

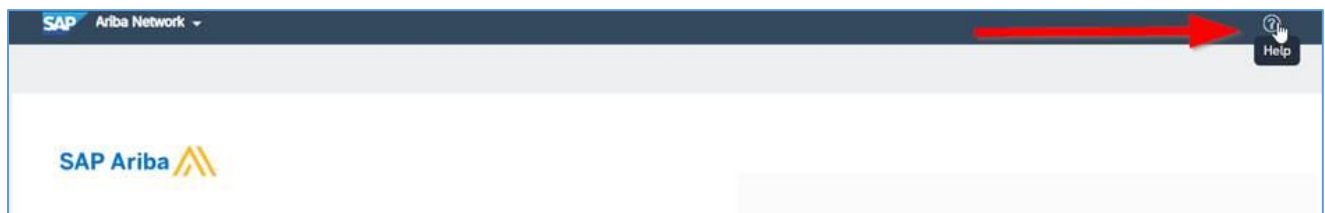
Getting Help from Ariba Customer Support

Do you need assistance with the Ariba Network or have questions about your account?

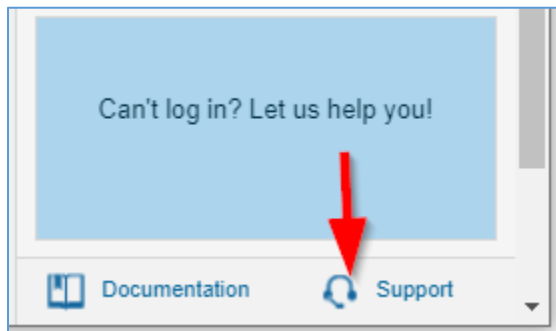
Please contact Ariba Customer Support through their Help Center.

Here is how to receive assistance from SAP Ariba's customer support directly via phone:

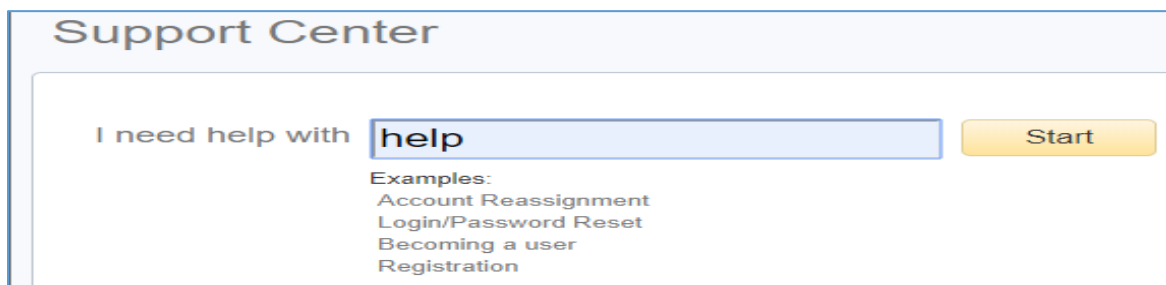
1. Go to <http://supplier.ariba.com>
2. In the upper right hand corner of your screen, click on the "?" (Question mark icon for Help in order to show the Search panel).




3. Next, select the "Support" icon with a headset at the bottom of the Search panel that opened



4. A new screen will pop up for the Support Center with an "I need help with" field box. Type "Help" in the box and click the Start button.



5. It should bring up a prompt to have Ariba contact you by phone. You may need to answer additional questions with “No” until you get a screen with the option to get help by phone.



Contact SAP Ariba Customer Support

Your responses to these questions will help us provide you an answer or direct you to the appropriate support channels.

Are you having trouble logging into an existing account?

Yes No


Do you need help registering an account?


Yes No

6. Select your communication preference, and follow the prompts to receive help from an Ariba customer service representative.

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

Choose your communication preference:

 **Get help by phone** Estimated wait in minutes: 2

 **Attend a live webinar**