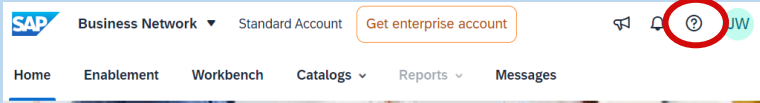


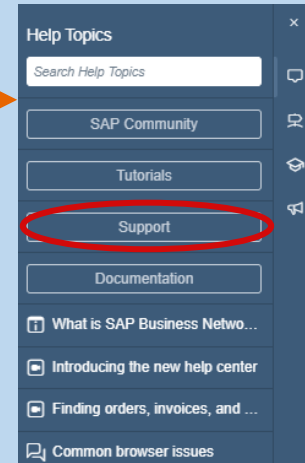
# SAP Business Network – Access Help Centre Create a Case – When Signed in



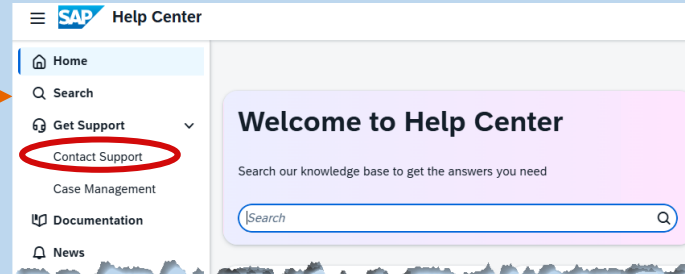
**Step 1:** Log in to your SAP Business Network and click on the question mark



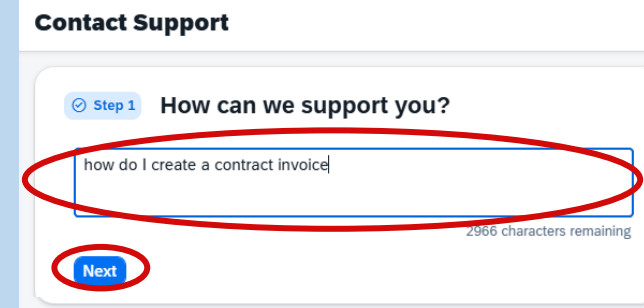
**Step 2:** Click on **Support**



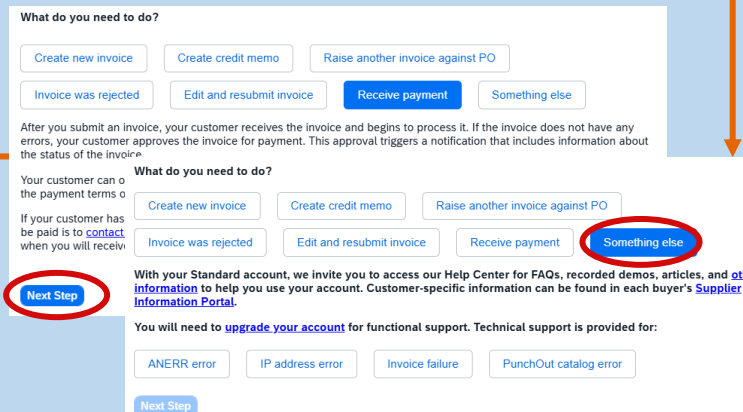
**Step 3:** Click on **Contact Support**



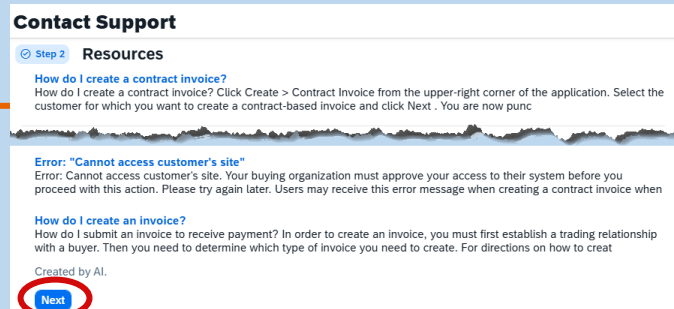
**Step 4:** Enter your question or query, click on **Next**



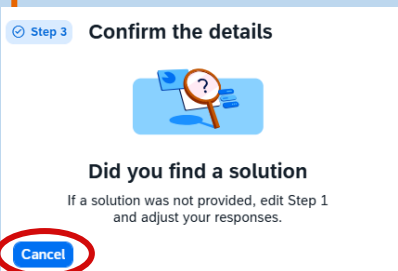
**Step 5:** Review the options available, click on the relevant “bubble” or if available, click on **Next**



**Step 6:** If you were able to select Next, **Step 2 Resources** displays AI-generated assistance is provided or if available, click on **Next**

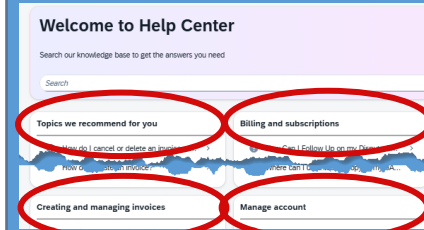


**Step 7:** You may get the following message. Either Edit Step 1 or Cancel. Keep in Mind, you may not achieve **Contact Options** when using a **standard account**



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

The tiles on the home page show information that is relevant to your role and common challenges. Each tile can be clicked on to open



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



Recommendations provide information and appear on each of the screens. They provide information that could assist the Supplier (Trading Partner) to “Self Help”

Help options and recommendations are based on your account type.

Contacting Support for Standard Account users, is based on Self Help options unless there is a technical issue.