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SAP Ariba Network - Account Administrator Guide

What is the role, changing administrator and user management

SAP Ariba Network Account Administrator Guide Contents

SAP Ariba Network Account Administrator Guide

Who is an administrator and what is their role?

The **Ariba account administrator** is the primary user for a company's SAP Ariba Network account and is responsible for keeping it running smoothly. Their responsibilities include:

Account management: Configuring and managing the account

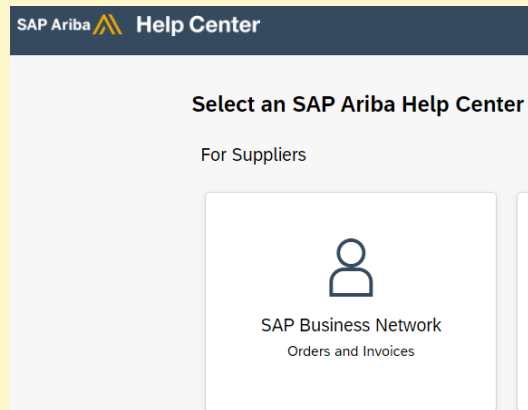**User and role management**: Creating users and creating/granting roles to users within the company

Point of contact: Being the main point of contact for users with questions or problems
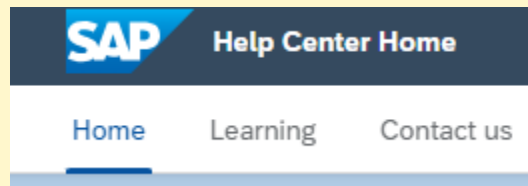
3

Help with being an administrator

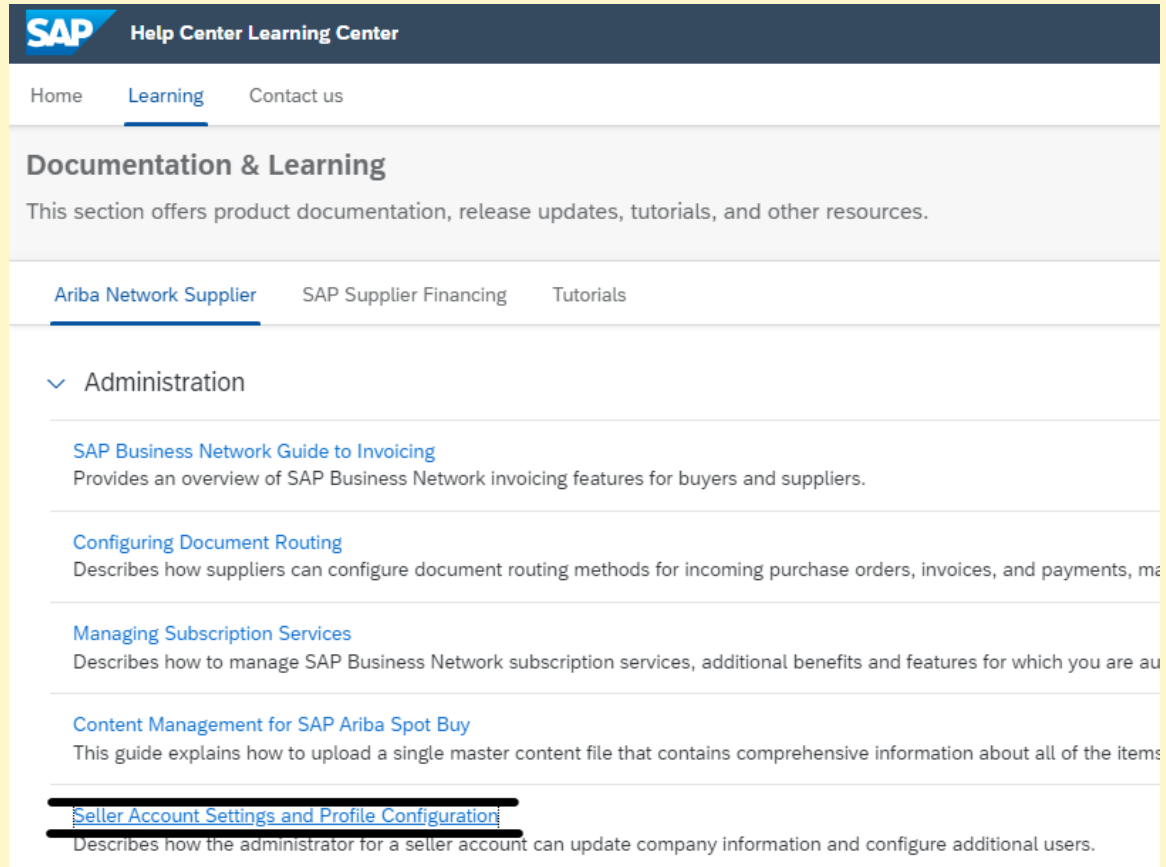Help on how to administer your account can be found here https://support.ariba.com/help and then:

1. Click on "SAP Business Network"

SAP Ariba Help Center

Select an SAP Ariba Help Center

For Suppliers

SAP Business Network
Orders and Invoices

2. Click "Learning"

SAP Help Center Home

Home   Learning   Contact us

3. Drop down Administration and select "Seller Account Settings and Profile Configuration"

SAP Help Center Learning Center

Home   Learning   Contact us

Documentation & Learning

This section offers product documentation, release updates, tutorials, and other resources.

Ariba Network Supplier   SAP Supplier Financing   Tutorials

⌄ Administration

SAP Business Network Guide to Invoicing
Provides an overview of SAP Business Network invoicing features for buyers and suppliers.

Configuring Document Routing
Describes how suppliers can configure document routing methods for incoming purchase orders, invoices, and payments, ma

Managing Subscription Services
Describes how to manage SAP Business Network subscription services, additional benefits and features for which you are au

Content Management for SAP Ariba Spot Buy
This guide explains how to upload a single master content file that contains comprehensive information about all of the item

Seller Account Settings and Profile Configuration
Describes how the administrator for a seller account can update company information and configure additional users.

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# How to find your Ariba account administrator

► Log in to Ariba via http://supplier.ariba.com

1. Locate your initials in the top right corner of the dashboard

2. Click the initials and a drop down will appear

3. Click Contact Administrator

4. You will be shown the contact details for your account administrator

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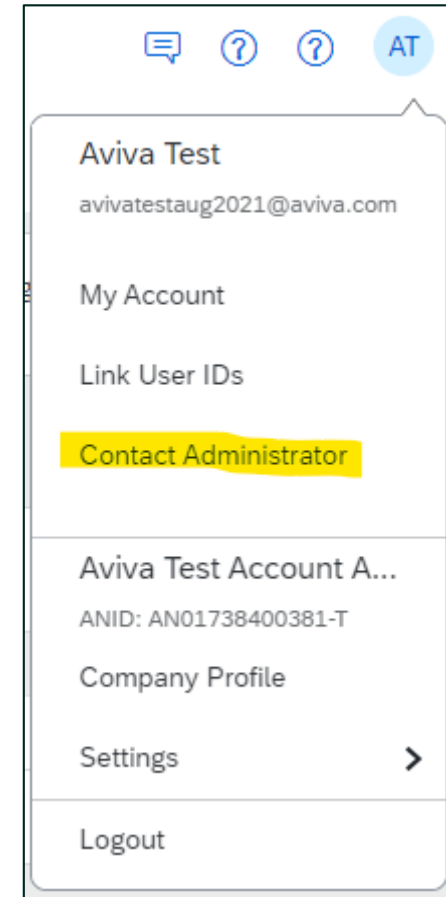
- If still with your company, the existing account administrator can transfer the account administration role to another user

- If the administrator has left your company, go HERE

- As the existing administrator, log into Ariba > click your initials on the top right > click "Settings" > click "Users" > Click "Manage Users"
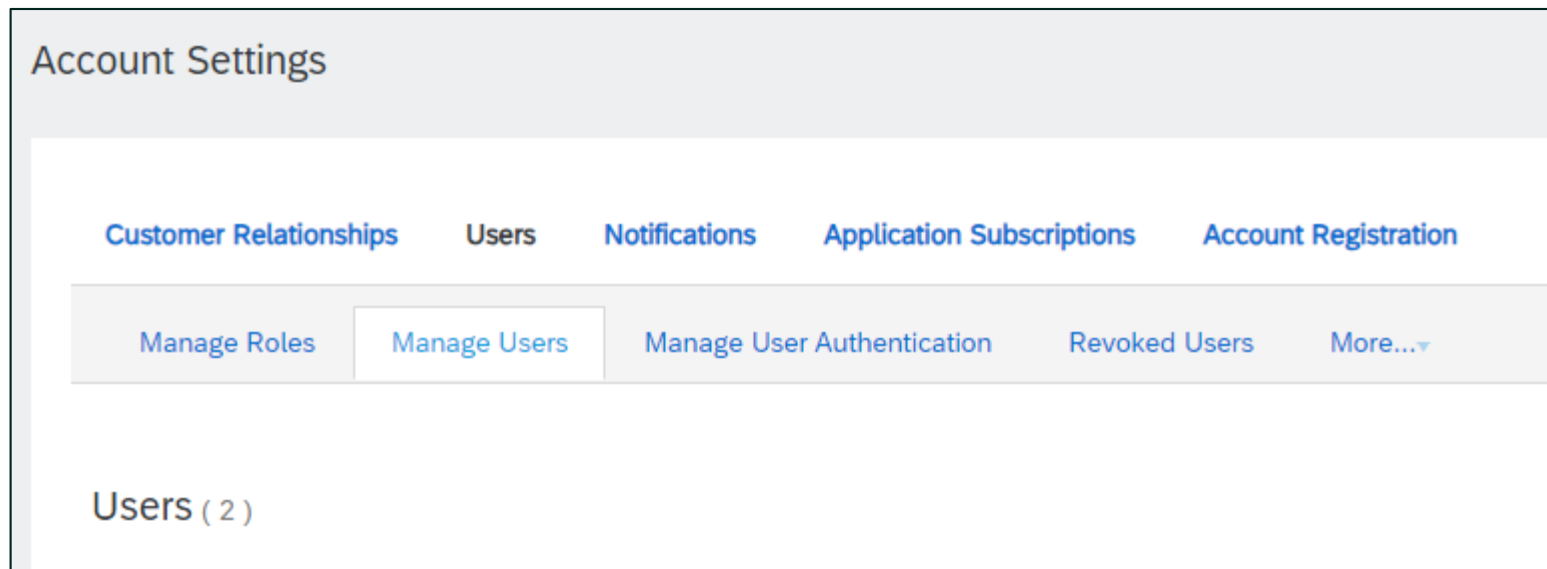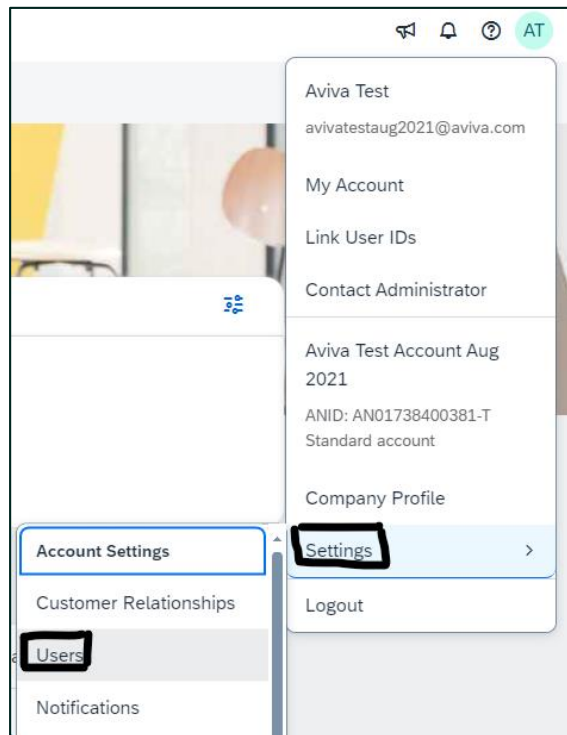
Find the user who you want to be administrator and click **"Actions"** > **"Make Administrator"**

	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions
☐	responseteam@aviva.com	@aviva.com	Response	Team	No	Forms		All(0)	Yes	Actions ▾
☐	avivatestaug2021@aviva.com	@aviva.com	Aviva	Test	No	PROFILE_MGMT_ROLE, +5		All(0)	Yes	

Edit
Delete
Make Administrator

↳ [Add to Contact List] [Remove from Contact List]

- Note: the new administrator needs to already be a user – if they are not, you first need to set them up as a user and then administrator role can be transferred to them – see next section on how to add a user
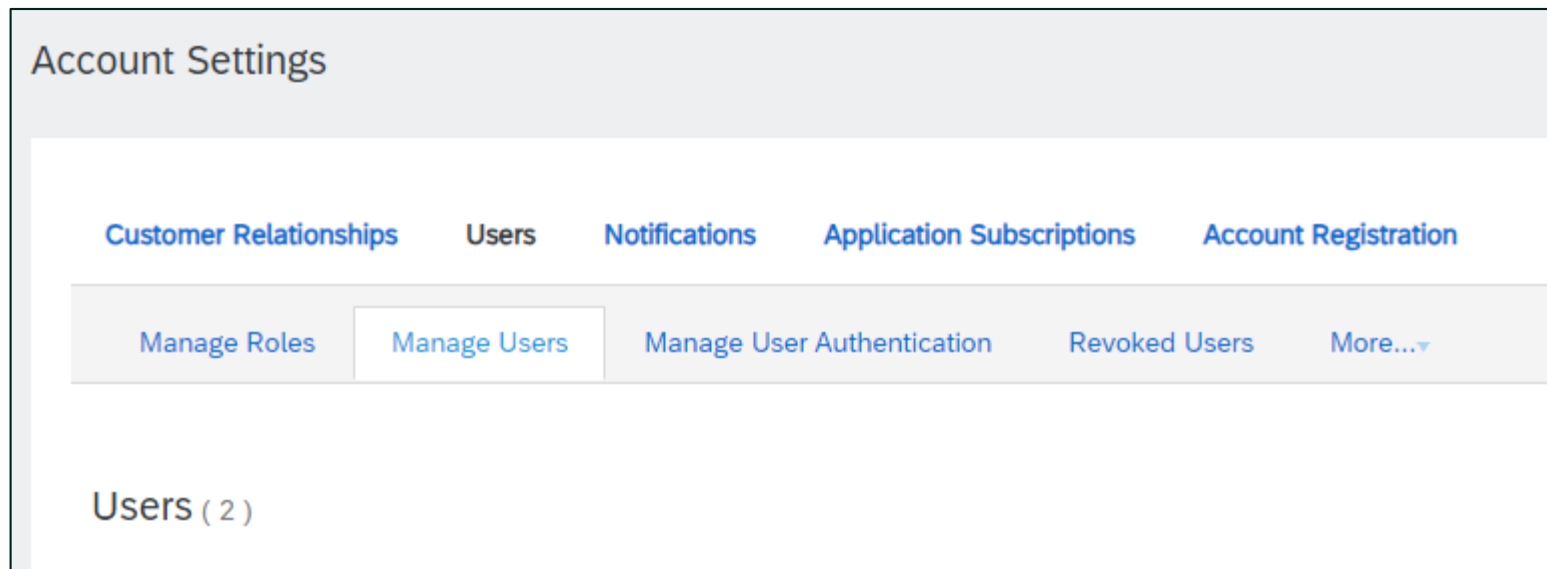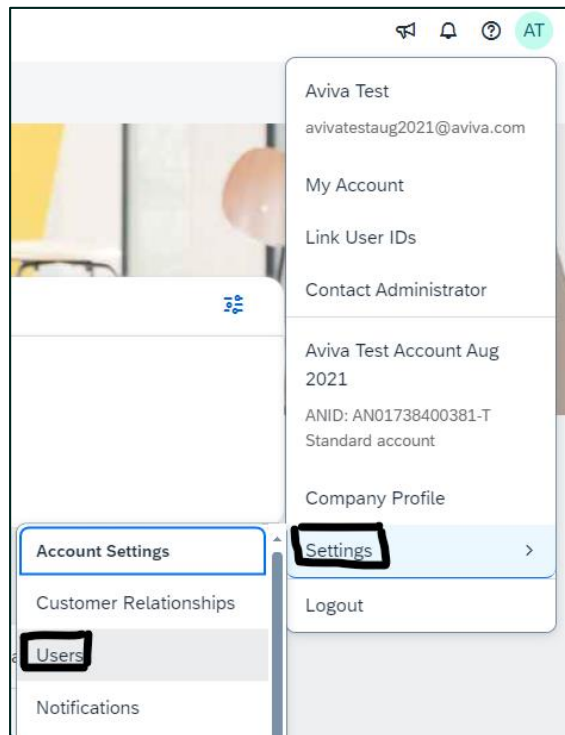
Then click **"OK"** to confirm administrator transfer to a different user

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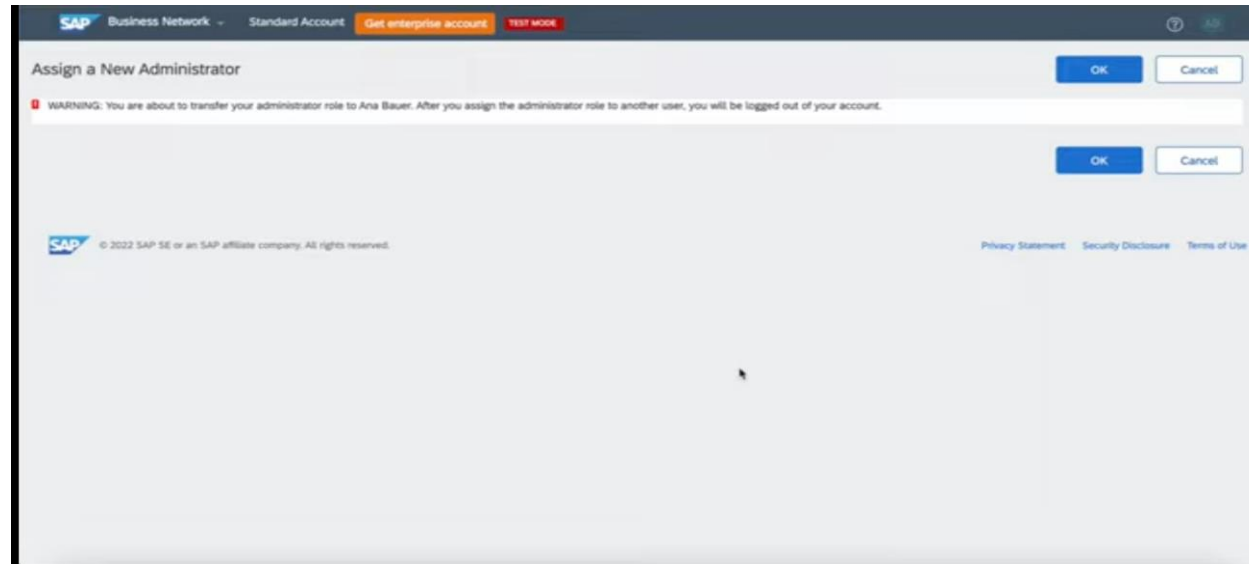
How to add new user in Ariba

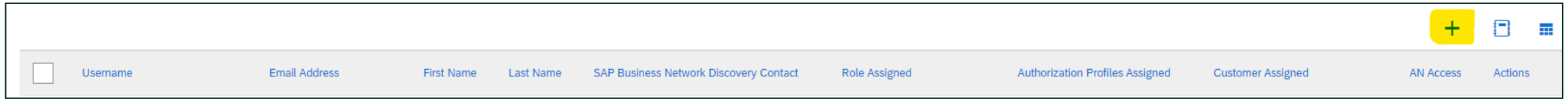To add a new user under your Ariba account, please follow these instructions:

As the existing administrator, log into Ariba > click your initials on the top right > click "Settings" > click "Users" > click "Manage Users"

How to add a new user and role in Ariba

Click on "+" icon towards the bottom-right of the screen

	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	AN Access	Actions

Create User

Create a new user account and assign a role and if needed assign them to a business unit. Ariba will email a temporary password to the address provided for the ne assignments at any time.

New User Information

Username: *

Email Address: *

First Name: *

Last Name: *

☐ Do not allow the user to resend invoices to the buyer's account. ⓘ

☐ This user is the SAP Business Network Discovery Contact ⓘ

☐ Limited access ⓘ

Country | Area | Number

Office Phone: GBR 44 ∨

Role Assignment

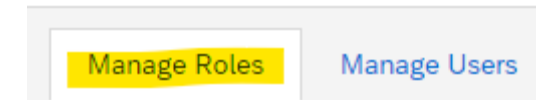| Name	Description
☐ Forms	

Customer Assignment

Assign to Customer: ● All Customers
○ Select Customers

Complete the details of the new user, ensuring you select a role for them. The new user will receive an email with details of their account.

To create a role, on the previous screen select "Manage Roles":

Manage Roles | Manage Users

1.Under the **Manage Roles** tab, click the "+" icon
2.Enter a **Name** for the role.
3.Select the appropriate permissions using the check boxes.
4.Click **Save**.
5.Then you can come back to Manage User, create the user and select the role.

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Account configuration - Email notifications

The Notifications, Electronic Order Routing and Electronic Invoice Routing sections allow you to configure where email notifications should be sent, and some time spent here will enable you to ensure the right person receives the email notifications. To access:

1. Click on your initials top-right of the screen then click "Settings"
2. In turn, click on **Notifications, Electronic Order Routing and Electronic Invoice Routing**
3. In each section you can enter the relevant email addresses

Note: If you will be **out of the office**, make sure your auto-reply messages contains one of the following phrases: Out of office, OOTO, on vacation, on holiday, out of town, away from the office, away until, out of the country, at an off-site meeting.

This will prevent the Ariba Network from failing orders sent to mailboxes responding using an auto-reply feature. It will also ensure that the order is captured in the order history log.
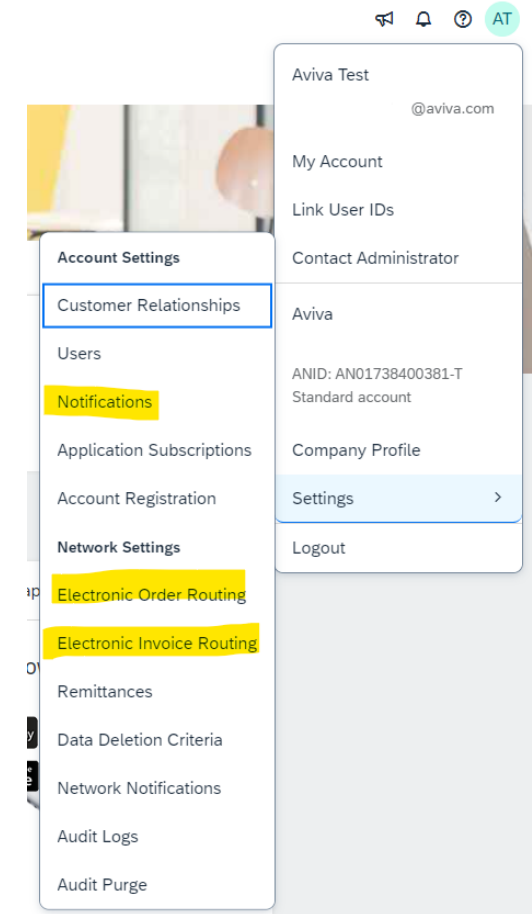
Depending on what access you have, use any of the following procedures to change your account's administrator:

- You have access to the previous administrator's account and you'd like to make yourself (or another employee) the administrator
  - Update the administrator account's details to reflect the new administrator's information:
    - Click **[user initials]** in the upper-right corner of the application, and select **My Account**
    - Update this page with the new administrator information. Remember to change the following:
      - Username
      - User's full name
      - User email
      - Contact information
  - Click **Save**

- The previous account administrator left your company, but you have access to the email address associated with their user profile
  - Reset the account's password, then reassign the account using one of the previous methods:
    - On the [Supplier Login page](#), click the **Password** link
    - Enter the email address associated with the previous administrator's user profile
    - Select **Submit**
    - SAP Business Network sends a password reset to the email address you entered
    - Follow the instructions in the email to reset the profile's password and sign in
  - After you sign in, you can transfer the administrator role to an existing user or update the administrator user's info

If neither of these options are available, see the next slide

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If the current account administrator left your company and you can't use the options on the previous slide, contact SAP Business Network Customer Support from the [Support Center](#) to change the administrator email address. You must provide the following to be considered for the account reassignment:
- The ANID number of the account
- The name of the current administrator
- The current administrator's email address

In case you don't have this information, please email the Aviva Procurement team kiosk@aviva.com.

If you go through this process, SAP Support is only authorised to update the administrator email address. Therefore, after the administrator email address is updated, we will send a password reset email to the requested email address. The new administrator will then need to log in with the former administrator's username along with the new password. Once logged in, the new administrator can change any additional information in the account such as first name, last name etc.

After reassigning the administrator role, it's best to confirm that all [email notification settings](#) are updated as well. If you use the account for orders and invoicing, these notifications include those related to [where purchase orders are sent](#).

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