

If the account administrator of your company Ariba account left the organization, follow these instructions to gain access:

1. Access the Ariba support page. Click on "Contact us". Ariba Support page: https://support.ariba.com/interactive_email?locale=en
2. Choose "Reset my password" and then "I am experiencing a different issue".
3. Then select "Contact us" at the bottom of the page.
4. Fill out the contact form indicating that you wish to transfer the admin rights of your company's Ariba account to yourself. You need you include your Ariba Network ID (ANID). Submit the form.
5. A ticket will be created, and the admin rights will be transferred within a few days.

The screenshot shows the SAP Ariba Help Center 'Contact us' page. The navigation bar includes 'Home', 'Learning', and 'Contact us' (highlighted with a '1'). Below the navigation, there are two main options: 'Register on SAP Business Network' and 'Reset my password' (highlighted with a '2'). A section titled '3. Choose from the options below to continue.' provides instructions for retrieving a username, resetting a password, or unlocking an account. At the bottom of this section, there are two buttons: 'I am not sure if my company already has an account' and 'I am experiencing a different issue' (highlighted with a '2'). To the right, a contact form is visible, with a '4' highlighting the form fields. The form includes a 'Subject' field, a 'Full description' field (with a placeholder 'Affected items, expected results, etc.'), an 'Attachment' field, and 'Top Recommendations' such as 'Why is my account locked and how do I unlock it?' and 'Where is my password reset email?'. Below the recommendations, there are fields for 'First name', 'Last name', and 'Username'. At the bottom right of the form, there is a 'One last step' button (highlighted with a '4') and a 'Contact us' button (highlighted with a '3').