

Supplier Login Issue Guidance for Ariba

Audience: Suppliers that already
have an Ariba Network Account

Option 1: If forgot username or password, on the Ariba Network home screen (supplier.ariba.com)

Click either Forgot Username or Password

SAP Ariba Network

SAP Ariba

Supplier Login

User Name

Password

Login

Forgot Username or Password Click

New to Ariba?
[Register Now](#) or [Learn More](#)

Option 2 (Step 1): On the Ariba Network home screen (supplier.ariba.com)
Click the Help button (🔍) and type in Log in
Click FAQ: Can't log in? Let us help you!

The screenshot displays the SAP Ariba Network interface. At the top, the 'SAP Ariba Network' header is visible. A red box highlights a search icon (a question mark inside a circle) in the top navigation bar, with a red arrow pointing to it. Below the header, the word 'Help' is displayed in blue. On the left side, the 'Supplier Login' section contains input fields for 'User Name' and 'Password', a blue 'Login' button, and a link for 'Forgot Username or Password'. Below this is a section for 'New to Ariba?' with links for 'Register Now' and 'Learn More'. In the center, there is a 'Be a featured supplier' section featuring a circular profile picture of a woman, a 'Supplier Spotlight' badge, and a 'Learn More' button. On the right side, a search results panel is shown with a search bar containing 'log in'. Below the search bar, the results are listed under the heading 'Results for log in'. The first result, 'FAQ: Can't log in? Let us help you!', is highlighted with a red box. Other results include 'GB-5196: Audit log of administrative activities', 'How to generate Service Sheet Activity Log reports', 'CSC-15957: User management capability for users and audit log enhancements', 'About the Activity log', 'How long can I be logged in before seeing the YOUR SESSION IS ABOUT TO TIME OUT message?', 'SM-17415: Activity log for supplier 360° profiles', 'How do I register on SAP Ariba Sourcing?', 'Introducing New Supplier Account Names on Ariba Network', 'Ariba Supplier Mobile App- One-time Password (Replay) 3 mins', and 'DMS-10188: Display of item-level audit logs in material 360° view'.

Can't log in? Let us help you!

edited Oct 05 2020

If you do not know your password or username, go to the [Supplier Login page](#) and click **Forgot Username** or **Password** to begin the reset process.

Otherwise there are several reasons why you may not be able to log into your Ariba Network account.

Here is a list of links to troubleshoot common login issues:

- [I did not receive the password reset email](#)
- [My account is locked](#)
- [The password reset link is expired](#)
- [I can't access the former administrator's account](#)
- [I received an ANERR login error](#)

If you still can't access your account, you can [contact Ariba Customer Support](#) directly.

Option 2 (Step 2): Choose link according to your issue, or click contact Ariba Customer Support for more support

Ariba Customer Support

How do I contact SAP Ariba Customer Support as a supplier?

- **Answer**
- SAP Ariba Customer Support is proud of being able to provide answers to the most common questions immediately in our **Help Center** without the need of engaging Customer Support. To access the Help Center:
- Click the **Help** icon  on the top right corner of the page.
- Access the **Help Center** by clicking **Support** in the bottom right corner, next to the headset icon.
- Enter a brief description of your question or issue in the **I need help with** field.
 - You can improve your search results by searching for only the most important words. Search strings of three or fewer words tend to return better results than longer phrases or sentences.
 - [Learn more](#) about how you can find solutions in the Help Center.
- Click **Start**.
- Search results will appear below your search term. If you were unable to find a solution, respond to the questions under **Contact Ariba Customer Support** and you will be presented with available contact methods including Click-to-Call, Live Chat, or email. SAP Ariba uses Click-to-Call, a streamlined phone support experience.
- To request a call, follow these steps:
- Click **Get help by phone**.
- Complete all required fields and provide as many details as you can:
 - Short Description: The search term you used in the previous screen will populate here, you can edit if needed.
 - Affected Buyers (if applicable): Select the Buyer associated to the question or issue you're having.
 - Details: Provide document numbers, steps to reproduce an error/unexpected result, or explain what you need assistance with.
- Review your Contact Information for accuracy and edit if necessary.
- Click **Submit**.
- A confirmation screen will appear once your request has been submitted and will provide you with an estimated wait time.
- You can also use the above steps to engage with Support by live chat (when available) and by email.