



Supplier Support

Ariba

- The purpose of this document is to help suppliers navigate through Ariba and answer any questions they may have about registering with the site.
- This document will also outline where to get support within Ariba with questions regarding the profile

Supplier Login

Login

[Forgot Username or Password](#)

Need help? See [Quick Start](#)

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Join Ariba Discovery Advantage now to get unlimited responses to proven, qualified leads from buyers in an active buying cycle. One deal can pay for your subscription! Use code SOURCING2017A to receive 20% off.

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Supported browsers



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[Ariba Supplier Page](#)

Supplier Log In Screen | Documentation

Go to the bottom right, “ Cant Log In? Let us Help You!”

The screenshot shows the SAP Ariba Supplier Login interface. The main content area has a dark blue background with the text "Supplier Login" in white. Below this, there are two input fields for "User Name" and "Password", a blue "Login" button, and a link for "Forgot Username or Password". At the bottom left, there is a link "Need help? See Quick Start". On the right side, there is a "Help Center" sidebar with a search bar and a list of help topics. The browser's address bar shows the URL "https://service.ariba.com/Sourcing...". The browser's tab bar shows "Ariba Spend Management" and "Ariba Sourcing". The browser's address bar also shows "Ariba Best Practices" and "Ariba Production". The browser's address bar also shows "ARIBA Supplier" and "ARIBA Test". The browser's address bar also shows "Viverae Wellness (2)".

Supplier Login

User Name

Password

Login

[Forgot Username or Password](#)

[Need help? See Quick Start](#)

Help Center

Search

- Participating in events (4.53)
- Training sessions with live Q&A
- How do I access and change the former administrator's account?
- Supplier Basics (4.33)
- Can my company have multiple accounts?
- Where is my password reset email?
- What browser versions are certified for SAP Ariba cloud solutions?
- Can't log in? Let us help you!
- How to register as a supplier on Ariba Network
- Getting started
- Introduction to the dashboard (11:47)
- How do I contact Ariba Customer Support?
- Common browser issues
- Responding to RFPs (3:00)

[View more](#)

Can't log in? Let us help you!

Click Contact Ariba Customer Support



Can't log in? Let us help you!



Alexander Petro
edited Sep 27 2017

If you do not know your password or username then click **Having trouble logging in?** to begin the reset process.

Otherwise there are several reasons why you may not be able to log into your Ariba Network account.


Here is a list of links to troubleshoot common login issues:

- [I did not receive the password reset email](#)
- [My account is locked](#)
- [The password reset link is expired](#)
- [I can't access the former administrator's account](#)
- [I received an ANERR login error](#)

If you still can't access your account, you can [contact Ariba Customer Support](#) directly.

Click, Get Help by Phone

Ariba Exchange User Community

Search... 

Support Center

I need help with

Examples:
Prerequisites
Bidding in an auction
Importing my responses
Complete my Supplier Profile Questionnaire

Can't find what you are looking for? Let us help you.

Choose your communication preference:

Email SAP Ariba Customer Support

Get help by phone

Motiva Supplier Resources Link

<https://motiva.com/Suppliers/Supplier-Resources>

- Here you can view How-To videos, specifically Supplier Tutorial 1 and Supplier Tutorial 2
 - This will give insight on how to fill out the questionnaire

Ariba Supplier Resources Link

<http://www.ariba.com/help/ariba-answers/contact-us>

<http://www.ariba.com/help/ariba-answers/contact-us/sap-ariba-customer-support-phone-numbers>

- This gives Suppliers information from Ariba on contacting them for questions, accessing FAQ's and learning more about Ariba
 - See next slides for examples



[Home](#) | [Learning](#) | [Support](#)

Learning Center

Product Documentation

- ▶ Getting started

Tutorials

- Supplier Basics (3:00)
- Introduction to the dashboard (5:00)
- Having trouble logging in (2:03)
- Responding to prerequisite questions (2:00)
- Participating in events (4:00)
- Responding to RFIs (3:00)
- Responding to RFPs (3:00)
- Participating in auctions (5:00)
- Alternative bidding (5:00)
- Custom Excel bidding (2:00)



Only content authored by Ariba Documentation is the official Product Documentation of Ariba.

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Search...



[Home](#) | [Learning](#) | [Support](#)

User Community Home

Popular Topics

Sort by: **Relevance**

Participating in events (4:00)

Learning Center > Tutorials

Ariba Documentation



Includes Video

[Event messages](#) [Event preparation](#) [Event responses](#) [Exporting event content](#) [Event response team](#) [Proposals](#)

Videos: [participating in sourcing events](#)

9 likes · 19 comments · 11462 views · edited Mar 30 2017

Supplier Basics (3:00)

Learning Center > Tutorials

Ariba Documentation



Includes Video

[Registration](#) [Supplier account login](#) [Company account settings](#) [Company profile](#) [Create sourcing event](#)

Videos: [managing your supplier account](#) [Upgraded light account email](#)

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Can my company have multiple accounts?

Question Can my company have multiple accounts? Answer Your company can have multiple Ariba accounts, depending on your business needs. For example, if your company has several locations around the world, you might want a separate account for each region. Most companies choose to have one account

[Registration](#) [Supplier account login](#) [Currency](#)

1 like · 8 comments · 1716 views · edited Mar 01 2017

Amanda Hammel
Manager, Customer
Assistance Team

SAP Ariba



What does the message, "the username and password entered has already merged to another Ariba Sourcing user account," mean?

Question What does the message, "the username and password entered has already merged to another Ariba Sourcing user account," mean? Answer The account is already linked to the sourcing buyer with whom you are trying to register. You can contact your buyer to find the linked account and ask to

Libuse Stehlikova
Network Deployment

Lead

SAP Ariba



Learning Center

Product documentation and tutorials



Support Center

Get help with specific problems

Additional Resources

[Ariba Exchange](#)
[cXML User's Guide](#)
[cXML Release Notes](#)

Popular Tags

[Company profile](#) [Upgraded light account email](#)

[Event response submissions](#) [Create sourcing event](#)

[Select lots](#) [Event responses](#)

Videos: [managing your supplier account](#)

[Supplier account login](#) [Registration](#)

[Company account settings](#)

Videos: [participating in sourcing events](#) [Spotlight](#)

[Exporting event content](#) [My account](#)

[Browser configuration](#)

Seller Collaboration Console - Resources and Frequently Asked Questions

Ariba Commerce Cloud Registration

About the Ariba Commerce Cloud

- [If I registered on my buyer's Ariba Sourcing site in the past, do I need to register again?](#)
- [What is the Ariba Commerce Cloud?](#)

Ariba Commerce Cloud Information Page

- [Do I need to add Product and Service Categories during registration?](#)
- [Do I need to add ship-to or service locations during registration?](#)
- [Do I need to enter a D-U-N-S number when I register?](#)
- [Do I need to enter a Tax ID when I register?](#)
- [What is the difference between the Email and Username fields in my profile?](#)

Email Invitation to an Event

- [How do I participate in my buyer's event using an email invitation?](#)
- [Why doesn't the link in the email invitation to participate in a sourcing event work?](#)

Registration Page

- [Can my company have multiple accounts?](#)
- [How do I complete registration if my "username" already exists?](#)

The "Ariba SOURCING - Ariba Login" Page

- [Nothing happens when I click Forgot Username and enter my email address](#)
- [What username and password do I use on the Ariba Sourcing log in page?](#)
- [Where is my password reset email?](#)
- [Why can I not access my buyer's event when clicking the email invitation link and entering my Ariba Commerce Cloud username and password?](#)
- [Why did my username and password fail when using the email invitation link to participate in a sourcing event?](#)

The "Ariba SOURCING - Enter Your Account Information" Page

- [Why do I get this message on the SAP Ariba Login page: "The username and password pair you entered was not found"?](#)

Welcome to the Ariba Commerce Cloud Page

- [On the "Welcome to the Ariba Commerce Cloud" page, what do I need to do to get to the event?](#)

Account Access

- [How do I reset my password?](#)
- [I know my password, but what is my username?](#)

Account Hierarchy

- [How do I use the Link User IDs option?](#)
- [Why is there no Switch to Test ID option in my account?](#)

Company Profile

- [Can multiple users receive email notifications?](#)
- [How do I configure my shared secret?](#)
- [How do I control who can view my company profile information?](#)
- [How do I manage my company's certification information?](#)
- [How do I update my company's contact information?](#)

[Supplier Quick Start and FAQ](#)

Let's get your questions answered

You have questions about SAP Ariba and Ariba Network, including why your customer wants you to be a part of it, what it can do for you, and how much it might cost. This website is designed to answer those questions and more.

Before you start exploring it, take a moment to click on the video to the right. You'll hear from SAP Ariba experts who are dedicated to helping you achieve e-commerce success on Ariba Network.

- [NEW TO SAP ARIBA](#)
- [BILLING AND PAYMENT](#)
- [SUBSCRIPTIONS AND PRICING](#)
- [SALES AND MARKETING SUPPORT](#)
- [SUPPLIER TRAINING](#)
- [CONTACT SAP ARIBA](#)

- ▶ NEW TO SAP ARIBA
- ▶ SALES AND MARKETING SUPPORT
- BILLING AND PAYMENT
- SUPPLIER TRAINING



["I'm a Supplier" Ariba Link](#)

Please note that Motiva is only able to verify that we have sent the invitation properly to the designated point of contact.

Questions regarding how to log in, complete the SPQ, and anything on the Supplier facing portal will need to be directed to Ariba. They have visibility to view that end.

For questions to Motiva regarding Ariba please email:

MOTIVA-Ariba-Contracting@motiva.com