

**TATA STEEL**



# Tata Supplier Support How to navigate the Ariba Help Centre

October 2021

**Together we make the difference**

# Topics

[How to Log in](#)

[Access the Help Centre](#)

[Getting Support](#)

[The FAQ database](#)

[Call Back Functionality](#)



# Tata Supplier Support

## Login to Ariba

Go to [supplier.ariba.com](https://supplier.ariba.com) and add your credentials

Having problems logging into your account – reach out to the Ariba Help Centre

If you have forgotten your username or password use the support links below the login button to retrieve them

SAP Ariba Network

SAP Ariba

Supplier Login

User Name

Password

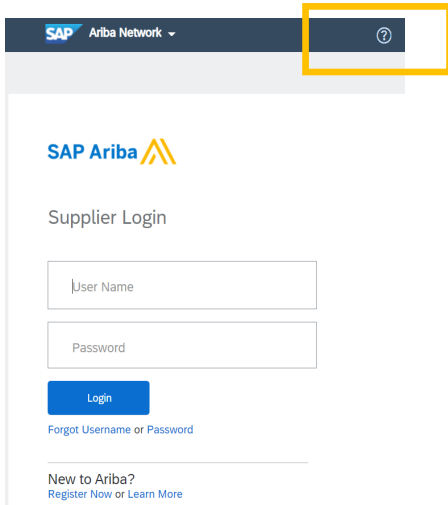
Login

[Forgot Username or Password](#)

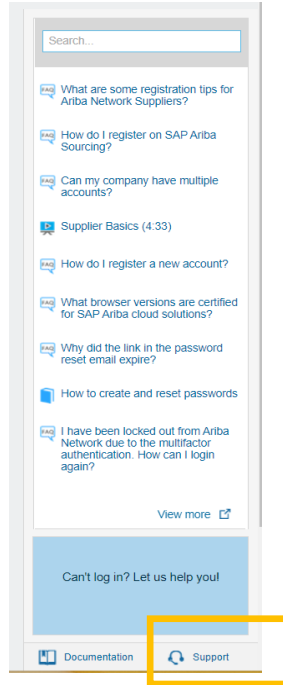
New to Ariba?  
[Register Now](#) or [Learn More](#)

# Tata Supplier Support

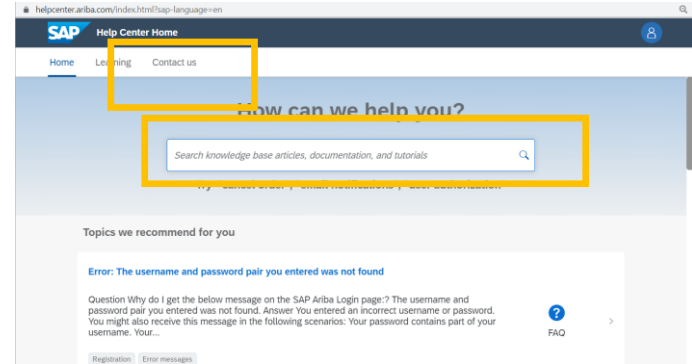
## Navigating the Ariba Help Centre



You can access the Help Centre via the ? In the top right



Click the **support** icon at the bottom



Here you can either search the FAQ database or click the tab **Contact Us**

# Tata Supplier Support

## Navigating the Ariba Help Centre

To request a call back from the help centre.

Once you have clicked on Contact Us

Click the icon relating to your query

Then answer the questions which appear

At one point an additional CONTACT US button will appear, click on this.

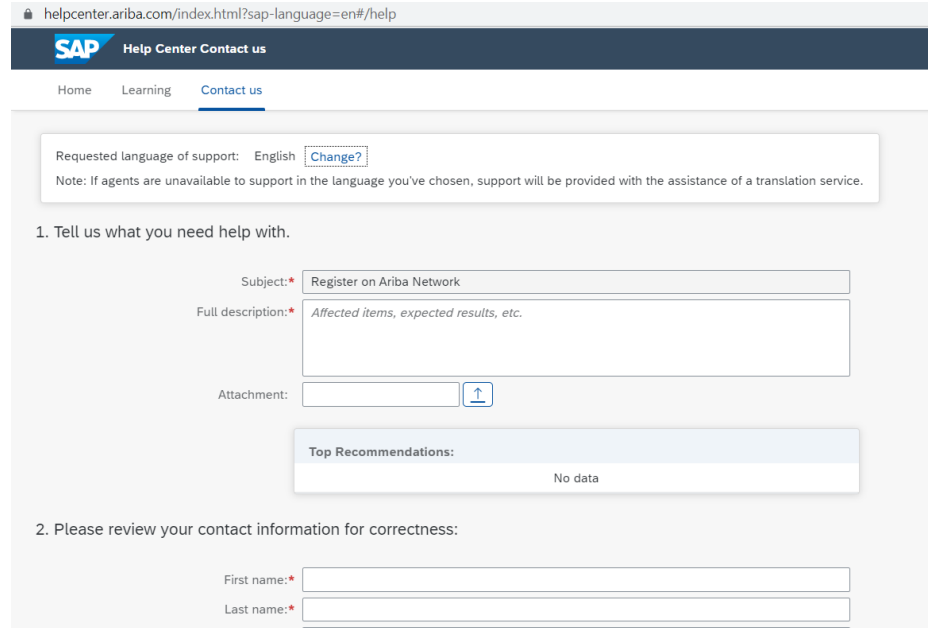
The screenshot shows the SAP Help Center 'Contact us' page. The page has a dark blue header with the SAP logo and 'Help Center Contact us' text. Below the header is a navigation bar with 'Home', 'Learning', and 'Contact us' links. A 'Login' button is in the top right corner. The main content area is divided into sections. Section 2, 'If you're unable to log in, tell us what you need help with.', contains four icons: 'Register on SAP Business Network', 'Reset my password', 'Forgot username', and 'Unsubscribe'. The 'Register on SAP Business Network' icon is highlighted with a yellow box. Section 3, 'Choose from the options below to continue.', has a sub-section 'What do you need help with?' with buttons for 'Register a new account', 'Registration error', 'Login', 'Find out if my company has an account', and 'Something else'. The 'Registration error' button is highlighted with a yellow box. Below this is 'Which of the following errors are you experiencing?' with buttons for 'User already exists. Please enter a different username.', 'DUNS number already exists', 'The username and password entered has already merged to another Ariba Sourcing user account', 'You must enter the username and password associated with your account', 'Ariba Network error (AERR)', and 'Something else'. The 'Something else' button is highlighted with a yellow box. The next section is 'What are you using SAP Business Network for?' with buttons for 'Transacting documents (purchase orders, invoices, etc.)', 'Participating in Sourcing events (RFPs, auctions, bids, etc.)', 'Searching for new business opportunities', and 'Freight collaboration (tendering, subcontracting, settlement, milestone reporting, etc.)'. The 'Searching for new business opportunities' button is highlighted with a yellow box. At the bottom of the page, there is a search bar with the text 'Can't find what you're looking for?' and a 'Contact us' button highlighted with a yellow box.

# Tata Supplier Support

## Navigating the Ariba Help Centre

This will bring you to the call back form.

Fill in your details and select the option to be called by the help centre




The screenshot shows the SAP Ariba Help Center contact form. The URL in the browser is helpcenter.ariba.com/index.html?sap-language=en#/help. The page has a dark blue header with the SAP logo and 'Help Center Contact us'. Below the header are navigation links for Home, Learning, and Contact us. A language selection box shows 'Requested language of support: English' with a 'Change?' button. A note states: 'Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.'

1. Tell us what you need help with.

Subject:\* Register on Ariba Network

Full description:\* Affected items, expected results, etc.

Attachment:  

**Top Recommendations:**

No data
---------

2. Please review your contact information for correctness:

First name:\*

Last name:\*

**Do you have any questions?**

**Tata Steel**

Procurement

[www.tatasteeleurope.com](http://www.tatasteeleurope.com)