

## 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 [businessconnect@sydneywater.com.au](mailto:businessconnect@sydneywater.com.au) 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 <a href="#">SAP Ariba customer support</a> 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	<a href="#">Solution for Scenario 1 – Email accessible</a>	<a href="#">Solution for Scenario 2 – Email not accessible</a>	

## 2. Solution for Scenario 1 – Email accessible

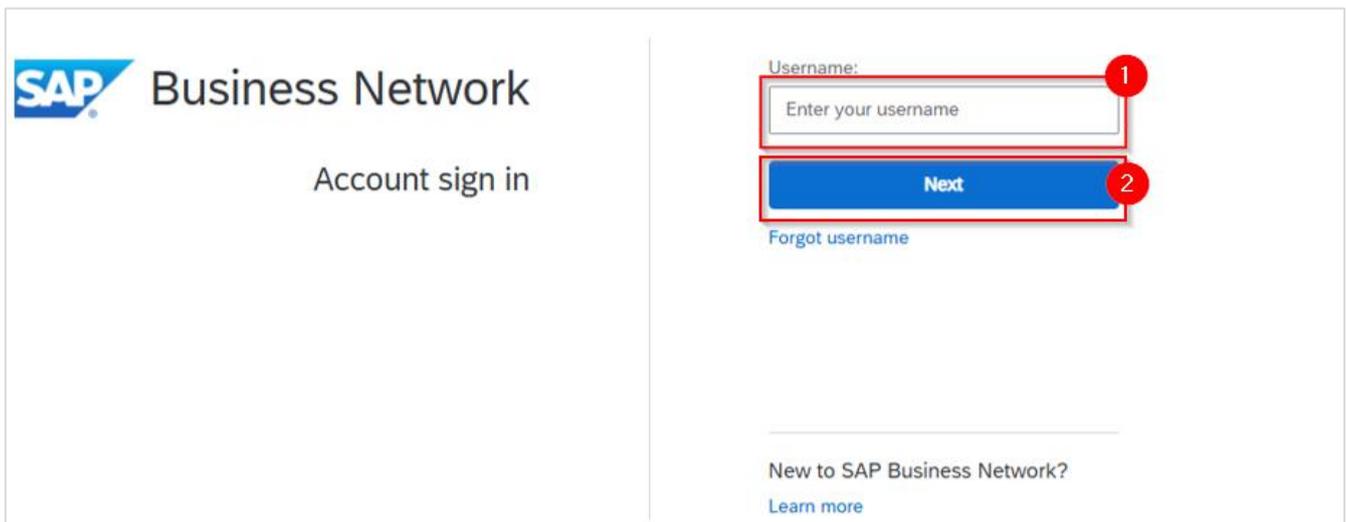
Whether the current administrator is still working in your organisation or has left the company, **if the email address is accessible**, follow the steps below to transfer the account administration rights to a new user.

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.

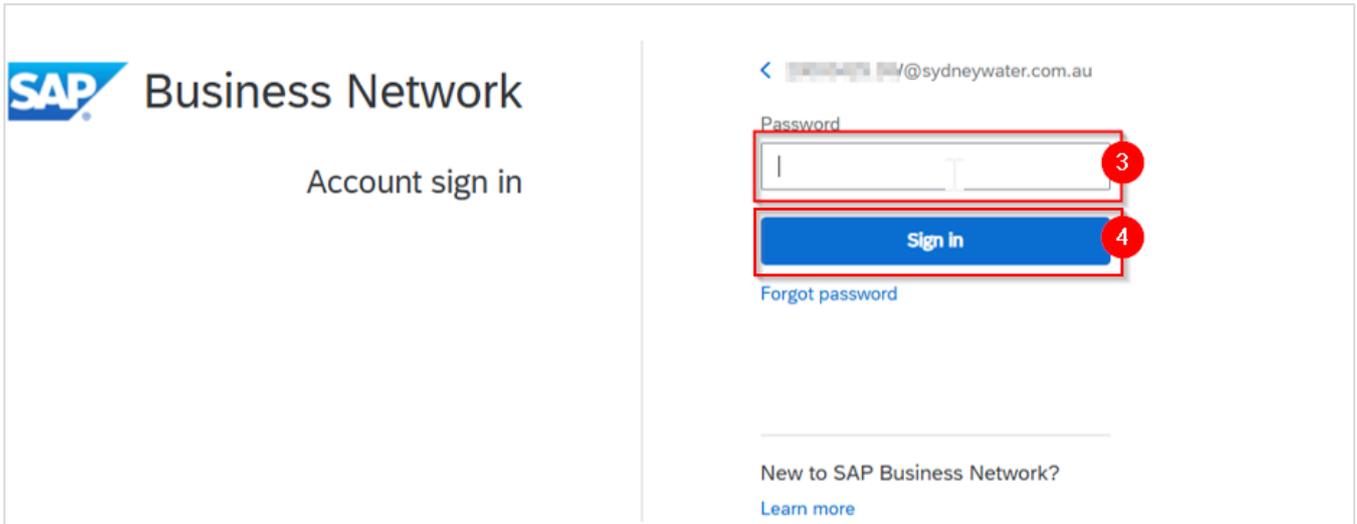
- a. [How to retrieve my username?](#)
- b. [How do I reset my password as a supplier?](#)
- c. [Forgot Username or Password](#)

### 1.1 Access existing account administrator’s Ariba profile

1. Go to [SAP Business Network](#) and using the current administrator’s credentials, enter username.
2. Click **Next**.

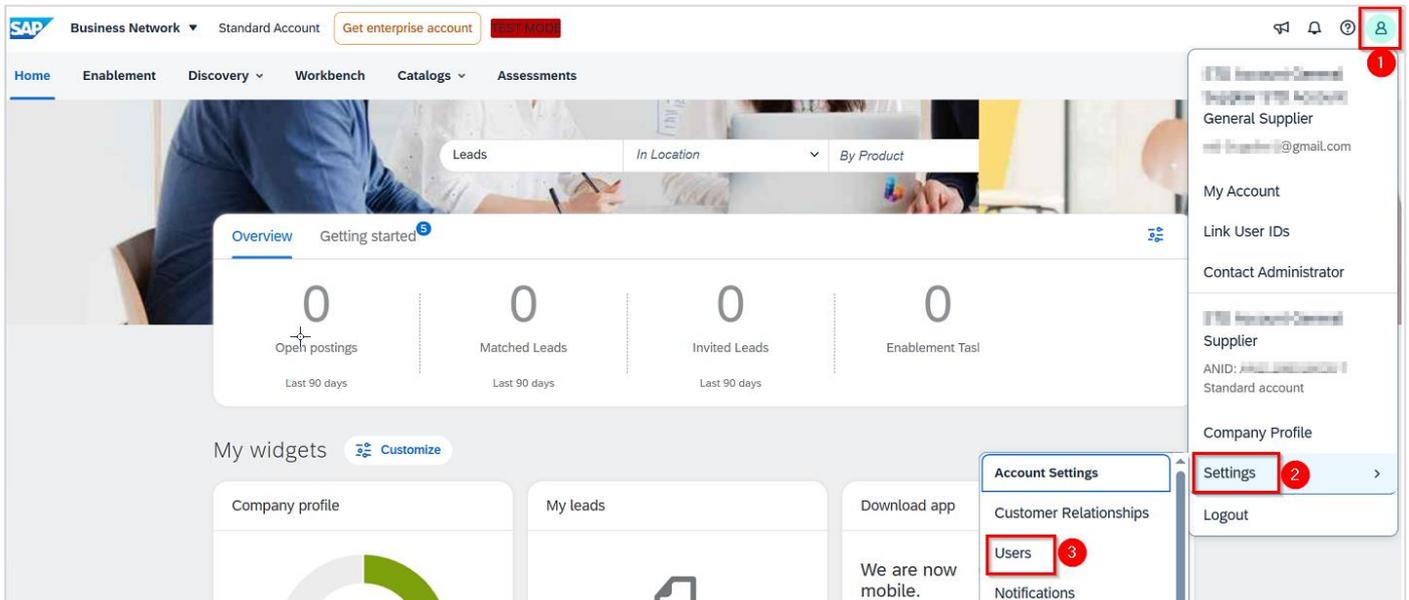


3. Enter password.
4. Click **Sign in**.



## 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**.



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

## Transferring account administration rights

Account Settings

Customer Relationships Users Notifications Application Subscriptions Account Registration Generative AI

Manage Roles **Manage Users** Manage User Authentication Revoked Users More...

Users (2)

Enable assignment of orders to users with limited access to SAP Business Network.

Filter

Users (You can only search on one attribute at a time)

Username

Apply Reset

<input type="checkbox"/>	Username	Email Address	First Name	Last Name	SAP Business Network Discovery Contact	Role Assigned	AN Access	Actions
<input type="checkbox"/>	[redacted]	[redacted]	[redacted]	Test	No	Tendering	Yes	<b>5</b> Actions
<input type="checkbox"/>	[redacted]	[redacted]	STD	[redacted]	No	SOURCING_SUPPLIER_BASE, +5	Yes	6 Make Administrator

Add to Contact List Remove from Contact List

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**.

Assign a Role

Select a new role for your account.

Name	Description
<input checked="" type="checkbox"/>	Tendering

Assign 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.

Assign a New Administrator

**WARNING:** You are about to transfer your administrator role to [redacted]. After you assign the administrator role to another user, you will be logged out of your account.

OK Cancel

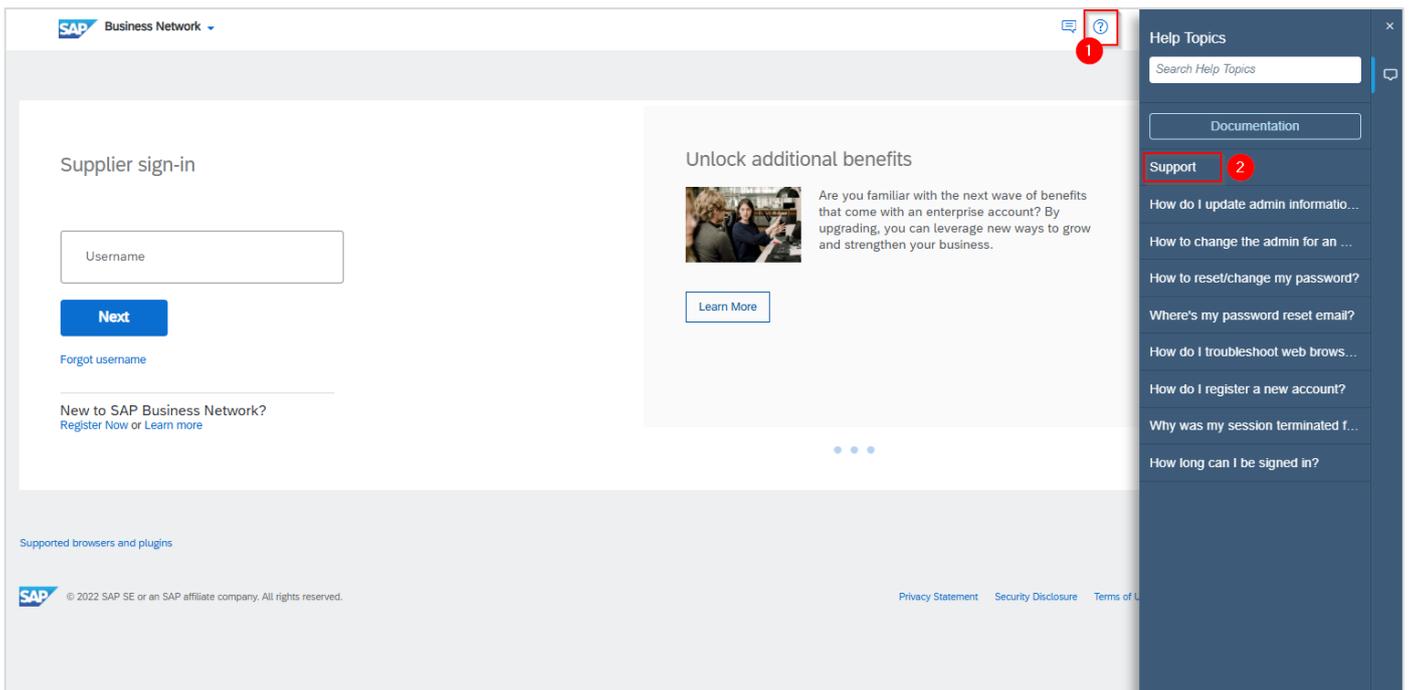
OK Cancel

## 3. Solution for Scenario 2 – Email not accessible

If the current administrator's **email address is not 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 [SAP Business Network](#) and click the **Help** icon in the top right corner.
2. Click **Support**.



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

## Transferring account administration rights

The screenshot shows the SAP Help Center 'Contact us' page. At the top, the 'Contact us' link is highlighted with a red box and a red circle containing the number 3. Below this, the first step is '1. Sign in to your account.' with a 'Sign In' button. The second step is '2. If you're unable to sign in, tell us what you need help with.' This section contains six help topic cards: 'Registration help', 'Sign in help', 'Account help' (highlighted with a red box and a red circle containing the number 4), 'Invoicing help', 'Privacy request', and 'Update integration certificate'. Below these cards, the second step continues with '2. Choose from the options below to continue.' and a list of topics. The 'Reassign / transfer account admin' button is highlighted with a red box and a red circle containing the number 5. At the bottom right, the 'Create a Case' button is highlighted with a red box and a red circle containing the number 6.

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**.

## Transferring account administration rights

SAP Help Center Contact us

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 assistance of a translation service.

1. Tell us what you need help with.

Subject: Account help

Full description: **Reassign account administrator rights**

2963 characters remaining

Attachment:

2. Provide your preferred contact details:

First name: John

Last name: Smith

User Name:

Company: ABC Pty Ltd

Email: test@gmail.com

Phone: +61 412 345 678 Australia

Extension:

Confirm phone: 0412345678

Ariba Network ID:

I agree

How do I change the administrator user in my SAP Business Network supplier account?

How do I contact SAP Business Network Customer Support as a supplier?

How do I access and change the former administrator's account?

Why is my account locked and how do I unlock it?

Why can't I find a purchase order?

How do I add a new user to my company's SAP Business Network supplier account?

How do I create a new user for my supplier company?

How do I reset my password as a supplier?

Sign in Error: Company profile or User Account page has errors, please correct or Update

**Submit** One last step

## 10. Click **Submit**.

SAP Help Center Contact us

Home Learning **Contact us**

Choose this contact method for the fastest resolution of your issue:

**Recommended**

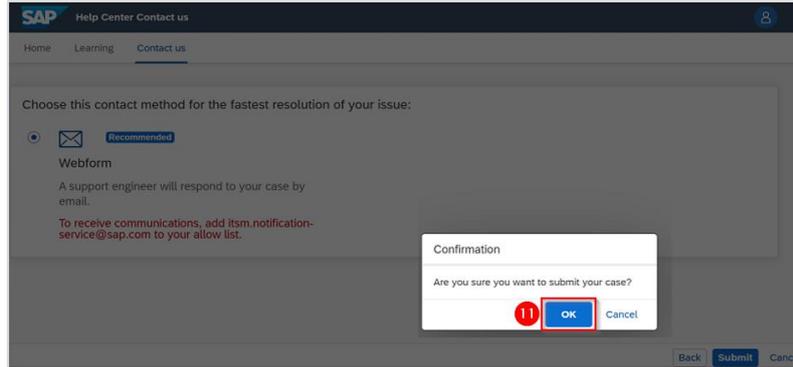
Webform

A support engineer will respond to your case by email.

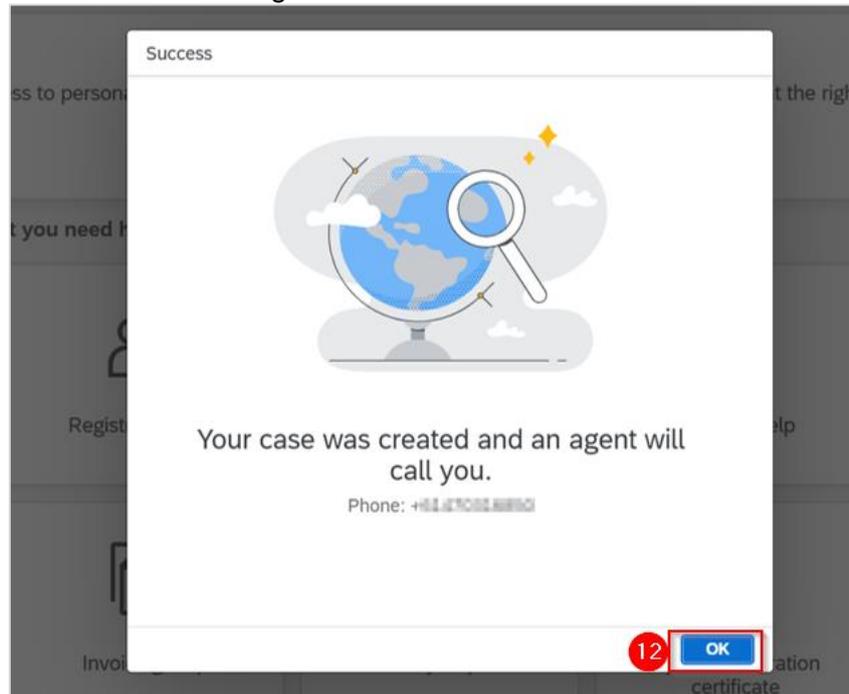
To receive communications, add [itsm.notification-service@sap.com](mailto:itsm.notification-service@sap.com) to your allow list.

Back **Submit** Cancel

11. Click **OK**.



12. You will receive a confirmation message that the case has been created. Click **OK**.



### 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.

- You will be required to provide the email address of the new Ariba account administrator.
- 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.

- [How to retrieve my username?](#)
- [How do I reset my password as a supplier?](#)
- [Forgot Username or Password](#)

2. Go to [SAP Business Network](#) and using the credentials set up by Ariba Customer Support, log on to the Ariba account as the new account administrator.

## 4. 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> .