4. Ariba Support
Troubleshooting

- During a sourcing event, if you are facing technical difficulty while participating in a sourcing event, please contact the Ariba Customer Support (see next slide).
- For other queries and concerns, please refer to the Ariba community help page as shown in the upcoming pages.
1. Go to supplier.ariba.com on the upper right side, choose “Help Center” Click Support
   * Note: for Light Account suppliers, do not login.
2. Enter a word in the “I need help with” until help options appear
3. Choose to get help [Get help by phone]
4. Fill up a web form which the Agent will process and contact you within the stipulated display time
Ariba Support

1. For other types of support, go to the supplier login page to access the Ariba community support page.
Ariba Support

Once you have arrived at the Ariba supplier dashboard,

2. Click on the top right corner to reveal the Help Centre. A list of queries will appear including the FAQs and a search bar.

3. If you need more information, you may click on “View more”/“Documentation”/“Support”. These will take you to the user community pages which are Home/Learning/Support respectively.
Ariba Support

Clicking “View more” brings you to the Community Homepage as shown below.

4. You can access popular topics from the home tab of this page. If you want detailed documentation on any of the topics, you can go to learning and if you have any specific queries, you may access support.