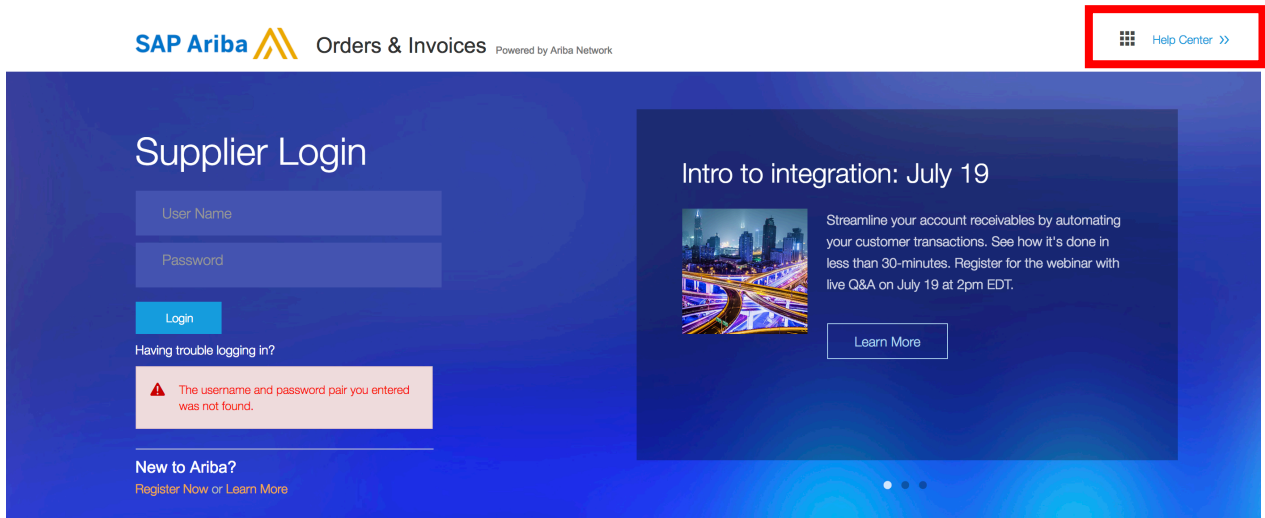


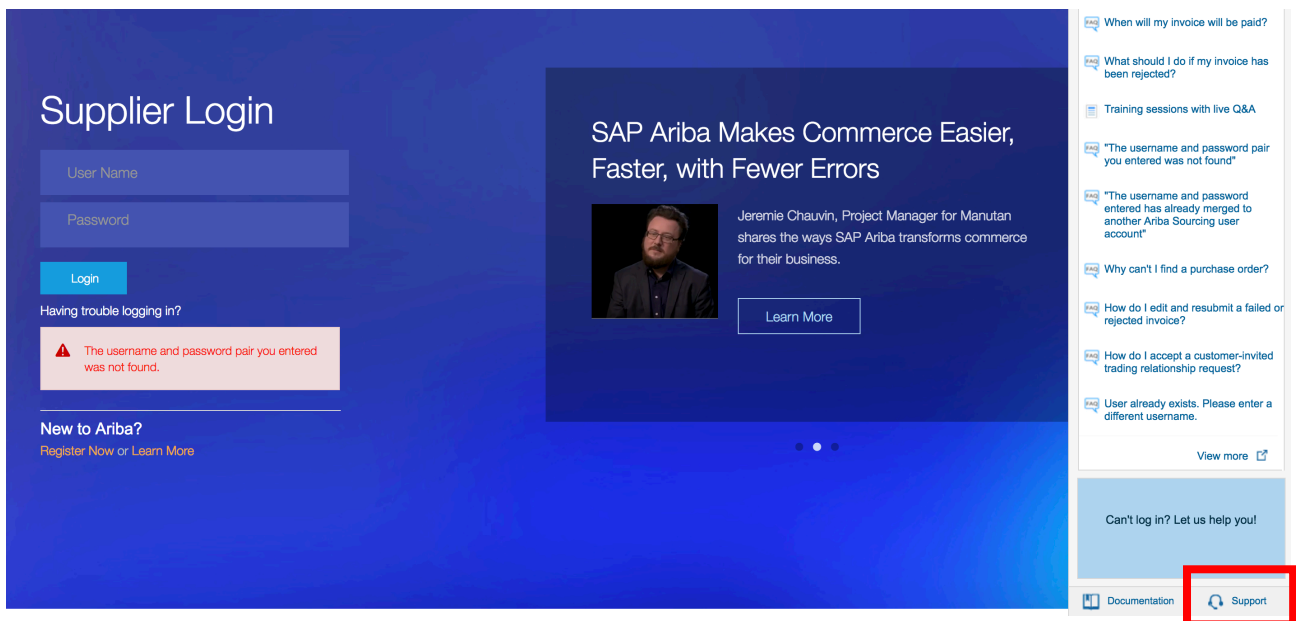
LOGIN PROBLEM

In order to get in contact with SAP Ariba Support team please follow the below instructions

1. Click on “Help Center” in the top-right of the error page:



2. Then click on “Support”:



3. Type "Login" in the text box and click on "Start":

Ariba Exchange User Community

Search...


Support Center

I need help with

Examples:

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

4. Answer "NO" to all questions and select "Get Help by Phone":

 **Contact SAP Ariba Customer Support**


Did you receive the error "The username and password pair you entered was not found."?


Did you receive the error "Your account is locked? Try again later..."?


Do you need to access your company's Ariba Network account?

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

Choose your communication preference:








5. Please fill in all required information to be contacted by Support team and click on “Submit”:

SAP Ariba Phone Support

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

Problem Description

Short Description: *

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.

* ☐ I agree

* Required Fields

Submit

Cancel

