



FAQ when registering for SSAB and logging in to SAP Ariba

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Supplier Instructions

SSAB

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1. How to contact Ariba Support

► Problems logging in to Ariba? (password, username, registration questions...)

1. Go to <http://ssab.supplier.ariba.com>



2. Click on the question mark symbol

The screenshot displays the SAP Ariba Supplier Login interface. The top navigation bar includes the SAP logo and 'Ariba Proposals and Questionnaires'. A question mark icon in the header is highlighted with a red box and a yellow arrow. The main content area features the SAP Ariba logo, 'Supplier Login' text, and a login form with fields for 'ssab_testsupplier_se@ssab.com' and a masked password, followed by a 'Login' button and a 'Forgot Username or Password' link. To the right, a laptop shows a dashboard with various charts and data tables. On the far right, a sidebar contains a search bar and a list of FAQ topics. At the bottom right, a 'Support' link is highlighted with a red box.

3. Click "Support"

2. I forgot my username or password

SAP Ariba Proposals and Questionnaires

Make sure it says up here
Ariba Proposals and Questionnaires

SAP Ariba

Supplier Login

User Name

Password

Login

[Forgot Username](#) or [Forgot Password](#)

From the login page: **Ssab.supplier.ariba.com**
You can reset your username and/or password.

This is only valid if you have already logged in to Ariba in connection with SSAB via the registration process or an RFP participation.

If you already have an Ariba account that you are using with other customers but not SSAB yet, this option will not work.

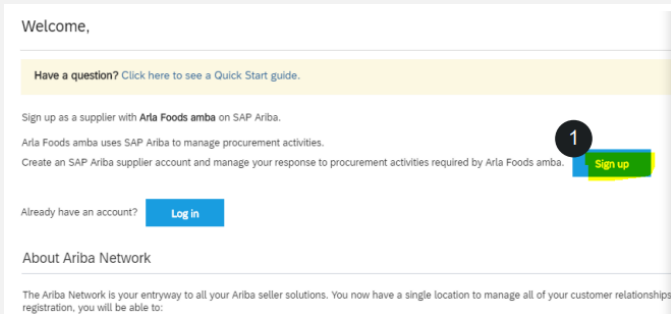
- Please refer the guide "How to register on Ariba as a supplier and connect with SSAB"

The above links are 2 separate links:

- If you forgot your username click on "**Username**"
- If you forgot your password click "**Password**"

SSAB

3. My company is already connected with a different ANID



- ▶ You are receiving this error because the username you are attempting to use is associated with an ANID that does not match the ANID currently connected to your company's profile that was invited to the event, which indicates that your organization has more than one ANID. If you believe you already have a username associated with the connected ANID, please refer to your company's account administrator to confirm the correct username to use. If you do not have a username associated with the connected ANID, please follow these steps below to create a new username and access the event:
- ▶ 1. Return to the previous page and click Sign Up
- ▶ 2. Uncheck the box next to Use my email as my username
- ▶ 3. Create a username that is different than your existing username.
 - 1. Usernames are not required to be valid email addresses, but they do have to look like them.
 - 2. Ex: If your email is first.lastname@company.com, use first.lastname1@company.com
- ▶ 4. Enter a new password in the New Password and Confirm Password fields.
 - 1. This password must be a minimum of eight characters with at least 1 number.
 - 2. You can use the same password as your existing account.
- ▶ 5. Review the Terms of Use and SAP Ariba Privacy Statement and select the box next to each indicating your acceptance.
- ▶ 6. Click Register The event should now appear for you

4. Error: "User already exists. Please enter a different username." while registering

► Question

- What should I do if I receive the error message User already exists. Please enter a different username.? Can I still register if I see a message stating that my username is currently in use?

► Answer

- You are receiving this message because the username you are entering is already associated with an Ariba Network, Ariba Discovery, or Ariba Sourcing supplier account. You will still be able to register a new user account, but the new username will need to be unique to satisfy Ariba system requirements.
- SAP Ariba requires that all usernames be formatted like an email address, but they do not have to be a valid email address.
 - For example, if your username of example@ariba.com was not accepted, you can try using example1@ariba.com.

► Additional Information

- If you would like to access an account that already exists, go to the [Supplier Login page](#) and click **Password**.

5. Common registration issues and how to resolve them

- **Duplicate username:** You can access your existing account or create a new user account with a [unique username](#) by deselecting the **Use my email as my username** box under the **Email** field. Your username does not need to [match](#) your email address.
- **Duplicate D-U-N-S (Data Universal Numbering System) number:** You can leave the **DUNS Number** field empty during registration or [contact the administrator](#) of the account that already uses the same number. You can also add your D-U-N-S number on the [Marketing](#) tab of your **Company Profile** after registration.
- **Account already merged** when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is already used on the buyer's site. You can contact your buyer to find the linked account and deactivate any duplicate account(s). Alternatively, you can create a new account.
- **Different username and password expected** when registering with an existing account: This occurs when you try to link to a sourcing buyer with an account that is different from the accounts used by others in your company. You can try to find the existing account by contacting your colleagues and/or the buyer. Alternatively, you can create a new account.
- **Error: "There has been an issue connecting to the Sourcing Server. Please try to connect to the service later."** If you experience this error repeatedly, there is a conflict between information in the registered account and in the sourcing buyer's site. Your buyer might have some of your account information stored in a different account. Contact [Ariba Customer Support](#) to review the possible conflicts.

Go back to the start

SSAB



*A stronger,
lighter and more
sustainable world*

See more about SSAB Procurement
<https://www.ssab.com/company/suppliers>