

# Access Help Centre: Completing the Webform – Request a Call

## Not available for Standard Account users

There may be instances where a solution is not available based on the responses provided, or where there is no access to Contact Options due to time zones or account-level restrictions.

Where there are multiple options, one will be marked as “**Recommended**” based on your location and account type

All information in blue can be selected to provide further information and may take the user to another screen

Suppliers select “Do not record my phone call”. It is not a default and does not have an asterisk

 Do not record my phone call.

All information in blue can be selected to provide further information and may take the user to another screen

Fields with an asterisk are mandatory –

 First name:\*

## How to find the Account Number (ANID or BNO)

- ❖ While Signed into the SBN on BTP:
- ❖ Click on your initials (top right)
- ❖ The Account no will appear halfway down
- ❖ It will either be an AN or a BNO



You want to select “Ask an Expert Peer” option from the Contact Support Options provided

**1** Select **Request a call**

Step 4 Contact options

**Request a call**  
Estimated wait time: 2 minutes  
Recommended

**2** Enter your **First name**

 First name:\*

**3** Enter your **Last name**

 Last name:\*

**4** Enter your **Email**

 Email:\*

**5** Select the **Country Code** first

Your phone number:\*

1 201-555-0123

Search

- United States +1
- United Kingdom +44
- Australia +61
- Canada +1
- Ireland +353

**10** Click on **I Agree**

 I agree \*

**11** Click on **Submit**

**9** Read the “**Help us help you faster**” information

### Help us help you faster:

Agree to share data with an SAP Support Engineer to view logs. Consenting to share this data will help us fix your issue faster. Some account and system information will be sent to SAP SE and support calls and chats may be recorded.

**8** Enter the **Account ID**

 Account ID:\*

**7** Re-type the **phone number**, including the country code

 Confirm phone number:\*

**6** Enter your Phone number

 Your phone number:\*

+61 123456789