SAP Ariba

SAP User Assistance – Get Help Fast with Self-Service Resources

Public

SAP

Where to find information on how to
deploy, configure, and use the software I've licensed?

Check the available user assistance!

Agenda

Where to find user assistance

Embedded help

SAP Help Portal
- Searching for documentation
- Creating favorites
- Subscribing to updates
- Sharing links to documentation
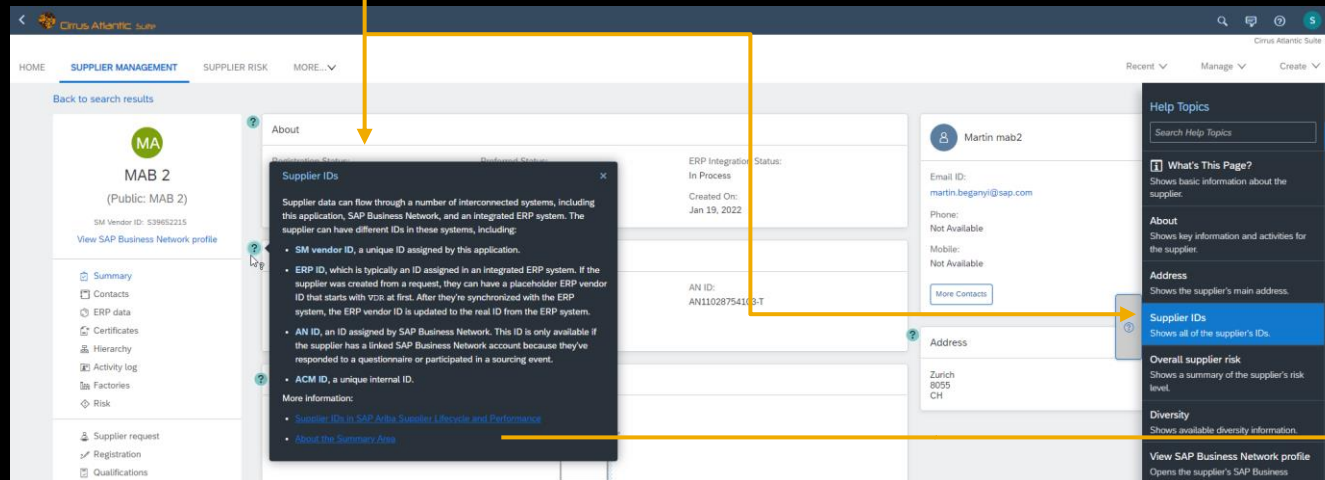- Providing feedback

Where to find user assistance

SAP user assistance – always there to help you help yourself

Embedded help on the user interface

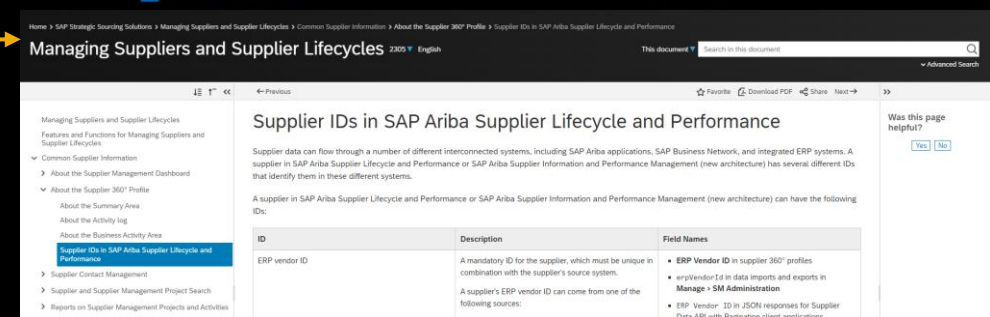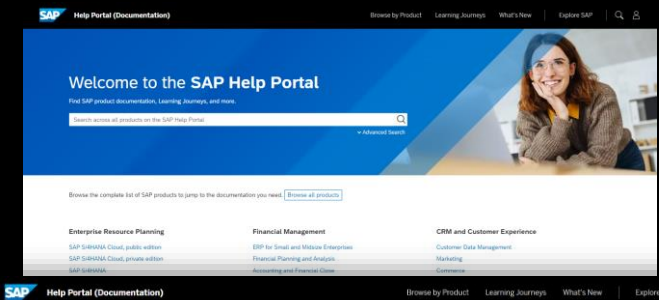For essential "how-to" and "what-is" information:

- Context-sensitive field help, guided tours, tutorials
- Links to more detailed information on SAP Help Portal

Documentation on SAP Help Portal (help.sap.com)

For detailed, more complex information:

- What's New information
- Administration guides, setup guides, user guides, and much more…

Embedded help

How to use embedded help

Imagine that you're new to SAP Ariba's Supplier Management solution. You've just opened the details for a specific supplier. Wow, quite a bit of information! And why are there so many supplier IDs…? Let's take a look at the help.

How to use embedded help

The help panel shows the help available for the page. To learn more about a specific field or screen area, click the corresponding tile in the help panel or the help icon next to the field or area.

How to use embedded help

Guided tours provide step-by-step guidance for more complex scenarios. If a tour is available, you'll see a signpost icon in the help panel.

How to use embedded help

Embedded tutorials provide simulations of end-to-end processes. If tutorials are available, the help panel includes an academic hat icon.

Embedded help in a nutshell

- Available in multiple SAP Ariba and SAP Business Network solutions

- Provided via SAP Companion (a service of SAP Enable Now)
  - Standard content provided by SAP is for free
  - Option to customize and extend standard content*

- Covers essential "how-to" and "what-is" information directly on the user interface

- Includes links to more detailed information on SAP Help Portal
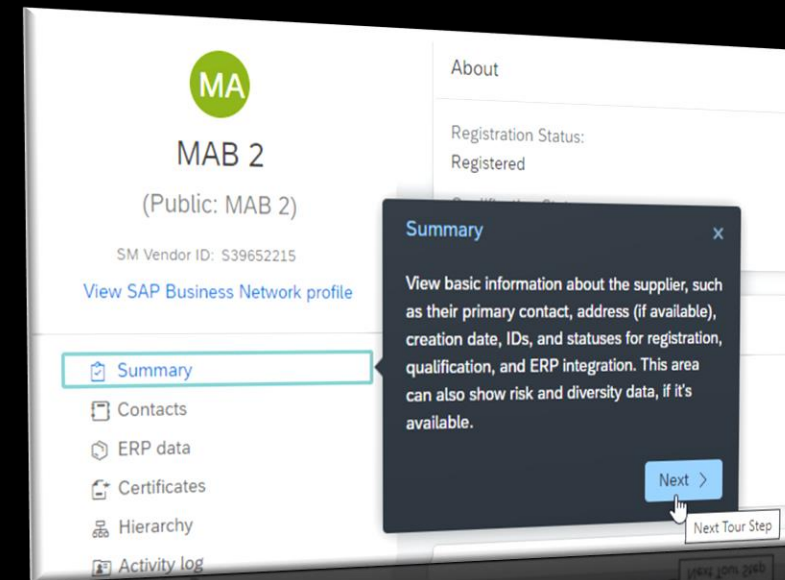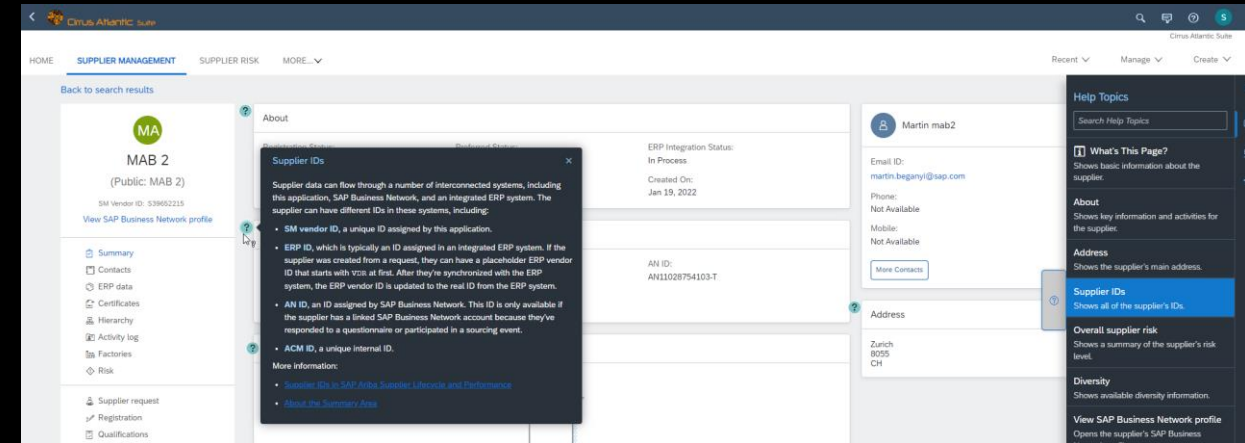
* Requires an SAP Enable Now license

Types of embedded help*
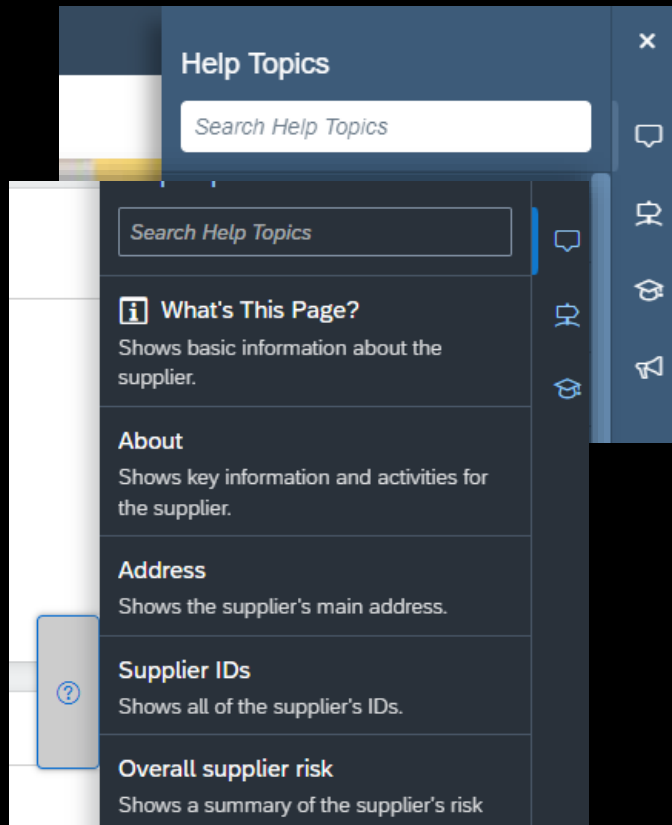
- Context-sensitive help for fields and screen areas
- Guided tours (if available)
- Tutorials (if available)
- What's new (if available)

* The respective help panel icons are only shown if content is available. Look and feel may vary slightly, depending on the solution you're looking at.

Availability of embedded help
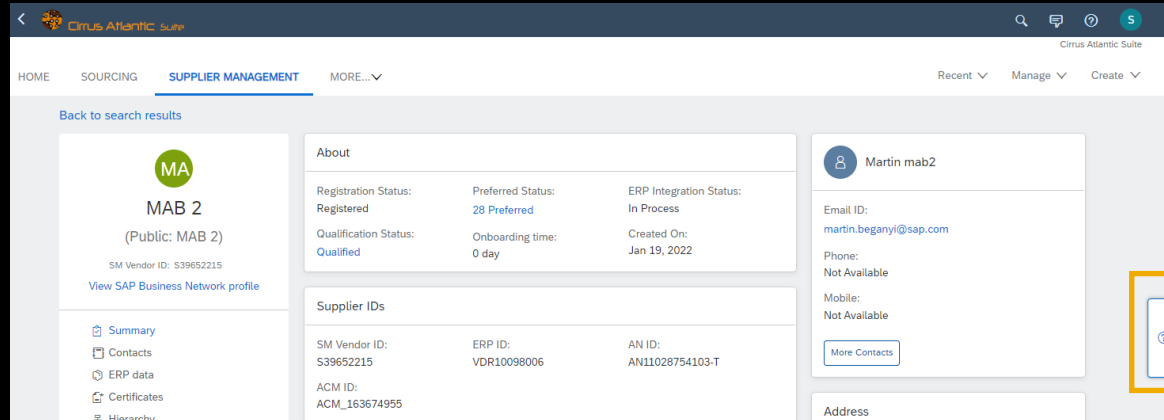
SAP Ariba Supplier Lifecycle and Performance, guided sourcing: Embedded help is launched using the help button on the right side of the page.
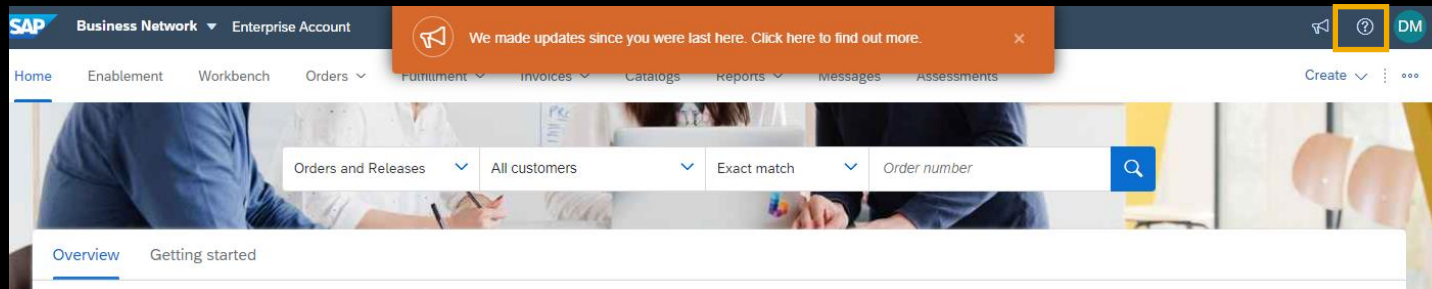
SAP Business Network, guided buying, SAP S/4HANA Cloud, etc.: Embedded help is launched using the help button in the shell bar (top of the page).

For more information, see SAP Help Portal at <u>Setup of SAP Companion for SAP Ariba</u>.

SAP Help Portal

SAP Help Portal – your front door to product documentation

- Accessible to everyone, **including your end users. No s-user ID required.**

- Has product documentation for recent cloud versions and links to other useful resources.

- Many useful features:
  - Search for documentation across solutions and in specific guides.
  - Create favorites for frequently used pages.
  - Generate PDFs for download.
  - Easily share documentation with colleagues.
  - Provide feedback on documentation.
  - Subscribe to a What's New Viewer to never miss important updates.

https://help.sap.com/docs/ariba

Make sure to bookmark https://help.sap.com and spread the word with your end users.

SAP Ariba on SAP Help Portal

https://help.sap.com/docs/ariba

Searching for documentation

Global search

Use the search on the [SAP Help Portal](#) landing page (help.sap.com) to search across all available products.

Global search – example

Let's assume you want to know how to unlink a supplier's network account and ANID from your site.

Product-specific search

Use the search on the landing page for a specific product or product family to limit the search to the documentation for specific product(s).

Product-specific search – example

Finding information about customizing the supplier invitation email.

Document-specific search

Use the search in a specific document to search all topics (pages) in the document.

Document-specific search – example

Finding information on ANIDs in the Supplier Management Setup and Administration Guide.

Advanced search

You can use the advanced search with all search options.

Creating favorites

How to create favorites

Sign in to SAP Help Portal by clicking the avatar in the top right corner.

How to create favorites

Mark the page as a favorite.

How to view your favorites

You can view and manage your favorites in your user profile…

How to view your favorites

… or the SAP Help Portal landing page.

How to manage your favorites

You can rearrange your favorites or remove individual entries in your list.

Subscribing to updates

How to subscribe to the What's New Viewer

Start by signing in to SAP Help Portal.

How to subscribe to the What's New Viewer

Click *Subscribe*.

How to subscribe to the What's New Viewer

You can subscribe to all updates or to updates matching a prefiltered view.

Sharing links to documentation

How to share documentation

On the page that you'd like to share, click *Share*.

How to share documentation

Decide whether to share a link to the version you're looking at or a link that'll always point to the latest version. You can simply copy the URL or select a specific channel.

Providing feedback
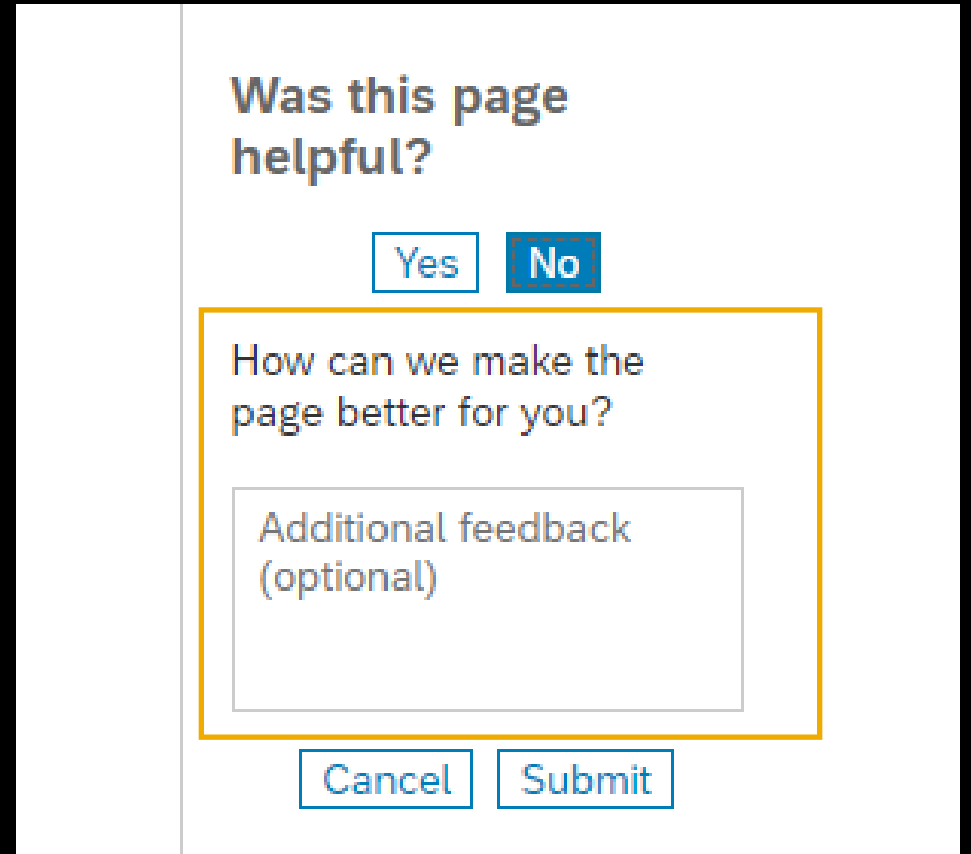
How to provide feedback

Use the *Was this page helpful?* widget to let us know what you think.

How to provide feedback

- Help us to get better by entering specific feedback in the text box.
- Feedback is anonymous. Enter your email to let us know that you are available for questions.
- The text you enter won't be visible on the page, it'll only show up in the SAP writer's inbox.

Additional resources

Additional resources

[SAP Ariba](#) on SAP Help Portal:

- [What's New in SAP Procurement and SAP Business Network](#)

- [Quick Reference to SAP Ariba Product Documentation](#)

- [Source-to-Pay Business Process](#)

[SAP Business Network for Trading Partners](#) on SAP Help Portal

[SAP Enable Now](#) on SAP Help Portal

- [Setup of SAP Companion for SAP Ariba](#)

- [SAP Companion User Guide](#)

[SAP Community](#)

Thank you.

Appendix

SAP Companion delivers SAP's Embedded Content Portfolio

BUSINESS USERS

*ACROSS ALL SOLUTIONS**

SAP Companion

SAP's Embedded Content Portfolio

Guided Procedures

Interactive Help Overlay

Onboarding and Task Tutorials

Embedded Access to help.sap.com

In multiple languages, always up-to-date and free*

SAP Help Portal
SAP's Technical Writers

SAP Learning
SAP's Instructional Designers

*available for selected SAP Cloud applications.   45
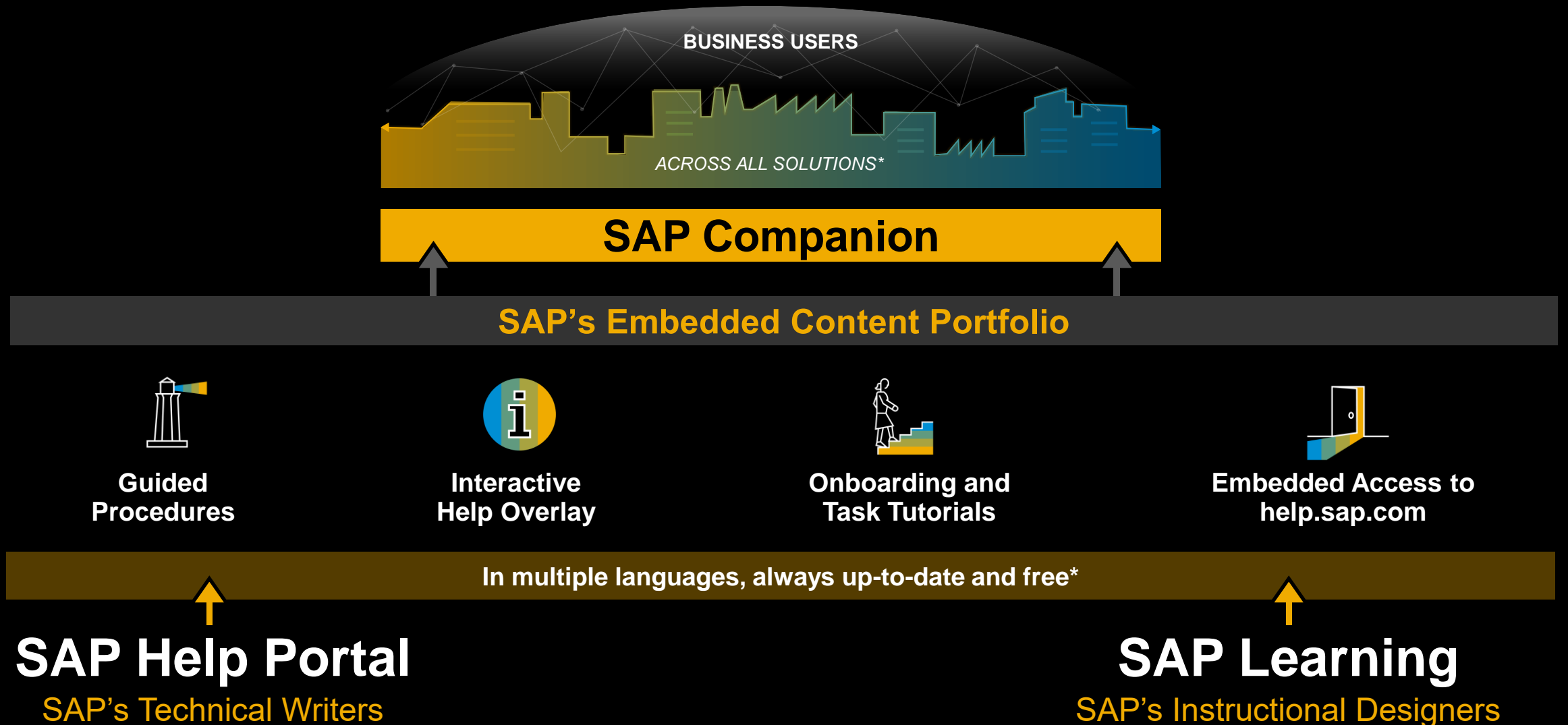
How SAP Companion and SAP Enable Now Work Together

BUSINESS USERS

ACROSS ALL SOLUTIONS

SAP Companion

SAP Enable Now

In-application adoption layer

Native to many SAP Cloud applications

Provides standard content for free

Connects to multiple content sources

Learning and adoption content authoring platform

Customize standard content or create your own

Provides deep insights into content usage

Holistic knowledge asset management solution with translation and versioning features

SAP Companion leverages the power of **SAP Enable Now** as a holistic adoption and productivity solution catering to any industry or company-specific requirement.

Licensing and Pricing

The SAP Enable Now, cloud edition solution is available as an SaaS offer. Advantages of the cloud licensing model are:

1 fee for all
- → applications
- → solutions
- → modules

Flexibility for your user type needs:

- User-based license for employees using SAP Enable Now and the SAP Companion service
- Consumption-based license for external workers using the SAP Companion service

More information in the [SAP Store](#) or contact your SAP Sales Representative.