

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 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 SAP Ariba customer support 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

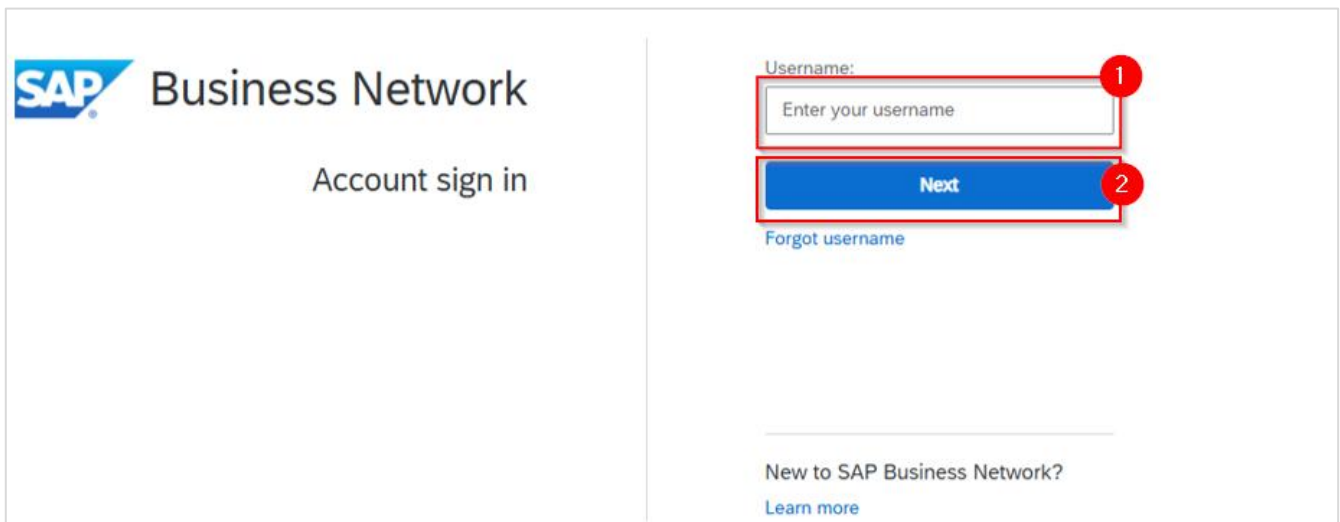
Whether the current administrator is still working in your organisation or has left the company, **if the email address is accessible**, follow the steps below to transfer the account administration rights to a new user.

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](#)

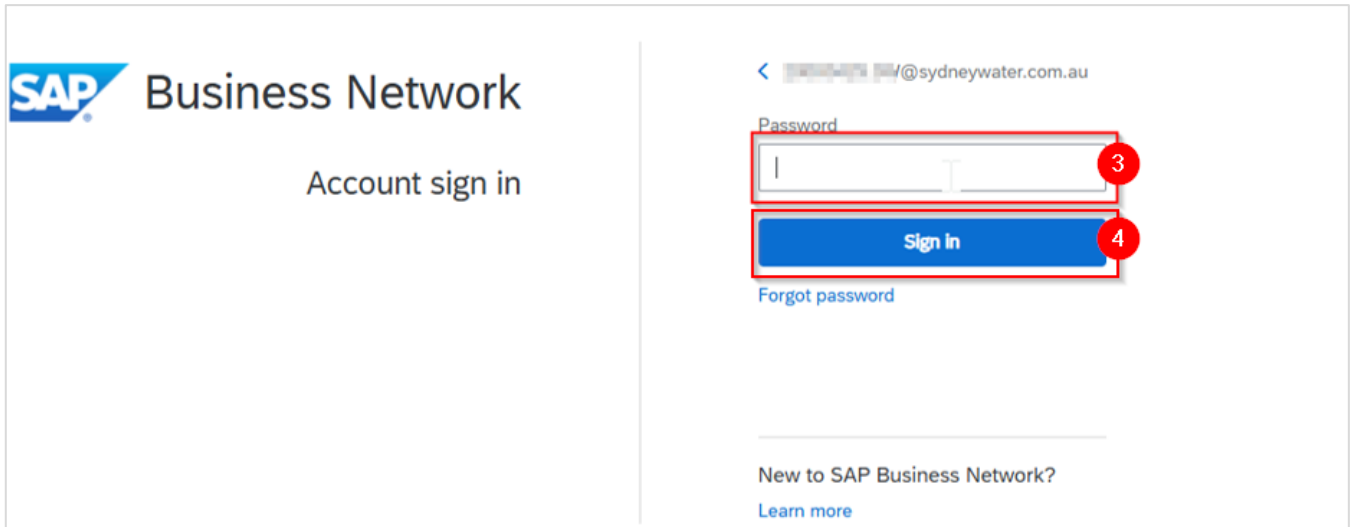
1.1 Access existing account administrator’s Ariba profile

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



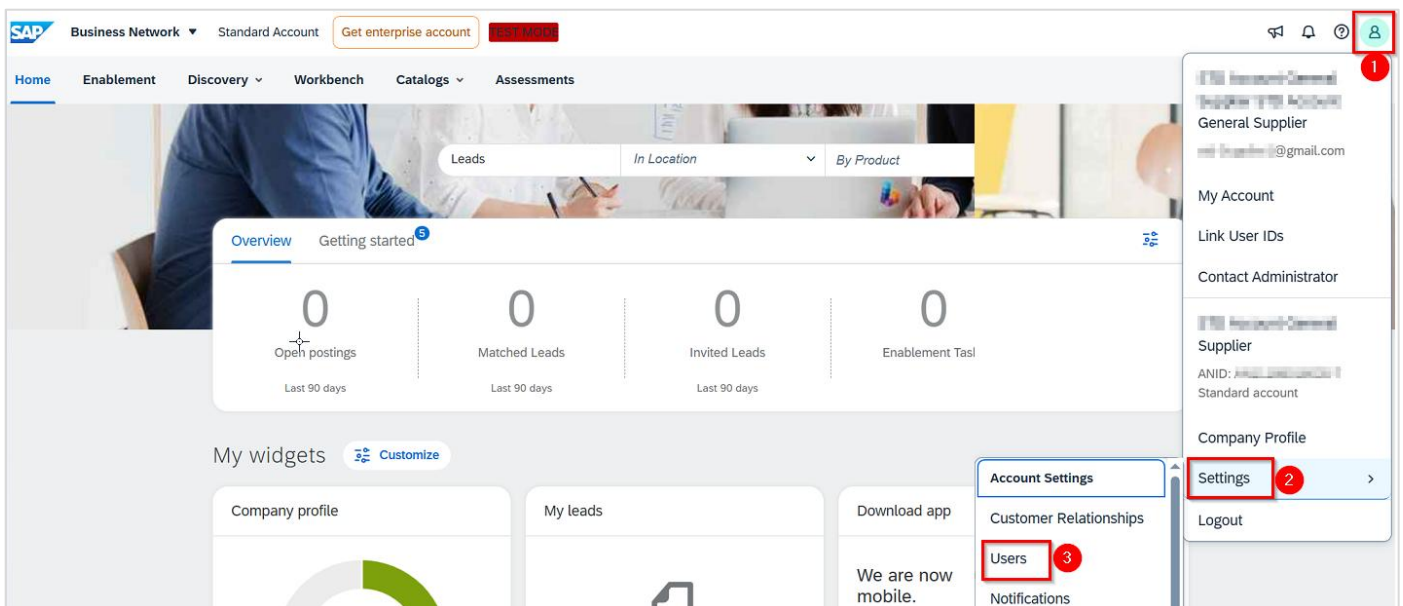
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3. Enter password.
4. Click **Sign in**.



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.

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SAP Business Network - Standard Account - Get enterprise account - TEST MODE

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: [Enter 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	5 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**.

SAP Business Network - Standard Account - Get enterprise account - TEST MODE

Assign a Role

Select a new role for your account.

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

7 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.

SAP Business Network - Standard Account - Get enterprise account - TEST MODE

Assign a New Administrator

8 OK | Cancel

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.

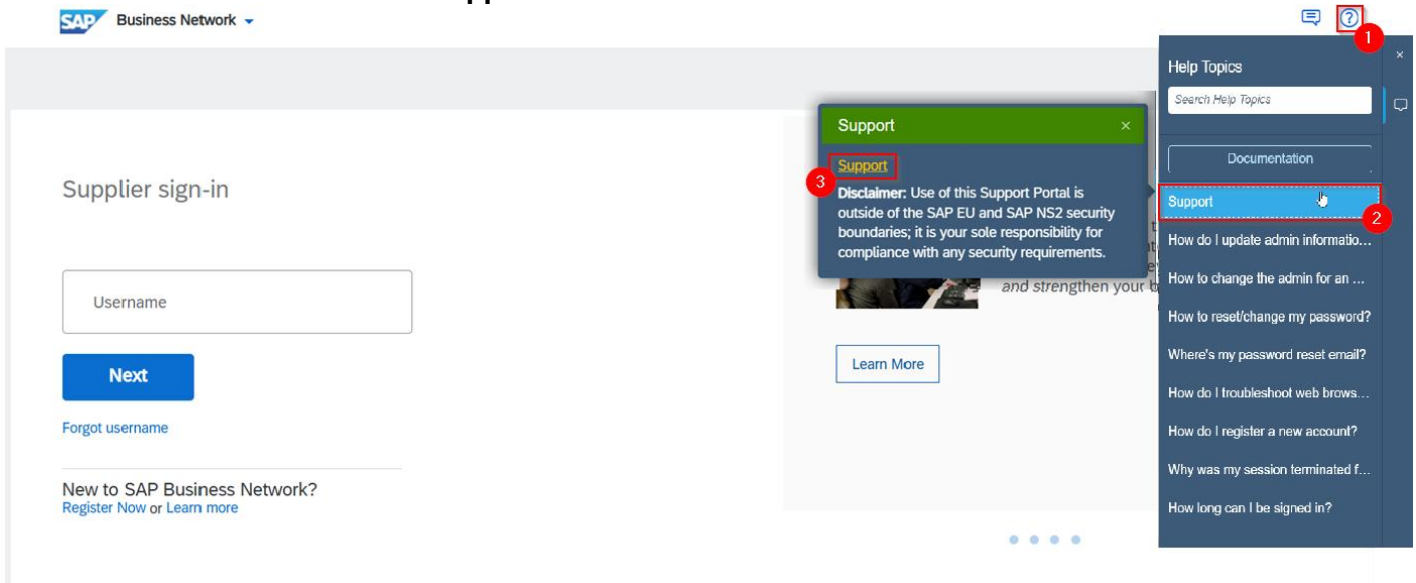
OK | Cancel

3. Solution for Scenario 2 – Email not accessible

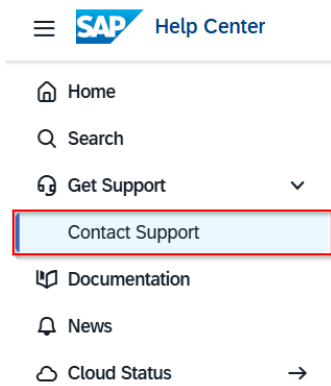
If the current administrator’s **email address is not accessible** (e.g., the current administrator has left the organisation, the email address domain has changed, etc.), follow the steps below to regain access to the account.

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. Read the disclaimer and click **Support**.



4. On the left navigation pane, select **Contact Support** under **Get Support**.



5. Fill out **Step 1**.
6. Select **Yes** to the question “Do you need to reassign the account administrator?”.
7. Select **No** to the question “Is your current administrator still with your company?”. If the same person re-joined your organisation and their e-mail has changed, this should still be answered as a No.
8. Select **No** to the question “Do you have access to retrieve emails sent to the listed administrator's email?”.

9. Gather all information required based from the template. This information should be pasted directly to the **Full description** field of the Case to be submitted.

10. Click on the **Next Step** button.

Contact Support

Step 1 How can we support you?

Transfer administration rights 5

2970 characters remaining

Do you need to reassign the account administrator? 6

Yes No Don't know

Is your current administrator still with your company? 7

Yes No Don't know

Do you have access to retrieve emails sent to the listed administrator's email? 8

Yes No Don't know the email

Contact support to have the administrator information changed. You will be required to provide the following: 9

- Company Name:
- ANID:
- Current administrator name:
- Current administrator email address:
- First and last name of caller:
- New administrator name:
- New administrator email:
- Phone number:

You can copy the above template and paste it directly into the **Full description** field of the Case and fill out your responses there.

Account security is important to SAP. Please be patient while our teams take the necessary steps to respond responsibly to your request.

Next Step 10

11. SAP will try to recommend some articles that are related to the issue. Click **Next Step**.

Step 2 Resources

How do I change the administrator in my SAP Business Network supplier account?
How do I change the administrator user in my SAP Business Network supplier account? Depending on what access you have, use any of the following procedures to change your account's administrator: You're the current administrator user a

How do I update administrator information on SAP Business Network?
How do I update administrator information on SAP Business Network? Sign in as the administrator to SAP Business Network supplier account: Click [User Initials] in the upper-right corner and select My Account . Update the information.

How do I access and change the former administrator's account?
How do I access the former administrator's account? If the account administrator is still with your company, contact them by clicking [user initials] in the upper-right corner of the application and selecting Contact Administrator .


How do I reset my password as a supplier?
How do I reset my password as a supplier? How can I send myself a password reset? Access the Reset my password page. Enter the email address that is registered to the account in the Email Address field and click Submit . SAP Ariba will


How do I use the Help Center and other support options?
How do I use the Help Center and other support options? What is the Help Center? How do I get help? At SAP, we aim to empower you with the information and tools you need to navigate our product solutions seamlessly. Help Center



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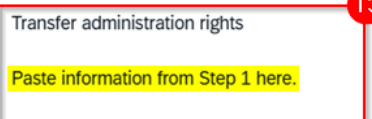

Next 11

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12.  **Step 3** requires the details of the request. The description box will copy the text entered in Step 1. Copy this on the **Subject** field.
13. Paste the information template on the description field **Describe your issue or question and steps to reproduce**.
14. Classify your issue as “Administration”.
15. Give details on the impact of the issue.
16. Click **Next**.



 **Step 3 Confirm the details**

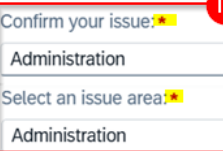

Subject:  Transfer administration rights 


Describe your issue or question and steps to reproduce:  Transfer administration rights
Paste information from Step 1 here. 


2933 characters remaining


Top Recommendations:

-  How do I change the administrator in my SAP Business Network supplier account?
-  How do I update administrator information on SAP Business Network?

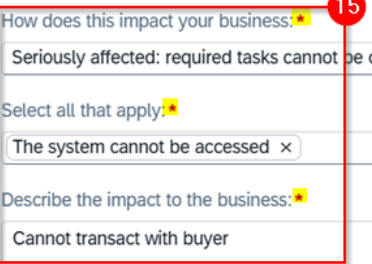

Confirm your issue:  Administration 


Select an issue area:  Administration

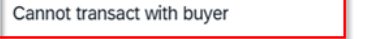
 The combined size of attachments must not exceed 20MB.

Choose a file for upload 


Document number(s):


How does this impact your business:  Seriously affected: required tasks cannot be completed due to technical error 

Select all that apply:  The system cannot be accessed

Describe the impact to the business:  Cannot transact with buyer

2974 characters remaining

 **Next**

17.  **Step 4** provides the contact options and requires your information to be entered. Select **Chat** to talk to an agent.

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18. Enter your details on the mandatory fields (those with an asterisk *).
19. Provide consent to share all data entered by flagging the I agree statement.
20. Click Chat with us to start talking to SAP.

Step 4 Contact options

Chat
Estimated wait time: 2 minutes
Recommended

17

First name: *
Test

Last name: *
Case

User name:

18

Email: *
testcase@company.com.au

Your phone number: *
+61 0412 345 678

Extension:

Company: *
Test

Account ID:

Help us help you faster:

19

agree *


20

Chat with us

Note: We use the information collected to improve support quality and training, to help address technical issues, and to improve our products and services, subject to our [Privacy Policy](#) and [Terms of Use](#).
Translation services may be used in support calls, chats, and email communications.

21. The chat support window will open. They will soon send you a message so they can assist you.

Contact Support

 **Thank you for contacting SAP Support**
Your chat has been created. A Support Engineer will be assigned to respond.

SAP
Chat support

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 [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 here .
	To get assistance specific to your situation, contact us at businessconnect@sydneywater.com.au .
	For SAP product documentation and supplier support, visit the SAP Help Centre .