



What to do if your current Ariba Admin has left your company?

- How to transfer the administrator role of your Ariba account to another person
- How to request the permission to upload ISO certificates

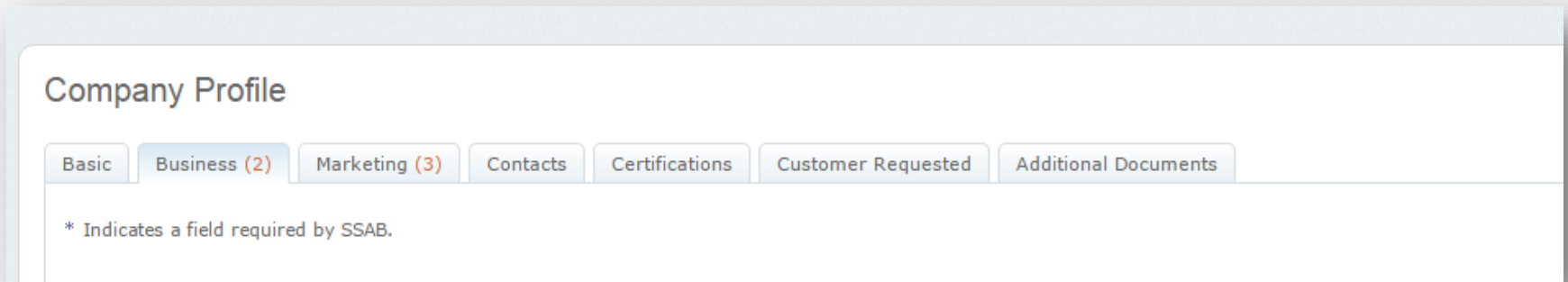
Instruction for suppliers

Last update: November 2021

SSAB

Background

- ▶ Every registered company on Ariba Network has an own administrator.
- ▶ By default the person who originally registered the company is the administrator and has the strongest editing rights and can edit all below tabs.
- ▶ A basic user can only see the “Customer requested” tab.
 - If you need to update your expired ISO certificate, please be aware that it is ONLY the administrator that can attach / update the ISO certificates, unless your admin grants you an [additional permission \(see instruction\)](#).



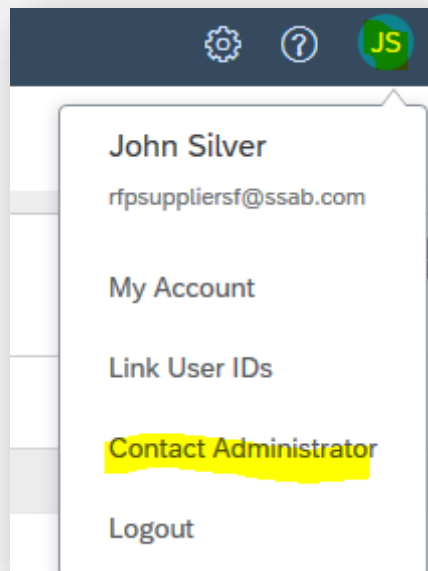
Company Profile

Basic Business (2) Marketing (3) Contacts Certifications Customer Requested Additional Documents

* Indicates a field required by SSAB.

How to find out who your Ariba Account Administrator is ?

- ▶ Log in to Ariba via <http://ssab.supplier.ariba.com>
 1. Locate your initials in the top right corner of the dashboard.
 2. Click the **initials** and a drop down will appear.
 3. Click **Contact Administrator**.



Account administrator still at your company versus no longer there

- Scenario A:

- If **still** with your company, the account administrator can [transfer the account administration role](#) or [reassign the administrator account](#) to another user.
 - Next slide shows this can be done.

- Scenario B:

- If the account administrator is **no longer** with your company, but you have access to the registered email:
 - A member of Ariba Customer Support can help you recover the login information for the account.
 - After accessing the account, you can [transfer the account administration role](#) or [reassign the administrator account](#) to yourself.

How to reach the user administration section

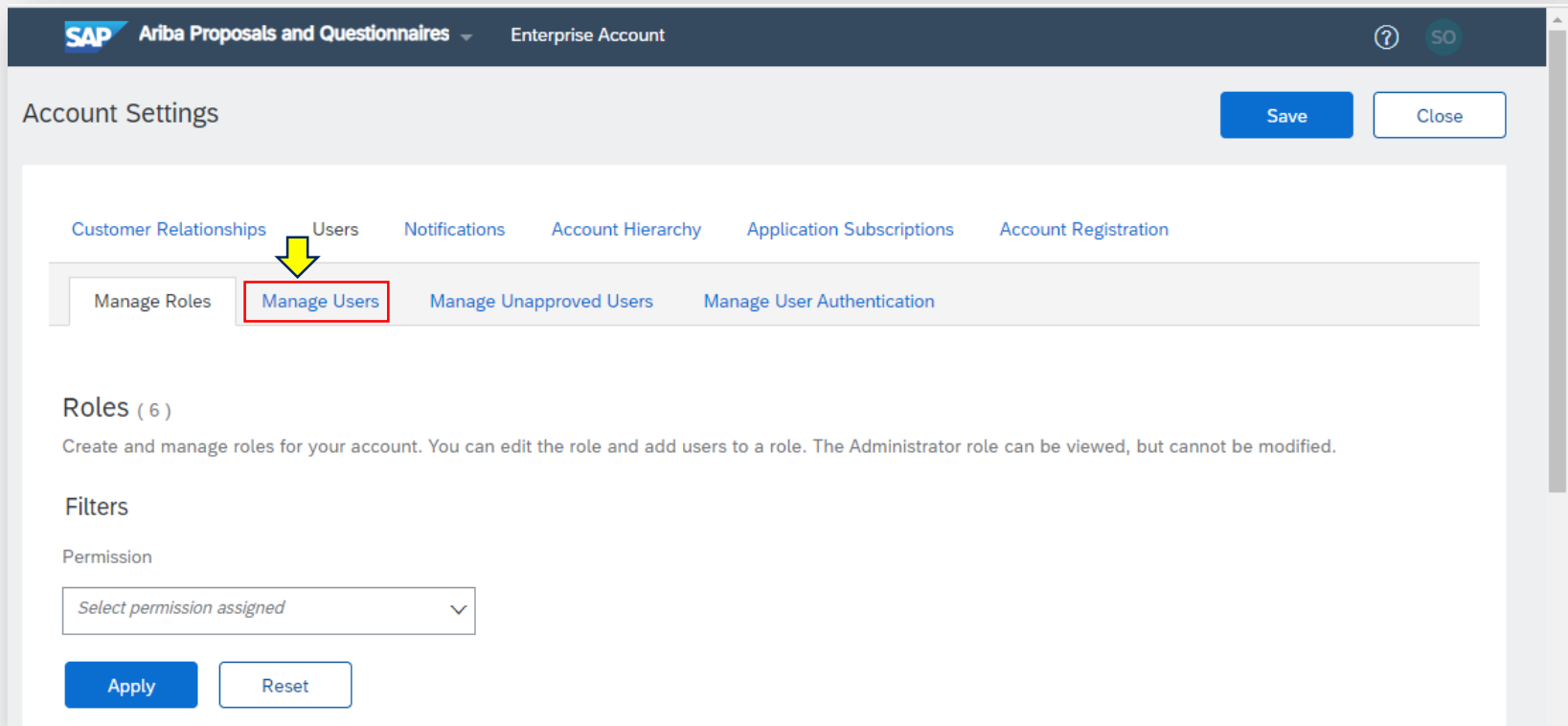
1. Click on your **initials**
2. Click “Settings”
3. Click “Users”

The screenshot displays the SAP Ariba 'Enterprise Account' page. A yellow arrow points to the user initials 'SO' in the top right corner, marked with a yellow circle '1'. A dropdown menu is open from this initials, showing options like 'My Account', 'Link User IDs', and 'Settings'. The 'Settings' option is highlighted with a red box and a yellow circle '2'. From the 'Settings' dropdown, another menu is open, showing 'Users' highlighted with a red box and a yellow circle '3'. The background shows the 'SSAB' account page with sections for 'SSAB Requested Profile', 'Public Profile Completeness' (80%), 'Events', and 'Tasks'.

SSAB

How to transfer the administrator role

► Click “Manage Users”



The screenshot shows the SAP Ariba 'Account Settings' interface. At the top, there's a header with the SAP logo, 'Ariba Proposals and Questionnaires', and 'Enterprise Account'. Below this, the 'Account Settings' section has a 'Save' button and a 'Close' button. A navigation bar contains links: 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'Application Subscriptions', and 'Account Registration'. Under the 'Users' link, there's a sub-menu with 'Manage Roles', 'Manage Users' (highlighted with a red box), 'Manage Unapproved Users', and 'Manage User Authentication'. A yellow arrow points to the 'Manage Users' link. Below the navigation bar, the 'Roles (6)' section is visible, followed by a 'Filters' section with a 'Permission' dropdown menu and 'Apply' and 'Reset' buttons.

Transfer the administrator role to another colleague

- Choose the user and click “**Actions**” and then “**Make Administrator**”

The screenshot shows the SAP Ariba Account Settings interface. The top navigation bar includes 'SAP Ariba Proposals and Questionnaires' and 'Enterprise Account'. The 'Account Settings' section has tabs for 'Customer Relationships', 'Users', 'Notifications', 'Account Hierarchy', 'Application Subscriptions', and 'Account Registration'. Under the 'Users' tab, there are sub-tabs: 'Manage Roles', 'Manage Users', 'Manage Unapproved Users', and 'Manage User Authentication'. The 'Users (3)' section includes a checkbox for 'Enable assignment of orders to users with limited access to Ariba Network.' and a 'Filter' section with a checkbox for 'View users across all linked child accounts'. Below the filter is a search bar with the placeholder 'Enter username' and a '+' button. The 'Users' table has columns: Username, Email Address, First Name, Last Name, Ariba Discovery Contact, Role Assigned, Authorization Profiles Assigned, Customer Assigned, and Actions. The first user listed is 'carolina.akerblom@ssab.com'. The 'Actions' dropdown menu is open for this user, showing options: 'Edit', 'Delete', and 'Make Administrator'. A yellow arrow points to the 'Actions' button in the table.

Username	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned	Authorization Profiles Assigned	Customer Assigned	Actions
carolina.akerblom@ssab.com	carolina.akerblom@ssab.com	carolina	Akerblom	No	Proposals and Contracts Access		All(0)	Actions

Confirm to proceed

- ▶ Before you can finalize the transfer of the administrator role from you to another colleague, you must choose a new role for your user.
 - When done, click “Assign”



There can be only one administrator per Ariba Account

SAP Ariba Proposals and Questionnaires Enterprise Account

Assign a Role

Select a new role for your account.

Name	Description
<input type="checkbox"/> Proposals and Contracts Access	Access Proposals and Contracts
<input type="checkbox"/> ISO CERTIFIERINGAR UPDATERING	
<input type="checkbox"/> RFP & Contracts access & company profile edit	

Assign Cancel

Search...

- Can my account have more than one administrator?
- Change your account administrator (1:36)
- How to transfer the account administration role
- How to delete your account

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How do I access the former administrator's account if the person has left the company?

► Question:

- How do I access the former administrator's account?

► Answer:

- If the account administrator is no longer with your company, contact Ariba Customer Support to change the administrator:
- Click the **Support** link.
- Click **Get help by phone**.
- Locate the appropriate phone number for your location.
- Call Ariba Customer Support to begin the account reassignment process.

► The account reassignment follows this process:

- A member of Ariba Customer Support verifies the employment status of the registered account administrator.
- Ariba Customer Support releases the account to the new administrator.
- The new administrator must update the account, including the **Company Profile**, **Account Settings**, and **Network Settings**.
- Ariba Customer Support provides additional instructions and guidance to the new administrator.

How to reach Ariba Support?

The screenshot shows the SAP Ariba interface. The top navigation bar includes the SAP logo, 'Ariba Proposals & Questionnaires' with a dropdown arrow, 'Enterprise Account', a settings gear icon, a help icon (a circle with a question mark) labeled '1', and a user profile icon 'JS'. A yellow callout box points to the help icon with the text: 'Access the Help Center by clicking Support in the bottom right corner, next to the headset icon.' Below the navigation bar, the 'Help Center' is open, showing a search bar and a list of FAQs. At the bottom of the Help Center, there are two tabs: 'Documentation' and 'Support', with the 'Support' tab labeled '2' and highlighted by a red box. A red line connects the 'Support' tab back to the top navigation bar. The SSAB logo is in the bottom right corner.

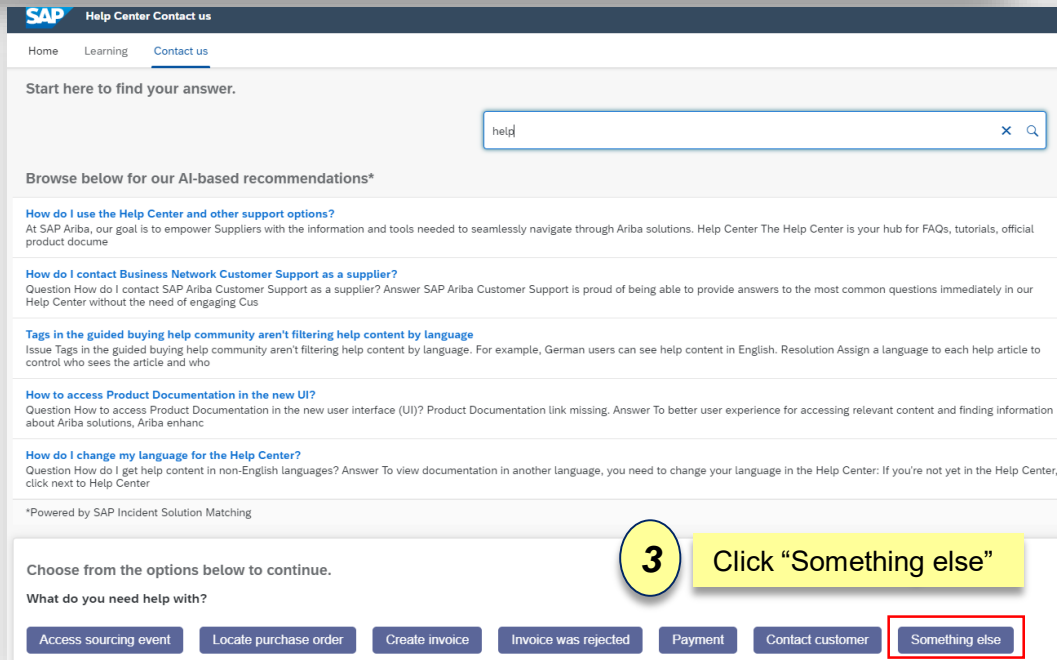
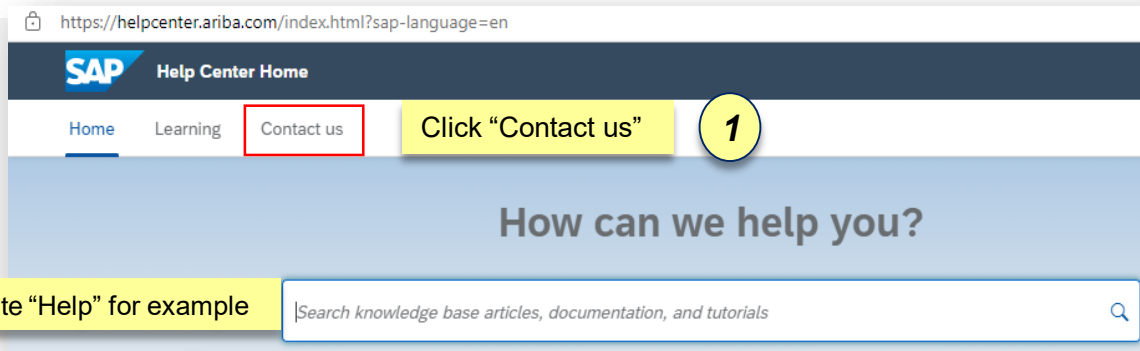
Access the Help Center by clicking Support in the bottom right corner, next to the headset icon.

1

2

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How to reach Ariba Support?



Click "Contact us"

Can't find what you're looking for?



Contact us

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Request from your Ariba account internal administrator the permission to update ISO certificates in your Ariba profile

Supplier Instructions

SSAB

1. Log in to SAP Ariba

SAP Ariba Proposals and Questionnaires

Make sure it says up here
Ariba Proposals and Questionnaires

SAP Ariba

Supplier Login

User Name

Password

Login

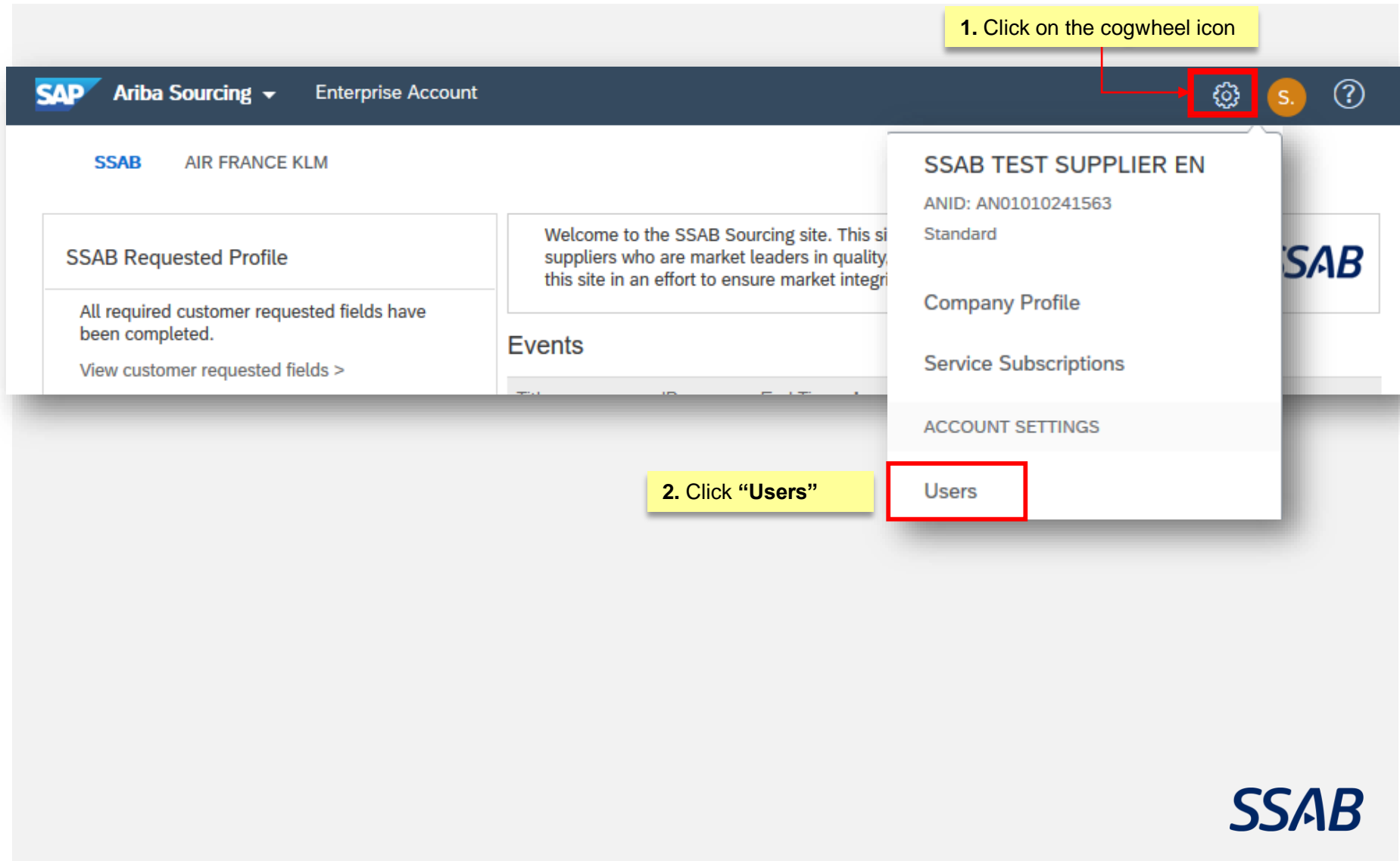
[Forgot Username](#) or [Forgot Password](#)

The above links are 2 separate links:
- If you forgot your username click on "Username"
- If you forgot your password click "Password"

Login page address: ssab.supplier.ariba.com

Instruction for your admin to give you the needed permission

1. Click on the cogwheel icon



The screenshot shows the SAP Ariba Sourcing interface. The top navigation bar includes the SAP logo, 'Ariba Sourcing', and 'Enterprise Account'. A red arrow points to a cogwheel icon in the top right corner, which is highlighted with a red box. A dropdown menu is open, showing the following options: 'SSAB TEST SUPPLIER EN', 'ANID: AN01010241563', 'Standard', 'Company Profile', 'Service Subscriptions', 'ACCOUNT SETTINGS', and 'Users'. The 'Users' option is highlighted with a red box. A yellow callout box with the text '2. Click "Users"' points to the 'Users' option.

2. Click "Users"

SSAB

Scroll down to the roles area on the Account settings page

SAP Ariba Sourcing Enterprise Account

Account Settings

Customer Relationships

Users

Notifications

Account Hierarchy

Application Subscriptions

Account Registration

Save

Close

Manage User Roles

Create and manage roles for your account. You can view or edit the details of a role. The Administrator role can be viewed, but cannot be modified.

Role

Name	Actions
Administrator	Details
Proposals and Contracts Access	Details

↳

Create Role

Click **Create Role**

Create a new role that you can call e.g. “ISO certificatory editor”

SAP Ariba Sourcing Enterprise Account

Create Role

* Indicates a required field

New Role Information

1 Name:* ISO certificate editor

Description:

3 **Save** **Cancel**

Permissions

Each role must have at least one permission.

	Permission	Description
<input type="checkbox"/>	Contact Administration	Maintain information for account contact personnel
<input type="checkbox"/>	Catalog Management	Set up and manage catalog-related activities
<input type="checkbox"/>	Payment Profile	Configure your payment profile
<input type="checkbox"/>	cXML Configuration	Configure account for cXML transactions
2 <input checked="" type="checkbox"/>	Company Information	Review and update company profile information

Create a new role that you can call e.g. “ISO certificatory editor”

Scroll up to the **Manage users** section

SAP Ariba Sourcing Enterprise Account

Account Settings

Customer Relationships Users Notifications Account Hierarchy Application Subscriptions Account Registration

Manage Users

Manage users for your Ariba account. If you enter an email alias, specify the alias owner's name and phone number.

Select the user that needs the new role you created to update the ISO certificates in your Ariba profile

<input type="checkbox"/>	Username ↑	Email Address	First Name	Last Name	Ariba Discovery Contact	Role Assigned
<input type="checkbox"/>	john.smith@ahlsell-test.se	john.smith@ahlsell-test.se	John	Smith	No	Proposals and Contracts Access
<input type="checkbox"/>	noadmin_@ssab_test.com	ssab_testsupplier_en@ssab.com	John	Silver	No	Sourcing and Contracts role
<input type="checkbox"/>	RFPAccess@ssab-test.com	ssab_testsupplier_en@ssab.com	Roger	Smith	No	Proposals and Contracts Access
<input type="checkbox"/>	rfpsuppliersf@ssab.com	stefanie.frauciel@ssab.com	John	Silver	No	Proposals and Contracts Access
<input type="checkbox"/>	sfrauciel_test3@ssab.com	stefanie.frauciel@ssab.com	sfrauciel_test3@ssab.com	Frauciel_test_27.06.2013	No	Edit company profile + Sourcing role
<input type="checkbox"/>	sfrauciel_test@ssab.com	stefanie.frauciel@ssab.com	Stefanie	Frauciel	No	Sourcing and Contracts role (...)

1

2

Edit Delete Add to Contact List Remove from Contact List Make Administrator Create User Export Contact Details

Click Edit

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Assign the role you created to the selected user

After clicking Save the new user will be able to update ISO certificates in your Ariba profile

SAP Ariba Sourcing Enterprise Account

Edit User

SaveCancel

View user information, revise role assignments, assign business units or reset user passwords. Ariba recommends only using the reset password functionality on this page as a best practice, instruct users to click Forgot Password on the Ariba log in page if they forget their password. When you click Reset Password, Ariba resets the password, secret question and answer.

Selected User Information

Username: john.smith@ahlsell-test.se
Email Address: john.smith@ahlsell-test.se
First Name: John
Last Name: Smith
Office Phone:

☐ Do not allow the user to resend invoices to the buyer's account. ⓘ
☐ This user is the Ariba Discovery Contact ⓘ
☐ Limited access ⓘ

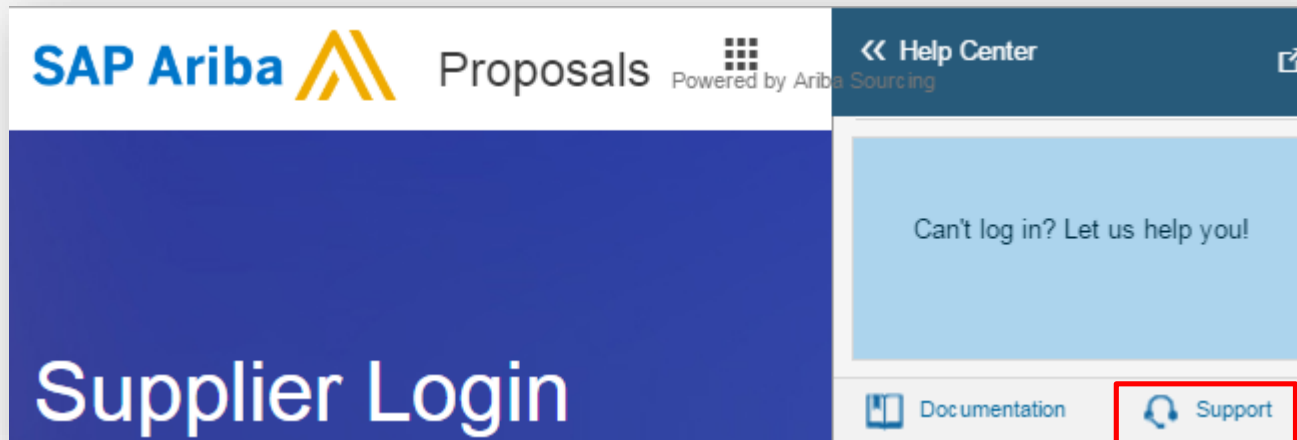
Reset Password

Role Assignment

Name	Description
<input type="checkbox"/> Proposals and Contracts Access	Access Proposals and Contracts
<input checked="" type="checkbox"/> ISO certificate editor	

How to contact Ariba Support?

Problems logging in? (password, username, etc...)



SSAB

[Go back to the start](#)

SSAB



*A stronger,
lighter and more
sustainable world*

See more about SSAB Procurement

<https://www.ssab.com/company/suppliers>