

Access Help Centre: Completing the Webform – Webform Option

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Ensure that itsm-notification-service@sap.com is on the email list

To locate the (Ariba Network Identification number (**ANID**), sign into your network, click on your initials, and the **ANID** will appear around halfway down the drop-down list

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

Fields with an asterisk are mandatory –

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 **Webform**

2 Enter your **First name**

3 Enter your **Last name**

4 Enter your **Email**

5 Select the **Country Code** first

6 Enter your Phone number

9 Click on **I Agree**

10 Click on **Submit**

8 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.

7 Enter the **Account ID**