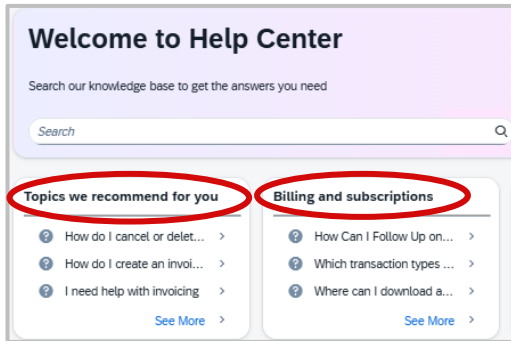


Access Help Centre: Create a Case - Without Signing in



Artificial intelligence (AI) provides recommendations based on the keywords you have entered

Topics recommended can be selected for information



Bubbles displayed can be selected to take you to the required information



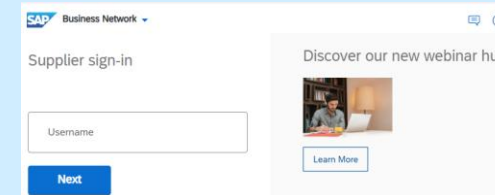
There is no phone number to contact the Help Centre. Only customers with an Enterprise Account can Request a call.

The options available to businesses that are not signed in are limited. The available option/s based on the information requested are displayed

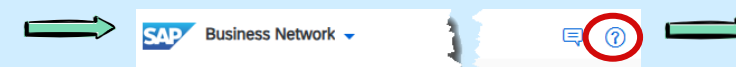
Webforms need to be completed prior to any help centre options offered. Refer to the Modular learning series for more information

You are unable to sign in to the SAP Business Network on BTP and need the Help Centre

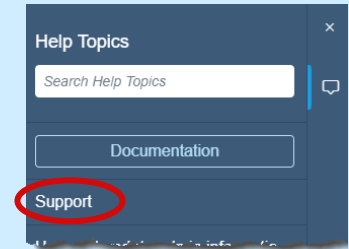
1 Open a web browser, enter supplier.ariba.com to show the sign-in screen



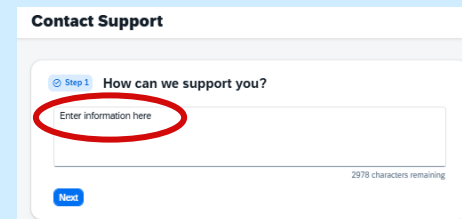
2 Click on the **Question Mark**



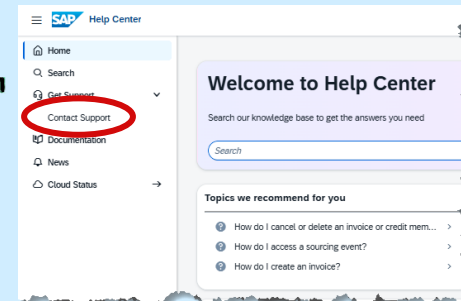
3 Click on **Contact Support**



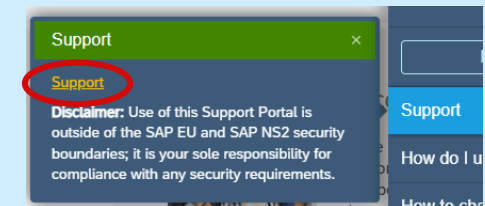
6 Enter your question, query or issue in the **"How can we support you?"** field



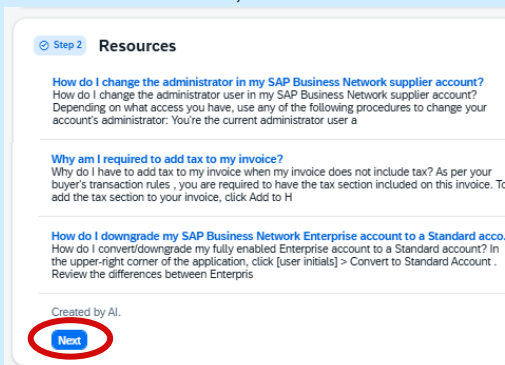
5 Click on **Contact Support**



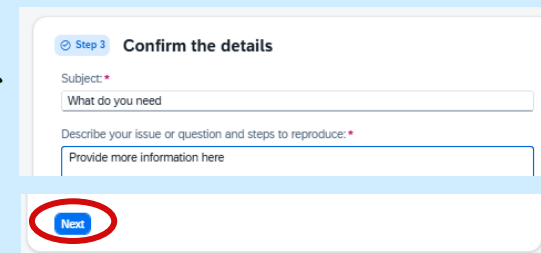
4 Click on **Support**



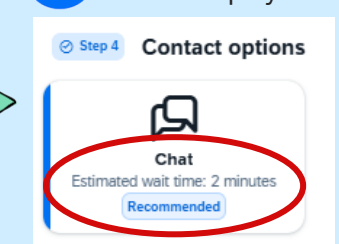
7 Review the resources provided by AI, if there is no answer, click on **Next**



8 Complete the Confirm the Details Webform, then click **Next**



9 The Chat option will be displayed



[Click Here](#) for the Training Sheet to complete this Webform

[Click Here](#) for the Training Sheet to complete the Chat Webform