

# ARIBA E-TENDERING SOLUTION VENDOR GUIDANCE: LOG-ON ISSUES

VERSION: 11 JULY 2022

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# **PURPOSE:**

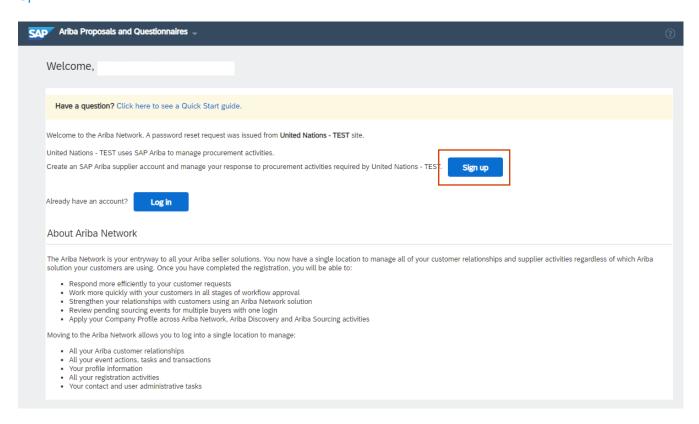
The purpose of this document is to provide instructions for vendors on how to register into the Ariba e-tendering platform and address any login issues. It is advised that vendors use this instruction before and during any registration process within the SAP Ariba solution. The process described in this guide relate to UN Secretariat solicitations.



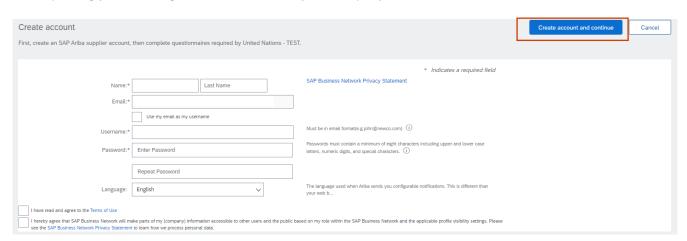
## REGISTER IN UN ARIBA: NEW VENDOR ROLE

In this section, you will find steps to register as a new vendor in Ariba.

If you are accessing the Ariba system for the first time, open the welcome registration interface and click "Sign Up".



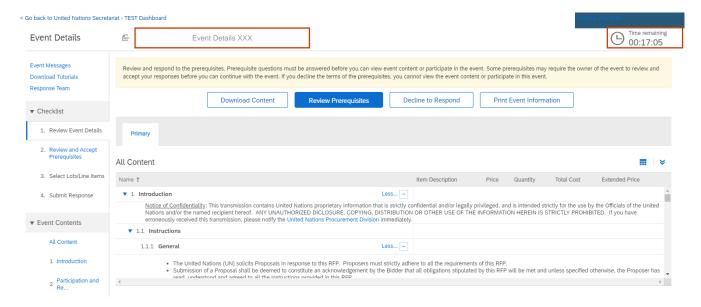
After updating your user login information and/or your company information, click "Create account and continue".



If you receive the "Potential existing accounts" alert, please proceed to section "Manage Potential Existing Account" below. If not, please contact your organization administrator, and request approval to your account. Each organization has an Administrator role to manage their own accounts directly with the Ariba platform.



If you create your account successfully, you will see THE UNITED NATIONS listed on the top left corner of your Ariba dashboard. On the Dashboard you can click on your event and view the event interface and confirm the remaining time to bid on the solicitation.

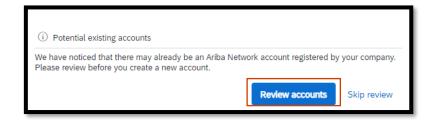


Once you have activated your account, you can continue to log into the event to enter into the solicitation/tender event. Please refer to the Job Aid on "Access Event Invitation & Log into Solicitation Event" and go to section "Log into Solicitation Event".

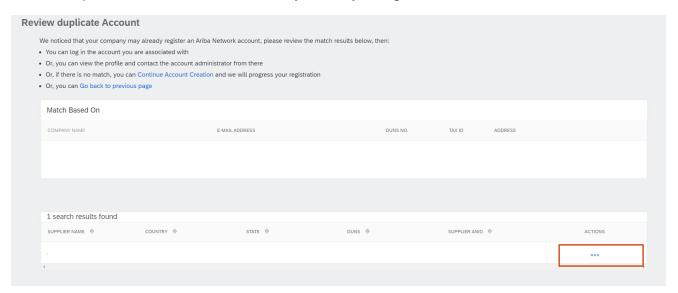


#### MANAGE POTENTIAL EXISTING ACCOUNT

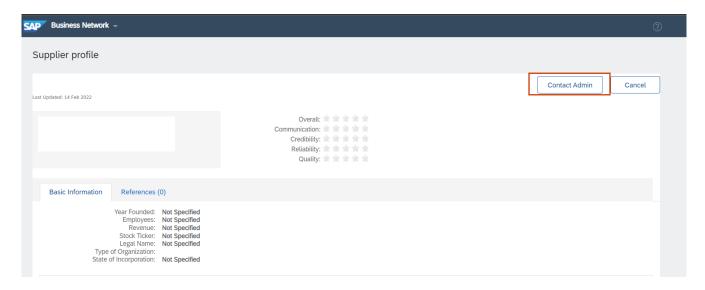
You need to confirm whether your registration account is a duplicated account. Select "Review Accounts".



Review duplicate account information. You may contact your organization administrator under "Action".

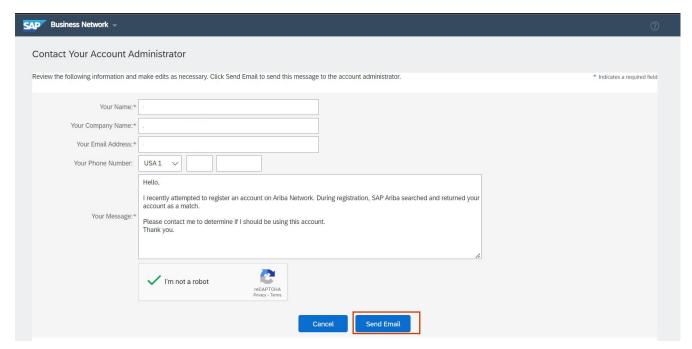


#### Select "Contact Admin".



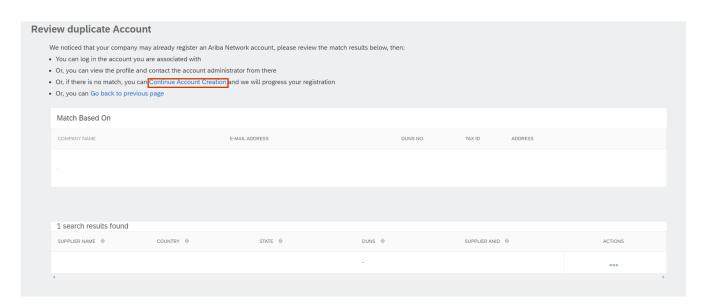
You can contact your administrator through the Ariba platform. Your Ariba administrator can be notified of account review request. Fill out your message and select "Send Email".





Your organization administrator can review your account for duplicates and may change the account information for your company.

After you have reviewed your account, and realized you can proceed, you can create your account by selecting "Continue Account Creation".



You may now access your account.



#### RENEW EXPIRED ACCOUNT LINK

In some cases, you may log-into the Ariba interface and see a message that the link sent to access an event has expired. To activate an expired account link, request Ariba support from the UN at **aribae-tendering@un.org** to reset via a new invitation email. If needed you can reset your password as well.

## Ariba Account Password Reset Information Inbox x

Ariba Commerce Cloud <ordersender-prod@ansmtp.ariba.com>

to me ▼



#### Dear Umoja Sir,

Your password reset request to access the Ariba Commerce Cloud has been processed. To complete the password reset process, click the following link to confirm your email address and enter your new password:

The request was initiated by the United Nations Secretariat - TEST administrator on your behalf.

https://service.ariba.com/Authenticator.aw/ad/pswdReset?key=

Important: The link will expire in 24 hours.

If this link doesn't work, please copy and paste it into your browser's address bar.

You can also log in using a one-time password created in the Ariba Supplier mobile app, available now for iPhone® and iPad® on the App Store®.



Sincerely,

The SAP Ariba Team

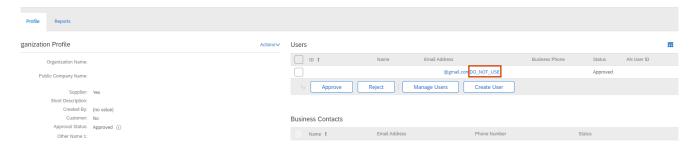
https://seller.ariba.com

When you open the new link, please activate within 24 hours, and please use the incognito window for Chrome browser or use the in Private window for Edge browser. Once you have selected above link, you can follow the steps and set up the account in UN Ariba.



#### **ERROR MESSAGE: DO NOT USE NOTE IN CONTACT FIELD**

If there is a DO\_NOT\_USE note in the email field, please contact organization administrator or UN Ariba support at <a href="mailto:aribae-tendering@un.org">aribae-tendering@un.org</a>.



#### **GENERIC EMAIL ADDRESS LOGIN**

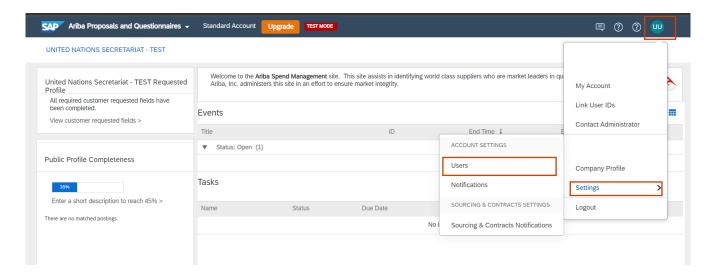
Make sure you use the same email address registered in UNMG. Your company may have chosen to use a generic email address. If this is the case then be sure to use this account for the Ariba interface. Also, please make sure it is the correct mailbox that was provided to UNGM.

## **REGISTER IN UN ARIBA: ADMINISTRATOR ROLE**

In this section, you will find steps to be able to manage accounts as an organization administrator. Each company has their own company accounts in Ariba. In larger organizations an administrator may play an active role managing access for their company users in Ariba. This is done directly through the Ariba interface.

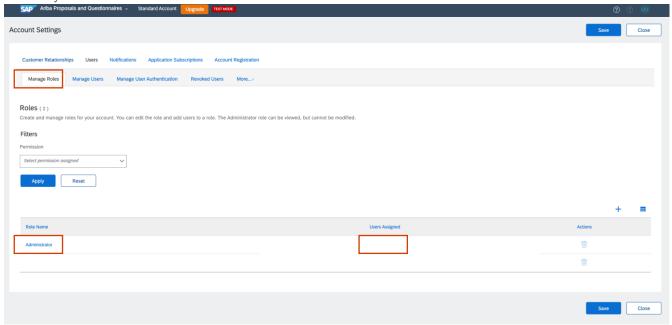
To confirm successful creation of an administrator account, please check the proper access is granted as described below. Any issues with administrator access can be addressed to aribae-tendering@un.org.

After login, select Initials → Settings → Users.





#### Confirm your account as Administrator.



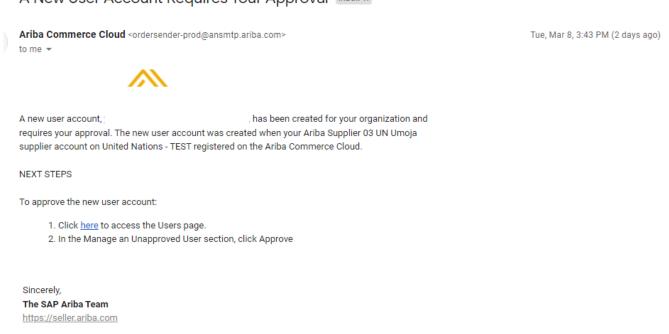
#### **Important Note:**

Administrators can add/update additional users on your organization Ariba portal site. If you need to update for UNGM system, please follow UNGM instructions at <a href="https://help.ungm.org/hc/en-us/categories/360002380499-For-potential-suppliers">https://help.ungm.org/hc/en-us/categories/360002380499-For-potential-suppliers</a> .

#### APPROVE USER ACCOUNT

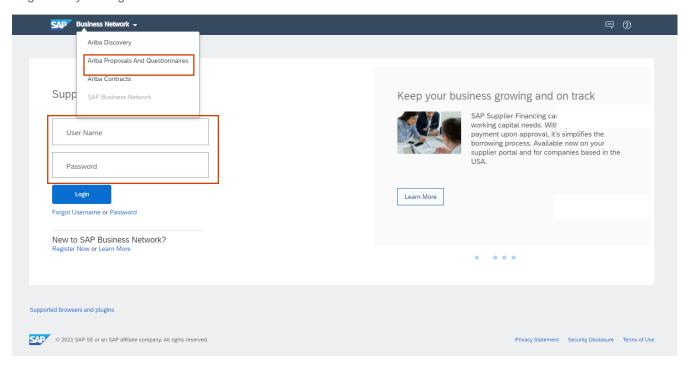
Administrator will receive the email for a new user account approval related to their organization.

## A New User Account Requires Your Approval Indox x

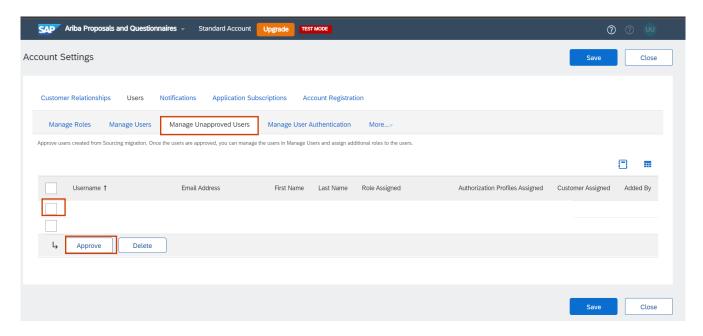




Login with your organization administrator account.



#### Select Manage Unapproved Users,



Approve it. Then the new account can be activated.



# **ADDITIONAL INFORMATION**

If you need further support, you can also contact:

- UN Ariba Support <u>aribae-tendering@un.org</u>
- Ariba Help Page <u>SAP Ariba Help Center</u>
- Useful QR codes



Letter from director, Procurement Division



Ariba Introduction Video



Ariba Guide



How to access the UNGM account when the person in charge of the account



How to manage the contact details in the UNGM account