

ARIBA SUPPORT

For assistance with your Ariba Network account, it is recommended to submit an Ariba Support ticket or chat with an Ariba Network representative.


These options can be accessed via the “Help” button on the Ariba Business Network home page in the top right-hand corner.

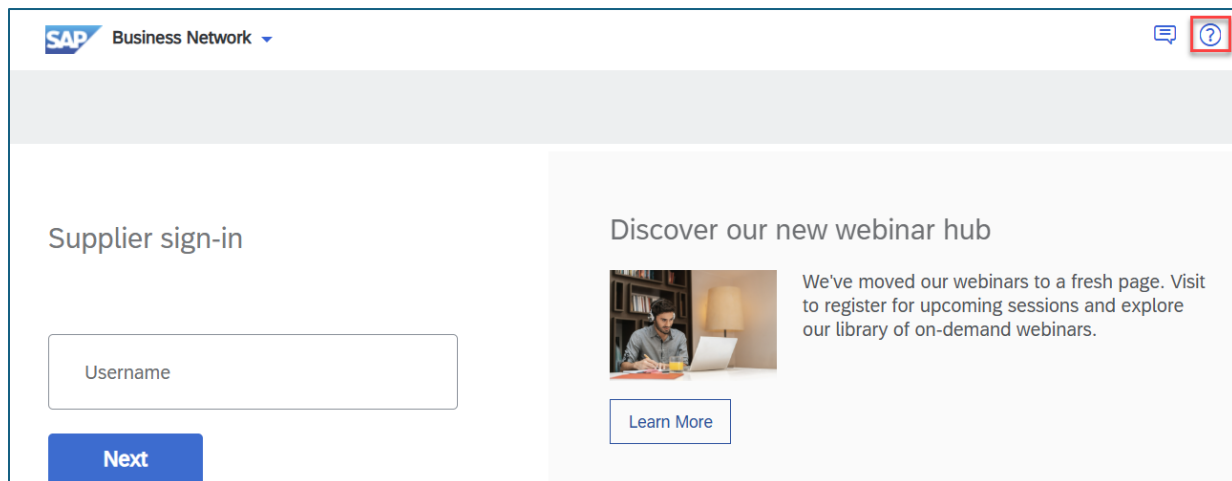
Request to Change Administrator

When an Ariba Business Network account is created, the creator is automatically set as the administrator. If needed, this responsibility can be transferred to another user.

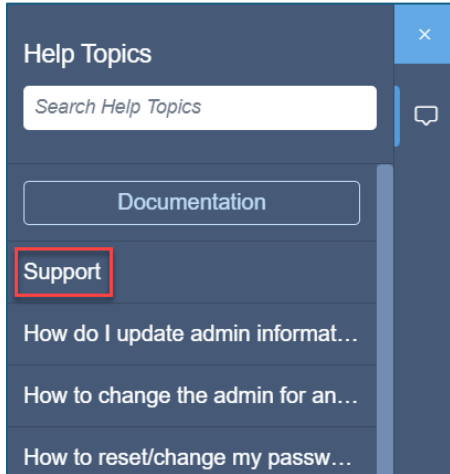
If the current administrator is no longer with the company, it is necessary to initiate a request to Ariba Support to update the Administrator assigned to the account.

To initiate support from Ariba,

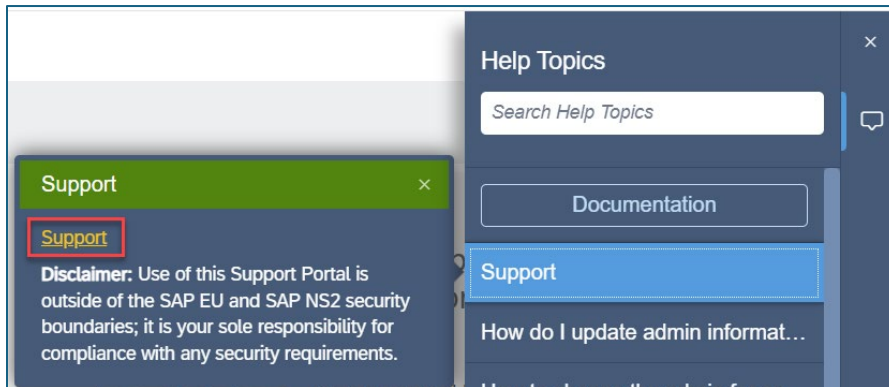
1. Navigate to the Ariba Business Network home page
 - a. Link to Ariba Business Network: supplier.ariba.com
2. On home page,
 - a. Click the Help icon  in the top right-hand corner



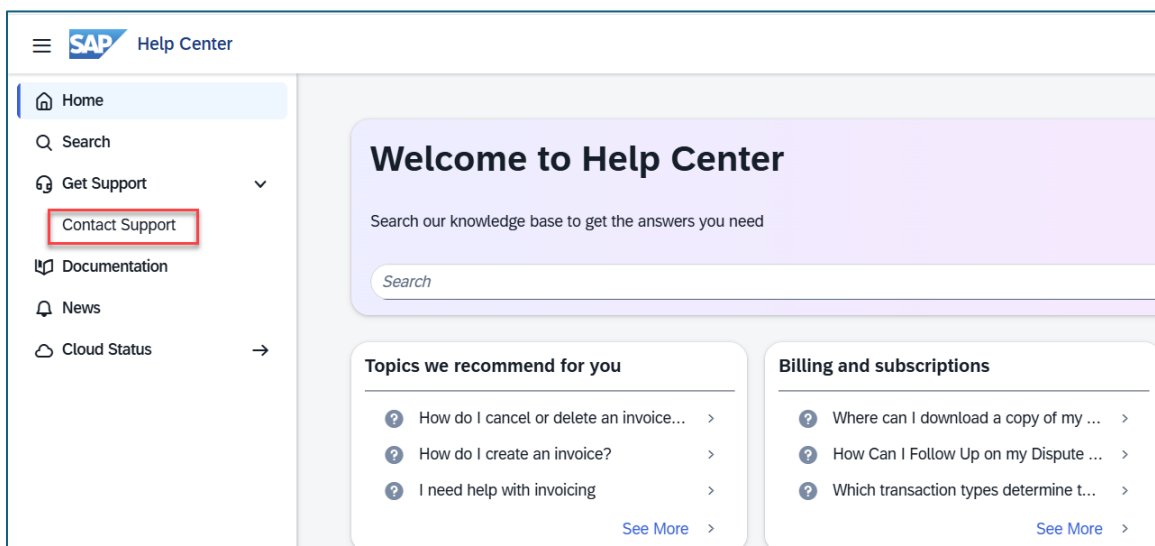
3. Click **Support**



4. Click orange **Support** hyperlink



5. Click **Contact Support** in the left-hand navigation panel



Supplier Guide: Ariba Support to Update Administrator

Quick Reference Guide

6. Within Step 1 section,
 - a. Enter **Administrator** in the 'How can we support you?' field
 - b. Click **Next**

Contact Support

Step 1 How can we support you?

Administrator

Next

2987 characters remaining

7. Additional questions will be displayed within Step 1
 - a. Select **Yes** 'Do you need to reassign the account administrator?'
 - b. Select **No** 'Is your current administrator still with your company?'
 - c. Select **No** 'Do you have access to retrieve emails sent to the listed administrator's email?'
 - d. Click **Next Step**

Step 1 How can we support you?

Administrator

2987 characters remaining

Do you need to reassign the account administrator?

Yes No Don't know

Is your current administrator still with your company?

Yes No Don't know

Do you have access to retrieve emails sent to the listed administrator's email?

Yes No Don't know the email

Contact support to have the administrator information changed. You will be required to provide the following:

- Company Name:
- ANID:
- Current administrator name:
- Current administrator email address:
- First and last name of caller:
- New administrator name:
- New administrator email:
- Phone number:

You can copy the above template and paste it directly into the **Full description** field of the Case and fill out your responses there.

Account security is important to SAP. Please be patient while our teams take the necessary steps to respond responsibly to your request.

Next Step

8. Within Step 2,
 - a. Click **Next** in the Resources Section

Contact Support

○ Step 2 **Resources**

How do I change the administrator in my SAP Business Network supplier account?
I'm the current administrator, but I'd like to transfer the administrator role to another user. I have access to the previous administrator's account, but I want to change the administrator. My company changed our e-mail address dom

How do I access and change the former administrator's account as a sub-user?
As a sub-user of a SAP Business Network supplier account, how do I access the former administrator's account? As a sub-user, you can identify your current account administrator by following steps: Sign in to your SAP Business Network

How can I change the administrator for an Ariba account I cannot access?
The account administrator is no longer with our company, and we cannot access the SAP Ariba account. Your account administrator is no longer with the company, and you cannot access the SAP Ariba account. There are a few ways to be granted a

How do I reset my password as a supplier?
How do I reset / change my Business Network supplier account password? Follow the steps below to reset your password if you have forgotten your current password. In case you have access to the account, you can change the password from within t

How do I configure my email notification preferences as a supplier in SAP Business Network?
I need to configure my email notification preferences in SAP Business Network. How can I do that? SAP Business Network To configure your email notifications preferences as a supplier: In the upper-right corner of the application,

Created by AI.

Next

9. Within Step 3, enter the following information
 - a. Enter Update Administrator in the Subject field
 - b. Enter the following information within the 'Describe your issue or question and steps to reproduce' field:
 - Company Name:
 - ANID:
 - Current administrator name:
 - Current administrator email address
 - First and last name of caller
 - New administrator name
 - New administrator email address
 - Phone number
 - **Customer relationship: Chevron Phillips Chemical and Affiliates (ANID: AN01498274128)**
 - c. Select **Administration** in the Confirm your issue field
 - d. Select **Administration** in the Select an issue area
 - e. Select **Affected: business tasks are impacted due to system functionality or process** in the How does this impact your business field

f. Click **Next**

Contact Support

- Phone number: xxx-xxx-xxxx
- Customer relationship: Chevron Phillips Chemical and Affiliates (ANID: AN01498274128)

2684 characters remaining

Top Recommendations:

- How do I change the administrator in my SAP Business Network supplier account?
- How do I access and change the former administrator's account as a sub-user?

Confirm your issue: *

Administration

Select an issue area: *

Administration

The combined size of attachments must not exceed 20MB.

Choose a file for upload

Document number(s):

How does this impact your business: *

Affected: business tasks are impacted due to system functionality or process

Next

10. Within Step 4,

a. Click **Chat**

b. An Ariba Representative will initiate a chat within approximately 2 minutes to assist with the update of the account administrator

Contact Support

Step 1 How can we support you?

Step 2 Resources

Step 3 Confirm the details

Step 4 **Contact options**

Chat
Estimated wait time: 2 minutes
Recommended