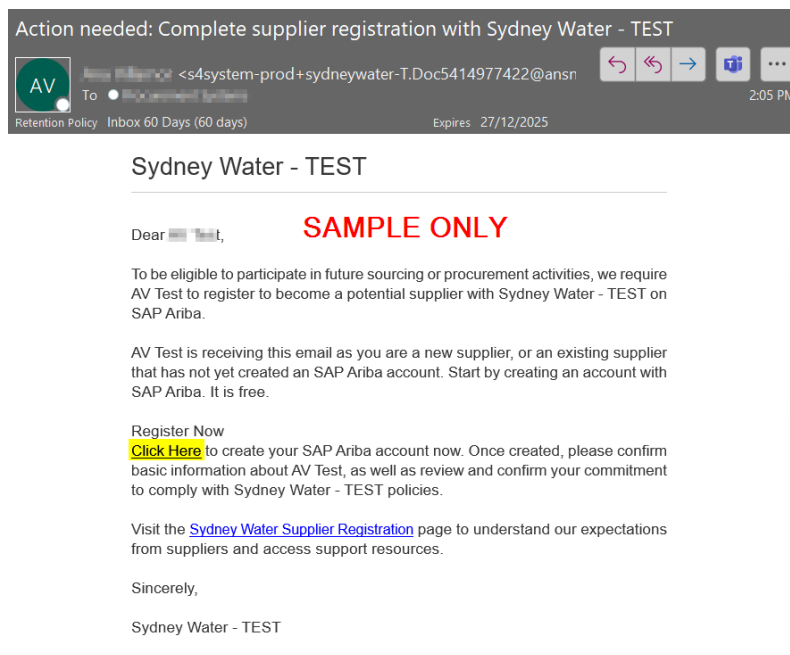


# Logging in or signing up to SAP Ariba

Having an organisation profile in the Sydney Water Ariba system enables supplier contacts (initially the self-registration request contact) to receive an Ariba-system generated registration invitation email. This email can be used to link an existing Ariba account or create a new Ariba account to link with us which enables suppliers to access supplier questionnaires and sourcing opportunities. When successfully awarded work, the same account can be used to establish a trading relationship with us on the SAP Business Network to manage purchase orders (POs).



### Example of an Ariba registration invitation email for accessing our supplier questionnaires and sourcing opportunities



As your organisation's nominated supplier contact, follow this guide to link an existing Ariba account or create a new Ariba account to link with us to access our supplier questionnaires and sourcing opportunities.

Related **Sydney Water** guides:

[Accessing supplier questionnaires and sourcing opportunities](#)

[Responding to supplier questionnaires and sourcing opportunities](#)

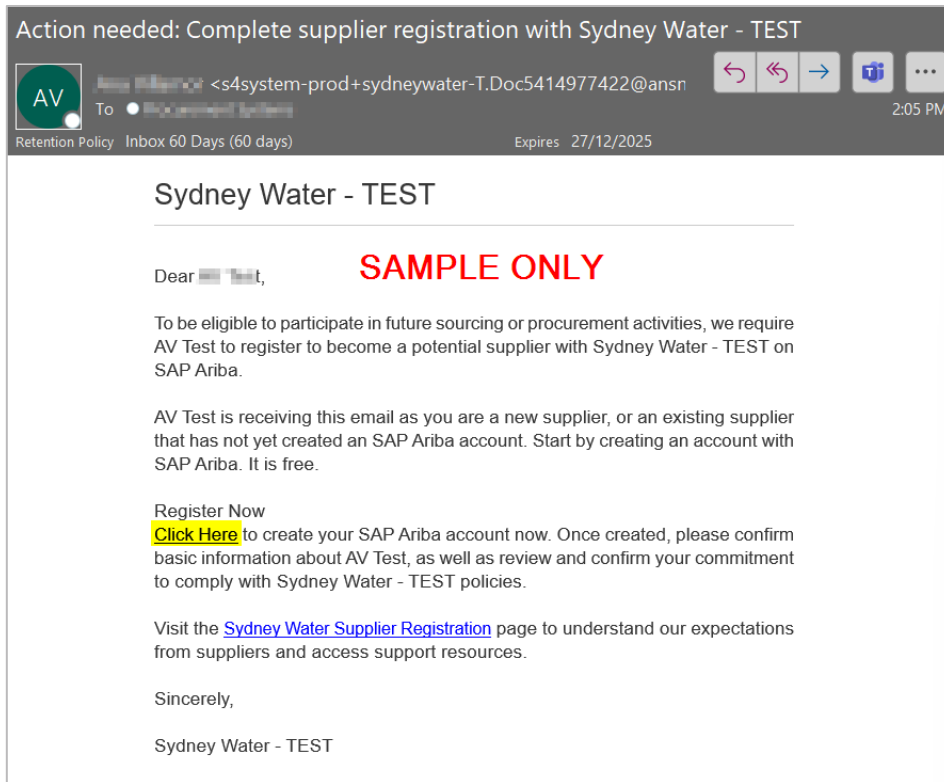
Related **SAP** video tutorials:

Disclaimer: Please be aware that not all features demonstrated in the video may be enabled or available for Sydney Water.

[Supplier Basics \(4:33 Mins\)](#)

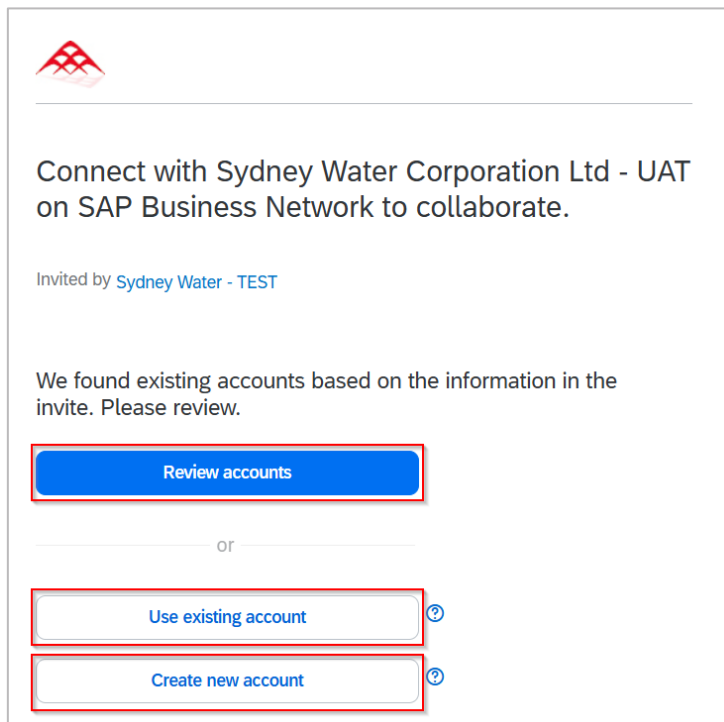
# 1. Click the link **Click here** in the email

Click the link **Click Here** in the registration invitation email to log in or sign up to an Ariba account.



You will be directed to the **Ariba Proposals and Questionnaires Connect with Sydney Water** invitation page. Refer to [Decide whether to log in or sign up](#) for guidance.

# 2. Decide whether to log in or sign up



Ariba determines if a similar account exists and will recommend reviewing and avoid account duplication. Whether you choose to review, use an existing account or create a new account, understand that this account is for Ariba, and not unique with your organisation’s relationship with us. You may already be using an existing account with other customers and decide to add us as a new customer in this account. In the same manner, you can sign up and create a new Ariba account to link with us and add more customers under this account later.

**Important information:**

- Suppliers on the SAP Business Network can choose between two account types - **Standard** and **Enterprise** - depending on their transaction volume, integration needs, and desired level of functionality.
  - A **Standard** account (Free) offers suppliers a simple, no-cost way to engage with buyers and exchange core procurement documents. It is ideal for suppliers with lower volumes or straightforward transaction needs.
  - An **Enterprise** account (Paid Subscription) is designed for suppliers requiring advanced capabilities, higher transaction volumes, or ERP integration.
- If you are new to Ariba, proceed to [5. Sign up / Create new account](#).
- If you have an existing Ariba account but decide to create a new account to link with us, you can link your Ariba accounts by [creating account hierarchy](#). See also [Topics about account hierarchies](#).
- If you decide to use your existing account, proceed to [4. Log in / Use existing account](#).

### 3. Review accounts

If you have selected Review accounts, Ariba will match your invitation details to existing accounts.

**Review matched accounts**

Your company may already have an account. Please review the accounts in the table below.

Search Criteria ✎ Edit

Company Name: ESS UAT 1      E-mail address: procurementsystems@sydneywater.com.au

**Top recommendations (3)**

**Sydney Water** ✔ Best Match  
AN11134310524

**Match Criteria**

Email domain	✔
AUS	✘
New South Wales	✘
DUNS number	✘

[Use this account](#)

**4Malabar Alliance**  
AN01057797134

**Match Criteria**

Email domain	✔
AUS	✘
NSW	✘
DUNS number	✘

[Contact administrator](#)

**SYDWATCOR PTY LTD**  
AN01130276008

**Match Criteria**

Email domain	✔
AUS	✘
State Missing	✘
DUNS number	✘

[Contact administrator](#)

**Other existing accounts (17)**

Company name	ANID	Email domain matched	Country	State	DUNS number	Action
Sydney Water Test	AN01416069100	Yes	AUS	State Missing	Missing	<a href="#">Contact administrator</a>
Test PVT Kristine Ignore Public	AN01550997911	Yes	AUS	New South Wales	Missing	<a href="#">Contact administrator</a>
Test Kristine Demo Supplier 20210304	AN01658737437	Yes	AUS	New South Wales	Missing	<a href="#">Contact administrator</a>

Ariba will check the account to be created with existing accounts in the system and will present potential existing duplicate account/s. You should review potential duplicates.

Use the best match account if the suggestion applies to your company.

If you identify any genuine duplicates, stop, and reach out to the administrator of the already existing Ariba account. Click on **Contact Administrator**.

**Contact administrator** [X]

To obtain a user account, please provide the requested information below:

Your name \* [Ana Vi]      Your company name \* [ESS UAT 1]

Your email \* [procurementsystems@sydneywat...]      Your phone number [Enter your number]

Your message \*

Hello,

I recently attempted to create an account on SAP Business Network. During the account creation process, SAP Business Network returned your account as a match.

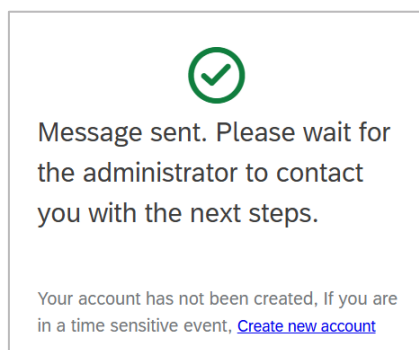
Please contact me to determine if I should use this account.

Thank you.

I'm not a robot      reCAPTCHA Privacy - Terms

**Send**      Cancel

Complete the form, follow the captcha prompts, and click **Send**. A confirmation message is displayed with the next steps you can take. If time sensitive, proceed to [5. Sign up / Create new account](#).



The company administrator will receive an email and should get in touch with you. The company administrator should create you as a user under the existing account which will trigger an invitation email. Click **Log in** option from the invitation email. You may also choose to select **Contact Admin** if you require further information before deciding to proceed with account creation.

If you do not hear back from the Company Administrator, proceed to [Continue Account Creation](#). Should any duplicates be identified at a later stage, you will be able to [consolidate your accounts](#). Email [businessconnect@sydneywater.com.au](mailto:businessconnect@sydneywater.com.au) if you decide to link a different Ariba account with us.

If the Ariba administrator listed has left the organisation, you should [restore account administration rights](#) to claim back the account.

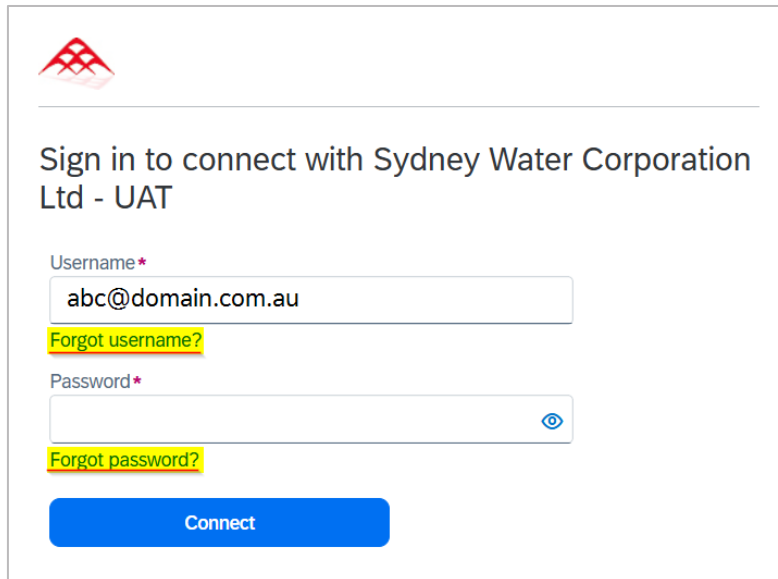
## 4. Log in / Use existing account

You should be directed to the Ariba log in page where you can enter your existing Ariba credentials.

Enter your username and password.

Click **Username** or **Password** if you have forgotten your username or password, respectively.

Note that username is case-sensitive.



Sign in to connect with Sydney Water Corporation Ltd - UAT

Username\*

abc@domain.com.au

[Forgot username?](#)

Password\*

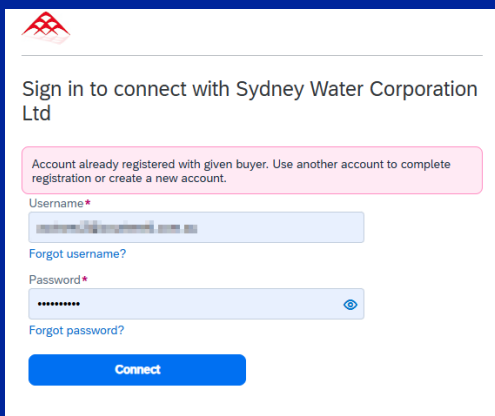
[Forgot password?](#)

Connect

Proceed to [6. Validate that Sydney Water is added as a customer in your Ariba account.](#)

### 4.1 Common errors during log in

**a Account already registered with given buyer. Use another account to complete registration or create a new account.**



Sign in to connect with Sydney Water Corporation Ltd

Account already registered with given buyer. Use another account to complete registration or create a new account.

Username\*

[Forgot username?](#)

Password\*

[Forgot password?](#)

Connect

#### Why are you seeing this error?

The account username is already linked with Sydney Water. This could be due to an old supplier profile linked with us before.

### What can you do?

[Create a new account](#) or contact the account administrator to create an account for you under the ANID linked with Sydney Water.

#### b You cannot proceed – Terms of Use have to be accepted to proceed.

 You cannot proceed



[Terms of Use](#) have to be accepted to proceed.

#### Next steps:

1. Forward the invite email to your Account Administrator (see details below)
2. Ask the Account Administrator to accept the terms of use
3. Ask the Account Administrator to assign related permissions to you.

#### Account Administrator Information

Name: International Water Association  
Email: oihana.garcia@iwahq.org

#### Why are you seeing this error?

Ariba requires all users to accept their terms of use of the SAP Business Network.

#### What can you do?

- Contact the account administrator via the provided email address and advise they would need to accept the terms of use. Ask them to open their account to accept this.
- Confirm with the account administrator that you have the right permission.

## 5. Sign up / Create new account

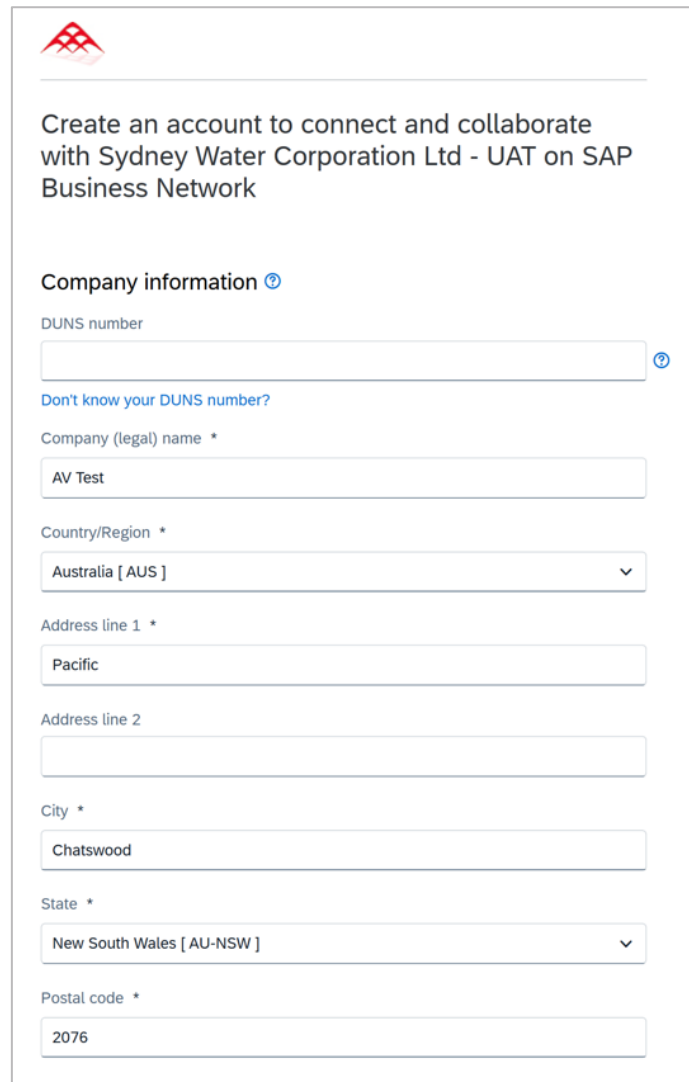
Signing up for an Ariba account via a registration invitation email results in the following:

1. An Ariba account is created for your organisation, **not** for you as an individual user.
2. The Ariba account created for your organisation is linked with the customer organisation who sent the registration invitation, i.e., Sydney Water.

If you are unsure whether your organisation has an existing Ariba account, proceed with sign up and review potential duplicate accounts that will be flagged by the system during the final step of the sign up process.

SAP Ariba recommends providing as much information as possible to improve relationships with your current customers and to increase your chances of finding new customers. However, you are only required to complete fields marked with an asterisk (\*).

## 5.1 Provide company information



The screenshot shows a registration form for SAP Ariba. At the top, there is a red and white logo. Below the logo, the text reads: "Create an account to connect and collaborate with Sydney Water Corporation Ltd - UAT on SAP Business Network". The form is titled "Company information" with a help icon. The fields are: "DUNS number" (a text input field with a help icon), "Don't know your DUNS number?" (a link), "Company (legal) name \*" (a text input field containing "AV Test"), "Country/Region \*" (a dropdown menu showing "Australia [ AUS ]"), "Address line 1 \*" (a text input field containing "Pacific"), "Address line 2" (an empty text input field), "City \*" (a text input field containing "Chatswood"), "State \*" (a dropdown menu showing "New South Wales [ AU-NSW ]"), and "Postal code \*" (a text input field containing "2076").

If available, enter DUNS Number (Data Universal Number System).

Note: You can add your company's [DUNS number](#) to only one account. If you plan to have multiple accounts, leave the DUNS number blank during registration.

## 5.2 Provide user account information

This is the information that you will use to log in to Ariba once account is created.

1. The email address is defaulted to the email address to which the registration invitation was sent to.
2. You may choose to have your email address as your username. Note that username is case-sensitive.
3. If error is encountered indicating that the **username** already exists, it is likely that you have an existing Ariba account.
  - Create a new username if you intend to create a new Ariba account to link with us by unticking **Use my email as my username** and nominating a username instead.
  - Otherwise, go to [Click the link Click here in the email](#) then **Log in** using your existing username.

**Administrator account information** ⓘ

First name \*

Last name \*

Email \*

Use my email as my username

Tick this option if you want to use your email address as your username

Password \*

Repeat password \*

If the option to use your email as your username isn't flagged and a different domain is used as a username, a warning message will prompt you to review the entered username.

Email \*

Use my email as my username

Username \*

*Username uses different domain, make sure it is right*

### 5.3 Provide standard business information required by SAP Ariba

1. Provide the categories of products and services supplied by your organisation, as well as ship-to or service locations.
2. Enter your ABN (Australian Business Number).

Tell us more about your business

Product and Service\* Categories:   -or- [Browse](#)

x

Ship-to or Service Locations:\*   -or- [Browse](#)

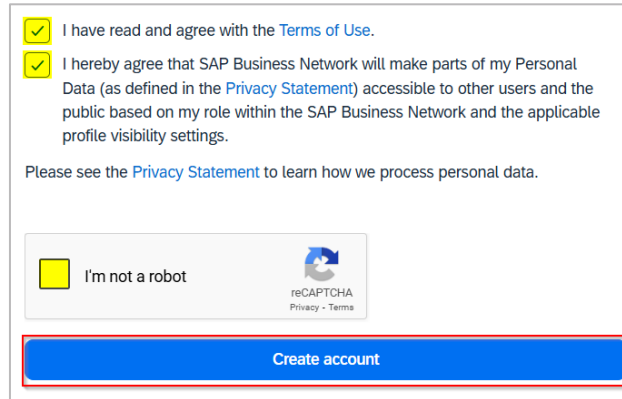
x  x

ABN Number:  Enter your 11 digit Australian Business Number (ABN).

DUNS Number:  Enter the nine-digit number issued by Dun & Bradstreet. ⓘ

## 5.4 Read and agree to the Terms of Use and SAP Ariba Privacy Statement


Read and agree to the Terms of Use and SAP Ariba Privacy Statement by ticking the boxes. Confirm you're not a robot, follow the captcha prompt and click on **Create account**.



I have read and agree with the [Terms of Use](#).

I hereby agree that SAP Business Network will make parts of my Personal Data (as defined in the [Privacy Statement](#)) accessible to other users and the public based on my role within the SAP Business Network and the applicable profile visibility settings.

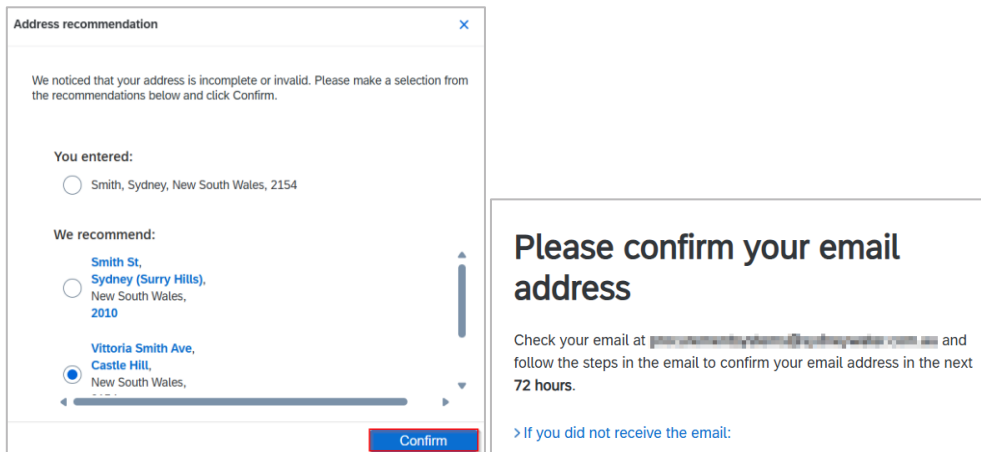
Please see the [Privacy Statement](#) to learn how we process personal data.

I'm not a robot  reCAPTCHA  
Privacy - Terms

**Create account**

## 5.5 Address recommendation

If the address entered is deemed invalid or incomplete, Ariba may recommend addresses. Select the correct address and **Confirm**. Once confirmed, a confirmation email address will be sent to your inbox.



**Address recommendation**

We noticed that your address is incomplete or invalid. Please make a selection from the recommendations below and click Confirm.

You entered:

- Smith, Sydney, New South Wales, 2154

We recommend:

- [Smith St, Sydney \(Surry Hills\), New South Wales, 2010](#)
- [Victoria Smith Ave, Caste Hill, New South Wales,](#)

**Confirm**

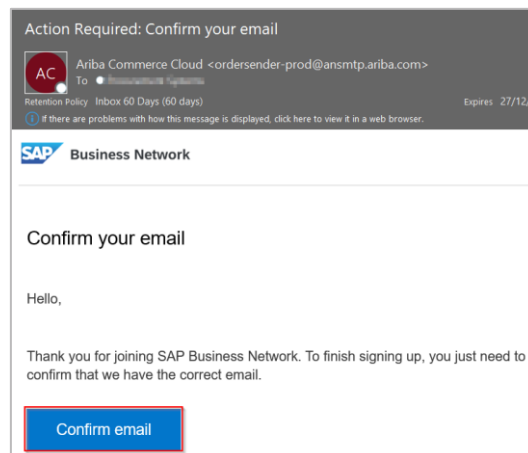
**Please confirm your email address**

Check your email at [redacted] and follow the steps in the email to confirm your email address in the next **72 hours**.

> If you did not receive the email:

## 5.6 Confirm email address

Open the confirmation notification email and click



Action Required: Confirm your email

**AC** Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>  
To: [redacted]

Retention Policy: Inbox 60 Days (60 days) Expires: 27/12/2026

If there are problems with how this message is displayed, click here to view it in a web browser.

**SAP Business Network**

**Confirm your email**

Hello,

Thank you for joining SAP Business Network. To finish signing up, you just need to confirm that we have the correct email.

**Confirm email**

## 5.7 More information

Enter the information required and click **Submit**. You can also select **Remind me later** to do this at a different time.

### Almost done! We just need a little bit more information.

Please provide the information below and you will be discovered by more customers looking for companies like yours.

Product and Service Categories

  -or- [Browse](#)

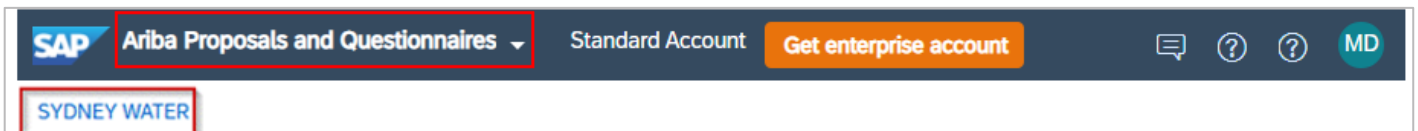
Ship-to or Service Locations

  -or- [Browse](#)

[Don't show this to me again](#)

## 6. Validate that Sydney Water is added as a customer in your Ariba account

Once linked and when logged in, we will appear as a customer in the **Ariba Proposals and Questionnaires** solution menu in the top left corner. Click on **More...** if **Sydney Water** is not displayed by default.



## 7. Support

	Did not find what you're looking for? Access all Sydney Water supplier support resources <a href="#">here</a> .
	To get assistance specific to your situation, contact us at <a href="mailto:businessconnect@sydneywater.com.au">businessconnect@sydneywater.com.au</a> .
	For SAP product documentation and supplier support, visit the <a href="#">SAP Help Centre</a> .