

# Alcoa

*SAP Business Network*

## **Ariba Registration Guide & Login Troubleshooting**

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The most common issues you might face

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## 1. How do I register a new account? How do I create an account?

You can do a walk-up registration by going to the [SAP Business Network home page](#):

1. Click the **Register Now** link.
2. Fill out all mandatory fields in the registration form (marked with an \*).
3. Review and accept the **Terms of Use** and the **Privacy Statement** at the bottom of the page.
4. Click **Create new account** (Note: if you see a message about existing accounts, you can click **Review accounts** to check on accounts you or someone in your company may already have registered or click **Skip Review** to continue with the account creation).

Once you have finished, SAP will send you an email to confirm your account. After you have confirmed it, you will receive a welcome email. You can now establish a trading relationship with a customer by providing them with your ANID (Ariba Network Identification) number, which they will use to send you a relationship request. After you accept the trading relationship request, you can begin transacting with your customer.

Please note that if you have not yet received a purchase order and are expecting one, you will have to contact your customer.

### ➤ Registration through an email:

If you received an email invitation from a buying organization, click the link in the email message. When the landing page shows up, do one of the following:

- If you already have an account, click **Use existing account**.
- If you do not already have an account, click **Create new account**.
- If you received a purchase order welcome letter that contains a temporary ID and secure code, you can use a web browser to go to the web address contained in the welcome letter. Enter your temporary ID and secure code to activate the account. After you activate your account, the temporary ID becomes your ANID number.

## 2. What are the common issues when registering or accessing an account?

The following list describes common registration issues and how to resolve them:

- **Duplicate username:** You can access your existing account or create a new user account with a unique username by deselecting the **Use my email as my username** box under the **Email** field. Your username does not need to match your email address. See **section 2.1** for more details.
- **Duplicate D-U-N-S (Data Universal Numbering System) number:** You can leave the **DUNS Number** field empty during registration or contact the administrator of the account that already uses the same number. You can also add your D-U-N-S number on the [Marketing](#) tab of your **Company Profile** after registration. See section 2.2 for more details.

- **Account already merged when registering with an existing account:** This occurs when you try to link to a sourcing buyer with an account that is already used on the buyer's site. You can contact your buyer to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account. See **section 2.3** for more details, or click on this link for the most up-to-date information: [KB0394371](#)
- **Different username and password expected when registering with an existing account:** This occurs when you try to link to a sourcing buyer with an account that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the buyer. Alternatively, you can create a new account. See **section 2.4** for more details, or click on this link for the most up-to-date information: [KB0393484](#)
- **Duplicate Account Warning:** "We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account.": An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts. See **section 2.5** for more details, or click on this link for the most up-to-date information: [KB0400968](#)
- **Error: "There has been an issue connecting to the Sourcing Server. Please try to connect to the service later.":** If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact [Ariba Customer Support](#) to review the possible conflicts.
- **Reset my password as a supplier:** if somehow it is not possible to remember or find a password, follow the steps in **section 2.7** to reset the password, or click on this link for the most up-to-date information: [KB0399904](#)
- **I must create a new account:** Very often, your company will receive solicitations from multiple customers and different persons could already have created a company profile you are not aware of. This company profile is associated to an Ariba ID called Ariba Network ID (or AN ID). For instance, Buyer A will have contacted Mrs. Y who created a company profile (associated to AN ID# 123) and, several months later, the buyer B contacted Mr. Z from another service, who created another profile (associated to AN ID# 789). This is commonly how companies end up with different AN IDs on the Ariba Network and why different buyers invite your company using different IDs. So, if you receive a solicitation from a new buyer but someone else within your company already connected with this customer without you knowing, you will not be able to access the event successfully (registration, qualification, or sourcing events) because your own existing account is related to a different AN ID than the one invited by your customer (in the buyer invitation e-mail). In such a situation, you will not have any other alternative than creating a new username using the link provided in the buyer's notification (if contacting the buyer to ask him to invite the existing company with another AN ID is not an option).

## 2.1 Error: "User already exists. Please enter a different username." while registering

You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba system requirements.

SAP Ariba requires that all usernames be formatted like an email address, but they do not have to be a valid email address. For example, if your username of example@ariba.com was not accepted, you can try using?example1@ariba.com.

#### Additional Information

If you would like to access an account that already exists, go to the [Supplier Login page](#) and click **Password**.

## 2.2 Do I need Dun & Bradstreet Data Universal Numbering System (DUNS) number?

A DUNS number is not required to register or use SAP Ariba. However, your customer may require a DUNS number in a **Customer Requested Profile** or **Supplier Registration Questionnaire**.

#### Additional Information

A DUNS number is a unique, nine-digit, numeric identifier issued by [Dun & Bradstreet, Inc.](#) (D&B). DUNS numbers are used to maintain accurate and timely information on millions of global businesses. Lenders and potential business partners can reference business credit files tied to your DUNS number to predict how reliable or financially stable your company is.

- Customers can learn about your company and make informed decisions about whether or not to work with you as a supplier.
- You will only use a DUNS number on SAP Ariba when interacting with North American companies.
- Once you add a DUNS number to your account, no other account may use that same DUNS number.

If you added a DUNS number during registration and need to remove or change the number, click on this link for further information: [KB0392535](#)

## 2.3 Error: The username and password entered has already merged to another Ariba Sourcing user account

There are two solutions to this issue:

1. Create an alternate username by clicking **Sign Up** through the event invitation. Your new username will need to be different than any existing registered username. If not, you will face a user already exists error message.
2. Contact your Buyer and have them unlink the existing accounts if you need to connect with new ANID.

#### Cause

Your buyer created a duplicate user profile for you in their company's supplier database. The system stops you from signing in because you can only connect your Ariba Network username to a one user profile for each buyer.

## Additional Information

If you followed these steps and still need assistance, please [contact SAP Ariba Customer Support](#).

### 2.4 Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) message"

When I try to register to view a sourcing event, I get the following error message:

*"Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) than the one you are trying to log into. To connect with this buyer company, you need to log into the already connected account. Please contact your company's account administrator and request that they create you as a new user under ANID (ANID)."*

## Resolution

- If you believe you already have a username associated with the connected ANID, please refer internally to your company's account administrator to confirm the correct username to use.
- If you do not have a username associated with the connected ANID, please follow these steps below to create a new username and access the event:
  1. Return to the previous page and click **Sign Up**
  2. Uncheck the box next to **Use my email as my username**
  3. Create a username that is different than your existing username
    - a. Usernames are not required to be valid email addresses, but they do have to look like them
    - b. Ex: If your email is first.lastname@company.com, use first.lastname1@company.com
  4. Enter a new password in the **New Password** and **Confirm Password** fields
    - a. Passwords must contain a minimum of eight characters including upper- and lower-case letters, numeric digits, and special characters
    - b. You can use the same password as your existing account
  5. Review the **Terms of Use** and **SAP Ariba Privacy Statement** and select the box next to each indicating your acceptance
  6. Click **Skip review** > Check box for **I have read, and I acknowledge the Cookie Notice** and click **Submit**

The event should now appear for you.

## Cause

You are receiving this error because the username you are attempting to use is associated with an ANID that does not match the ANID currently connected to your company's profile that was invited to the event, which indicates that your organization has more than one ANID.

## Additional Information

With multiple usernames, a simple way to ensure you can easily access each will be to link your user IDs (see section 3.2). If you are still having issues accessing the event, how do I contact Business Network Customer Support as a supplier? (Section 2.6).

### 2.5 Error: "Your company has already connected with this buyer company using a different account and Ariba Network ID (ANID) message"

When trying to create an account through the invitation link sent by the buyer, the below warning is thrown:

*"We have noticed that there may already be an Ariba Network account registered by your company. Please review before you create a new account."*

#### Resolution

To avoid duplicate accounts being created please follow the steps below:

1. Click **Review Accounts**. From the following screen you can review other accounts that maybe relevant to your company.
2. You can view the details of each account by clicking ... > **View Profile**.
3. If you can locate the correct account, you can click **Contact Administrator**.
4. Fill in the required fields and click **Send Email**.
5. This will send an email to the administrator of the account with your contact information so they can contact you.

The administrator will need to add you as a user with the necessary permissions, so you can use that account to login through the invitation.

Alternatively, if none of the accounts shown seem relevant, click **Continue Account Creation**. The content of the buyer should now appear for you.

#### Cause

An account very similar to other ones that were created in the past is being created. Ariba shows this warning message to try to prevent users from creating duplicate accounts.

## 2.6 How do I contact Business Network Customer Support as a supplier?

- Click the help  icon in the upper-right corner of the application.
- Click **Support** (either in the bottom-right corner next to the  icon or at the top of the help menu).
- Click the **Contact us** tab.
- Enter a brief description of your question or issue in the **Start here to find your answer** field.
- Click the search  icon.

After searching, click on a topic based on our recommendations or a button about your question / issue under the **Choose from the options below to continue** section to learn more and get help. If you still need assistance after reviewing the steps provided:

- In the options provided for **What do you need help with?** Click **Something else** at the bottom.
- A bar on the bottom of the screen will appear **Can't find what you're looking for?** Click **Contact us** on the right.
- Fill out the form with as much detail as possible.
- Click **One last step** in the bottom right.
- Select your contact method and click **Submit**.

If you do not see a **Can't find what you are looking for? Contact us** button, the question / issue you are searching for may require you to click through other options to ensure we can support your request.

### Additional Information

The above steps are for the situation when you can login. In case you are not able to login, please follow the steps below.

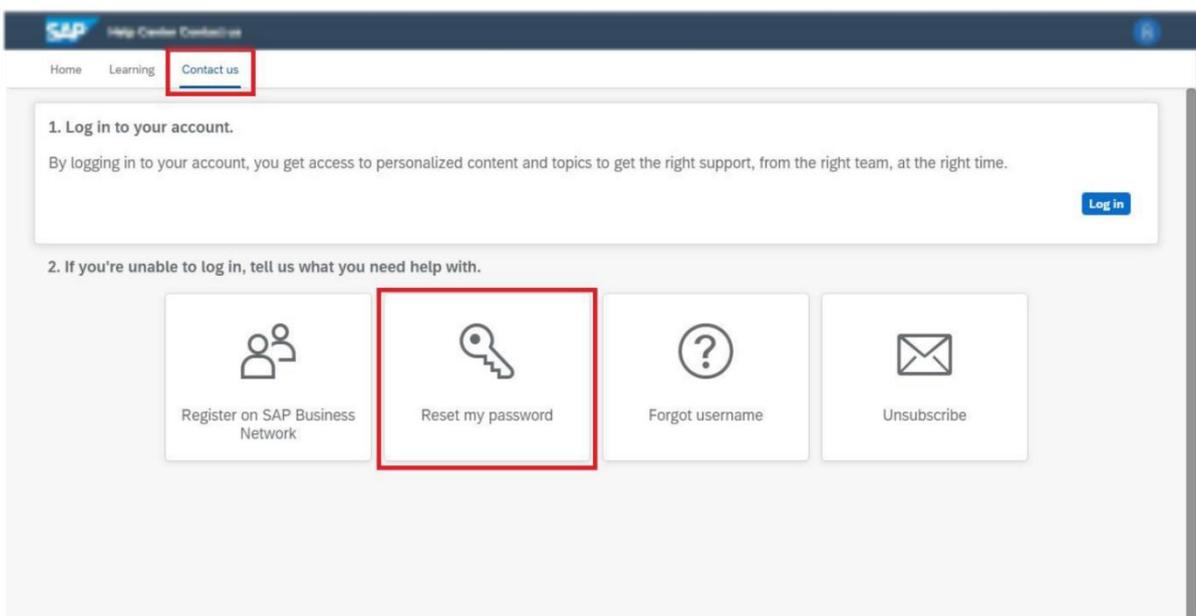
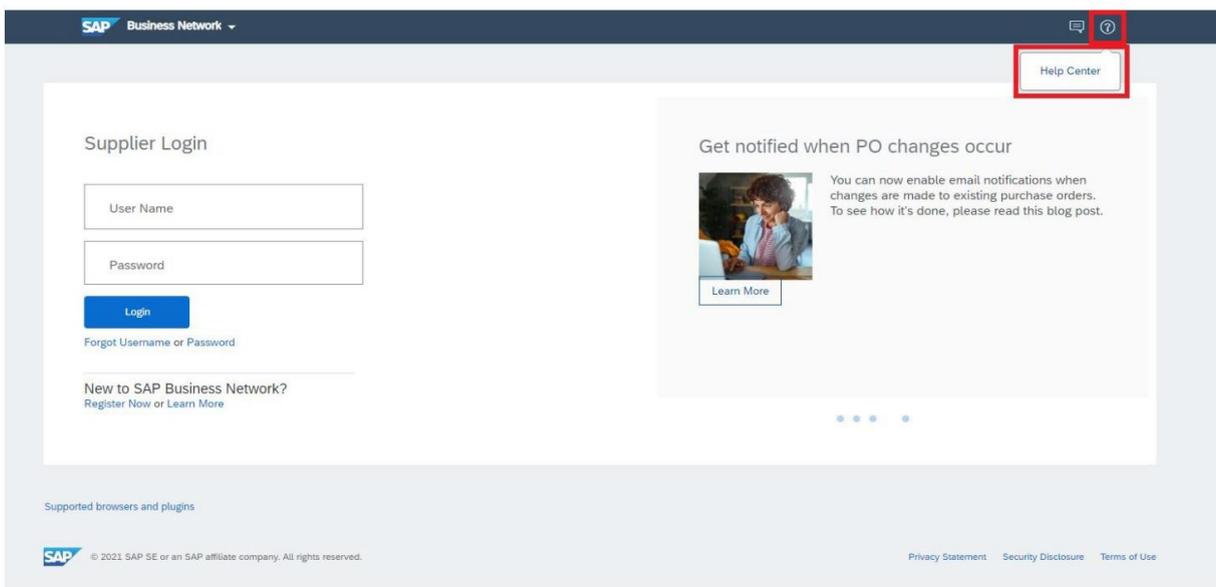
- Access <https://supplier.ariba.com>.
- Repeat the step 1 to 3 mentioned at the beginning of **Answer** section.
- You will see Register on Ariba Network, Reset my password, Forgot username, Unsubscribe tabs.
- Select one and click on a button about your question/ issue under **Choose from the options below to continue** section to learn more and get help.

If you still need assistance after reviewing the steps provided, please select **Something else** and follow the steps at the end of **Answer** section.

## 2.7 How do I reset my password as a supplier/send myself a password reset?

1. On the [Supplier Login](#) page, click **Password**.
2. Enter the email address that is registered to the account in the **Email Address** field and click **Submit**. SAP Ariba will send an email notification that contains instructions on how to reset your password to the email address you used to register your SAP Ariba account.
3. Click the link in the Password Reset notification email.
4. Enter and confirm your new password.
5. Click **Submit**.

## 2.8 How do I request a callback from Ariba Support?



**SAP** Help Center Contact us

Home Learning Contact us Log in

2. If you're unable to log in, tell us what you need help with.

Register on SAP Business Network

Reset my password

Forgot username

Unsubscribe

3. Choose from the options below to continue.

**To retrieve your username, reset your password, or unlock your account:**

- On the Supplier Login page, click either **Forgot Username** or **Password**.
- Enter the email address that is registered to the account in the **Email Address** field and click **Submit**.  
SAP Ariba sends an email notification that contains your username or instructions on how to reset your password to the email address you used to register your SAP Ariba account. If you didn't receive these instructions, [click here to troubleshoot](#).
- Click the link in the Password Reset notification email.
- Enter and confirm your new password.
- Click **Submit**.  
SAP Ariba displays a confirmation page, indicating that your password has been updated.

I am not sure if my company already has an account.

I am experiencing a different issue.

Can't find what you're looking for? Contact us

**SAP** Help Center Contact us

Home Learning Contact us Log in

Requested language of support: English [Change?](#)  
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:

Full description:

Attachment:

**Top Recommendations:**

- Why is my account locked and how do I unlock it?
- How do I reset my Business Network password?

2. Please review your contact information for correctness:

First name:

Last name:

Username:

Company:

Email:

Phone:

Extension:

Confirm phone:

My phone number is correct.

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 SAP Ariba Privacy Statement and applicable law.

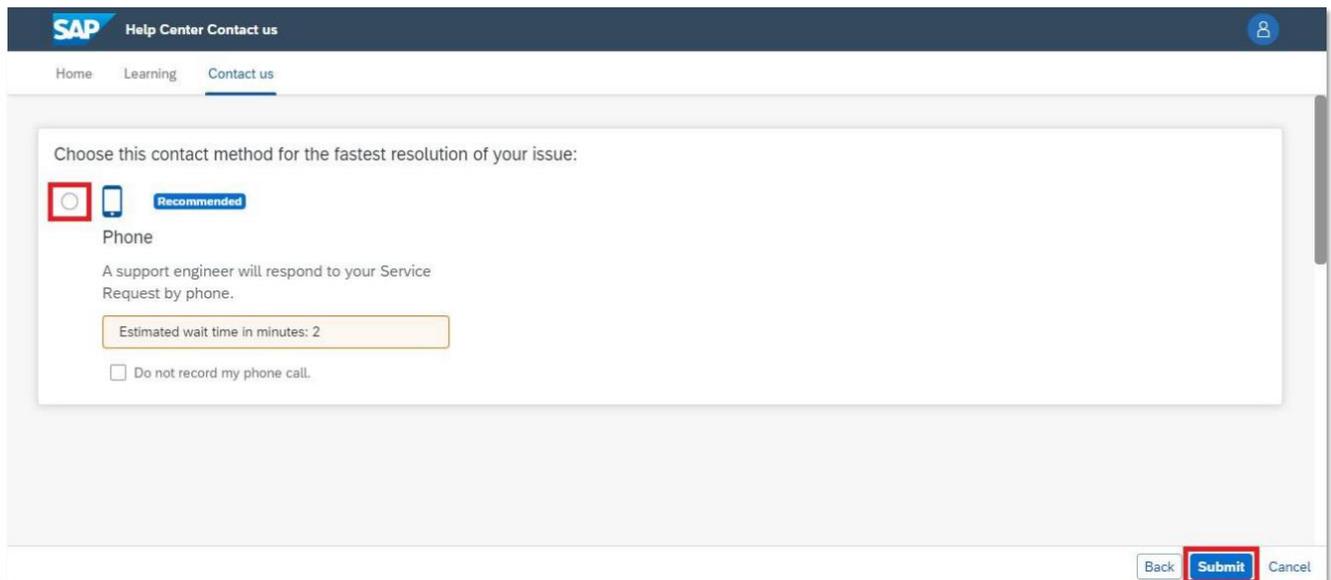
I agree

One last step

**Recommendations\***

Search

- Why is my account locked and how do I unlock it?
- How do I reset my Business Network password?
- Where is my password reset email?
- How do I reset my password as a supplier?
- Can't log in? Let us help you!
- Error: "We are sorry, but you cannot reset your password because your account has expired"
- How can I reset my password without contacting customer support?
- Why did the link in the password reset email expire?
- CIG P-User password reset Error: "The CISUser update failed with status 405 Method Not Allowed"
- Where do I find my Ariba Network ID (ANID) number?
- Why do I see an Account Security page?
- How can I check the email set for a sub-user supplier to receive reset password email?
- How do I change the administrator user in my SAP Business Network supplier account?
- How do I reset my shared secret if I don't remember the old value?
- Error: "417 An authorization problem occurred when downloading the configuration"
- Why am I unable to login after enabling two-factor authentication?



The screenshot shows the SAP Ariba Help Center 'Contact us' page. At the top, there are navigation links for 'Home', 'Learning', and 'Contact us'. The main content area is titled 'Choose this contact method for the fastest resolution of your issue:'. There are two radio button options: 'Phone' (selected and marked as 'Recommended') and 'Email'. The 'Phone' option includes a description: 'A support engineer will respond to your Service Request by phone.' Below this, there is a text box showing 'Estimated wait time in minutes: 2' and a checkbox for 'Do not record my phone call.' At the bottom right, there are 'Back', 'Submit', and 'Cancel' buttons.

## 2.9 SAP Ariba expedited phone support & Help Center guide

For assistance within the last 60 minutes of an auction or competitive RFP:  
[How to use SAP Ariba expedited phone support?](#)

How to use the help center in general:  
[How do I use the Help Center and other support options?](#)

## 3. I want to use a single account for everything

What are my options if I want to use a single account to connect to different usernames?

### 3.1 How do I merge/consolidate accounts?

While you are not able to merge accounts once they have been created, you do have some consolidation options.

Here are the 3 options you must manage your accounts:

#### ➤ Complete consolidation:

For this option, you would select 1 account to remain open. You would then need to ask all customers connected to the other ANIDs to re-establish connections with the account to remain open. You would also need to create any administrators or sub-users on the other accounts under the ANID you would like to keep as users.

Once you have transferred the information from all accounts under 1 main ANID, the administrators for the other accounts would be able to contact SAP Ariba Customer Support through the Help Center to request their accounts be expired (deleted).

This option would then allow your company to have 1 account open to transact with all customers, and the other ANIDs would be expired. If you use your accounts for Sourcing Events, you may not always be able to use this method of consolidation. Each buyer can have different information set up in their site that would force you to have multiple ANIDs.

➤ **Account hierarchy:**

This option keeps all accounts open but links them together with 1 main account acting as the parent, and the other accounts as children. Please see section 3.2 for further details to decide if this option suits your needs.

➤ **Linking user IDs:**

If you have multiple accounts that you maintain or have access to, it can be difficult to remember different usernames and passwords. This option works more for individual users than for an overall company.

Linking user IDs allows you to seamlessly login to one account, then switch to any other linked usernames with a click instead of having to logout and log back in with a different user ID. The section 3.3 provides details.

### **3.2 How do I create an account hierarchy?**

Please click on this link to learn how you can create an account hierarchy in SAP Ariba: [KB0396661](#)

### **3.3 How do I use the Link User IDs option? How to link user IDs?**

Please click on this link to learn how you can link User ID's in SAP Ariba: [KB0393255](#)

### **3.4 What is the difference between the Link User ID and an Account Hierarchy?**

Please click on this link to learn the difference: [KB0394378](#)

### **3.5 How do I merge/consolidate accounts?**

Please click on this link to learn how can you merge/consolidate accounts: [KB0394378](#)