



## **Ariba Supplier Network Guide**

*Managing and Modifying Supplier  
User Accounts*

<b>1. Managing Roles and Users</b>	<b>Pages 3</b>
<b>2. Role &amp; User Creation</b>	<b>Pages 4 - 6</b>
<b>3. Modifying Users</b>	<b>Page 7</b>
<b>4. Help &amp; Resources</b>	<b>Pages 8 - 12</b>
• <b>Forgotten Username and Password</b>	
• <b>Basic Troubleshooting</b>	
• <b>Call Ariba Support Centre</b>	
• <b>Ariba Network Standard Documentation</b>	
• <b>Ariba Learning Centre and Product Documentation</b>	



# Managing Roles and Users

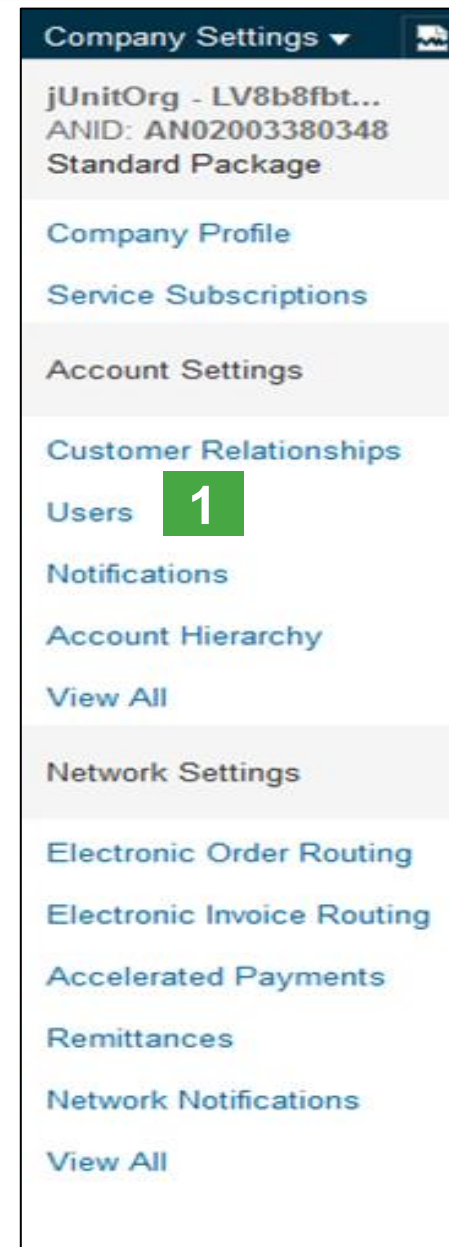
## Administrator

- Automatically linked to the username and login entered during registration
- Responsible for account configuration and management
- Primary point of contact for users with questions or problems
- Create roles for the account

## User

- Can have different roles, which correspond to the user's actual job responsibilities
- Responsible for updating personal user information

1. **Click** on the Users tab on the Administration Navigator. The Users page will load.
2. **Click** on the **Create Role** button in the **Manage User Roles** section and type in the Name and a Description for the Role.
3. **Add Permissions to the Role** that correspond to the Role user's actual job responsibilities by checking the proper boxes and click save to create the role.
4. To **create a User**, Click on **Create User** button and add all relevant information about the user including name and contact info.
5. **Select** a role in the Role Assignment section and Click on Done. You can add up to 250 users to you Ariba Network Account.



Company Settings ▾

jUnitOrg - LV8b8ft...  
ANID: AN02003380348  
Standard Package

Company Profile

Service Subscriptions

Account Settings

Customer Relationships

Users **1**

Notifications

Account Hierarchy

View All

Network Settings

Electronic Order Routing

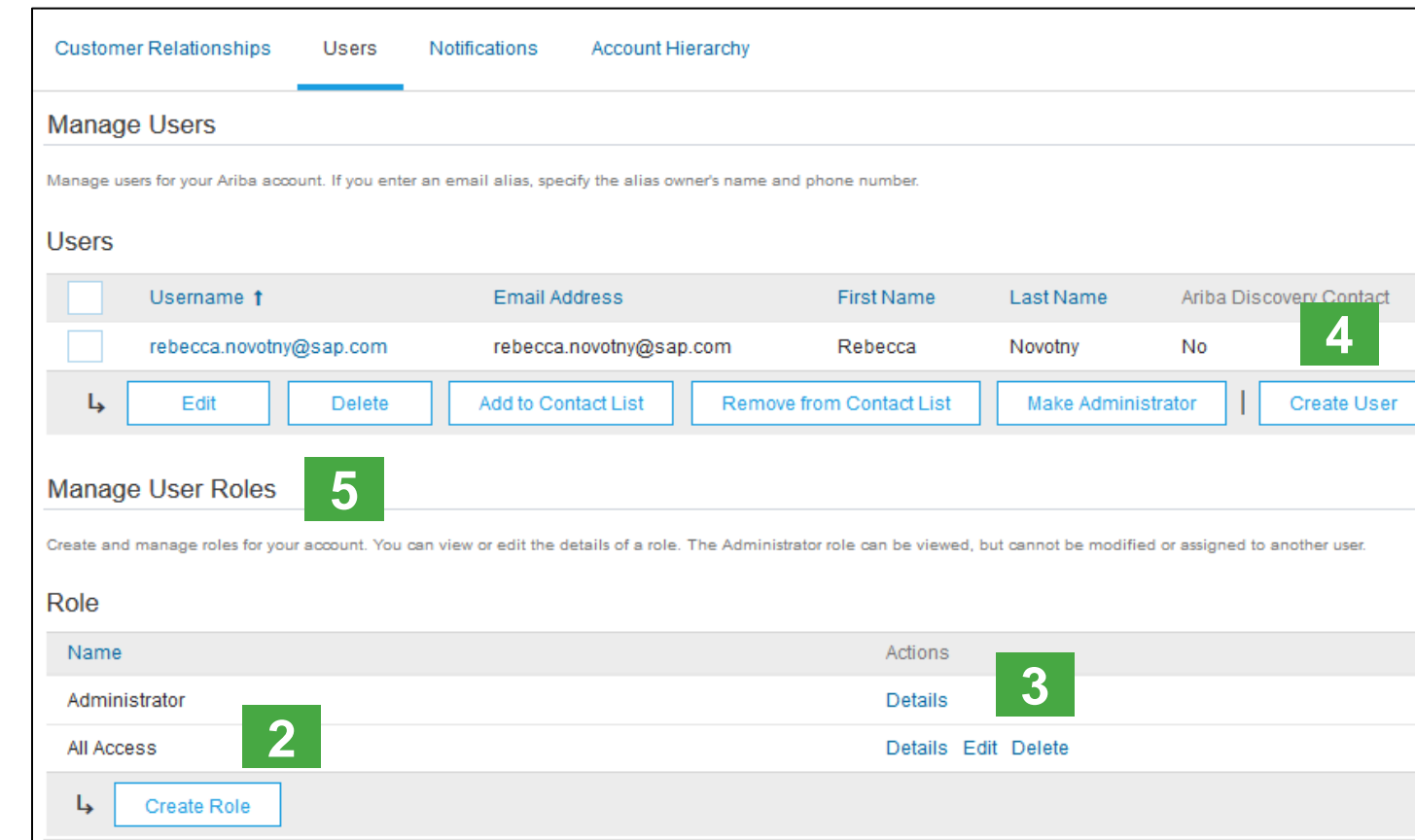
Electronic Invoice Routing

Accelerated Payments

Remittances

Network Notifications

View All



Customer Relationships Users Notifications Account Hierarchy

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Users

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact
<input type="checkbox"/>	rebecca.novotny@sap.com	rebecca.novotny@sap.com	Rebecca	Novotny	No

↳ Edit Delete Add to Contact List Remove from Contact List Make Administrator **4** Create User

Manage User Roles **5**

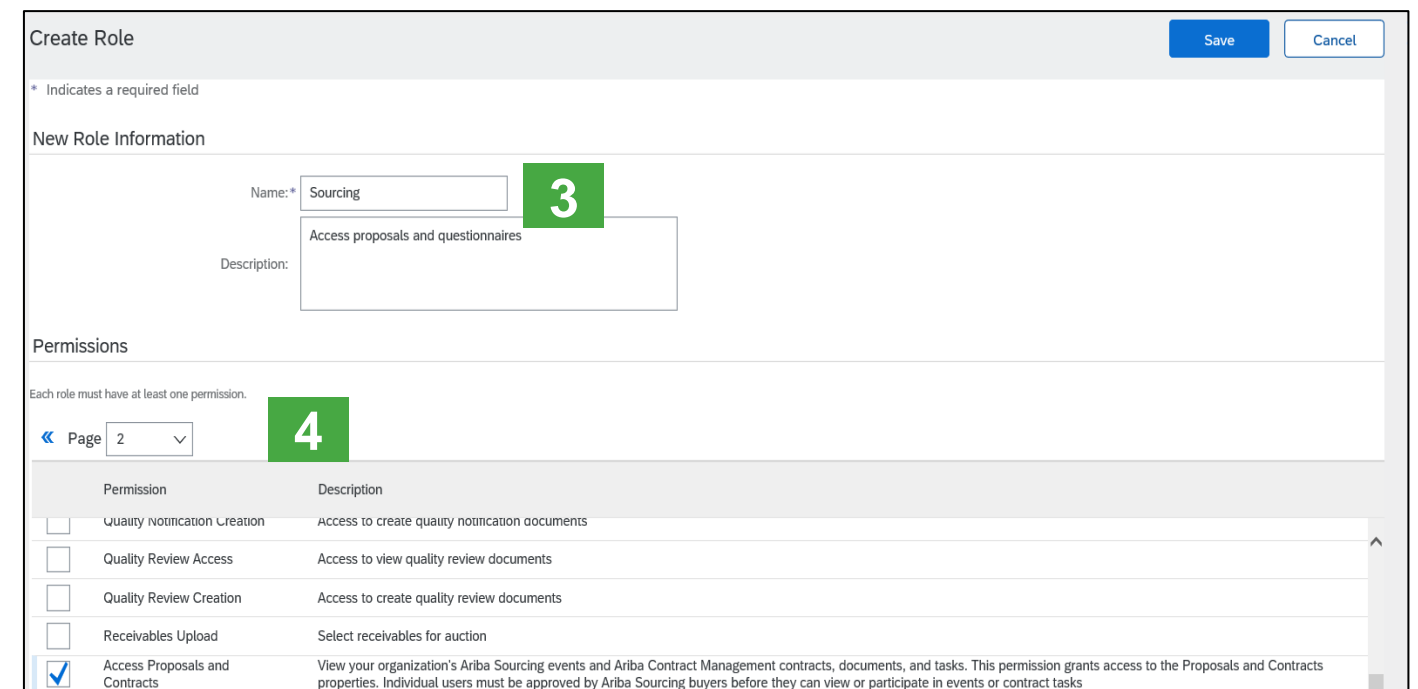
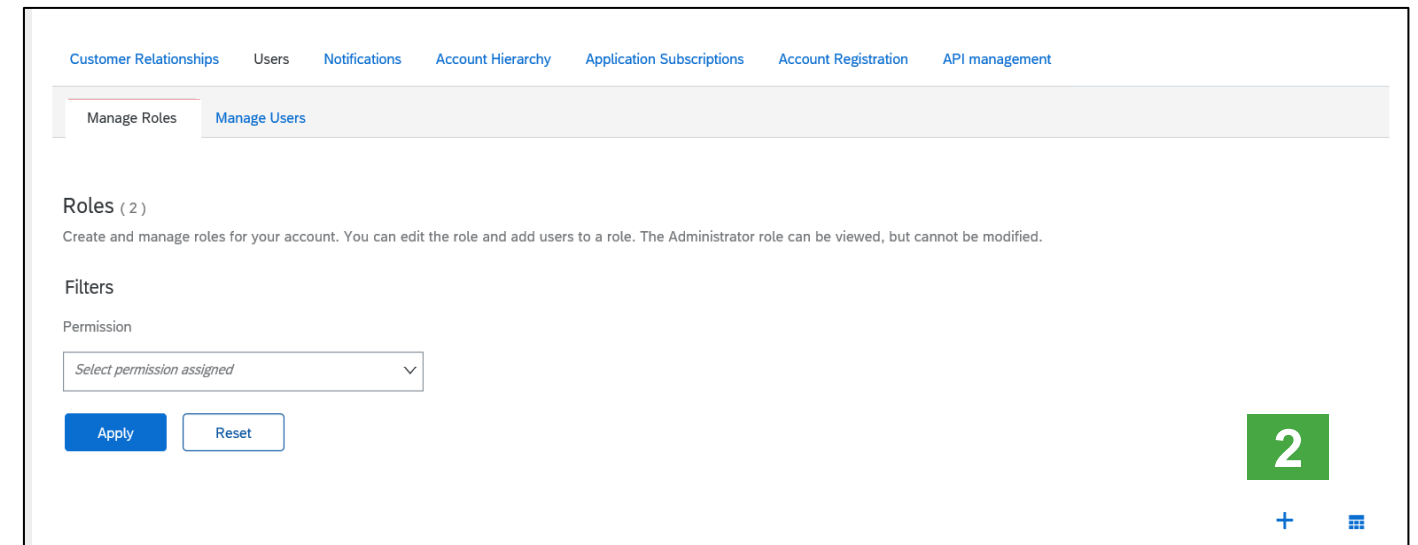
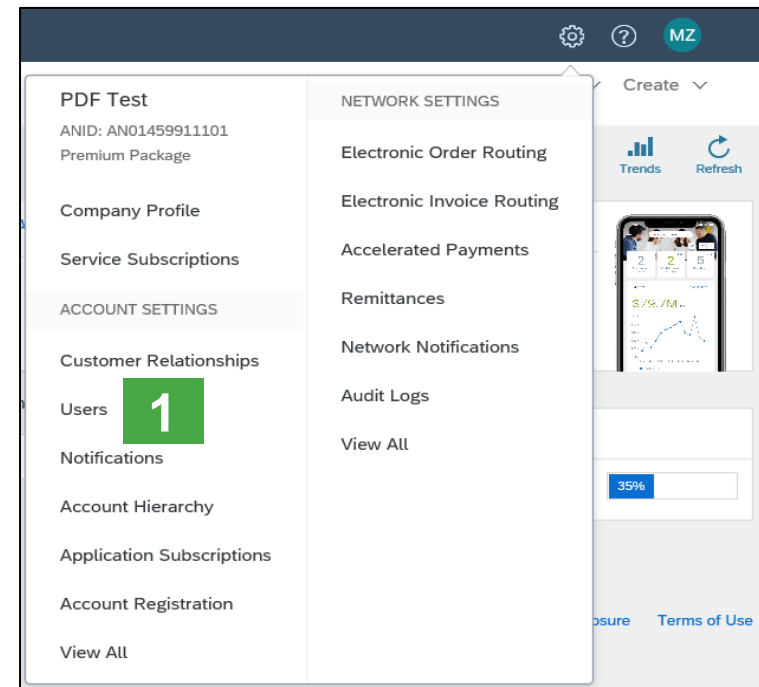
Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified or assigned to another user.

Role

Name	Actions
Administrator	Details <b>3</b>
All Access <b>2</b>	Details Edit Delete

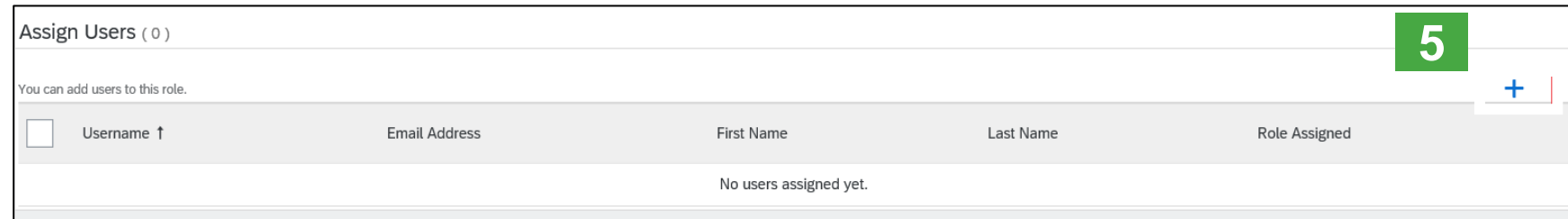
↳ Create Role

1. **Click** on the Users tab on the Administration Navigator. The Users page will load.
2. **Click** on the “+” icon in the Manage Roles section.
3. **Type** in the Name and Description for the Role.
4. **Add Permissions to the Role** that correspond to the user’s actual job responsibilities by checking the appropriate boxes.



5. **Click** on the “+” icon in the Assign Users section.
6. **Type** in the Name and search for users.
7. **Add** permissions to the Roles that correspond to the user’s actual job responsibilities by checking the proper boxes. **Click Add and Save.**
8. **Click Save** to add the user to the new role.
9. **User** is assigned to the new role.

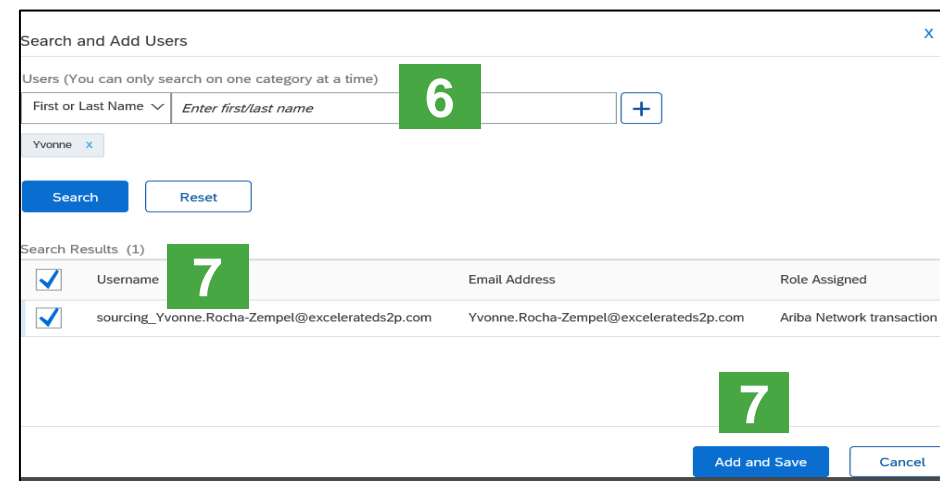
*Use help to get a list of Permissions to assign to users.*



Assign Users ( 0 ) 5

You can add users to this role. +

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Role Assigned
No users assigned yet.					



Search and Add Users x

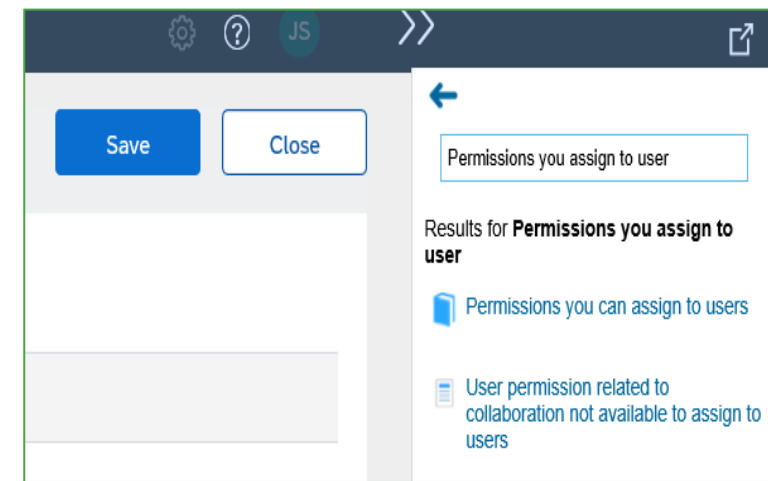
Users (You can only search on one category at a time)

First or Last Name ▾ Enter first/last name 6

Yvonne x

Search Results (1) 7

<input checked="" type="checkbox"/>	Username	Email Address	Role Assigned
<input checked="" type="checkbox"/>	sourcing_Yvonne.Rocha-Zempel@excelerateds2p.com	Yvonne.Rocha-Zempel@excelerateds2p.com	Ariba Network transaction

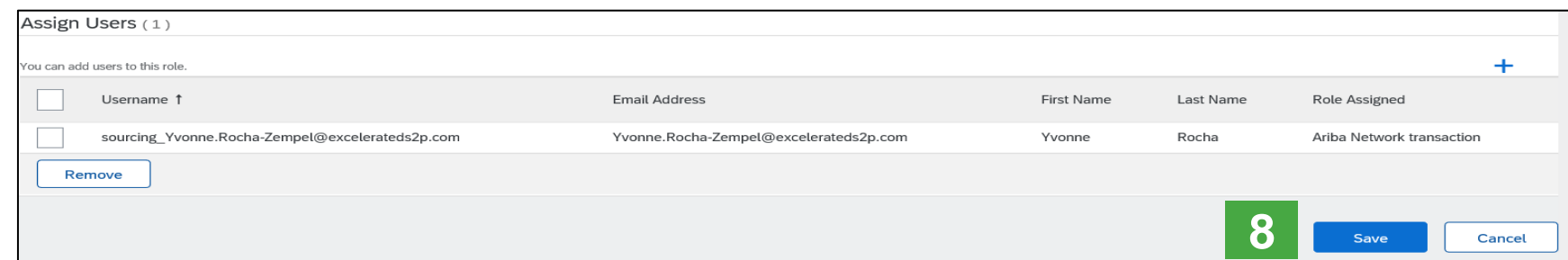


←

Permissions you assign to user

Results for **Permissions you assign to user**

- Permissions you can assign to users
- User permission related to collaboration not available to assign to users

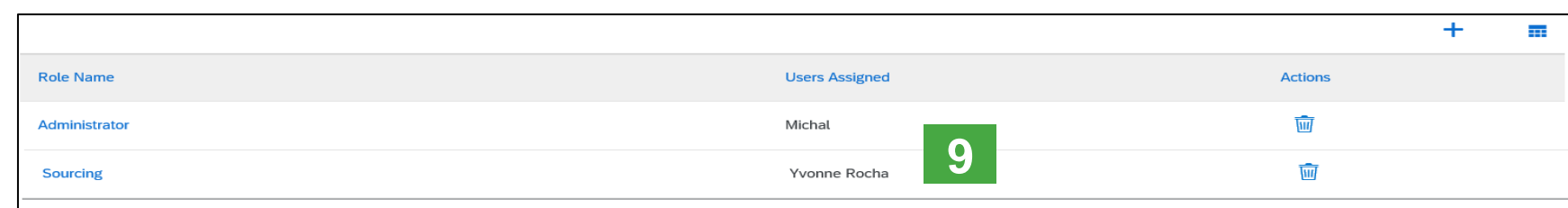


Assign Users ( 1 ) +

You can add users to this role.

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Role Assigned
<input type="checkbox"/>	sourcing_Yvonne.Rocha-Zempel@excelerateds2p.com	Yvonne.Rocha-Zempel@excelerateds2p.com	Yvonne	Rocha	Ariba Network transaction

8



Role Name	Users Assigned	Actions
Administrator	Michal	<input type="button" value="Remove"/>
Sourcing	Yvonne Rocha	<input type="button" value="Remove"/> <span style="float: right;">9</span>



# Modify Users

1. Click on the **Manage Users** tab
2. Select User
3. Click on Edit for the selected user.  
**Other Options:**
  - Delete User
  - Add to Contact List
  - Remove from Contact List
  - Make Administrator
4. Click on the Reset Password Button to reset the password of the user.

Manage Roles | Manage Users **1**

Users ( 1 )

Enable assignment of orders to users with limited access to Ariba Network. ⓘ  
 Require two-factor authentication (applies for all users of your organization)

Filter  
Users (You can only search on one attribute at a time)

Username ▾ Enter username +

Apply Reset

<input checked="" type="checkbox"/>	Username <b>2</b>	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	Actions
<input checked="" type="checkbox"/>	sourcing_Yvonne.Rocha-Zempel@excelerateds2p.com	Yvonne.Rocha-Zempel@excelerateds2p.com	Yvonne	Rocha	No	Ariba Network transaction, +1		All(2)	<b>3</b> Edit Delete Make Administrator

Add to Contact List Remove from Contact List

Save Cancel

View user information, revise role assignments, assign business units or reset user passwords. Ariba recommends only using the reset password functionality on this page when users have forgotten their password and their security question and answer. As a best practice, instruct users to click Forgot Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password and sends an email to the user with instructions to specify a new password and a new secret question and answer.

Selected User Information

Username: sourcing\_Yvonne.Rocha-Zempel@excelerateds2p.com  
Email Address: Yvonne.Rocha-Zempel@excelerateds2p.com  
First Name: Yvonne  
Last Name: Rocha  
Office Phone:

Do not allow the user to resend invoices to the buyer's account. ⓘ  
 This user is the Ariba Discovery Contact ⓘ  
 Limited access ⓘ

Reset Password **4**

Role Assignment

Name	Description
<input checked="" type="checkbox"/> Ariba Network transaction	
<input checked="" type="checkbox"/> Sourcing	Access proposals and questionnaires

Customer Assignment

Assign to Customer:  All Customers  Select Customers





# Help and Resources

## Forgotten Username and Password

If you forget your password, go to **supplier.ariba.com** and follow these steps:

1. Click **Having Trouble logging in?**
2. Select **I forgot my password** or **Username** and Click **Continue**
3. Enter email address linked to your username and click **Continue**

You will receive a password reset email from **ordersender-prod@ansmtp.ariba.com**

**1**

SAP Ariba

### Supplier Login

User Name

Password

Login

[Having trouble logging in?](#)

### Having trouble logging in?

Please select one:

- I forgot my username.
- I forgot my password. **2**
- I want to log in with a one-time password using the Ariba Supplier mobile app. [Learn more](#)

Continue

### Forgot Username

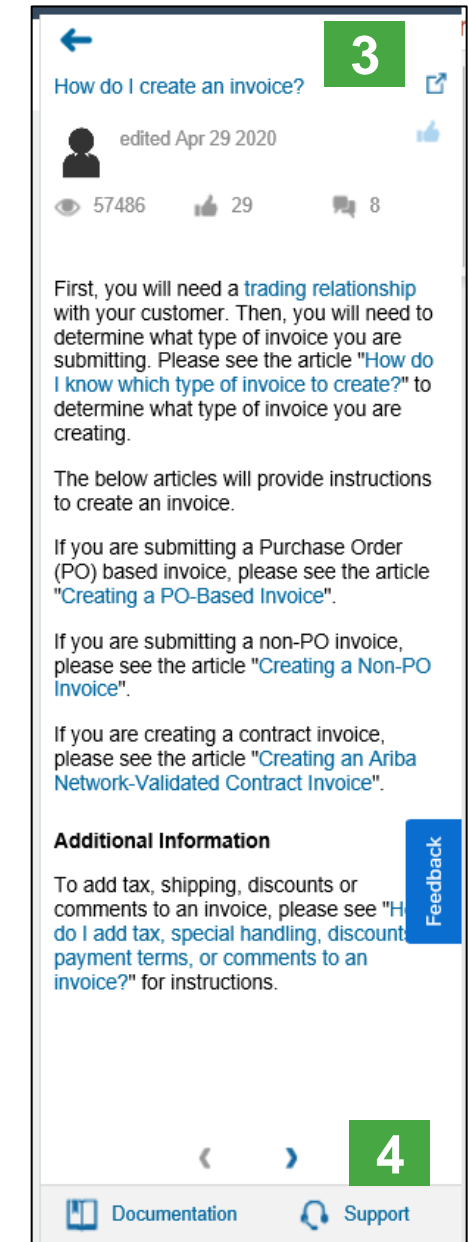
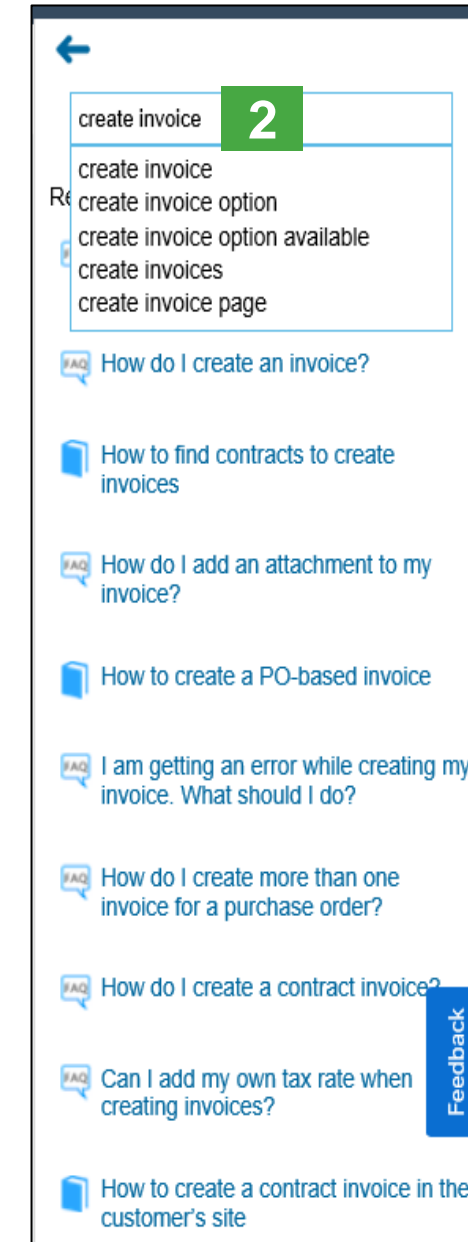
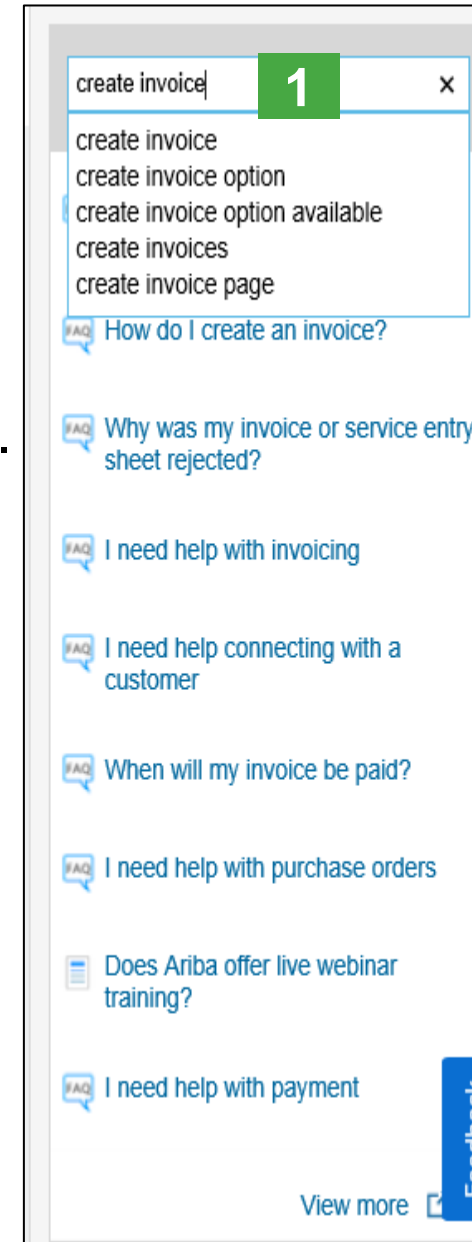
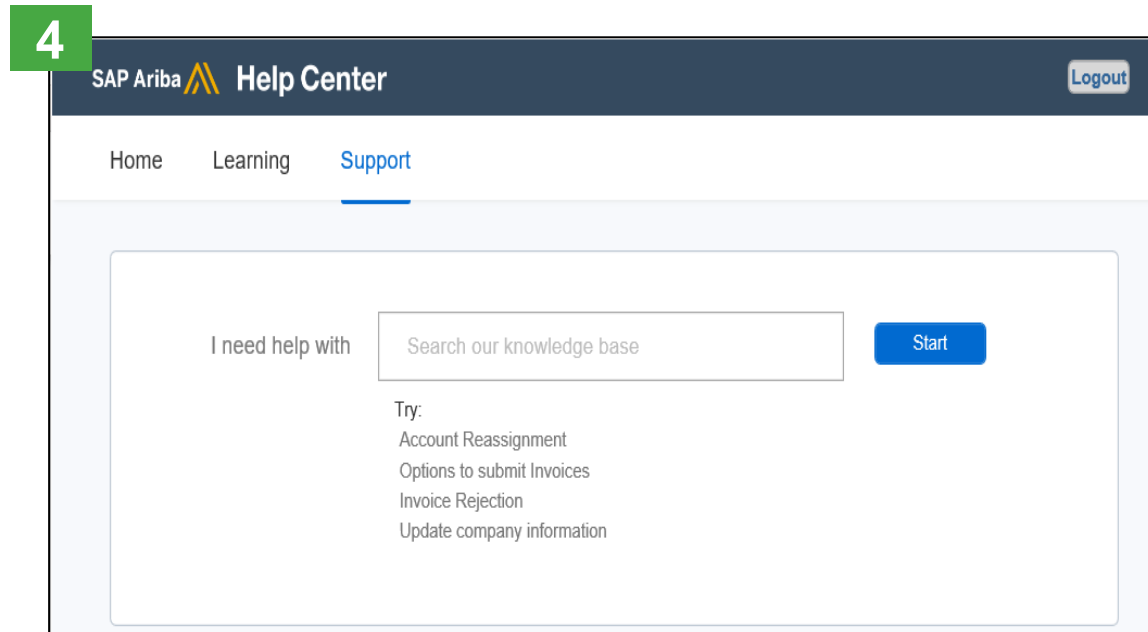
To retrieve your username and regain access to your account, enter your email address registered with your Ariba account. You will receive an email message with further instructions once your information is confirmed.

**3** Email Address:

Submit



1. Enter description of the issue in **Help Center** search box.
2. Click on one of the search results.
3. Review the Solution.
4. Alternatively click on **Support** (bottom) to display Support Center.





# Help and Resources

## Call Ariba Customer Support

1. If you don't find any relevant result in Support Center search results, click **Something Else**
2. Click **Get help by phone** to receive a call back from Ariba Customer Support

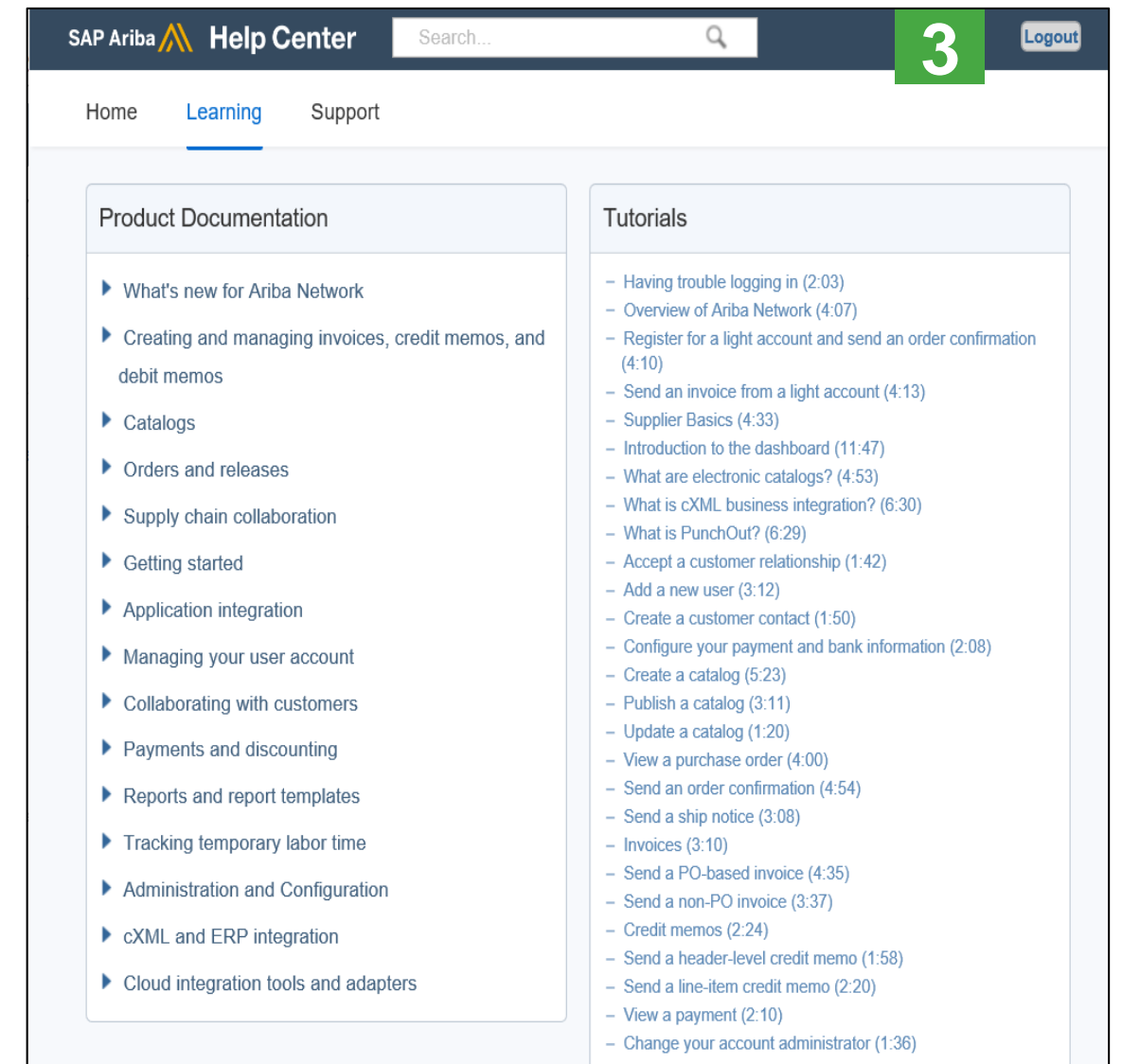
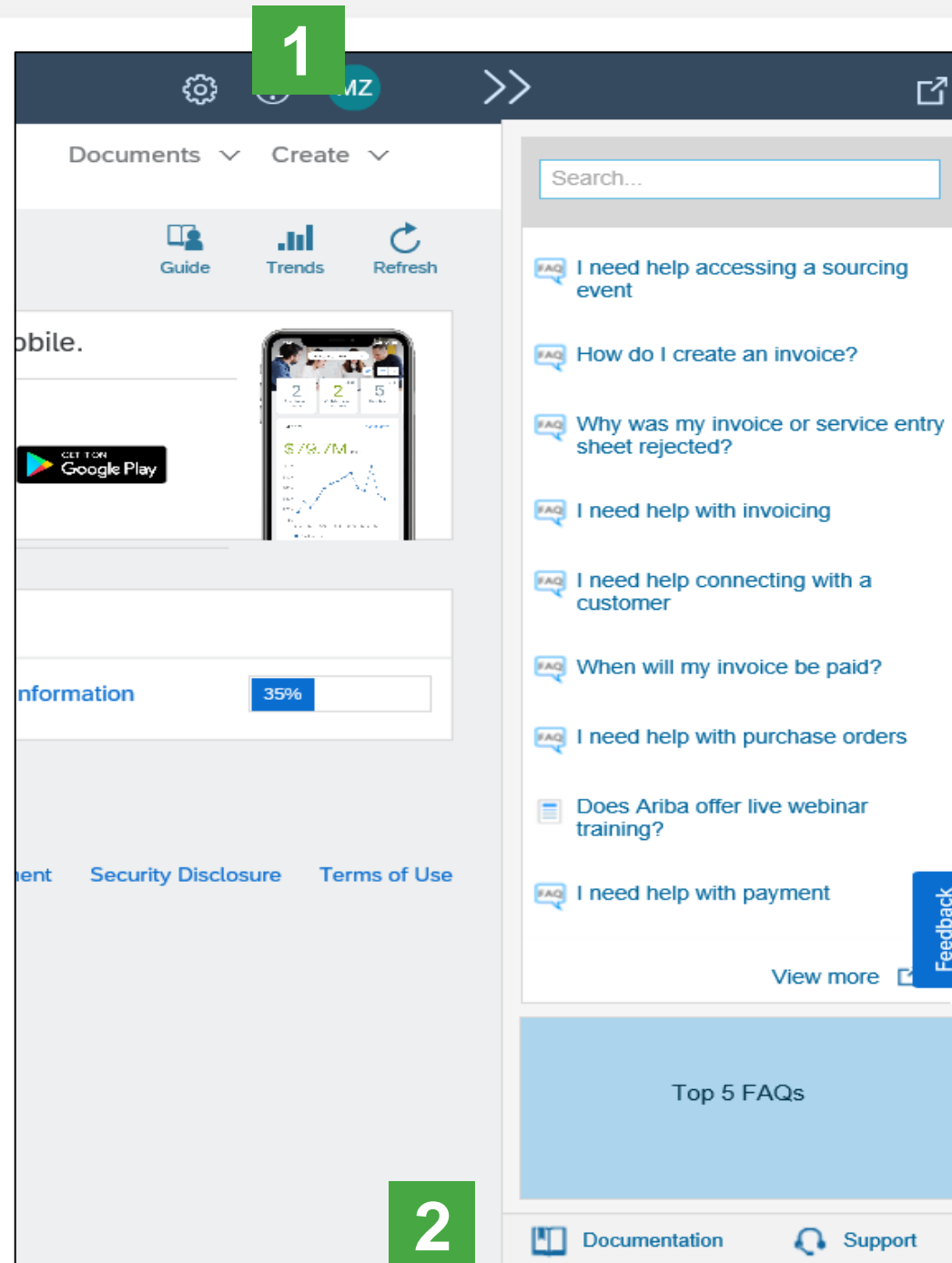
The screenshot shows the SAP Ariba Help Center interface. At the top, there's a navigation bar with 'Home', 'Learning', and 'Support' links, and a 'Logout' button. Below the navigation bar, there's a search bar with the text 'I need help with' and a dropdown menu showing 'Invoice creation'. An 'Update' button is next to the search bar. Below the search bar, there's a section titled 'Search results for Invoice creation' with a list of search results: 'Invoice creation', 'Enhancements to automatic invoice creation from receipts', 'Invoice creation process', 'Invoice creation process', and 'General invoice creation compliance features'. Below the search results, there's a section titled 'Contact SAP Ariba Customer Support' with a sub-header 'Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.' Below this, there's a question 'What do you need to do?' and a row of buttons: 'Create new invoice', 'Create credit memo', 'Raise another invoice against PO', 'Invoice was rejected', 'Edit and resubmit invoice', 'Receive payment', and 'Something Else'. A green box with the number '1' is overlaid on the 'Something Else' button.

The screenshot shows a dialog box with the text 'Can't find what you are looking for? Let us help you.' Below this, there's a section titled 'Choose your communication preference:' with three options: 'Get help by live chat', 'Get help by phone' (with a green box containing the number '2' overlaid on it), and 'Attend a live webinar'. The 'Get help by phone' option has a sub-text 'Estimated wait in minutes: 2'.

# Help and Resources

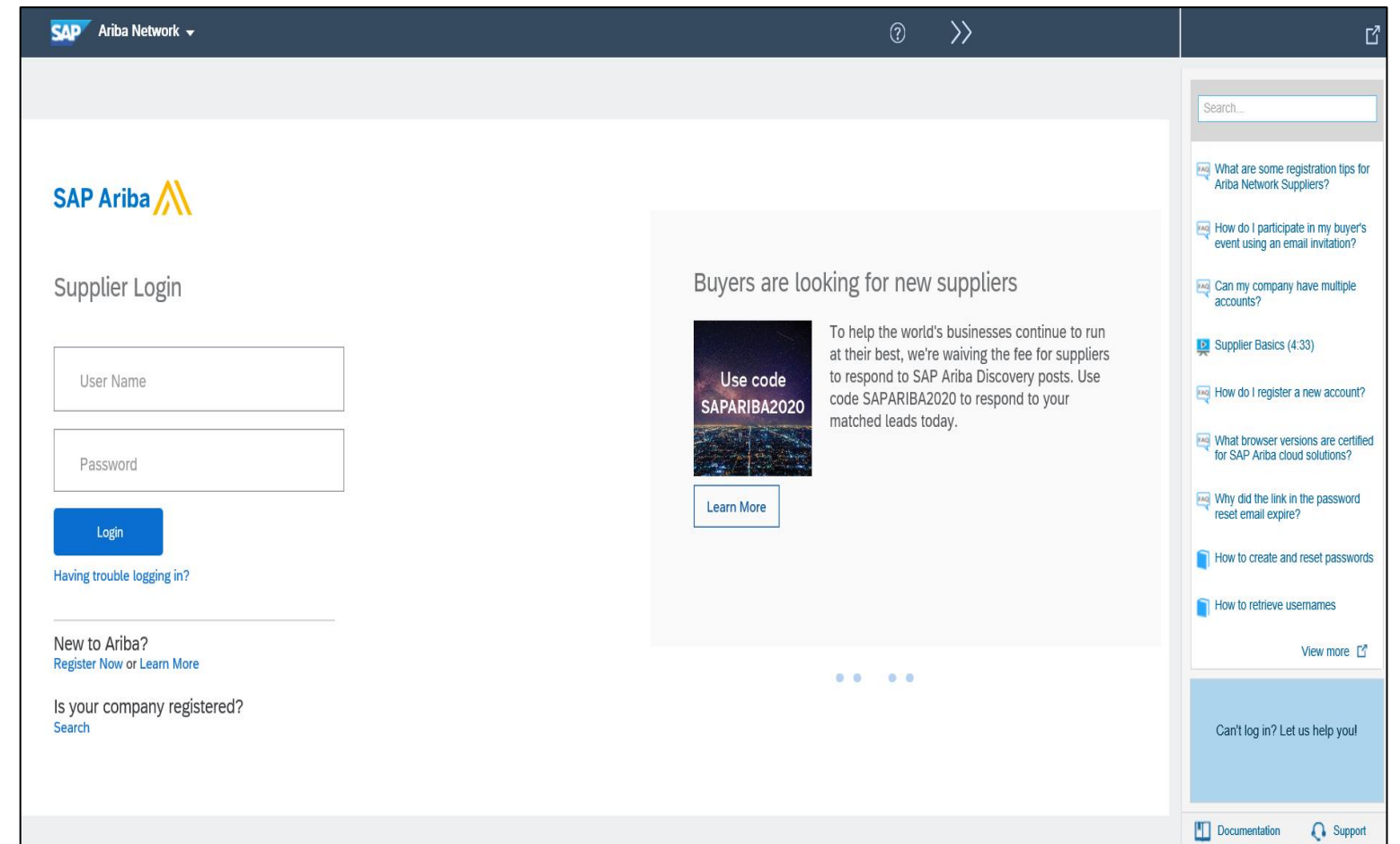
## Ariba Network Standard Documentation

1. **Click** on Help Center to access Standard Documentation material.
2. **Click** Documentation.
3. **View** Ariba Network Administrator's documentation.



1. **Go** to <http://supplier.ariba.com>
2. **Click** Help Center
3. **Click** on Learning Centre to access Product Documentation. The Learning Center was created for users interested in technical product documentation. The Learning Center was designed to allow you to browse the full library of product documentation and tutorials.

**Note:** only a subset of the documentation is available in a pre-login state.



The screenshot shows the SAP Ariba Network Supplier Login page. The page features a dark blue header with the SAP Ariba Network logo and navigation icons. The main content area is white and contains the SAP Ariba logo, a 'Supplier Login' section with input fields for 'User Name' and 'Password', and a blue 'Login' button. Below the login fields are links for 'Having trouble logging in?', 'New to Ariba? Register Now or Learn More', and 'Is your company registered? Search'. A prominent announcement banner reads 'Buyers are looking for new suppliers' and 'Use code SAPARIBA2020' with a 'Learn More' button. A sidebar on the right contains a search bar and a list of help topics such as 'What are some registration tips for Ariba Network Suppliers?' and 'Supplier Basics (4:33)'. At the bottom of the sidebar is a blue button that says 'Can't log in? Let us help you'. The footer of the page includes 'Documentation' and 'Support' links.