

Transferring account administration rights

Proper handing over of Ariba administration duties for suppliers is imperative. Your ability to access Sydney Water sourcing opportunities and manage POs is dependent on a stable connection between our Ariba account and your Ariba account.



As your organisation's Ariba account administrator, follow this guide to transfer or take over your organisation's SAP Ariba account administration duties.

Related guides:

System administration guide

Minimum requirements

The requestor should be aware of the Ariba Network ID number which they would like to manage. Email <u>businessconnect@sydneywater.com.au</u> if you need to confirm the Ariba Network ID (ANID) your organisation has linked with us.

1. Review common scenarios

	Scenarios				
Solution	1. The email address of the current administrator is accessible.	2. The email address of the current administrator is <u>not</u> accessible.			
Description	Log in to the current administrator's Ariba account and transfer the administration rights to the new administrator. If required retrieve the username and reset the password	Contact <u>SAP Ariba customer support</u> and follow the prompts to submit a support case. Once the email address is changed, reset the password and log in to Ariba account.			
Detailed Steps	Solution for Scenario 1 – Email accessible	Solution for Scenario 2 – Email not accessible			

2. Solution for Scenario 1 – Email accessible

Whether the current administrator is still working in your organisation or has left the company, **if the email address is accessible**, follow the steps below to transfer the account administration rights to a new user.

If the new account administrator doesn't have access to the username and/or password, refer to the following SAP Knowledge Base Articles to retrieve the username and/or password.

- a. How to retrieve my username?
- b. How do I reset my password as a supplier?
- c. Forgot Username or Password

1.1 Access existing account administrator's Ariba profile

- 1. Go to <u>SAP Business Network</u> and using the current administrator's credentials, enter username.
- 2. Click Next.

SAP Business Network	Username: Enter your username
Account sign in	Next 2
	Forgot username
	New to SAP Business Network?
	Learn more

- 3. Enter password.
- 4. Click Sign in.

SAPP Business Network Account sign in	Password Image: Sign in the second
	New to SAP Business Network? Learn more

1.2 Transfer administrator rights

- 1. Once logged in using the current administrator's credentials, click the Account Settings icon.
- 2. Select Settings.
- 3. Select Users.

SAP	Business Network 💌	Standard Account Get enter	erprise account				\$7 Q @ <u>8</u>
Home	Enablement Dis	covery - Workbench	Catalogs - Assessments Leads	In Location	 ✓ By Product 		General Supplier
		Overview Getting sta	urted [®]	- KOdely			Link User IDs
			0	0	0		Contact Administrator
		Opeh postings Last 90 days	Matched Leads Last 90 days	Invited Leads Last 90 days	Enablement Tasl		Supplier ANID:Standard account
		My widgets 📪	ustomize				Company Profile
		in widgets				Account Settings	Settings 2 >
		Company profile	My leads		Download app	Customer Relationships	Logout
				4	We are now mobile.	Users 3 Notifications	

- 4. Click Manage Users.
- 5. Identify the administrator user. Click Actions.
- 6. Select Make Administrator. The selected user becomes the new account administrator.

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unt Settings					3.	Save	Clo
Customer Relationships Users N	otifications Application Subscriptions	Account Re	egistration	Generative AI			
Manage Roles Manage Users	Manage User Authentication Revok	ed Users N	More				
sers (2)							
Enable assignment of orders to users with	limited access to SAP Business Network.						
l ter sers (You can only search on one attribute	e at a time)						
Liter sers (You can only search on one attribute Jsername V Enter username	e at a time)	+					
Iter (You can only search on one attribute Isemame Enter username	e at a time)	+					
Iter ers (You can only search on one attribute semame Enter username Apply Reset	e at a time)						
Iter rers (You can only search on one attribute sername Apply Enter username	e at a time)	+				+	•
Iter eers (You can only search on one attribute Isemame Enter username Apply Reset Username Username	e at a time) Email Address	+ First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	+ AN Access	Actions
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Iter eres (You can only search on one attribut sername Enter username Apply Reset Username Username @gmail.com	e at a time) Email Address m @gmail.com	+ First Name	Last Name Test	SAP Business Network Discovery Contact No No	Role Assigned Tendering SOURCING_SUPPLIER_BASE, +5	+ AN Access Yes 5 Yes	Actions Actions Edit Delete

7. Still logged in and now as the previous account administrator, and if access to the account is still required with revised roles and responsibilities, assign a new role by ticking the relevant role and click **Assign**.

Business Network -	Standard Account	Get enterprise account	TEST MODE		(7) SS
Assign a Role				Assig	Cancel
Select a new role for your account.					
Name			Description		
Tendering					
				Assig	Cancel

8. Click **OK** to complete the transfer process. Once confirmed, Ariba will automatically log out and the new role/s assigned to the previous administrator will activate the next time they log in.

Business Network - Standard Account Get enterprise account	() (SS
Assign a New Administrator	ок Cancel
WARNING: You are about to transfer your administrator role to make the sign of the administrator role to another user, you will be logged out of your account	
	OK Cancel

3. Solution for Scenario 2 – Email not accessible

If the current administrator's **email address is <u>not</u> accessible** (e.g., the current administrator has left the organisation, the email address domain has changed, etc.), follow the steps below to regain access to the account.

3.1 Create a case with SAP to retrieve the account

- 1. Go to <u>SAP Business Network</u> and click the **Help** icon in the top right corner.
- 2. Click Support.

			_
Business Network -		Help Topics	
	• I	Search Help Topics	¢
Supplier sign-in	Unlock additional benefits Are you familiar with the next wave of benefits that come with an enterprise account? By upgrading, you can leverage new ways to grow	Documentation Support 2 How do I update admin informatio	
Username	and strengthen your business.	How to change the admin for an How to reset/change my password? Where's my password reset email?	
Forgot username		How do I troubleshoot web brows	
New to SAP Business Network? Register Now or Learn more		Why was my session terminated f	
		How long can I be signed in?	
Supported browsers and plugins	Privacy Statement Security Disclosure Terms of U		

- 3. Click Contact us.
- 4. Select Account help.
- 5. Choose Reassign / transfer account admin.
- 6. Click Create a Case.

Melp Center Contact us					8
Home Learning Contact us					
1. Sign in to your account.					
By signing in to your account, you get access to personalized	content and topics to get the rig	ght support, from the right team,	at the right time.		Sign In
2. If you're unable to sign in, tell us what you need help v	vith.		•		
	Registration help	Sign in hetp	Account help		
	Invoicing help	Privacy request	Update integration certificate		
2. Choose from the options below to continue. Click the Log in button above for quick assistance and support of Account management Reassigning the account administrator Adding new users to an existing account Updating email preferences Downgrading your account and learning about subscriptio Merging multiple accounts together Invoicing Creating and submitting invoices Rejected invoices and other statuses Updating accessing invoices	m topics such as: In levels				
Payment or an invoice Learn more and get support: Reassign / transfer account admin If you are an administrator and need to transfer the account or chang If you are not the administrator, but you have access to the email ad If the previous account admin has left the company and/or you don't Not sure if your company has an account?	ed account Downgrade Ente the email address, click the Log in tress listed on the admin account, cl have access to the email address, c	rprise account to Standard M n button above. lick the Forgot password link on the lick Continue for help.	erge multiple accounts Delete / expir	e account	6
Can't find what you're looking for?					Create a Case

- 7. Complete the form ensuring all mandatory fields (marked with a red asterisk *) are filled.
- 8. Tick the privacy statement.
- 9. Once complete, click **One last step**.

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Home Learning Contact us 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 assistan Tell us what you need help with. Subject: Account help Full description: Reassign account administrator rights	nce of a translation service.
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 assistan Tell us what you need help with. Subject: Account help Full description? Reassign account administrator rights	nce of a translation service.
Tell us what you need help with. Subject: Account help Full description; Reassign account administrator rights	
Subject: Account help Full description: Reassign account administrator rights	
Full description: Reassign account administrator rights	
2963 char	racters remaining
Attachment:	
rovide your preferred contact details:	(7) How do I change the administrator user in my SAP Business Network supplier account?
First name	How do I contact SAP Business Network Outcomer Surgeot as a surplier?
Last name * Smith	Customer support as a support :
Company * ABC Pty Ltd	(7) How do I access and change the former administrator's account?
Email * test@gmail.com	Why is my account locked and how do I unlock
Phone * +61 412 345 678 Australia	n7
Confirm phone * 0412345678	Why can't I find a purchase order?
Ariba Network ID	How do I add a new user to my company's SAF Business Network supplier account?
Four 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 taw.	(7) How do I create a new user for my supplier company?
agree 8	O How do I reset my password as a supplier?
	③ Sign in Error: Company profile or User Account parte has errors, please corre- or User Account

10. Click Submit.

SAP	Help Cente	r Contact us	8
Home	Learning	Contact us	
Choos	e this contain Webform A support eng email. To receive conservice@sap.	ct method for the fastest resolution of your issue:	
		Back	10 lit Cancel

11. Click OK.

Help Center Contact us		8
Home Learning Contact us		
Choose this contact method for the fastest resolution of your issu	e:	
Recommended		
Webform		
A support engineer will respond to your case by email.		
To receive communications, add itsm.notification-		
service@sap.com to your allow usi.	Confirmation	
	Are you sure you want to submit your case?	
	Cancel	
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12. You will receive a confirmation message that the case has been created. Click OK.

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t you need H		
Regist	Your case was created and an agent will call you. Phone: +=1 ==================================	зlр
Invoi	Certificate	ation

3.2 Login in as the new Ariba account administrator

1. Once the case has been created, Ariba Customer Support team will reach out to you either by phone or by email.

- a. You will be required to provide the email address of the new Ariba account administrator.
- b. Confirm the username and password with Ariba Customer Support.

If you were unable to confirm the username/password during the call with Ariba Customer Support, you can retrieve the username and reset the password. Refer to the following SAP Knowledge Base Articles to retrieve the username and/or password.

- a. How to retrieve my username?
- b. How do I reset my password as a supplier?
- c. Forgot Username or Password

2. Go to <u>SAP Business Network</u> and using the credentials set up by Ariba Customer Support, log on to the Ariba account as the new account administrator.

4. Support

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