

## Purpose

Use this process to contact Ariba Technical 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 Technical 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.

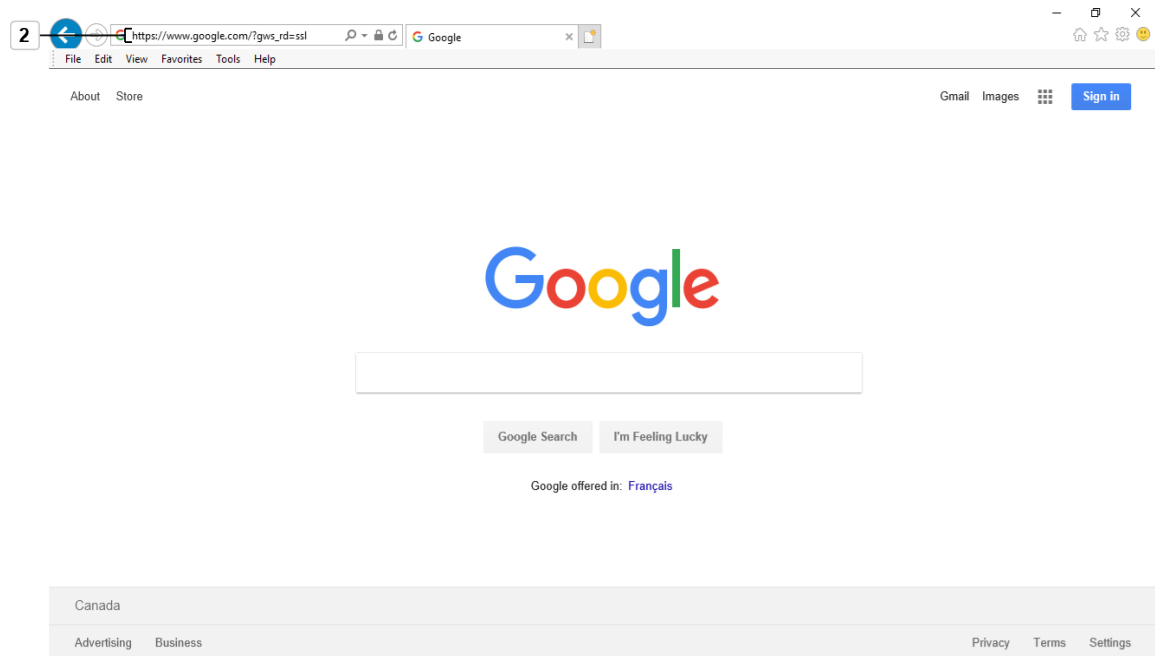
### Example of Why You Would Contact Ontario Power Generation Directly

- 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](mailto: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](mailto:ariba@opg.com))
- You require to update your banking information ([accountspayable@opg.com](mailto:accountspayable@opg.com))

## Procedure

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

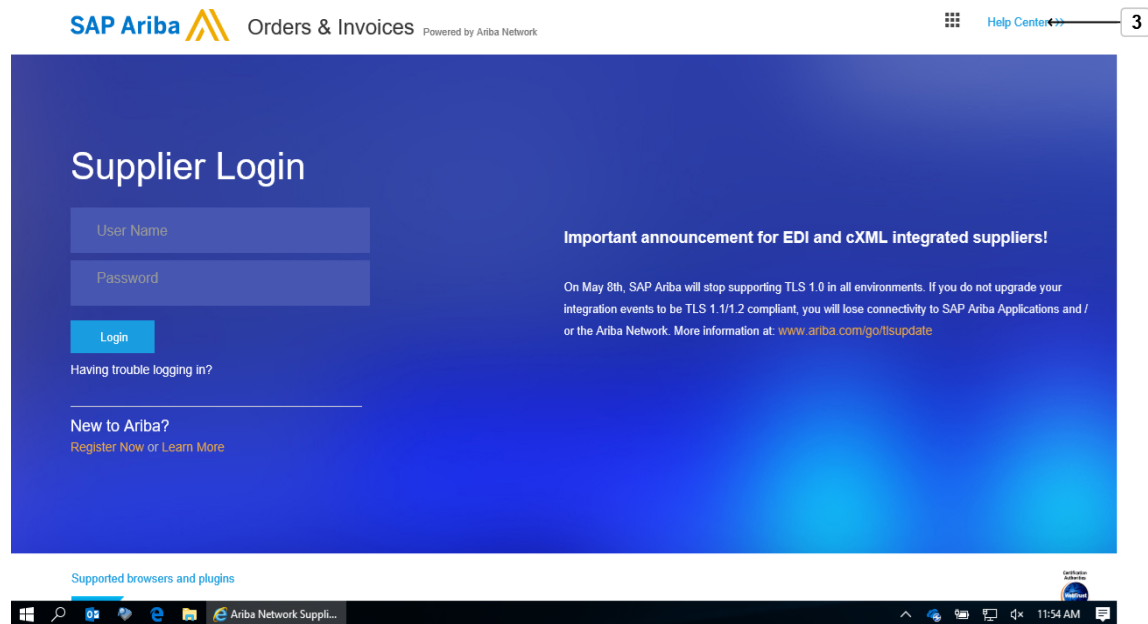
### Google - Internet Explorer



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

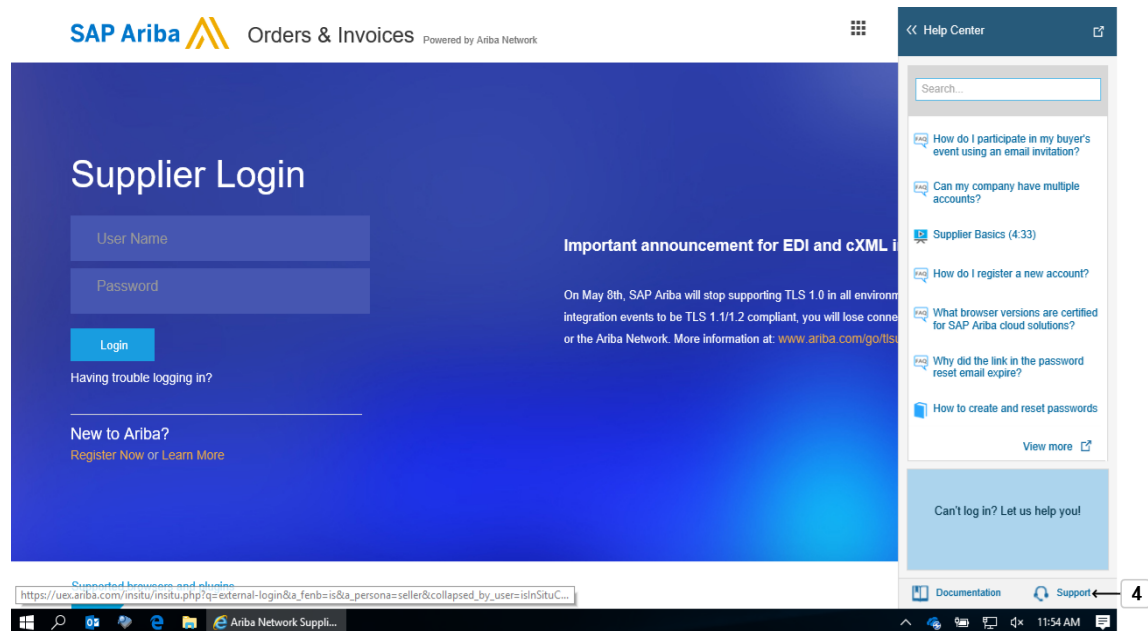
Field	R/O/C	Description
Go to website: supplier.ariba.com	Required	<b>Example:</b> supplier.ariba.com

## Ariba Network Supplier



3. Click Help Center link [Help Center](#).

## Ariba Network Supplier



4. Click Support link [Support](#).

## Support Center - Help & Support

Ariba Exchange User Community

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Support Center

5

I need help with

Start

Examples:

- Account Reassignment
- Login/Password Reset
- Becoming a user
- Registration

Common Troubleshooting Tags

Invoice history

View invoice

Customer relationships

Browser configuration

Spotlight

Light accounts

Search purchase orders

Invoice rejection messages

Invoice status

Contact account administrator

View home dashboard

Registration

Search invoices

Supply chain

Supplier account login

trust.ariba.com

Information and latest notifications about product issues and planned downtime.

[Check status](#)

100%

Ariba Network Suppli...

Support Center - Hel...

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

Field	R/O/C	Description
I need help with	Required	<b>Example:</b> phone

## Support Center - Help & Support

Ariba Exchange User Community

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### Support Center

I need help with  [Start](#)

Examples:  
Account Reassignment  
Login/Password Reset  
Becoming a user  
Registration

#### Common Troubleshooting Tags

- Invoice history
- View invoice
- Customer relationships
- Browser configuration
- Spotlight
- Light accounts
- Search purchase orders
- Invoice rejection messages
- Invoice status
- Contact account administrator
- View home dashboard
- Registration
- Search invoices
- Supply chain
- Supplier account login

[trust.ariba.com](#)  
Information and latest notifications about product issues and planned downtime.  
[Check status](#)

[https://uex.ariba.com/auc/support-center?a\\_fenb=is&collapsed\\_by\\_user=isInSituCollapsed%3Afalse%7CwindowWidth%3A0%7CwindowHeight%3A0&appl](https://uex.ariba.com/auc/support-center?a_fenb=is&collapsed_by_user=isInSituCollapsed%3Afalse%7CwindowWidth%3A0%7CwindowHeight%3A0&appl) 100%

Ariba Network Suppli... Support Center - Hel...

6.

Click Start button



## Help & Support

Even the board game Monopoly is going digital! How about you?

How to create and reset passwords

SAP Ariba Supplier mobile app user guide [PDF]

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

Choose your communication preference:

[Get help by email](#)

**7** [Get help by phone](#) Estimated wait in minutes: 1

[Attend a live webinar](#)

Invoice rejection messages

Invoice status

Contact account administrator

View home dashboard

Registration

Search invoices

Supply chain

Supplier account login

trust.ariba.com

Information and latest notifications about product issues and planned downtime.

[Check status](#)

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

Field	R/O/C	Description
	Required	<b>Example:</b> 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: \*  8

#### Contact Information

First Name: \*

Last Name: \*

Company: \*

Email: \*

Phone: Country: \*

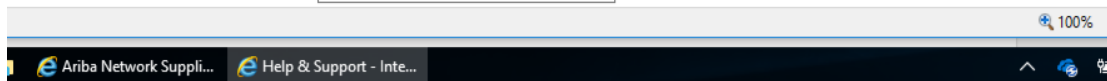
Country Code:  Area Code:  Number: \*  Extension:

Confirm Number: \*

\* ☐ My phone number is correct.

☐ Do not record this phone call.

Ariba Network ID:



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

Field	R/O/C	Description
Short Description:	Required	<b>Example:</b> New Administrator Required for our account

## Contact Ariba Customer Support

<https://uex.ariba.com/au/support-center/email-webform?channel=callme>

Contact Information

First Name: \*

Last Name: \*

Company: \*

Email: \*

Phone: Country: \* 
Country Code:  Area Code:  Number: \*  Extension:

Confirm Number: \*

\* ☐ My phone number is correct.

☐ Do not record this phone call.

9 Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

\* ☐ I agree

\* Required Fields

Submit Cancel

### 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

<https://uex.ariba.com/auc/support-center/email-webform?channel=callme>

Contact Information

First Name: \*

Last Name: \*

Company: \*

Email: \*

Phone: Country: \* 
Country Code:  Area Code:  Number: \*  Extension:

Confirm Number: \*

\* ☐ My phone number is correct.

☐ Do not record this phone call.

Ariba Network ID:

You expressly agree and understand that your data entered into this system will be transferred to Ariba, Inc. and the Ariba hosted computer systems (currently located primarily in the U.S.), in accordance with the [Ariba Privacy Statement](#) and applicable law.

10 ☐ I agree

\* Required Fields

Submit Cancel

- Click I agree check box ☐ I agree.

## Contact Ariba Customer Support

<https://uex.ariba.com/auc/support-center/email-webform?channel=callme>

Contact Information

First Name: \*

Last Name: \*

Company: \*

Email: \*

Phone: Country: \* 
Country Code:  Area Code:  Number: \*  Extension:

Confirm Number: \*

\* ☐ My phone number is correct.

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\* ☐ I agree

\* Required Fields

Submit Cancel 11

11. Click Submit

Submit