AN followed by 11 digits)
- Name of the previous account admin
- Email of the previous account admin

Request to Become an Account Admin in Case the Previous Admin Resigns or is Unreachable (1)

Go to the Supplier Business Network webpage (URL : supplier.ariba.com)

1. Select **Help** at the top right corner, indicated by a question mark (?)

2. Click **support**.



Request to Become an Account Admin in Case the Previous Admin Resigns or is Unreachable (2)

The system will open a new webpage.
Continue to follow steps :

3. Select **Contact Us**
4. Select **Account Help**
5. Select **Reassign/ transfer account admin**
6. click **Create a Case**.

The screenshot shows the SAP Help Center 'Contact us' page. The navigation bar includes 'Home', 'Learning', and 'Contact us' (highlighted with a red box and a green circle with the number 3). Below the navigation bar, the page is divided into two main sections. The first section, '1. Sign in to your account.', contains a 'Sign in' button (highlighted with a green circle with the number 4). The second section, '2. If you're unable to sign in, tell us what you need help with.', features three cards: 'Registration help', 'Sign-in help', and 'Account help' (highlighted with a red box and a green circle with the number 4). Below these cards, the page prompts the user to '2. Choose from the options below to continue.' and lists various support topics. The 'Reassign / transfer account admin' option is highlighted with a red box and a green circle with the number 5. At the bottom right, the 'Create a Case' button is highlighted with a red box and a green circle with the number 6.

Request to Become an Account Admin in Case the Previous Admin Resigns or is Unreachable (3)

7. Provide a full description

“ I want to change the Admin of the Account because the Admin has resigned and there is no information to access the system.

The known information is as follows,

- Full company name: *<Specify your company's full name in English>*
- Your company ANID number : *<Contact to your Buyer if you don't know ANID>*
- Name of the previous account admin :
- Email of the previous account admin:

I want to be the new Admin of this account



- Email address of the new account admin :

SAP Help Center Contact us


Home Learning **Contact us**

1. Tell us what you need help with.



Subject:

Full description: *  

3000 characters remaining

Attachment: 

Top Recommendations:

-  How do I change the administrator user in my SAP Business Network supplier account?
-  How do I accept a customer's trading relationship request / invitation?

Request to Become an Account Admin in Case the Previous Admin Resigns or is Unreachable (4)

8. Provide additional information for the Ariba team to contact you back to verify the account.

9. **Check the box**.

10. Click **One Last Step**.

11. Click **Submit**

You will then receive an email, and the Ariba team will contact you (based on the provided information) to ask for more details before proceeding to change the account admin.

2. Provide your preferred contact details:

First name:

Last name:

User Name:

Company:

Email:

Phone:

Extension:

Confirm phone:

Ariba Network ID:

I agree

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [SAP Ariba Privacy Statement](#) and applicable law.

Who do I contact for help if I am a Standard account user?

How do I contact support as a Standard account user?

How do I access product documentation after I have logged into my SAP Business Network account?

Unable to search items from an Activated catalog

Where can I find tutorials on how to respond to my RFP, RFI and Auction?

What is the link to the Ariba Help Center?

Why didn't I receive a password reset email?

Where is my password reset email?

How do I update my company's DUNS number?

When will my invoice be paid?

How do I do my buyer?

8

9

10

One last step

Home Learning **Contact us**

Choose this contact method for the fastest resolution of your issue:

Recommended

Phone

A support engineer will respond to your case by phone.

Estimated wait time in minutes: 2

Do not record my phone call.

11

Back **Submit** Cancel