Contacting SAP Ariba Support

If you cannot access your Ariba Network Account – See pages 2-5
If you can access your Ariba Network Account – See pages 6-9
Contacting Ariba Support if you **cannot** sign into your Ariba Supplier account

Click on the '?' in the top right corner

Click on the 'Support' option
If you have access to your Ariba Account, Log In and proceed to Page 6 of this Guide.

Select the topic you need help with.

Select Options until the 'Contact Us' button appears at the bottom.
Fill out all the required fields (marked with *)

1. Tell us what you need help with.
   - Subject: Register on SAP Business Network
   - Full description: Account Administrator left the company and we cannot access account.

2. Please review your contact information for correctness:
   - First name: John
   - Last name: Smith
   - Username: [Enter]
   - Company: SAP Arba
   - Email: jsmith@arba.com
   - Phone: +1 800-777-7777 United States
   - Confirm phone: +1 800-777-7777
   - Arba Network ID: [Enter]
Choose this contact method for the fastest resolution of your issue:

- **Phone**
  
  A support engineer will respond to your case by phone.

  Estimated wait time in minutes: 22

  Do not record my phone call.

**Select Contact Method**

Other methods you may choose:

- **Email**
  
  A support engineer will respond to your case by email.
Contacting Ariba Support if you can sign into your Ariba Supplier account

1. Click on the ‘?’ in the top right corner
2. Click on the 'Support' option
Fill out all the required fields (marked with *)
Choose this contact method for the fastest resolution of your issue:

- **Phone**
  - A support engineer will respond to your case by phone.
  - Estimated wait time in minutes: [enter value]
  - [ ] Do not record my phone call.

**Other methods you may choose:**

- **Live chat**: closed
  - You will chat with the same product expert that would normally work your case, soon after you click "Submit."
  - Note: Pop-ups need to be enabled in your browser.

Select Contact Method