



CONFIDENTIAL
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Managing your user account

Ariba Contract Management

Ariba Sourcing

Ariba Discovery

Ariba Network

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User account information

The **User Information** page includes information about your company's SAP Ariba account administrator or account user as well as settings for your preferred time zone and default currency.

Buying organizations can see your account administrator's name, phone number, and email address in your company's seller profile.

Buyers can also view your account administrator's full address in the `supplier_profile_detailed.csv` file.

You can hide the information you specify in this area from organizations other than those you have a trading relationship with or any that you have explicitly initiated or responded to with an intent to do business.

All other user account information remains hidden from buyers.

How to update your user account information

Keep your user account information up to date.

Procedure

1. Click your name at the top of the dashboard.
The user profile menu appears.
2. Click **My Account** to display the **User Information** page.
3. Update values in the **Account Information** section as necessary, noting the following constraints and guidelines:
 - **Username** is a value you enter when you log in to SAP Ariba. Usernames may be in the format of an email address (name@domain.com); however, SAP Ariba does not send messages to the address. Usernames are not case-sensitive and can contain any English character, but cannot contain any spaces or punctuation except the @ sign and period required by the name@domain.com format.
 - **Email Address** is where SAP Ariba sends user level account notifications. By default, SAP Ariba sends all notifications to the account administrator.
In addition, the account administrator's and SAP Ariba Sourcing users email addresses are part of the seller account profile, which is visible to your customers or to all buying organizations, depending on your account setting.
If you change your email address, SAP Ariba sends an email to the newly updated email address requesting you to confirm the email address. You must use the link in the email to activate and log in to the account.

i Note

Your account administrator serves as the primary point of contact if you need help updating your user information, or if you have any other questions or problems. To view your account administrator's contact details, click ► **Help** ► **Contact Administrator** ►.

4. To change your password, click **Change Password**. For more information, see [Changing your Password \[page 5\]](#).
5. Update values in the **Preferences** section as necessary, noting the following constraints and guidelines:
 - **Preferred Language** is the language used when SAP Ariba sends you configurable notifications. This is different from your web browser's language setting, which controls the user interface and actions you initiate there. If you are the account administrator, then the preferred language setting also controls the section headings and field labels on purchase orders routed through email or fax.
 - **Preferred Timezone** controls how SAP Ariba displays date and time on purchase orders routed by fax or email. Date and time stamps are displayed as GMT (Greenwich Mean Time) +/- . Ariba Network uses this setting for documents sent by your administrator and user accounts, such as invoices. In addition, Ariba Network uses the time zone for dates and times entered by users. For more information on GMT, see <http://www.timezoneconverter.com> .
 - **Default Currency** is the currency that SAP Ariba uses for entered and displayed monetary amounts in all areas of your account except your account service subscription area (**Company Settings** > **Service Subscriptions**).

i Note

The currency that Ariba Network uses in the service subscription area of your account is controlled by your organization's location, which you specify in your Company Profile.

- **Preferred Decimal Separator** and **Preferred Digit Grouping Separator** These are available to users whose address is in Peru only. Allows you to set default decimal and digit group separators. These fields only accept the dot (.) and comma (,) characters. Separator preferences are also reflected in all fields that use separators in Ariba Network reports. Preferences set at the individual user level override those set at the organization level.
 - **Allow Me to Save Filter Preferences in the Inbox/Outbox** controls whether you can save one set of search filter preferences for each document type.
6. Update values in the **Contact Information** section as necessary.
 7. Click **Hide my personal contact information** in the **Contact Information Preferences** section, if you want to hide your personal contact information from organizations other than those you have a trading relationship with or any that you have explicitly initiated or responded to with an intent to do business.
 8. Click **Save**. Your changes take effect at your next login.

Changing your password

The Ariba Network dashboard enables you to use a single username and password to navigate between all SAP Ariba seller-facing solutions and access relevant transaction details for your existing or future trading partners.

Passwords are case-sensitive, must be at least eight characters long, and can include only alphabetic letters (without accents), numbers, and common symbols. For increased security, you should include at least one numeral between the first and last characters and at least one common symbol.

You can update all your user account information, including changing your password, from the user profile menu. To change your password, you must enter your current password as well as the new one, and then confirm the new password.

Assistance resetting your password

The account administrator serves as the primary point of contact if you need help resetting your password, or if you have any other questions or problems. See [Contacting your account administrator \[page 19\]](#).

In this section:

[How to change your password \[page 5\]](#)

[How to retrieve a forgotten password \[page 6\]](#)

How to change your password

As a security precaution you should periodically change your password. Passwords for Administrators and users with PCard access who are not PCard owners expire every 90 days.

Context

! Limitations

Current Password / New Password is a case-sensitive value you enter when you log in to SAP Ariba.

The number of asterisks that appear on screen after you have typed in your password might differ from the number of characters in your password. This does not indicate a typing error. The difference results from password encryption and occurs randomly.

Procedure

1. Click your name at the top of the dashboard.
The user profile menu appears
2. Click **My Account** to display the **User Information** page.
3. Click **Change Password**.
4. Enter your current and new passwords, noting the following constraints and guidelines:
5. Click **Save Password**.
6. Click **Save**.

Results

Your password is updated. The change takes effect at your next login.

How to retrieve a forgotten password

If you forget your password, you can request a password reset.

Context

SAP Ariba recommends that you store your username and password in a safe place. If you forget your password, you can click **Having trouble logging in?** on the SAP Ariba login page. Enter the username associated with your SAP Ariba account. SAP Ariba sends an email to the address you entered with further instructions on how to reset your password.

Procedure

1. On the Login page, click **Having trouble logging in?**
2. Choose **I forgot my password**.
3. Click **Continue**.
4. Enter your username or email address in the **Username or Email Address** field and click **Submit**.

SAP Ariba sends an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Ariba account.

5. Click the link in the Password Reset notification.

i Note

Password reset links expire after 24 hours.

Ariba displays the **Password Reset** page.

6. Enter and confirm your new password.
7. Click **Submit**.

SAP Ariba displays a confirmation page, indicating that your password has been updated.

Results

Your password is changed. The change takes effect at your next login.

Setting business roles

About Business Roles

Your **Business Role** determines the default action tiles displayed on the Ariba Network dashboard. New Ariba Network users are asked to select a **Business Role** during account creation. Existing Ariba Network users who have not yet selected a business role will be prompted to select one the next time they log in. You can select or change your **Business Role** from the **My Account** page at any time. For more information see [Business roles reference \[page 9\]](#).

How to manage the action titles on the Ariba Network dashboard

You can customize the action tiles displayed on the Ariba Network dashboard to suit your specific needs.

Context

Add or remove action tiles from your dashboard. You can configure up to four action tiles to be displayed by default.

Procedure

1. In the **Orders, Invoices, and Payments** table, click **More**.
2. Click **Manage Default Tiles**.
The **Manage Action Tiles on the Home Dashboard** page appears.

i Note

The **Manage Action Tiles on the Home Dashboard** page displays action tiles in two sections: **Available Tiles** and **Selected Tiles**. The **Selected Tiles** section contains up to four tiles. If four tiles are already displayed in the **Selected Tiles** section, you must first remove an action tile before you can select a new one.

3. Select and remove action tiles as desired. You can also drag and drop your selected tiles to reorganize the order in which they are displayed on the dashboard.
4. Click **Done** to save your changes.

Business roles reference

Business Role	Description	Default Action Tiles
Accounts Receivables	An Accounts Receivables role represents a user focused on money owed to the company.	Orders to Invoice, Orders that Need Attention, Pending Invoices, Rejected Invoices
Business Owner	A Business Owner role represents a user focused on monitoring daily business on the Ariba Network	New Orders, Orders that Need Attention, Rejected Invoices, Payments Received
Customer Service	A Customer Service role represents a user focused on monitoring daily business on the Ariba Network.	New Orders, Orders to Confirm, Orders that Need Attention, Collaboration Requests
E-Commerce	An E-Commerce role represents a user focused on monitoring the IT infrastructure.	New Orders, Orders to Confirm, Orders to Ship, Orders that Need Attention
Field Services	A Field Services role represents a user focused on monitoring daily business on the Ariba Network.	Orders to Invoice, Orders that Need Attention, Orders with Service Lines, Service Entry Sheets
Finance	A Finance role represents a user focused on money owed to the company.	Orders to Invoice, Orders that Need Attention, Pending Invoices, Rejected Invoices
Information Technology	An Information Technology role represents a user focused on monitoring the IT infrastructure.	New Orders, Orders to Invoice, Orders that Need Attention, Rejected Invoices
Marketing	A Marketing role represents a user focused on monitoring daily business on the Ariba Network.	New Orders, Orders to Confirm, Orders that Need Attention, Collaboration Requests
Order Management	An Order Management role represents a user focused on monitoring daily business on the Ariba Network.	New Orders, Orders to Confirm, Orders to Ship, Orders that Need Attention
Sales	A Sales role represents a user focused on monitoring daily business on the Ariba Network.	New Orders, Orders to Confirm, Orders that Need Attention, Collaboration Requests
Service Administrator	A Service Administrator role represents a user focused on monitoring the IT infrastructure.	Orders to Invoice, Orders that Need Attention, Orders with Service Lines, Service Entry Sheets
Shipping	A Shipping role represents a user focused on ensuring ordered items have been shipped.	New Orders, Orders to Confirm, Orders to Ship, Orders that Need Attention
Treasury	A Treasury role represents a user focused on when invoices are going to be paid.	Early Payment Offers, Payments Received, Invoices Pending Payment, Payments that Need Attention
Other	This role represents a user who doesn't fall into the other defined roles. You can customize the name of this role.	New Orders, Orders that Need Attention, Invoices Rejected, Payments Received

Notification preferences

The **Notifications** tab on the **Account Settings** page lets account administrators configure account-level notifications. You can manage notification settings for Ariba Network, SAP Ariba Discovery, SAP Ariba Sourcing, and SAP Ariba Contracts from one location.

Depending on your permissions, you can configure user level, automatic notifications when certain events affect your account. You can use these notifications to monitor catalog access activity and debug problems with your account. The **Tasks** area on the **Home** dashboard displays other notifications.

The SAP Ariba Discovery Daily Digest Notification

SAP Ariba Discovery sends the Daily Digest email notification to you and the sales contacts listed on your account, aggregating new business opportunities that match your business capabilities.

By receiving leads right in your inbox, you can reduce the time spent on lead generation efforts and boost your overall sales and marketing success.

You can disable the Daily Digest on the **Notifications** page.

In this section:

[Notification types \[page 10\]](#)

[How to set notification preferences \[page 17\]](#)

Notification types

Tables listing notification types and the ways that SAP Ariba can notify you.

In several cases, SAP Ariba can send the notification to your **Inbox**. The term Inbox refers to your Ariba Network online Inbox, visible when you log in to your Ariba Network account and click the **Inbox** tab on the **Home** dashboard.

i Note

To update email addresses for notifications related to SAP Ariba subscriptions, click **Company Settings** at the top of the page, and choose **Service Subscriptions**.

In this section:

[General notifications \[page 11\]](#)

[Network notifications \[page 12\]](#)

[Discovery notifications \[page 15\]](#)

[Sourcing and Contracts notifications \[page 15\]](#)

General notifications

Notification	Event that triggers notification	Method
Customer	A customer sends you a relationship request or confirms your registration on SAP Ariba.	Email only
Trading Relationship Requests	A customer has accepted your trading relationship request.	Email only
Supplier Enablement Activity and Task Reminder	A supplier enablement activity is assigned or a task is overdue.	Email only
i Note This is applicable only for Ariba Supplier Enablement Automation.		
Network Service	No triggering event. Ariba Network notifies customers about planned downtimes or unplanned network service interruptions.	Email only
New Account	A new account matches your email domain.	Email only
i Note If the domain is non-specific, such as aol.com, Ariba Network does not send a notification.		
Certification Expiration Notifications	SAP Ariba sends a notification when company certification information has expired. Examples of company certifications include, Small and Disadvantaged Business, Minority-Owned Business, and Veteran-Owned Business.	Email only
Reminder of non-shipped order items	Order items have not been shipped yet. The buyer specifies the number of days before the delivery date to trigger the reminder.	Email only
Reminder of non-received order items	Order items have not been received yet. The buyer specifies the number of days after the delivery date to trigger the reminder.	Email only

Notification	Event that triggers notification	Method
Other Notifications	SAP Ariba sends other important notifications that do not belong to any of the specified notification categories, to the email address specified here.	i Note SAP Ariba sends all other important notifications to the email address you specify here. You cannot clear the check box to stop receiving these notifications.
Password Reset Notifications	SAP Ariba sends the specified email address an email when users reset their password.	
Subscription Email Notifications	SAP Ariba notifies you when there is a problem processing your payment or when your service subscription nears expiration.	

Network notifications

Electronic Order Routing

Notification	Event that triggers notification	Method
Order	An order is undeliverable or a change order request is updated.	Inbox and email
Time Sheet	A time sheet is undeliverable.	Inbox and email
Order Confirmation Failure	An order confirmation failed to be delivered to the customer.	Email only

Catalog Subscriptions

Notification	Event that triggers notification	Method
Catalog	A customer subscribes to a publicly published catalog or sends status updates on catalogs, including catalog errors.	i Note Only Procurement solution customers can send status updates to suppliers.

Transport

Notification type	Event that triggers notification	Method
Transport Request	A new transport request was received.	Email only
	i Note This notification type is available only for suppliers with a logistics relationship with an SAP Ariba Supply Chain Collaboration customer.	

Logistics Copies

Notification type	Event that triggers notification	Method
Copy Transport Request	A new transport request related to your shipment was sent from the buyer to the logistics provider.	Email only
	i Note This notification type is available only for SAP Ariba Supply Chain Collaboration suppliers.	
Copy Transport Confirmation	A new transport confirmation related to your shipment was sent from the logistics provider to the buyer.	Email only
	i Note This notification type is available only for SAP Ariba Supply Chain Collaboration suppliers.	

Service Sheets

Notification	Event that triggers notification	Method
Service Sheet Failure	A service sheet was undeliverable, failed, or was rejected by your customer's ERP system.	Inbox and email
Service Sheet Status	A service sheet's status has changed. This notification does not apply to service sheets that were rejected in your customer's ERP system; those events trigger a Service Sheet Failure notification.	Inbox and email

Electronic Invoice Routing

Notification	Event that triggers notification	Method
Invoice Failure	An invoice is undeliverable.	Inbox and email
Invoice Status Change	An invoice's status has been changed.	Inbox and email

Receipts

Notification	Event that triggers notification	Method
Receipt	A customer sends you a receipt for goods that you have shipped.	Email only

Status Update Request Broadcast

Notification	Event that triggers notification	Method
Status Update Request	A status update request broadcast is received.	Email only

Accelerated Payments

Notification	Event that triggers notification	Method
Early Payment Offers	A customer sends you an early payment request.	Email only
Standing Early Payment Terms Offers	A customer sends you a new standing early payment term.	Email only

Settlement

Notification	Event that triggers notification	Method
Payment Profile	A remittance address or payment profile has changed.	Email only
Payment Remittance	One of the following: <ul style="list-style-type: none">• Payment remittance is undeliverable or its status has been changed.• A payment remittance or payment plan has been received.	Inbox and email

Notification	Event that triggers notification	Method
Payment Remittance Status Updates	One of the following: <ul style="list-style-type: none"> • Payment remittance status changes to Paid. • Payment remittance status changes to Failed. 	Inbox and email.

Discovery notifications

SAP Ariba Discovery sends daily digest email notifications to you and the sales contacts listed in your account, aggregating new business opportunities that match your business capabilities.

If you disable the daily digest notification, you still receive individual notifications for each buyer posting that matches your business capabilities. By receiving leads right in your email inbox, you can reduce the time spent on lead generation efforts and boost your overall sales and marketing success.

Notification	Method
Send a notification when I am invited to a new business opportunity on Ariba Discovery.	Email only
Receive a daily digest of postings that match your capabilities.	Email only
Notify me when a buyer sends me a message	Email only
Notify me when a buyer reads my posting response	Email only
Notify me when a posting I responded to is canceled	Email only
Notify me when a buyer invites me to a posting	Email only
Notify me of changes to postings I have responded to	Email only
Notify me when I am shortlisted	Email only
Notify me when I am awarded	Email only
Notify me when I am not awarded	Email only
Send me a monthly activity report	Email only

Sourcing and Contracts notifications

Notification	Event that triggers notification	Method
Assigned tasks	You have been assigned an approval task.	Email only
A task has been approved	An approval task you own has been approved by any approver.	Email only
A task has been fully approved	An approval task you own has been fully approved.	Email only
A task has been denied	An approval task you own has been denied.	Email only

Notification	Event that triggers notification	Method
A task has been withdrawn	An approval task you own has been withdrawn.	Email only
An approver has been added to a task	An approver is added to a task you own.	Email only
An approver has been removed from a task	An approver has been removed from a task you own.	Email only
Offline email approval in plain text	SAP Ariba sends you offline email approval notifications in plain text format.	Email only
Offline email approval in compact text format	SAP Ariba sends you offline approval notifications in compact text format. Recommended when viewing emails on mobile devices..	Email only
You have been assigned a task	A task has been assigned to you.	Email only
A task has been delegated to you	A task is delegated to you.	Email only
A task is complete	A task that has been assigned to you is complete.	Email only
A task is due soon	A task that has been assigned to you is due soon.	Email only
A task is overdue	A task that has been assigned to you is overdue.	Email only
A task is ready to start	A task that you own is ready to start.	Email only
A phase is ready to start	A phase you own is ready to start.	Email only
You have been assigned a review task	A review task has been assigned to you.	Email only
A task you own has been reviewed	A task you own is reviewed by any reviewer.	Email only
A review task has been fully reviewed	A review task you own is fully reviewed.	Email only
You have been added to a project group	You are added to a project group.	Email only
You have been removed from a project group	You are removed from a project group.	Email only
The project state has changed	The state of a project you belong to has changed.	Email only
A new comment has been added to a project	A comment is added to a project you belong to.	Email only
A project phase is about to begin	A phase in a project you are a part of is about to begin.	Email only
Project mass edit task is complete	A project mass edit task you initiated is complete.	Email only
A contract expires soon	A contract you own expires soon.	Email only
A contract is in the notice period	A contract you own is in the notice period.	Email only

How to set notification preferences

Set notifications preferences to specify the events about which you want to be informed.

Context

The notifications settings you can view and manage depend on your user account permissions. Contact your account administrator if you need additional assistance setting notification preferences. To view your account administrator's contact details, click ► **Help** ► **Contact Administrator** ►.

Procedure

1. At the top of the home dashboard, choose ► **Company Settings** ► **Notifications** ►.
2. Enter up to three email addresses, separated by commas, for each notification type you want to activate. For example:

```
johnc@abccompany,natalies@abccompany,nelss@abccompany
```

i Note

To send one notification type to more than three email addresses, create a distribution list in your email system and enter the name of that distribution list in the appropriate field on the **Notifications** page.

3. Select the check box for each notification type you want to activate.
If you want SAP Ariba to stop sending a notification type, click to clear the check box. SAP Ariba retains your email addresses for your convenience, but does not send notifications.
For more information about notification types, see [Notification Types \[page 10\]](#).

How to link user accounts

If you have multiple user accounts, you can link your multiple seller IDs together.

Context

Linking your multiple user accounts together enables you to quickly transfer between accounts with a single-click. Linking your multiple accounts also helps to eliminate the need to remember multiple usernames and passwords. You must have access to the username and password of the user account with which you want to link your account.

! Limitations

You cannot unlink user accounts.

Procedure

1. Click your name at the top of the dashboard.
SAP Ariba displays the user profile menu.
2. Click **Link User IDs** to display the **Link Accounts** page.
3. Enter the username and password of the user account you want to link with and click **OK**.
SAP Ariba displays a confirmation message, indicating that your user accounts are now linked.
4. Click **Done**.

Results

The user profile menu displays multiple User Account IDs in the **Switch To** section.

Contacting your account administrator

Contact your account administrator with questions or problems related to your account.

The account administrator role is assigned to the individual at your organization who is responsible for setting configuration options, managing customer relationships, subscribing to services, and maintaining the account over time. The administrator serves as your primary point of contact if you need a password reset, if you require additional permissions, or if you have any other questions related to your user account.

To view your account administrator's contact details, click your name at the top of the page and select **Contact Administrator**.

Updating your community profile

The community no longer supports user profiles.

When you click your name at the top of the page and choose **My Community Profile** a page displays containing the generic profile photo icon (). You can click **Profile Updates** to see profile actions that were taken when user profiles did support user data.

Managing the SAP Ariba Supplier mobile app

Configure your Selected Customers, change your mobile notification preferences, and deactivate your SAP Ariba Supplier in the Ariba Network user account settings.

In this section:

[How to choose your selected customers for SAP Ariba Supplier mobile app \[page 21\]](#)

[How to change your SAP Ariba Supplier mobile app notification preferences \[page 22\]](#)

[How to deactivate the SAP Ariba Supplier mobile app \[page 22\]](#)

How to choose your selected customers for SAP Ariba Supplier mobile app

Context

Configure your Selected Customers list for display in SAP Ariba Supplier.

Procedure

1. Click your username in the top right corner and select **My Account**.
2. Click the **Mobile Settings** tab.
3. Click **Select customers**.
4. Select customers from the **Available Customers** and **Selected Customers** tables and click **Add** or **Remove** as needed.
5. Click **Ok** to confirm your changes.

How to change your SAP Ariba Supplier mobile app notification preferences

Choose which notifications are sent to SAP Ariba Supplier on your mobile device.

Context

Procedure

1. Click your username in the top right corner and select **My Account**.
2. Click the **Mobile Settings** tab.
3. Choose **On** or **Off** for each notification as needed.
4. Click **Save**.

How to deactivate the SAP Ariba Supplier mobile app

Context

If your mobile device is lost or stolen, you can deactivate SAP Ariba Supplier. Deactivation disallows access to SAP Ariba Supplier on all mobile devices registered to your account. You will have to go through the SAP Ariba Supplier setup process again on any device for which you want to regain access.

Procedure

1. Click your username in the top right corner and select **My Account**.
2. Click the **Mobile Settings** tab.
3. Click **Deactivate Ariba Supplier App**.
4. Click **Yes** to confirm deactivation of SAP Ariba Supplier.

Revision History

The following table provides a brief history of the updates to this guide. SAP Ariba updates the technical documentation for its cloud solutions when:

- software changes delivered in service packs or hot fixes require a documentation update to correctly reflect the new or changed functionality
- the existing content is incorrect or user feedback indicated that important content is missing

SAP Ariba reserves the right to update its technical documentation without prior notification. Most documentation updates will be made available in the same week as the software service packs are released, but critical documentation updates may be released at any time.

Month/Year of Update	Updated Chapter/Section	Short Description of Change
August 2018	Notification preferences	Updated “Network notifications,” adding notifications for status update request broadcasts.
May 2018	Updating your community profile	User information is no longer supported in community profiles.
January 2018	Notification preferences	Updated “General notifications,” adding notifications for reminders of non-shipped and non-received items.
September 2017	Multiple chapters	Updated references to “Company Settings.”
August 2017	Multiple chapters	Simplified the structure of some sections.
	User account information	Updated “How to update your user account information,” adding option to save filter preferences.
	Notification preferences	Updated “Network notifications,” adding order confirmation failure notification.

Important Disclaimers and Legal Information

Hyperlinks

Some links are classified by an icon and/or a mouseover text. These links provide additional information.

About the icons:

- Links with the icon : You are entering a Web site that is not hosted by SAP. By using such links, you agree (unless expressly stated otherwise in your agreements with SAP) to this:
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 - SAP does not agree or disagree with the content on the linked-to site, nor does SAP warrant the availability and correctness. SAP shall not be liable for any damages caused by the use of such content unless damages have been caused by SAP's gross negligence or willful misconduct.
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Any software coding and/or code snippets are examples. They are not for productive use. The example code is only intended to better explain and visualize the syntax and phrasing rules. SAP does not warrant the correctness and completeness of the example code. SAP shall not be liable for errors or damages caused by the use of example code unless damages have been caused by SAP's gross negligence or willful misconduct.

Gender-Related Language

We try not to use gender-specific word forms and formulations. As appropriate for context and readability, SAP may use masculine word forms to refer to all genders.

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