Purpose

Use this process to contact Ariba Techincal Support.

Helpful Hints

- If you don't have an Ariba userid, you can use this method to request assistance from Ariba **without** logging in.
- If you have a userid associated to an Ariba Light Account, you can use this same method **AFTER** you log in.   You will only have the option to submit your help request by email.
- If you have a userid associated to a Full Ariba Account, you can use this same method **AFTER** you log in. You will have the option to request a callback, live chat, or request an email response.

Examples of Why You Would Contact Ariba Techincal Support

- The Administrator of your Ariba Account has left the company and you require a change of ownership of the account.
- You have tried to reset your password/userid and the email is not arriving in your inbox.
- You have read the supplied documentation on the Ariba Help/Support area and still cannot resolve the issue.
- You are attempting to setup your account and are encountering issues.

Example of Why You Would Contact Ontario Power Generation Directly

- You need to know the status of an invoice and cannot find it in Ariba or through the OPG Accounts Payable website. (accountspayable@opg.com)
- You don't understand or agree with the content of a Purchase Order or Request for Proposal. (contact the Buyer listed on the PO or the RFP)
- Your company has added a user to Sourcing (for RFQ's, and RFP's) but they have not yet been approved by OPG (ariba@opg.com)
- You require to update your banking information (accountspayable@opg.com)

Procedure

1. Start the transaction using the menu path or transaction code.

Google - Internet Explorer
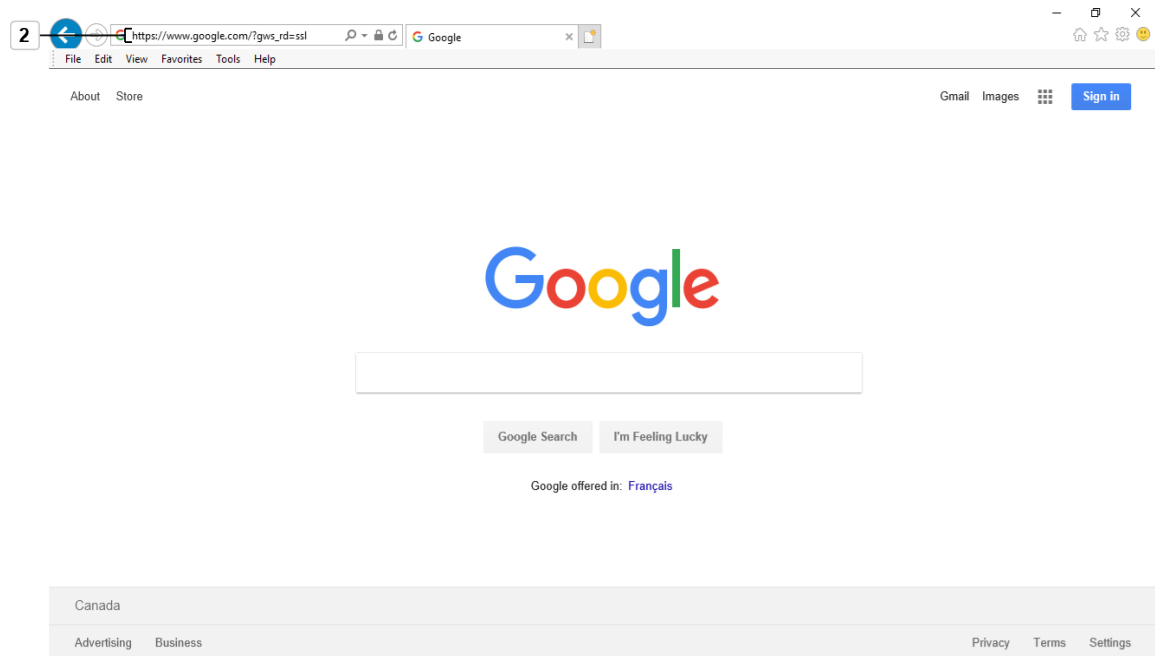
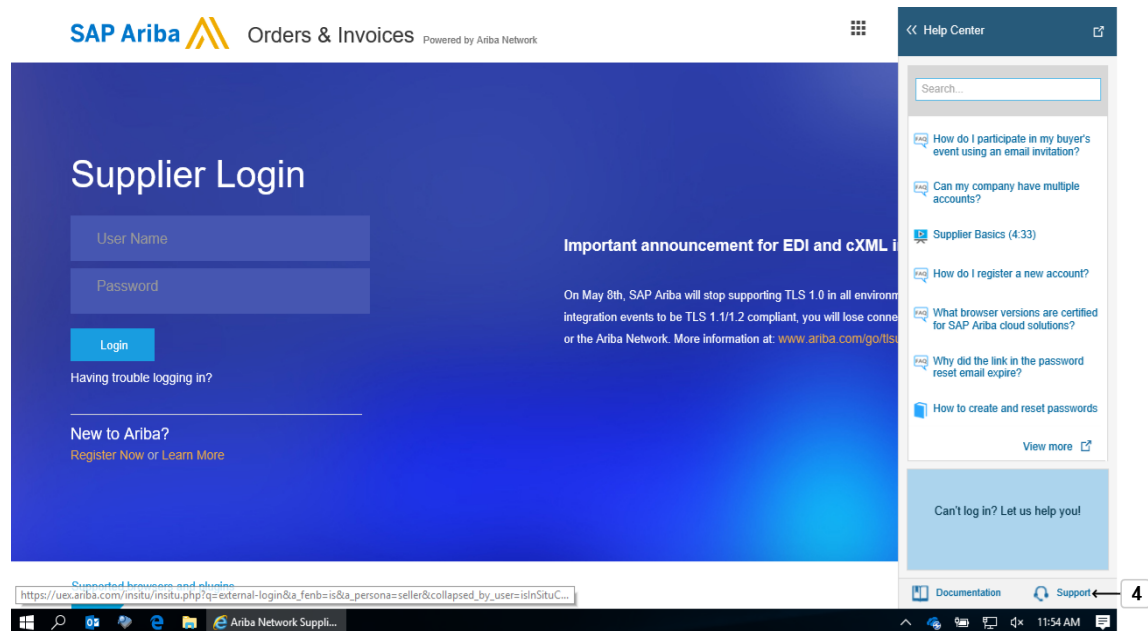**2.** As required, complete/review the following fields:

Field	R/O/C	Description
Go to website: supplier.ariba.com	Required	**Example:** supplier.ariba.com

Ariba Network Supplier
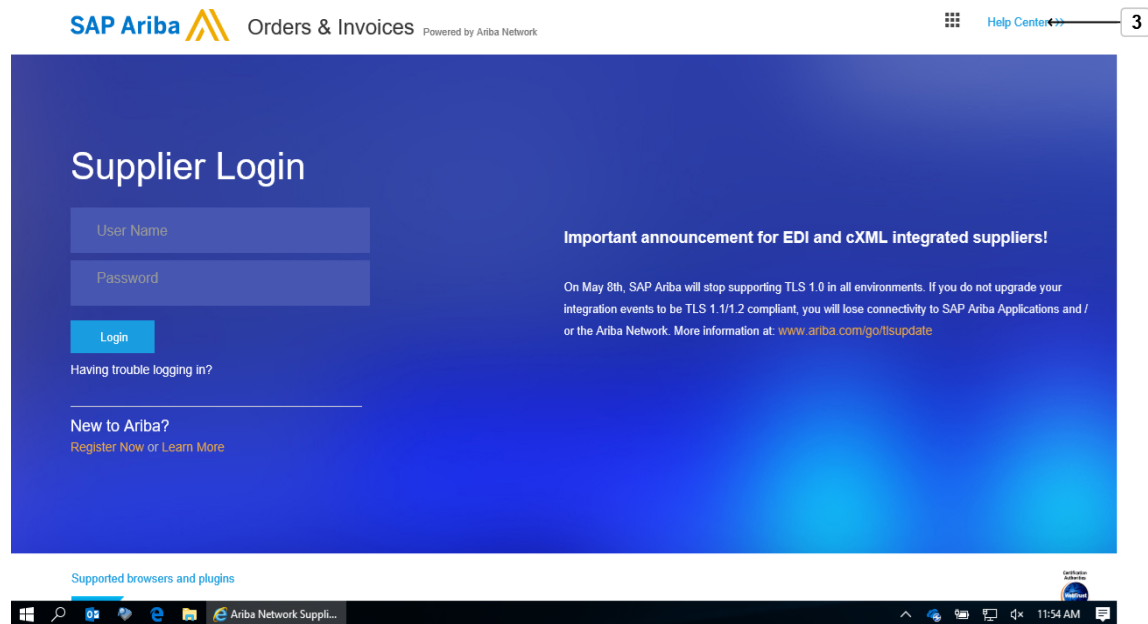
3. Click Help Center link Help Center.

Ariba Network Supplier

4. Click Support link Support.

Support Center - Help & Support

5.   As required, complete/review the following fields:

Field	R/O/C	Description
I need help with	Required	**Example:** phone

Support Center - Help & Support

6.   Click Start button   **Start** .

Help & Support

7.   As required, complete/review the following fields:

Field	R/O/C	Description
	Required	**Example:** Get help by phone

Contact Ariba Customer Support

SAP Ariba Phone Support

Provide the following information, and the next available specialist will call you.

Problem Description

Short Description: * phone | 8

Contact Information

First Name: *

Last Name: *
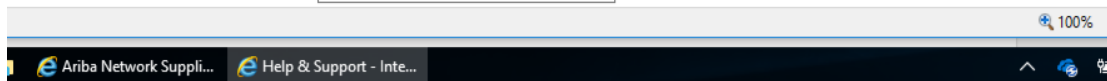
Company: *

Email: *

Phone: Country: * Please Select

Country Code: ### Area Code: Number: * Extension:

Confirm Number: *

* ☐ My phone number is correct.

☐ Do not record this phone call.

Ariba Network ID:

🔍 100%

Ariba Network Suppli...   Help & Support - Inte...

8. As required, complete/review the following fields:

Field	R/O/C	Description
Short Description:	Required	**Example:** New Adminstrator Required for our account

Contact Ariba Customer Support

9. As required, complete/review the following fields:

Field	R/O/C	Description
Ariba Network ID: is not a mandatory field, but would be helpful for support if you have it.	Optional	**Example:**

Contact Ariba Customer Support

10. Click I agree check box ☐ I agree.

Contact Ariba Customer Support

11. Click Submit .