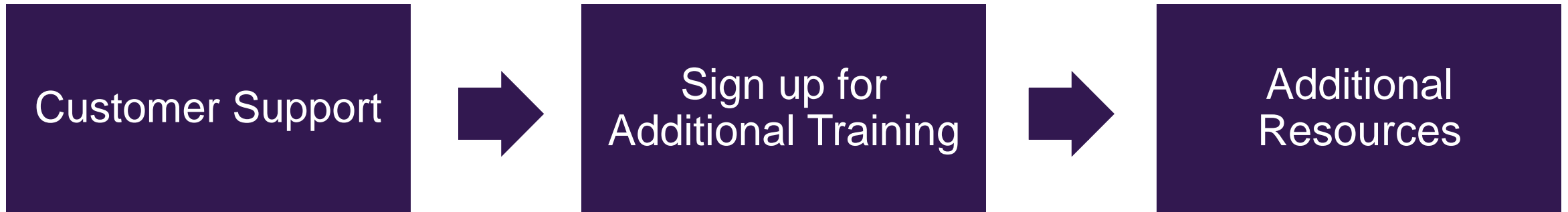


Ariba Network Help Resources

January 2021

Ariba Network Help Resources

Customer Support

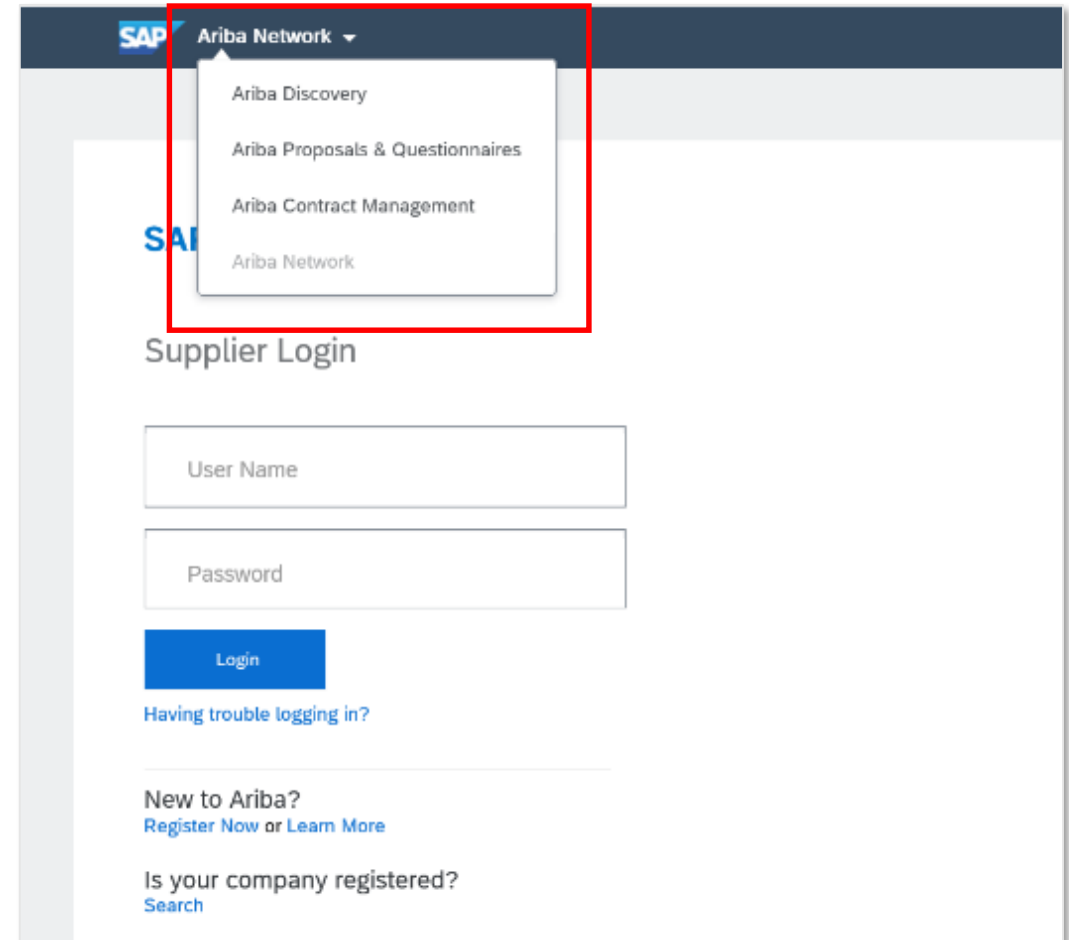


Customer Support

Supplier Support Post Go-Live

Global Customer Support

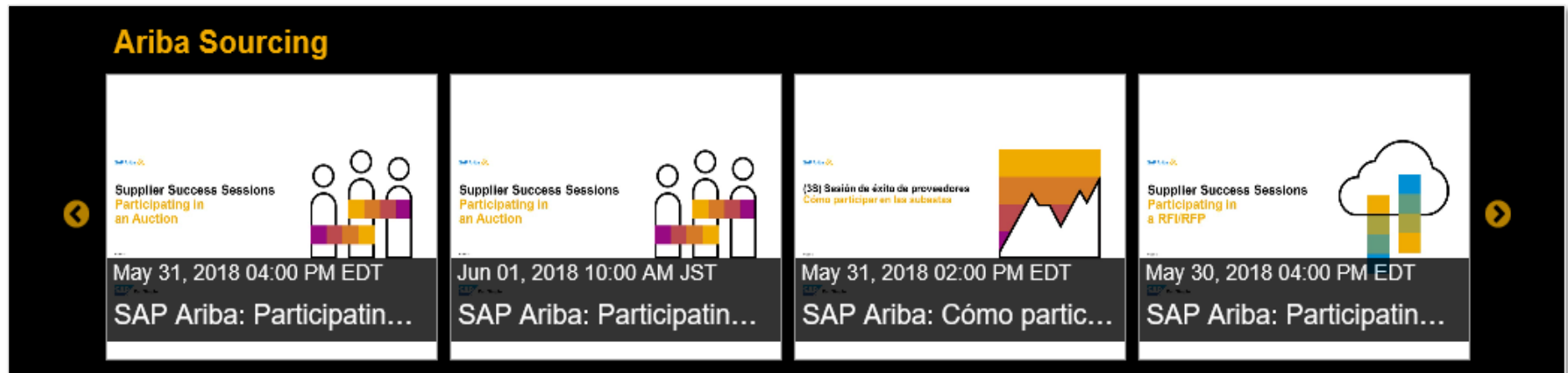
Use the Help Center directly from your Ariba Network Account (on the top right on the supplier account). Depending on the issue, make sure you are either logged into the Sourcing (*Proposals and Questionnaires*) or the Ariba Network module.



Sign Up for Additional Training from Ariba Support

Sourcing Webinars

Suppliers can participate in additional training provided by Ariba Customer Support including a wide range of topics from Source to Settle:



The image shows a horizontal carousel titled "Ariba Sourcing" with four webinar cards. Each card includes the Ariba logo, a title, a date and time, and a partial title. The first two cards feature an icon of three people, the third features a line graph, and the fourth features a cloud and bar chart icon. Navigation arrows are visible on the left and right sides of the carousel.

Webinar Title	Date and Time	Partial Title
Supplier Success Sessions Participating in an Auction	May 31, 2018 04:00 PM EDT	SAP Ariba: Participatin...
Supplier Success Sessions Participating in an Auction	Jun 01, 2018 10:00 AM JST	SAP Ariba: Participatin...
(SS) Sesión de éxito de proveedores Cómo participar en las subastas	May 31, 2018 02:00 PM EDT	SAP Ariba: Cómo partic...
Supplier Success Sessions Participating in a RFIRFP	May 30, 2018 04:00 PM EDT	SAP Ariba: Participatin...

Additional Resources

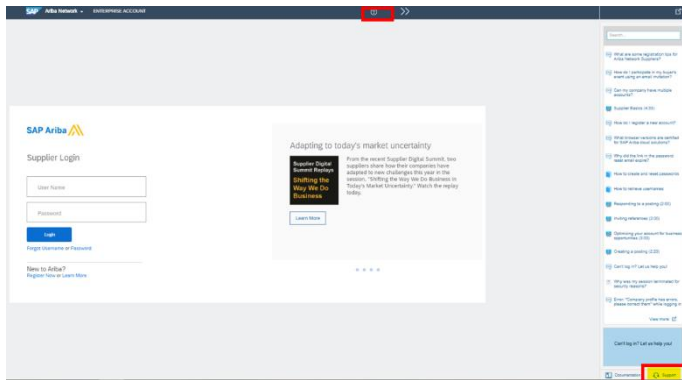
Useful Links

- Ariba Network Hot Issues and FAQs - <https://connect.ariba.com/anfaq.htm>
- Ariba Cloud Statistics – <http://trust.ariba.com>
Detailed information and latest notifications about product issues and planned downtime - if any - during a given day
- Ariba Discovery - <http://www.ariba.com/solutions/discovery-for-suppliers.cfm>
- Ariba Network Notifications - <http://netstat.ariba.com>
Information about downtime, new releases and new features

How can I request phone support from the Ariba Support team?

In order to request phone support from Ariba Support Team in terms of access and administration of your existing Ariba accounts, please follow the below steps:

1. Go to <https://service.ariba.com>
2. Open the support section on the right side.



3. Just enter any phrase in the search box.
4. Once the system will ask additional questions please just mark them all as "No".

5. In the next step the system will suggest to either *Get help by phone* or to *attend a live webinar*, please click on the first option.

6. Then the following form will appear:

Once you submit the form, it will be sent to the Ariba Support Team directly and you will receive an e-mail confirmation that the request has been received.

You will then be contacted by the support team either by phone or by e-mail.

Code of Conduct (CoC) and forgotten username or password

I can't find Code of Conduct (CoC) document to sign

Please go to the [Siemens Gamesa website for suppliers](#) and scroll down. Answer "No" to the question number 12 in the questionnaire and then the CoC document should appear.

I can't upload Code of Conduct (CoC) into the questionnaire.

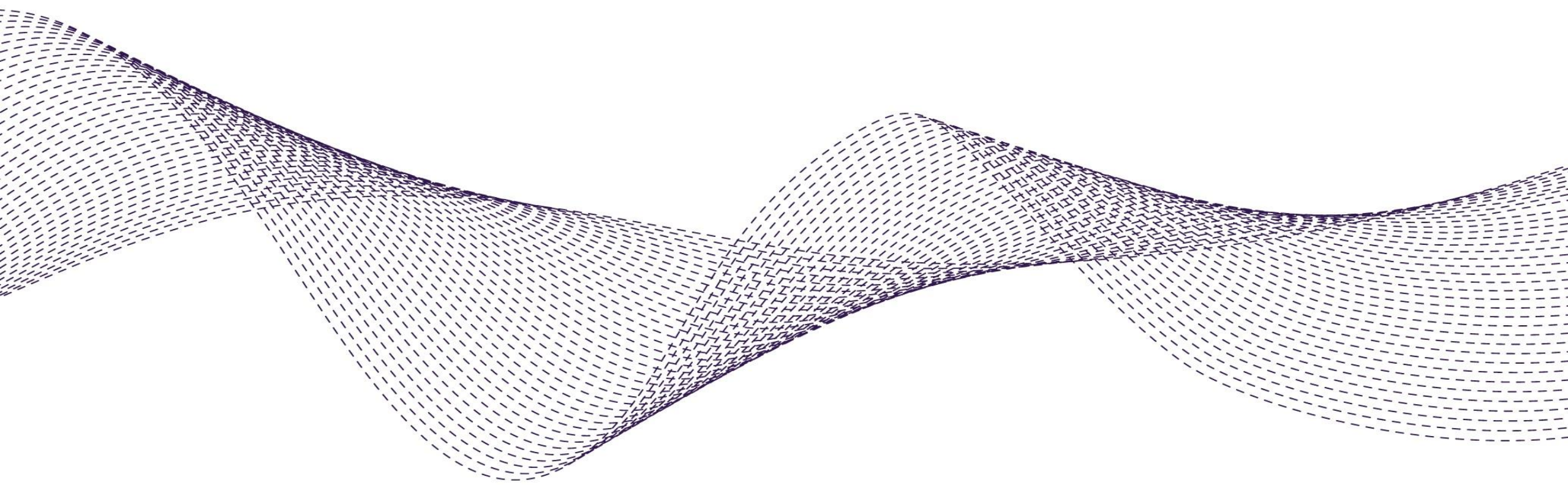
If you cannot upload the Code of Conduct (CoC) to the questionnaire, please send it to ariba.support@siemensgamesa.com.

I forgot my username and/ or password, what should I do?

The username is usually your email address that you registered with.

If it does not work, please go to <http://supplier.ariba.com> and click on "Having trouble logging in?" to request your username.

If you need further help, please go to <http://supplier.ariba.com>, click on the question mark and you can request support there (click on the headset icon).



Help and support

In case of questions, please contact ariba.support@siemensgamesa.com.